PAM -- Program Application Management

Overall Project Charter

A. General Information

Project Title:	Program Application Management (PAM)		
Brief Project Description:	Provide students with a profile, find department application and submit. Students can return later to check application status. Admins login in admin page to review / approve / deny application. Admins run reports based on application information of date range		
Prepared By:	William Frankhouser		
Date:	2013-12-19	Version:	1.0

B. Project Objective:

Explain the specific objectives of the project. For example: What value does this project add to the organization? How does this project align with the strategic priorities of the organization? What results are expected? What are the deliverables? What benefits will be realized? What problems will be resolved?

- Reduce document "touches".
- Utilize electronic processes to increase accuracy and availability of student information to staff and students.
- Define clear requirements and ensure entry process is transparent to students and staff.
- Students who complete application requirements will be able to monitor their application status throughout the screening process.
- Set standards and communicate process change to students to create trust and less frustration to students.
- Enhance the level of customer satisfaction by providing nursing program staff with the tools necessary to meet student needs and expectations.
- Create reports and retrieve data for student application process and required department reporting for internal and external entities.
- Reduce work time for employees reviewing applications.
- Reduce paper and labor costs.
- Resolve a cumbersome and labor intensive application process.

C. Assumptions

List and describe the assumptions made in the decision to charter this project. Please note that all assumptions must be validated to ensure that the project stays on schedule and on budget.

- There will be an adequate number of employees available participate in the review process
- A set maximum number of students will only be accepted
- IT will have access to the necessary student data
- Students will have access to the online application
- Health Sciences staff will have access to admin screens and will update accordingly

D. Project Scope

Describe the scope of the project. The project scope establishes the boundaries of the project. It identifies the limits of the project and defines the deliverables.

Create an online application fpr students and an online admin interface for employees to review and prioritize applications, track student progress, and run a finite number of reports on the student data. This project will only include the nursing application at this time.

List any requirements that are specifically excluded from the scope.

All other campus department applications except nursing.

E. Project Milestones

List the major milestones and deliverables of the project.
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Milestones	Deliverables	Date
Demo of forms for students and admin staff	Paper or simple mock-ups	May
Determine reports and parameters needed	Number of reports, data columns, and filter types	May
Design database diagram	SQL database diagram with all relational connections defined and external data sources defined.	June
Form and implement a testing group to determine usability	Feedback report from staff and students who used the demo mock-ups	June '14
Evaluate and revise testing group recommendations	Implement indicated changes from feedback and testing.	Dec '14

Student online form	Online fillable application will be available to the testing group	Mar '15
Admin online form and reports	Online fillable forms and reports will be available to the staff testing group	Apr '15
Final review and testing	Sign-off from Nursing department and document future ideas and requests.	6/30/2015
Marketing and communications to campus and students	Nursing department will communicate new system requirements to students	6/1/2015
Roll-out application	Application is in production and is required for students to apply to the nursing program. Old forms are removed from the website.	7/6/2015

F. Impact Statement
List the impact this project may have on existing systems or units.
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Potential Impact	Systems / Units Impacted
Application will serve as a springboard for other campus processes to change from paper to electronic applications	Increased help desk requests Less paper purchased Increased web traffic on college website Less $$$ spent on labor Increased efficiency in processing applications

G. Roles and Responsibilities
Describe the roles and responsibilities of project team members followed by the names and contact information for those filling the roles. The table below gives some generic descriptions. Modify, overwrite, and add to these examples to accurately describe the roles and responsibilities for this project.

Sponsor: Provides overall direction on the project. Responsibilities include: approve the project charter and plan; secure resources for the project; confirm the project's goals and objectives; keep abreast of major project activities; make decisions on escalated issues; and assist in the resolution of roadblocks.	
Name	**Email / Phone**
Jason Smith, Health Sciences	jsmith@everettcc.edu / 9142
Project Manager: Leads in the planning and	

development of the project; manages the project to scope. Responsibilities include: develop the project plan; identify project deliverables; identify risks and develop risk management plan; direct the project resources (team members); scope control and change management; oversee quality assurance of the project management process; maintain all documentation including the project plan; report and forecast project status; resolve conflicts within the project or between cross-functional teams; ensure that the project's product meets the business objectives; and communicate project status to stakeholders.

Name	Email / Phone
Lisa Snowden, LEAN Facilitator	lsnowden@everettcc.edu / 9372
Will Frankhouser, IT	wfrankhouser@everettcc.edu / 8705
Team Member: Works toward the deliverables of the project. Responsibilities include: understand the work to be completed; complete research, data gathering, analysis, and documentation as outlined in the project plan; inform the project manager of issues, scope changes, and risk and quality concerns; proactively communicate status; and manage expectations.	

Name	Email / Phone
Dawn Richards, Health Sciences	drichards@everettcc.edu / 9074
Kimi Crombie, Admin Services	kcrombie@everettcc.edu / 9179
Kathy Watson, Nursing Department	kwatson@everettcc.edu / 9469
Nancy Zoeller, Nursing Faculty	nzoeller@everettcc.edu / 9473
Customer: The person or department requesting the deliverable. Responsibilities include: partner with the sponsor or project manager to create the Project Charter; partner with the project manager to manage the project including the timeline, work plan, testing, resources, training, and documentation of procedures; work with the project team to identify the technical approach to be used and the deliverables to be furnished at the completion of the project; provide a clear definition of the business objective; sign-off on project	

deliverables; take ownership of the developed process and software.	
Name	**Email / Phone**
Jason Smith / Health Sciences and Public Safety Division	jsmith@everettcc.edu / 9142
Subject Matter Expert: Provides expertise on a specific subject. Responsibilities include: maintain up-to-date experience and knowledge on the subject matter; and provide advice on what is critical to the performance of a project task and what is nice-to-know.	
Name	**Email / Phone**
Dawn Richards, Health Sciences	drichards@everettcc.edu / 9074
Nancy Zoeller	nzoeller@everettcc.edu / 9473

H. Resources
Identify the initial funding, personnel, and other resources committed to this project by the project sponsor.

Resource	Constraints
Project Budget	Not to exceed $2,000
2 IT personnel	Will Frankhouser, Fred Ehrlich
10-15 Student Control Group Participants	TBD - Recruited by Health Sciences
5 Admin Control Group Participants	TBD - Recruited by Health Sciences

I.   Project Risks
Identify the high-level project risks and the strategies to mitigate them.

Risk	Mitigation Strategy
CTC Link data access block	
Student uploaded data	Reject
Data loss	IT backups are done on a regular basis

J.   Success Measurements
Identify metric and target you are trying to achieve as a result of this project. For example, overall cost savings of $50K or reduce processing time by 25 percent.

Reduce nursing application process time by more than 75%

K. Signatures

The signatures of the people below document approval of the formal Project Charter. The project manager is empowered by this charter to proceed with the project as outlined in the charter.

Customer:		
Name	**Signature**	**Date**
Jason Smith		
Project Sponsors:		
Name	**Signature**	**Date**
Jason Smith		
Project Manager:		
Name	**Signature**	**Date**
Lisa Snowden		
Will Frankhouser		

Use this page to sketch out a design overview of the application.

Technologies used:
What programming platform and version is used to build the application?

Approach taken:
Linear, modular, menu; explain the rationale of the chosen approach.

High level overview:
What does the application do? Give a condensed description.