



Project Overview Statement

Executive Summary

Project Title: Interactive Forms on the Web

Project Leader: Marcia M. Conliffe

Department: Student Financial Services

Executive Sponsor: Angelia Millender

Project ID: 24 **Last Updated:** August 12, 2008

Mandated: Federal State Accreditation **Date Required:**

Other

PROJECT BUSINESS CASE

Project Overview

Provide the student with an on-line interactive solution for submitting Financial Aid forms. There are variety of forms associated with the awarding of Financial Aid: Verification, Veteran Affairs, Loan Requests and Academic Petitions, to name a few, these forms are currently available in .pdf format on the Financial Aid website.

By utilizing the latest technology, students will be able to submit electronically the forms necessary for processing their Financial Aid. This will provide the student the ability to submit his/her forms at a time convenient for the student (24/7), in a secure environment and ensure timely and efficient processing.

- Establish means of confirming student's identify: PIN number or E-signature
- Cosmetics: Design forms
- Verification of data: form content edits
- Processing direction of data: Update Financier, send to email, spreadsheet, database, Unisearch (scanning software)
- Confirmation of receipt of data – notify student (BCC e-mail address)

Business Goals

According to the Education Master Plan:

Young students have spent their entire lives surrounded by technology and the rationale of Goal #1 states many students have to learn to balance three factors, work, education and family. If these three components reach a crisis point, unfortunately education is usually the component which is sacrificed or given a low priority.

Additionally, Goal #7 identifies that the objectives of learners vary widely and to satisfy those objective they choose learning models that match their interest, available time and resources. Learners ... are increasingly cautious about how they allocate their time.

Currently a student must download a form, print the form, complete the form and take the form to the Financial Aid office at his/her campus; clearly this is not a benefit to the student. To achieve the goals defined in the Education Master Plan we must provide the student a process that is simple, efficient and convenient. These goals are attainable and can be achieved with the development of interactive on-line forms and the appropriate processing.

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- Time: Student can access the internet and complete his/her forms at his/her convenience
- Resources: Financial Aid professionals who normally process 'paper' will be counseling and advising students
- Efficiency and Error Reduction: Manual input of data from the forms into CID/Financier will be replaced by this automation thus decreasing human errors and increasing processing of Financial Aid efficiency.

Success Factors

The success of this project is dependent upon the design of form and accuracy and timeliness of processing the input received.

The form must have:

- A simple, clean design
- Drop down boxes and radio buttons where appropriate
- Content editing with clear, concise error messages

The processing of the forms' data must be:

- Accurate
- Efficient
- Auditable and/or verifiable.

The automation of interactive online forms will greatly benefit the student and BCC. As we strive to provide quality services to the students this project is modeled after the students interest and available time and provides him/her with the Financial Aid professional resources needed to ensure financing to obtain their education.

Criteria Ranking	Supporting Information	Score* (5=High 1=Low)
Significantly improves student success	Financial expense of obtaining a higher education is reduced, attention is focused on studies.
Improves customer service or transforms a business practice (increase productivity/time saving)	Reduce the return of incomplete forms. Students financial aid will be processed faster and more efficiently. Students will not have to make repeated trips to the F/A office.
Aligns with college-wide strategic initiative	Environmentally friendly - less printing of forms. Students with fully online courses will need a means to submit their financial aid documents.
Meets state, federal, accrediting or other mandate (identify mandate)	
Affects a large number of stakeholders (define stakeholders: students, business, employees...)	All students will benefit from the ability to submit their forms on line.
Supporting information for "Date Required"	
Financial Impact (saves money, earns money,	Reduced paper and printing costs.
Increases enrollment/retention (reduces attrition)	Increase in number of students who will receive financial aid because their files will be complete, leading to increased enrollment.
Impact if not accomplished	
Quick Win (accomplish in short time frame)	
Overlap with another project	
Consortium project	

* Criteria scores will filled in by Technology Advisory Committee