

# NDSU Technology Action Plan

## Instructions

A Technology Fee action plan must consist of the following sections in the order given. Each page of the proposal should be numbered sequentially.

### I. Submittal Form

The first page of the proposal you submit must be the Submittal Form. Use the following guidelines when completing this form.

1. NDSU Organization or Unit: Place the name of the official NDSU organization submitting the project.
2. Title of Project: Give a best one line title of the action plan.
3. Project Duration: List the beginning and end date for the project. The maximum length of a project is three years.
4. Total Technology Fee Request: List the total amount being requested from the Technology Fee; use line K from the Budget form.
5. Project Director(s): Include name, campus address, phone #, fax #, and e-mail address of the individual who will direct this project.
6. Signatures: Type or print the names of the project director and unit head, and have those individuals sign and date the form.
7. Executive Summary: Provide a summary of the project by describing the technology need being addressed, how that need will be addressed, and the outcome from having that need addressed; this is limited to 175 words.

### II. Project Overview

The project overview section contains questions routinely asked by TFAC members during the review process. If any sections do not pertain to this proposal, please explain why.

### III. Project Description

The Project Description should be no more than five pages in length and should include the following information.

1. A full, clear description of project. This description should address
  - (a) the technology need the project will address,
  - (b) how this project will remedy that need,
  - (c) the outcome once the need is addressed, and
  - (d) the number of students that will benefit.
2. A clear description of how the expertise, equipment, and resources available to the project team, along with the funds requested, will be able to address this need.

### IV. Milestones

Following the Project Description, present a table listing the milestones for the project and the expected date those milestones will be accomplished. For each milestone, briefly describe the expected outcome and means of assessing a successful outcome.

## **V. Supporting documentation**

Supporting documentation, such as outside reviewer's comments and department or administrative endorsement, may be appended to the Project Description.

## **VI. Budget**

The next section of the project must be the Budget. The following description refers to the Budget Form.

1. NDSU Organization or Unit: Place the name of the official NDSU organization submitting the project.
2. Project Director(s): Include name, campus address, phone #, fax #, and e-mail address of the individual who will direct this project.
3. Salaries and Wages: By category, include person months, and dollars requested.
4. Total Salaries and Wages: Sum all of the salaries and wages requested. Please include a monthly/hourly equivalent rate per person.
5. Fringe Benefits: Use the following rates - Staff: 30%; for Graduate and Undergraduate Students enrolled in classes during the work period: 1-2%; Graduate and Undergraduate Students not enrolled in classes during the work period, for example students working but not taking classes during the summer: 10%.
6. Equipment: Itemize with item name, cost and quantity; make reference to each item in Budget Justification section and explain why it is important to the project. (Note: You will be expected to following the state approved purchasing guidelines when purchasing equipment and materials.)
7. Materials and Supplies: Itemize with name, cost, and quantity for non equipment; discuss the importance of each item in the Budget Justification section.
8. Total Technology Fee Request: Total the categories for which you are requesting Technology Fee funds.
9. Match: State the amount of match your team/unit will provide; describe this match in the Match section.
10. Total Project Expenditure: Total of Technology Fee and match funds.
11. Signatures: Type or print the names of the project director and unit head, and have those individuals sign and date the form.

## **VI. Budget Justification**

Describe each item listed on the budget page and provide a justification for the need of that expense to the project. The length of this section is limited to one page.

## **VII. Budget Match**

Describe what budget matches your team/unit will provide for the project. Then list each category and the amount of match. The length of this section is limited to one page.

# NDSU Technology Action Plan

## I. Submittal Form

<b>NDSU ORGANIZATION OR UNIT</b>			
Counseling Center			
<b>TITLE OF PROJECT</b>			
Improved Office Efficiency and Customer Service Through the Addition of an Office Scanner			
<b>Project Duration</b>	<b>From: May 1, 2010</b>	<b>To: May 1, 2013</b>	
<b>Type of Project (Check one)</b>	<b>New</b> <input checked="" type="checkbox"/>	<b>Previously Submitted</b> <input type="checkbox"/>	<b>Renewal</b> <input type="checkbox"/>
<b>Total Technology Fee Request \$1,200</b>			
<b>Project Director</b> <b>Bill Burns</b> <b>Director, Counseling Center</b>	<b>Campus Address:</b> Counseling Center 212 Ceres Hall  <b>Phone: 231-7671</b> <b>Fax: 231-6318</b> <b>E-mail: william.burns@ndsu.edu</b>		
<b>Name (Type or Print)</b>	<b>Signature</b>	<b>Date</b>	
<b>Project Director</b>			
<b>Unit Head</b>			

**Executive Summary (maximum of 175 words)**

The Counseling Center received a 2007 Tech Fee Grant to purchase Titanium, a counseling center management software system. Titanium has allowed the Center to more effectively serve our students and to move to a paperless filing system. When Titanium was installed, the Center's small, single-sided copier/scanner was sufficient to handle the volume of documents needing to be scanned by the Center – this is no longer true. Over the past 1.5 years the Center has seen a 150% increase in the number of students seen for counseling and an increased number of consultations with off-campus providers (which normally result in an exchange of records and the scanning of multiple page documents). These increases have led to increased stress on the Center's support staff person, as she attempts to keep up with an increased work load (a portion of which is the scanning of documents into Titanium). The purchase of a faster, double-sided scanner will allow the Center to act with increased efficiency and improve the quality of service provided to our students.

# NDSU Technology Action Plan

## II. Project Overview

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### 1. How does this project meet student needs?

The purchase of a faster, double-sided scanner will allow the Center to provide more effective and efficient service for members of the University community. The Center's one support staff person can be overwhelmed at times with the increased number of students being seen for counseling and, due to confidentiality issues, the Center is not able to use student workers for work such as the scanning of documents.

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### 2. What audience does this project directly serve? What audience is indirectly served? How many students are affected?

The audiences directly served by this project are the staff members of the Counseling Center. Students will be indirectly served through the increased quality of service the Center will be able to provide. The Center has seen an increase of 150% in the number of students seen for counseling in the past 1.5 years and increasing the efficiency of the office will allow us to better serve these students, as well as the off-campus providers, faculty members, and staff members who frequently consult with Center staff members about students.

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### 3. For projects that target a subset of NDSU's students, please describe the possibility for broader application in the future.

The services offered by the Counseling Center are free and open to all matriculated students of the University. There is a high probability that the number of students served by the Counseling Center will continue to grow in the coming years. There is a nationwide trend for an increased number of students with mental health problems to be part of the student population. This increase in the number of students on campus with mental health issues should lead to continued growth in the number of students served by the Counseling Center.

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### 4. Describe both the immediate and long term impact of this project.

The immediate impact of this project is that the Center will be more efficient in the scanning of documents into Titanium, which will free up time for the Center's support staff person to do other things and to provide better service to our students. The long term impact of this project is that it will help prevent burnout of our front desk staff worker; as we see the workload only increasing in this area and the chances of adding another staff person in the area as being very small.

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### 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)?

Ongoing expenses will be built into the annual budget of the Counseling Center.

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### 6. Describe how this project will follow best practices in information technology and who *specifically* in the Division of Information Technology, (which includes three departments: Information Technology Services, Enterprise Computing and Infrastructure, Telecommunications and Emergency Support Technologies) was consulted regarding this project?

The information below was used for this question when applying for the grant that funded the purchase of Titanium. All of this information is applicable today and the purchase of a new scanner will allow the Center to best take advantage of the many benefits offered by Titanium.

Titanium Schedule is currently used by over 275 college and university counseling centers across the country. The fact that this software follows best practices in information technology is evidenced by the following:

- a. Titanium Schedule Help has won two prestigious awards in international competitions: First place in the electronic documentation category of the Institute of Scientific and Technical Communicators ([ISTC](#)) 2003, and the Award of Excellence in the 2003 [APEX Awards](#) for Publication Excellence.
- b. Security may be the most important feature in counseling center software. Titanium Schedule uses Microsoft SQL Server to store data. This allows the application to access the data without the users having direct access to the data files, which helps prevent someone from just attaching the data files (e.g. an Access database) to an email and sending them off site. Or even copying them to a disk or CD.
- c. Titanium Schedule has HIPAA compliant features like automatic inactivity logout, audit trails, and internal security levels to restrict access to various parts of the application.
- d. An on-site visit is not required to install Titanium Software. Titanium Schedule is fast to learn and easy to use. Along with award winning help documentation there are on-line videos to provide additional information. Additional training videos are planned for the near future. Support is just a phone call or email away.

Marc Wallman, Director, IT Infrastructure Services, was the person from ITS consulted regarding this project. The fact that the project will be hosted on an ITS server should also document that the project is following best practices in information technology.

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## **7. What service on campus is most similar to the one proposed here? How does this project differ?**

Fast and efficient scanners are used by various offices across campus, but the Center has not had the chance to upgrade to such a system since the need has arisen due to the use of Titanium. This project will allow the Center to move to an up-to-date scanning system, one on-par with other systems on campus.

# **NDSU Technology Action Plan**

## **III. Project Description**

Funding of this project will allow the Counseling Center to purchase an HP Scanjet N8420 Document Flatbed Scanner. The purchase of a faster, double-sided scanner will allow the Center's support staff person to complete the Center's scanning needs in a more timely and efficient manner; thus freeing up time for her many other duties. The purchase of this scanner will allow the Center to take maximum advantage of Titanium Schedule, the counseling center management software system used by the Center. Titanium has already allowed the Center to provide improved customer service to our students. It has allowed us to offer more effective and efficient services to our students, while being more environmentally conscious by going to a paperless filing system - even as the number of students seen in the Center has grown by 150% in the last 1.5 years.

This purchase will be a one-time request of the TFAC and any ongoing expenses related to the purchase will be covered by the Center's annual budget.

# NDSU Technology Action Plan

## 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 if the number of milestones exceed five.)

	<u>Date</u>	<u>Milestone</u>	<u>Expected Outcomes</u>	<u>Means of Assessment</u>
1.	5/1/10	Purchase and installation of HP scanner.	Increased efficiency in scanning of documents into Titanium; resulting in improved customer service.	Measurement of time it takes each week to scan in hard copy documents into Titanium.
2.				
3.				
4.				
5.				

# NDSU Technology Action Plan

## V. Supporting Documentation

Information below related to Titanium Schedule was used to support its' purchase. All of this information is applicable today and the purchase of a new scanner will allow the Center to best take advantage of the many benefits offered by Titanium. The scanner proposed for purchase is the HP Scanjet N8420 Document Flatbed Scanner with a list price of \$1,200. The following is vendor information related to the scanner.

### Overview

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Easily scan up to 25 ppm; 50 ipm thanks to the 100-sheet automatic document feeder. Use it alone as a document management solution or seamlessly integrate it into existing systems. Capture images from books and more on the legal-size flatbed scanner.

### Features

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#### **Easily scan two-sided papers, books, legal documents**

- Perform fast duplex scanning—up to 25 ppm and 50 ipm
- Customize 30 scan profiles using HP Smart Document Scan Software
- Scan books, ledgers, notes and more, using the legal-size flatbed scanning glass
- Copier convenience—one button sends scan to default printer

#### **Efficient and reliable duplex scanning**

- Reliably scan each and every page, using ultrasonic double-feed detection
- Clear, readable results on first pass with Kofax VirtualReScan
- Press scan and walk away—up to 100 pages using automatic document feeder
- Reduce start-up time—patented HP technology keeps the lamp warm and ready to scan

#### **Improve workflow with easy integration**

- Seamlessly integrate the scanner into existing systems with ISIS and TWAIN drivers
- Save scans as PDF/A, PDF, TIFF, JPEG and more—at manageable file sizes
- Convert scans into editable text using Readiris(TM) Pro optical character recognition (OCR) software
- Easily scan, organize, share and archive documents using Scansoft PaperPort

### Titanium Schedule Information

Titanium Schedule is currently used by over 275 college and university counseling centers across the country. The subject of moving to the system is a frequent topic of list serv discussion within the college and university counseling center field. I have copied a number of comments taken from counseling list serv conversations regarding the benefits of the program below:

*For us, the fact that Ti can support both counseling centers and disability services seems to have been the biggest persuading element.*

*We went through an arduous process of looking at many software packages and found Titanium to be, by far, the best package for the money. And there is a great benefit to being able to compare data with other schools through the Penn State consortium.*

*We have had Titanium for one and a half years now. There has been very little maintenance required of our LSP. I do the routine check for updates (a function easily found on the HELP pull-down menu) myself and install them when there are. Titanium has been trouble-free for us.*

*There is no annual upgrade. There are periodic upgrades that you check for and then install. These installs are easy and usually don't require any IT involvement. Just require you to click a button. We have had Titanium for about 16 months and IT has been involved once and that took about 30 minutes.*

*Titanium's list serv enables its customers to stay current with all aspects of contemporary practice as reflected in the customer/vendor dialogues about construction and design of its system.*

*Both Point and Click and Titanium seem to be highly able scheduling and data management systems. From our perspective, Titanium offers a number of important additional features: the ability to participate in and contribute to the state-of-the-profession counseling center research consortium and list serv, fast and responsive customer service, and a counseling center-friendly user interface. We are most concerned about the very poor customer service we received from Point and Click and can only wonder what customer service would be like once they had our business secured. In order to keep the center's daily operations running, we need timely and responsive attention to any and all queries. Only Titanium demonstrated its ability to meet our needs in this area. Thus, from a functional and business practices perspective, Titanium is the clear choice.*

# NDSU Technology Action Plan

## VI. Budget

Edit the dollar amounts in the “clear fields.” (click in area so that it appears “gray,” then edit) The “darkly shaded fields” can perform arithmetic. Simple use Ctrl A to “Select All” and then press function key 9, F9.

<b>NDSU ORGANIZATION OR UNIT</b> Counseling Center		
<b>PROJECT DIRECTOR(S)</b> Bill Burns Director, Counseling Center		
<b>A. Salaries and Wages (Number)</b>	<b>Number of Months</b>	<b>FUNDS REQUESTED</b>
1. Staff ( )		\$ 0.00
2. Graduate Students ( )		\$ 0.00
3. Undergraduate Students ( )		\$ 0.00
<b>B. Total Salary and Wages (Sum A.1., A.2., and A.3.)</b>		\$ 0.00
<b>C. Fringe Benefits</b>		\$ 0.00
<b>D. Total Salaries (Sum B and C)</b>		\$ 0.00
<b>E. Equipment (List each item; include installation and maintenance costs in your estimates)</b>		
1. HP Scanjet N8420 Document Flatbed Scanner (\$1,200)		
2.		
3.		
4.		
5.		
<b>F. Total Equipment (Sum items in E.)</b>		\$1,200.00
<b>G. Materials and Supplies (List each item)</b>		
1.		
2.		
3.		
4.		
5.		
<b>H. Total Materials and Supplies (Sum items in G)</b>		\$1,200.00
<b>I. Total Salaries; Equipment; Materials and Supplies (Sum: Line D + Line F + Line H)</b>		\$1,200.00
<b>J. Total Technology Fee Request</b>		\$1,200.00
<b>K. Match (Describe in Match Section)</b>		\$ 0.00
<b>L. Total Project Expenditure (Sum: Line J + Line K)</b>		\$1,200.00
<b>Name (Type or Print)</b>	<b>Signature</b>	<b>Date</b>
Project Director		
Unit Head		

# **NDSU Technology Action Plan**

## **VII. Budget Justification**

The Counseling Center received a 2007 Tech Fee Grant to purchase Titanium, a counseling center management software system. Titanium has allowed the Center to more effectively serve our students and to move to a paperless filing system. When Titanium was installed, the Center's small, single-sided copier/scanner was sufficient to handle the volume of documents needing to be scanned by the Center – this is no longer true. Over the past 1.5 years, the Center has seen a 150% increase in the number of students seen for counseling and an increased number of consultations with off-campus providers (which normally result in an exchange of records and the scanning of multiple page documents). These increases have led to increased stress on the Center's support staff person as she attempts to keep up with an increased work load, a portion of which is the scanning of documents into Titanium. The purchase of a faster, double-sided scanner will allow the Center to act with increased efficiency and improve the quality of service provided to our students.

# **NDSU Technology Action Plan**

## **VII. Budget Match**

The Counseling Center will provide funding for any installation charges and for all on-going maintenance costs related to the use of the scanner. The Center will also cover the on-going costs of using Titanium once the original grant related to the purchase of the program has expired.