

System Request

Project Sponsor: University of Louisville School of Nursing

Business Need: This project has been initiated to increase the success of nursing students by allowing advisors to have a centralized system to track students' progress, to automatically contact students, to allow students to apply for scholarships, and to allow prospective students to make contact with the School of Nursing.

Business Requirements: Using the Web, advisors will be able to input student data and run queries to assess students' progress, students will be able to apply for scholarships, and prospective students will be able to interact with School of Nursing.

- Input student data
- Run queries
- Send email alerts to students
- Submit and track scholarships
- Gather information of prospective students

Business Value: We expect that this project will enhance the revenue of the University of Louisville by keeping students enrolled. We expect this system to assist advisors to keep students on track with their programs, in turn decreasing the current drop out rate. We also expect this system to allow students to gain revenue in the form of scholarships as we hope to include links to the school's financial aid page. We expect for this system to help recruit more students to the University of Louisville School of Nursing by making it easier for new students to gain information and seek out questions about the program while also being added to an email list which will increase revenue in the form of tuition. And we expect to save costs in advertising by pin pointing what forms of advertisement are the most effective.

Conservative estimates of tangible value in tuition collection for each class of incoming students per year

- \$554,656 per class of undergraduate students per year
- \$683,413 per class of graduate students per year

Constraints:

- The University of Louisville uses PeopleSoft to host most of the student information used by the School of Nursing. We have decided that it is out of reach to interface directly with this system, so information will need to be manually entered into the new database system.
- FERPA laws limit us from storing certain academic information on students, so we will be limited to abide by these laws on what information we can host.
- HIPAA laws limit us from storing certain health related information on students, so we will be limited to abide by these laws on what information we can host.

Ideal system for College of Nursing at University of Louisville should allow for most mundane processes to be automated with least amount of user input required, mainly in the decision making capacity. Once the information is in the database, system should allow for it to be updated automatically or manually, displayed in the format requested by the user while being able to send notifications when certain criteria is met to keep the stakeholders updated. Ideal system would decrease the work done by employees so they could focus on more important things such as spend more time with students. The system must be able to distinguish students based on various factors such as the program they are enrolled in, and be able to generate reports. The system should also be web based which would allow multiple users, staff and students, to update the information when needed.

The current system is very labor extensive as all of the data is entered into separate excel files for students that have to be updated manually as students move through the program. Excel is not designed to do the amount of processing required by the advisors and is very complicated when running queries as functions have to be entered manually. Automatic reports generated by most databases today will speed up many business processes, saving time and resources for the school. Advisors have to check each student's records manually to ensure they are on target and fulfill all of the requirements to stay in the program and successfully complete it, and send them emails manually to notify students of any changes. This is very labor intensive as they have to open and go over each student's excel file since there is no function for a report to be generated for every student that meets the criteria. The current system has a functional form on school's website which forwards the information to the administrator who has to manually enter the information into respective excel files and update those files when needed. The web form could directly update the information on the database which would instantly provide updated information to the advisors to help the students appropriately.

Some of the factors need to be considered before the new system could be put in place:

- Technical: College of nursing has very limited resources at hand. College has four laptops of the same make and model which is configured similarly for each staff member and an additional desktop computer which holds the access database. College also has an access to a server that is not currently in use. Server could be used to store the database and any WCM in use. Server would have to be configured with the right protocols because it would have to follow FERPA and HIPAA restrictions to safeguard student and health information respectively. The laptops and the desktop could be used to update information on the server using a website by multiple users simultaneously without affecting work of others.
- Economic: College has very limited budget which is not explicit. Based on the condition of the devices, there would be limited hardware and software acquisition especially if university allows usage of their network. Licensing fees would be required for database software, WCM, and plugins to ensure successful implementation. College of business students will be responsible for implementation which would effectively lower most of the design, and implementation costs.
- Organizational: College of Nursing is in dire need of a new system as their current access database is becoming overloaded, laggy, and potentially soon to crash. Every staff member is looking forward to the new system because the current system is very labor intensive which restricts them from spending more time on other important tasks such as appointments with current and potential students. Employees would more than likely be very accepting of the changes to come as it would greatly decrease their workload although they would need further training for the new system as it would be vastly different for the current version. Organization might not be willing to have a long downtime that could arise from the conversion of current system to the new. Workload would be increased for employees in the beginning to manually enter information from current system to the new database unless this is outsourced or automated in the new system but would greatly reduce the workload as mentioned earlier. Any downtime would cause potential financial losses along with inconvenience to everyone involved such as staff, faculty, and students.