



# Project Overview Statement

## *Executive Summary*

**Project Title:** Integrated Customized Communications with College Services  
**Project Leader:** George Cooke, with Russ Adkins and (student services)  
**Department:** Student and Academic Affairs  
**Executive Sponsor:** Angelia Millender & Judith Scherer  
**Project ID:** 178 **Last Updated:** August 12, 2008  
**Mandated:**  Federal  State  Accreditation **Date Required:**  
 Other

### PROJECT BUSINESS CASE

Project Overview
<p>BCC has made great process in redesigning college services, and bringing a number of these services online. In so doing, the college is providing students, faculty and staff with self-service service options that can be accessed and used 24/7.</p> <p>Unfortunately, as the number of new online services increase, the BCC community is confronted by the need to remember and use different passwords and sign-in IDs. In so doing, persons must move from one service silo to another. Further, the one-size-fits-all environment cannot be customized to meet the particular needs of large intact groups (ie., students, faculty, staff, etc.), sub-groups (ESL students, E-learning students, adjunct faculty, etc.) nor can the current environment provide customized access and information down to the individual level.</p> <p>Portal technology allows customized communications with students, faculty, staff, alumni and others to be integrated with other online college services. Access between and among these services is seamless, as the services are virtually integrated.</p>
Business Goals
<ul style="list-style-type: none"> <li>Provide single-sign-on capabilities to students, faculty and staff.</li> <li>Provide customized access to services, and to content through a personalized web environment.</li> </ul>
Success Factors
<ul style="list-style-type: none"> <li>Successful implementation of a Portal Framework so that members of the BCC community have seamless access to: academic advising; e-tutoring (Smarthinking.com); plagiarism detection and prevention services (Turnitin.com); financial aid services; the BCC bookstore; BCC libraries (University/College Library and Broward Public Libraries); tutoring services; myBCC (registration and e-payment); CID; SAS; Email (Groupwise); FACTS; e-learning management systems (BlackBoard/WebCT); e-assessment services (e-portfolios, Perception testing); orientation (student and employee).</li> </ul>

**Criteria Ranking**

**Supporting Information**

**Score\***  
(5=High 1=Low)



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Significantly improves student success	.....
Improves customer service or transforms a business practice (increase productivity/time saving)	.....
Aligns with college-wide strategic initiative	.....
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