Executive Summary (maximum of 175 words)

- The Office of Multicultural Programs (OMP) focus is on the academics and retention of the students OMP serves; 882 multicultural students and almost 1300 international students.

- OMP provides multicultural students the opportunity to have one-on-one tutoring in core curriculum subjects. Focusing on the diverse needs and abilities of each student.

- Quiet study space is also provided in this area, with student access to computers as needed.

- All services provided by OMP are free, monitored and available from 8:00am-5:00pm in the Office of Multicultural Office, Memorial Union 178 and 5:00pm-9:00pm in the Equity and Diversity Center (EDC), Alba Bales House.
NDSU Technology Action Plan Request

II. Project Overview

1. How does this project meet student needs?
   This project will enable multicultural students utilizing the Office of Multicultural Programs (OMP) and the Equity Diversity Center (EDC) to access much needed one-on-one tutoring. It will provide multicultural students the opportunity to request specific subject areas they require tutoring in and a time convenient to receive tutoring. The project will allow the students to decide which tutors teaching style works best for the students learning style and for which subject area. Students will also be able to determine when study areas are open and which location is more convenient and best suited for their study needs.

2. What audience does this project directly serve? What audience is indirectly served? How many students are affected?
   OMP tutoring and study area is available to all multicultural NDSU and Pathway students. Collaboration with the Office of International Students (OIP) due to OIP space restraints tutoring is also available to international students as well. The EDC is open for study to all NDSU students. Multicultural student attendance at NDSU Fall 2011 is 882 students and international students attending NDSU is 1282. Both student sets having access to tutoring and study space at OMP and EDC. Potential multicultural students are affected when they tour OMP or request information about the available services OMP offers. The potential multicultural students are assured they will be provided tutoring if needed and a quiet study area to excel. The NDSU student body is indirectly served, alleviating much needed space for the NDSU student population at ACE and SSS, where space and availability are in demand.

3. For projects that target a subset of NDSU’s students, please describe the possibility for broader application in the future.
   This project will provide access to tutoring to multicultural students in additional subject areas and upper level courses as well. In doing so, this will benefit the overall retention efforts and the recruitment of more diverse populations to NDSU.

4. Describe both the immediate and long term impact of this project.
   Card Readers will provide excellent customer service and convenience to students by allowing easy access to tutors for specific subject areas. It could likewise impact student learning and increase the number of students accessing tutoring, increasing the subject areas being tutored and use of study areas. This will provide student convenience and the necessary resources to ultimately increase student GPA, student academic success and higher retention rates.

5. Who will pay for ongoing expenses following the technology fee funded portion of this project (e.g., who will replace hardware or software after it has reached its end of life)?
   The Office of Multicultural Programs will be responsible for the annual expenses of hardware maintenance and any replacement costs.

6. Describe how this project will follow NDSU’s best practices in information technology. (Please make sure the NDSU IT Division staff you consulted signs in Part I of this form.)
   Any hardware and software to be utilized will be approved for use by NDSU IT Division staff. The products requested are part of the CBORD product suite, which is currently being used by Bison Connection and NDSU door access, security and other privilege control areas.
7. What service on campus is most similar to the one proposed here? How does this project differ? Tutoring services are available at Student Support Services (SSS) and ACE. SSS and ACE are open to all NDSU students (14,399 Fall 2011 enrollment). SSS allows only 350 students and students must meet federal criteria to be accepted. Currently, qualified applicants are placed on a waiting list to utilize SSS services. ACE has no application and is open to the 14,399 students attending NDSU. Due to increased needs of students wanting to utilize ACE, students often do not attend because of the limited space or the large number of students in each tutoring session. Multicultural students utilizing tutoring in OMP attribute their increased level of understanding in subject areas to the one-on-one tutoring and the quiet study areas.
NDSU Technology Action Plan Request

III. Project Description (5 pages maximum)

The Office of Multicultural Programs (OMP) is a department within the Division of Equity, Diversity and Global Outreach whose programs focus on NDSU and Pathway multicultural students with diverse backgrounds. OMP provides free, one-on-one tutoring in a small quiet setting, quiet study areas in both OMP (Memorial Union 178) and EDC (Alba Bales House), as well as computer access for multicultural students. OMP provides required study hour tracking for Athletics and provides all NDSU students the opportunity to volunteer and engage with students of varied ethnicities.

Multicultural student enrollment has risen from 686 in Fall 2009 to 759 in Fall 2010 and now 882 Fall 2011. Multicultural enrollment increase of more than 16% from Fall 2010 to Fall 2011 increasing the students visits to the study area and the number and variety of services requested by the students. The requests include more one-on-one tutoring in more subjects and availability of tutoring day and evenings.

As the multicultural student population grows the students are looking for more access to tutoring and study areas. OMP area is open from 8:00am-5:00pm Monday through Friday. Due to the increase in evening requests for tutor and study areas, multicultural students can now utilize the EDC for tutoring 5:00pm-9:00pm Monday through Thursday and studying 8:00am-9:00pm Monday through Thursday and Friday 8:00am-5:00pm.

As the enrollment of multicultural students grow, the students are coming to OMP for more one-on-one tutoring and quiet study areas where they can learn. Providing multicultural students with the access they need to the one-on-one tutoring at OMP providing excellent customer service and a valuable convenience to the students. This increases the impact on student learning and retention rate of multicultural students.

It is requested that the following resources be made available at OMP and EDC for multicultural student use:

2 Aeros POS terminal card readers with software and licensing
NDSU Technology Action Plan Request

IV. Milestones

List the date for each project milestone. These milestones should represent the **significant** accomplishments that will be associated with the action plan. For each milestone, please indicate its expected outcome and the means for assessing that outcome. (The table may be extended as needed.)

<table>
<thead>
<tr>
<th>Date</th>
<th>Milestone</th>
<th>Expected Outcomes</th>
<th>Means of Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. January 2012</td>
<td>Purchase card readers</td>
<td>Card readers purchased and ready to install</td>
<td>N/A</td>
</tr>
<tr>
<td>2. January 2012</td>
<td>Install card readers on computers</td>
<td>Card readers used by students to access needed tutoring and study areas</td>
<td>Log of users and system reports</td>
</tr>
</tbody>
</table>
See attached vendor information.
NDSU Technology Fee Action Plan Request
VI. Budget

1. NDSU ORGANIZATION OR UNIT
   Office of Multicultural Programs

2. PROJECT DIRECTOR(S)
   (Must be NDSU faculty or staff)
   Sheila Watson

3. SALARIES AND WAGES

<table>
<thead>
<tr>
<th>Personnel description</th>
<th>Number employed</th>
<th>Number of months</th>
<th>Funds Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. Staff</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>B. Graduate students</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
</tr>
<tr>
<td>C. Undergraduate students</td>
<td>0</td>
<td>0</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

4. TOTAL SALARIES AND WAGES $0.00

5. FRINGE BENEFITS $0.00

6. TOTAL SALARY, WAGES AND BENEFITS $0.00

7. EQUIPMENT

<table>
<thead>
<tr>
<th>Description</th>
<th>Funds Requested</th>
</tr>
</thead>
<tbody>
<tr>
<td>A. CBORD Aero Reader - Aero II POS Terminal - 2</td>
<td>2,860.00</td>
</tr>
<tr>
<td>B. Aero POS Software license annual fees year 2 (required) - 2</td>
<td>570.00</td>
</tr>
<tr>
<td>C. Aero POS Software license (required) - 2</td>
<td>288.00</td>
</tr>
</tbody>
</table>

8. TOTAL EQUIPMENT $3,718.00

9. MATERIALS AND SUPPLIES

<table>
<thead>
<tr>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A.</td>
</tr>
<tr>
<td>B.</td>
</tr>
<tr>
<td>C.</td>
</tr>
<tr>
<td>D.</td>
</tr>
<tr>
<td>E.</td>
</tr>
<tr>
<td>F.</td>
</tr>
<tr>
<td>G.</td>
</tr>
<tr>
<td>H.</td>
</tr>
</tbody>
</table>

10. TOTAL MATERIALS AND SUPPLIES $0.00

11. TOTAL TECHNOLOGY FEE REQUEST $3,718.00

12. MATCH (Describe in Match Section)

13. TOTAL PROJECT EXPENDITURE $3,718.00
The requested expenditure for this project is $3,718.00 for the purchase of two (2) Aero POS Terminals (Card Readers) to be used on existing computers (1 in OMP, Memorial Union 178 and 1 in EDC, Alba Bales House). The estimate was obtained by Wendy Clarin, Bison Card Manager. OMP staff will work with Ms. Clarin to purchase and install the equipment and software. The Office of Multicultural Programs will be responsible for the annual hardware maintenance and of the Aero Terminals (Card Readers).
There is no match for this project request. OMP is a non-revenue producing department and does not have a means of matching funds.
Highlights

- Supports meal plans, activities, SV&C, cash, and more
- Functions for deposits, refunds, and clock in/out
- Operates online or offline
- 25 configurable price look-ups
- Network ready, AES encryption
- Integrated thermal printer
- Small footprint

For Colleges and Universities

Overview
The Aero® II card reader for CS Gold® is designed to handle sales and privilege verification transactions. This versatile reader is perfectly suited for debit operations, traditional dining facilities, retail stores, and activity locations.

Sales
The Aero II is perfect for dining halls. A card swipe will deduct a meal or equivalency from a patron’s meal plan or CS Stored Value & Credit™ (SV&C) balance. For retail locations with a limited numbers of items, price look-ups can be used to enter individual prices at the device. With the Aero II’s integrated receipt printer and optional cash drawer and pole display, the need for a cash register is often eliminated. Additionally, the device’s small footprint and lightweight structure make it ideal for locations where space is at a premium. The Aero II also supports deposits, so cardholders can add money to their accounts at convenient locations.

Activities and Privileges
The Aero II can be used as an activity terminal to verify eligibility for various activities or events. Each activity is defined in the system and identified by a number. Activities can be set up to occur once, a limited number of times, or for unlimited uses. It also supports “self service” or unattended activity and sales transactions.

Configuration GUI
Setup is a snap! Communication and some offline parameters are configured from the terminal. All other parameters are configured from the CS Gold Configuration GUI. These include clerk setup, receipt format, default activity, default code, taxation, and more.

Flexible Reporting
- Daily X and Z reports
- Period report
- Counts report
- Clerk report
- Product report
- Status report

Optional
- Cash drawer
- Pole display
### Terminal Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Display</td>
<td>Five-line, 128x64 pixel graphical backlit display</td>
</tr>
<tr>
<td>Keyboard</td>
<td>Menu-driven UI with nine function keys</td>
</tr>
<tr>
<td>Card Reader</td>
<td>ABA track II standard, bi-directional</td>
</tr>
<tr>
<td>Logging</td>
<td>Logs up to 7,000 transactions</td>
</tr>
<tr>
<td>Reprogramming</td>
<td>Via remote PC</td>
</tr>
<tr>
<td>Optional</td>
<td>Cash drawer, external contactless card reader, pole display</td>
</tr>
<tr>
<td>Ethernet</td>
<td>10BaseT</td>
</tr>
<tr>
<td>Dimensions</td>
<td>3.2&quot; (H) x 4.3&quot; (W) x 9.2&quot; (D)</td>
</tr>
<tr>
<td></td>
<td>(80.7 mm x 110 mm x 232.5 mm)</td>
</tr>
<tr>
<td>Power</td>
<td>90-264 VAC switching power adapter; DC output 9VDC/4A</td>
</tr>
</tbody>
</table>

### Integrated Printer Features

<table>
<thead>
<tr>
<th>Feature</th>
<th>Specification</th>
</tr>
</thead>
<tbody>
<tr>
<td>Type</td>
<td>Thermal</td>
</tr>
<tr>
<td>Speed</td>
<td>18 lines/second</td>
</tr>
<tr>
<td>Paper</td>
<td>2.35&quot; wide (57 mm)</td>
</tr>
</tbody>
</table>

### Environmental Specifications

<table>
<thead>
<tr>
<th>Specification</th>
<th>Range</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Temperature</td>
<td>32°–122° F (0°–50° C)</td>
</tr>
<tr>
<td>Operating Humidity</td>
<td>5–95% non-condensing</td>
</tr>
<tr>
<td>Storage Temperature</td>
<td>-4°–140° F (-20°–60° C)</td>
</tr>
</tbody>
</table>

CBORD, Aero, and CS Gold are registered trademarks, and CS Stored Value & Credit is a trademark, of The CBORD Group, Inc. All other brand and product names are believed to be trademarks, registered trademarks, or service marks of their respective owners.
Investment Summary For:
Wendy Clarin
Bison Connection/Bison Card Center Manager
(701) 231-7913
wendy.clarin@ndsu.edu
North Dakota State University
PO Box 6050
Memorial Union
Fargo, ND 58108-6050
USA

Your CBORD Sales Representative:
Elizabeth Kozlak
Client Development Group Representative
607-330-7563
emk@cbord.com
The CBORD Group, Inc.
61 Brown Road
Ithaca, NY 14850
US

Pricing is based on CBORD’s GPO Amerinet 2011 Discount Prices
Please review the following Quote: North Dakota State University - 2 Aero II Readers

Summary of Initial Costs

<table>
<thead>
<tr>
<th>Description</th>
<th>Cost</th>
</tr>
</thead>
<tbody>
<tr>
<td>Software Total</td>
<td>$0.00</td>
</tr>
<tr>
<td>Hardware Total</td>
<td>$2,860.00</td>
</tr>
<tr>
<td>Services Total</td>
<td>$0.00</td>
</tr>
<tr>
<td><strong>Initial Investment Total</strong></td>
<td><strong>$2,860.00</strong></td>
</tr>
</tbody>
</table>

This is the total software, hardware, and service amount. Additional estimated costs are listed below.

Additional Estimated Costs

- **Estimated Shipping Costs**
  Actual shipping and handling charges will be billed at the time of shipment
  Shipping terms are FOB shipping point prepaid and add
  $13.88

- **Estimated Travel and Living Expenses**
  Actual costs for travel, lodging, and out-of-pocket expenses will be billed separately as incurred
  Call for Estimate

Please submit all pages of this document with your order.
## Estimated Ongoing Annual Fees

*These are the estimated fees for ongoing support, licensing and maintenance billed on a recurring basis.*

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Software Annual Fees due Year 1</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Hardware Annual Fees due Year 1</td>
<td>$0.00</td>
</tr>
<tr>
<td>Total Estimated Annual Fees due Year 1</td>
<td>$0.00</td>
</tr>
</tbody>
</table>

**Year 1 Estimates:** Actual amounts invoiced in the first year may be prorated in order to align the fee billing period with the organization's existing CBORD fee billings and is determined by the terms of the organization's CBORD agreement.

(Please Initial)

<table>
<thead>
<tr>
<th>Description</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Estimated Software Annual Fees due Year 2</td>
<td>$144.00</td>
</tr>
<tr>
<td>Total Estimated Hardware Annual Fees due Year 2</td>
<td>$570.00</td>
</tr>
<tr>
<td>Total Estimated Annual Fees due Year 2</td>
<td>$714.00</td>
</tr>
</tbody>
</table>

**Year 2 Estimates:** Purchase orders should not include amounts for Year 2 Fees. Amounts quoted are based on current prices which could change by the time Year 2 fees are invoiced.

(Please Initial)

Please submit all pages of this document with your order.
North Dakota State University - 2 Aero II Readers

Item and Cost Detail
Refer to the Summary Pages 1 and 2 for the discount totals, investment totals, and additional cost estimates for annual fees, shipping, and travel expenses. Year 2 Fees are estimates only. Purchase orders should not include amounts for Year 2 Fees.

<table>
<thead>
<tr>
<th>Line #</th>
<th>Item # / Description</th>
<th>Qty</th>
<th>Unit List Price</th>
<th>Total Extended Net Price</th>
<th>Annual Fees Due YR1</th>
<th>Annual Fees Due YR2</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>3POSGR6740040000 Aero Programming cable - one required per Aero order</td>
<td>1</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>3SFTGR7070073000 Aero Software CD (one copy per order required)</td>
<td>1</td>
<td>$0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>POS6730128 Aero II POS Terminal (Requires purchase of Aero POS software license)</td>
<td>2</td>
<td>$1,430.00</td>
<td>$2,860.00</td>
<td>$570.00</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>SFT7080204 Aero POS Software license (one license per terminal required)</td>
<td>2</td>
<td>$0.00</td>
<td></td>
<td></td>
<td>$144.00</td>
</tr>
</tbody>
</table>

Special Instructions and Notes:
N/A

See the attached additional terms for CBORD's quotes and orders.

Please submit all pages of this document with your order.
CBORD Terms for Quotes and Orders

Pricing
All prices quoted are valid for 30 days from the date of the quote unless otherwise specified.

The Initial Investment Total does not include customer provided hardware or software, actual shipping costs, sales tax, travel and daily living expenses.

Hardware items included that do not list an Annual Fee are serviced on a time and materials basis.

Billing Terms
CBORD invoices are issued upon shipment of the products and/or delivery of the services, unless otherwise specified in a payment schedule and/or your agreement with CBORD.

Actual shipping costs will be added to each invoice.

Actual sales tax will be added to each invoice unless a tax exempt certificate or resale certificate is provided with the order or is on file with CBORD.

CBORD standard payment terms are NET 30.

CBORD standard shipping terms are FOB origin, prepaid and add.

CBORD annual license and maintenance fee invoices are billed annually.

Third Party (Non-CBORD) Service Plans are offered at the then current rates.

WebEx Remote Support Access
The terms of CBORD's Agreement may require remote access for certain systems. The preferred method for remote access is via WebEx. If WebEx is not authorized for your organization, we offer alternative support access solutions. Additional charges may apply.

General Hardware
Customer provided hardware must meet or exceed CBORD published specifications.

Customer is responsible for installation and related costs of all electrical and communications wiring unless otherwise defined specifically in the Quote.

CBORD hardware specifications are subject to change, based on manufacturer revisions.

CBORD Hardware Return Policy
Hardware purchased from CBORD may be returned for credit providing the following requirements are met:
- An RMA (Return Material Authorization) is obtained from CBORD within 30 days of either the receipt of the product, or completion of an installation by CBORD personnel whichever is later.
- An RMA is valid for 30 days after issuance.
- For full credit (minus restocking fees), hardware must be returned in new condition and in the original, unmarked carton with the packing materials, instruction manuals, discs, and accessories included in the original package.
- If upon receipt and review it is determined that the hardware was defective, full credit will be applied and no restocking fee will be charged.

CBORD will not credit the original shipping cost or the return shipping costs. A restocking fee of 20% of the net cost will be applied.

The RMA number must be indicated on the shipping label.

Please submit all pages of this document with your order.
Investment Summary For:
Wendy Clarin
Bison Connection/Bison Card Center Manager
(701) 231-7913
wendy.clarin@nds.edu
North Dakota State University
PO Box 6050
Memorial Union
Fargo, ND 58108-6050
USA

Your CBORD Sales Representative:
Elizabeth Koziol
Client Development Group Representative
607-330-7563
emk@cbord.com
The CBORD Group, Inc.
61 Brown Road
Ithaca, NY 14850
US

Investment summary for: North Dakota State University - 2 Aero II Readers

This is authorization to ship and invoice the items listed on this quote.

Customer agrees to pay for products listed on this quote and the annual fees on a yearly basis for as long as the products are in use.

Authorized Signature (Please sign in ink) ___________________________ Date ___________________________

Name (printed) ____________________________________________ Telephone Number ___________________________

Title __________________________________________________________ Email ___________________________

Requested ship date for orders without CBORD implementation services ______________

Check Box for Applicable Payment Authorization:
□ Credit Card (CBORD accepts VISA and MasterCard)
   Contact Name and Telephone Number:
   Name: ___________________________ Telephone Number: ___________________________
   Please note that our accounting representative will contact you. Please do not include credit card information with this quote.

□ Purchase Order
   Purchase Order Number: ___________________________
   Please submit your purchase order with this signed quote to place the order and authorize payment.
□ Check box if no Paper Purchase Order issued or required.

□ Signed Quote
   Please sign and submit the signed quote via fax or email as your authorization to purchase and process payment if you do not require a purchase order.

Please submit your order documents to:
Order Fax: 607-330-3949
E-mail to: salesorders@cbord.com

Please list below any special instructions or notes and include shipping and/or billing contact name, address, and phone number if different from the information on this quote and/or attached purchase order.

Please submit all pages of this document with your order.