TECHNOLOGY NEEDS ASSESSMENT APPLICATION
Fall 2016

Technology: Programs should list the technology needed to provide ongoing service or instruction, and an approximate cost of the request. *Technology that is listed in this category will be forwarded to Campus Technology Services to evaluate through their own processes.*

Name of Person Submitting Request:	**Karen Childers**
Program or Service Area:	**Development & Community Relations**
Division:	**President's Office**
Date of Last Program Efficacy:	**March 30, 2016**
What rating was given?	**Continuation**
Amount Requested:	**$7,500**
Strategic Initiatives Addressed: (See http://www.valleycollege.edu/about-sbvc/office-of-president/college_planning_documents/documents/strategic-plan-report-working-doc-8-25-15-2.pdf)	2. Student Success

Replacement X   Growth ☐

1. **You are required to meet with Rick Hrdlicka – Director of Campus Technology Services prior to submitting a Technology Needs Request. 909-384-8656 or rhrdlicka@sbccd.cc.ca.us. Please provide the date and time of your meeting.**

Met by phone October 27, 2016 at 2:15 p.m.

2. Projects that require modification to Buildings or Rooms will require a Facilities Need Request. Will this project require facilities changes?

No

3. What technology-based equipment or software are you requesting?

Renewal of AcademicWorks scholarship software for the second year.

4. Indicate how the content of the department/program's latest Efficacy Report and/or current EMP supports this request and how the request is tied to program planning. *(Directly reference the relevant information from your latest Efficacy Report and/or current EMP in your discussion.)*

The Development and Community Relations Office (DCR) manages the application and awarding of scholarships through the SBVC Foundation. Efficient and effective management of student scholarships is included in the latest Efficacy Report and EMP one-sheet.
EMP one-sheet. DCR goals include increase in available scholarships and distribution of scholarship checks prior to fall registration deadlines.
Part I: Access. The most direct result of DCR work on SBVC students is the awarding of Foundation scholarships. DCR ensures that scholarships are awarded in accordance with donor specifications. DCR Director Karen Childers chairs the Scholarship Committee which consists of faculty, staff, and managers interested in assisting with selection of scholarship awardees.
Part II: Student Success. Activities under the Student Support goal include increasing the number of available scholarships and distributing scholarship checks in a timely manner. These activities are assessed by tracking the number of scholarships awarded each year and tracking the date of scholarship issuance. In 2014-15, scholarship awardees were selected and notified on time, but checks were delayed until August 2015. Unfortunately this caused difficulties for students who intended to use scholarship funds to pay their registration fees and purchase books, as well as frustration because students were told

they would get their scholarship checks in June 2015. In February and March 2016, the DCR Director and Account Clerk II finalized a timeline for issuing scholarship checks in June 2016, and the office met that objective.

A scholarship inventory produced by DCR student workers in 2015-16 revealed 14 scholarships that were available but not awarded in the previous year. In addition, 4 new scholarships were created in 2015-16, resulting in a 15% increase in available scholarships.

Part III: Institutional Effectiveness. The SBVC Office of Development and Community Relations sends survey cards to scholarship donors. This was done in 2011-12 and renewed in 2015-16. A letter was sent to each scholarship donor to give them the balance of their scholarship and the current award criteria. Donors were asked to confirm the criteria or send it back with their changes. Approximately 20% of donors responded by returning the card or contacting the DCR Office.

Part IV: Planning. The Financial Aid Office reports that 99% of SBVC students have financial need, and in their essays, many scholarship applicants cite money as their primary barrier to completing their studies. Scholarships directly help students to pay for books, school supplies, fees, parking, transportation, housing, child care and other expenses that affect their ability to succeed in their educational goals. Resources needed includes scholarship software.

Part V: Technology. Scholarship software. Scholarship applications are submitted and reviewed electronically. For the 2015-16 year, San Bernardino Valley College and Crafton Hills College continued to use a homegrown solution created by SBCCD staff to manage the scholarship processes at both colleges. The application is updated each year by Jason Brady and the process is very manual with lots of time being spent sorting through printed paper applications, requesting checks, tracking donors, criteria, fund balances, etc. When things are done manually, there is always room for error and with the number of awards increasing, the need for a streamlined process has become more and more of a necessity. Representatives from the District, SBVC, and CHC began meeting in October 2014 to discuss the needs of each college, the benefits of a more automated process, the in-house support needed from the District, and reviewing products from three vendors. The result was a new contract with an outside vendor to provide software that will:

1. Streamline the Process for Students by "automatically applying" them to eligible scholarships.
2. Enhance Committee Review and Selection by evaluating and rating students on-line.
3. Make Awards and Notify Students online and collect thank-you letters and donor acknowledgments.
4. Showcase Donor's Contribution to the institution allowing students to better target thank-you letters.
5. Customizable and Real-Time "Actionable" Reports on scholarships, applicants, awards, fund utilization, encumbered funds, and more.

AcademicWorks was chosen as the vendor with the goal of having the new software up and running by October 1, 2016. For SBVC's portion, College general funds were committed from the SBVC President's budget for the 2016-17 year.

5. Indicate any additional information you want the committee to consider *(for example, regulatory information, compliance, updated efficiency, student success data, or planning, etc.).*

Crafton Hills College also uses AcademicWorks scholarship software. The combined cost of the contract is divided according to the resource allocation model. The setup and first year of AcademicWorks software was paid by the each college's President's budget, with the requirement that other funding be used for succeeding years. No additional funds were added to the DCR budget for SBVC's portion.

6. Provide a <u>complete itemized list</u> of the initial cost, as well as related costs (including any ongoing maintenance or updates) and identification of any alternative or ongoing funding sources. *(for example, Department, Budget, Perkins, Grants, etc.)*

Second year licensing fee for AcademicWorks is $11,000 for both colleges. SBVC's portion of the cost will correspond with the resource allocation model, i.e., 68% of the combined cost.
$11,000 x 68% = $7,480

7. What are the consequences of not funding this request?

AcademicWorks is being used for the first time in the 2016-17 scholarship application period, which opens Nov. 1, 2016. Each college has set up the system with all available scholarships, scholarship criteria, award amounts, and reviewers. Students, staff and faculty have tested the system. Each college's Scholarship Committee vetted the software prior to purchase. CHC and SBVC submitted a Project Charter Form to TESS in April 2016, and the project was placed on the priority list by the District Technology Committee for summer and fall 2016. TESS, CHC, and SBVC representatives have been meeting with AcademicWorks since May 2016 to prepare the system for launch in the fall of 2016.

Besides increasing efficiency for CHC and SBVC scholarships and making it easier for students to apply for scholarships, implementation of AcademicWorks software helps TESS. The former scholarship system was a home-grown system that required many hours of TESS work each year to set up, make changes, monitor the system, and get updated information to reviewers. TESS provided this service for both colleges.

If AcademicWorks is not funded for the second year, SBVC and CHC will either have to start the process over with another scholarship software vendor, or return to the home-grown system developed by SBCCD several years ago. Neither alternative serves the best interests of students or employees of SBCCD. Adoption of AcademicWorks was the long-awaited result of many years of requesting (especially by faculty and staff on the Scholarship Committee), considering, and finally deciding on and implementing an updated system that will facilitate the scholarship application process for all involved.