



Project Overview Statement

Executive Summary

Project Title: Registration Services Tracking
Project Leader: Greta Jackson
Department: Registration
Executive Sponsor: Angelia Millender
Project ID: 149 **Last Updated:** August 22, 2008
Mandated: Federal State Accreditation **Date Required:**
 Other

PROJECT BUSINESS CASE

Project Overview
<p>An Access database system is currently being used to track students wishing to see registration staff in order to complete the registration process. The Access system is difficult to support and is prone to failure. A web based system was developed for advising drop-ins that allows students to use their Student ID and Pin to sign into and add their name to a drop-in queue. This project requests that the advising drop-in system be expanded to allow for use by registration and potentially other departments that have students queuing up to see staff. An added bonus would be to allow students to make appointments to see staff from another department similar to how students can make an appointment to see an advisor with the advisor's GroupWise calendar being updated with the appointment.</p>
Business Goals
<p>Ability to track students using Registration Services-college wide and provide data when requested. Improve how we offer services because we can keep data on what services students are using the most</p> <ul style="list-style-type: none"> Ability to generate reports and data for BCC Ability to use statistics for promotion to students and parents Ability for data analysis by BCC staff
Success Factors
<p>Students can sign in to a drop down queue for a department and staff can then see the students on a first come, first served basis. Reports on what students came to see a staff member for would show what services are most requested.</p>

Criteria Ranking	Supporting Information	Score* (5=High 1=Low)
Significantly improves student success	
Improves customer service or transforms a business practice (increase productivity/time saving)	
Aligns with college-wide strategic initiative	



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Meets state, federal, accrediting or other mandate (identify mandate)
Affects a large number of stakeholders (define stakeholders: students, business, employees...)
Supporting information for "Date Required"
Financial Impact (saves money, earns money,
Increases enrollment/retention (reduces attrition)
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