Charter for
Accessible Information Management (AIM)
Software Implementation

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1. Background

Disability Support Services (DSS) at Mines has made substantial strides in service and process over the past year and it is essential that we continue in this direction, in the interest of student support and compliance. Current technology (or lack thereof) limits the office’s capacity to store and track data/records and communicate with campus constituents efficiently.

After researching products online, having conversations with product representatives and colleagues across the nation at the AHEAD national conference, and following up with a web demonstration with another institution, Accessible Information Management (AIM) software has been deemed the best fit for the needs and intended use of DSS. The AIM system is a leading solution used by Disability Support Services (DSS) offices nationally.

AIM is a best-practice software for disability services & testing services. There are many ways in which DSS at Mines is spending considerable time on administrative tasks that could be automated/facilitated for student, faculty, and campus services. AIM is specific to disability programs and the customer service/response time has been exceptional. Information in this system is protected and specific to disability accommodations. DSS maintains data/records that cannot be shared/utilized broadly in a system like Beacon or Starrez (e.g. medical documentation is held within the software system).

To comply with ADA compliance standards, accommodation communication, tracking, and office operations must be detailed and timely. This software would be used solely within the DSS office to assist with this compliance. It does not overlap into other projects.

2. Objectives

- Purchase AIM by April 30, 2017
- Use system internally (set up documents, upload previous files, train staff), post-purchase.
- Complete Banner integration by July 1, 2017 (as determined by CCIT).
- Have faculty and student testing available end of summer/early fall, to be complete by Oct 15, 2017.
- Between Oct 15th and Dec 1, 2017: Train/ faculty/students regarding transition at the beginning of Spring 18 term.
- Have AIM fully implemented by Jan 1, 2018 for use at start of term.

3. Scope

3.1 Inclusions

In order for this system to function in its fullest capacity, integration with Banner is a priority. The system will have 3-5 administrators on the account. In full implementation, this system will be used by all registered DSS students and potentially registered students (request
process through the system) – this encapsulates approximately 175 student users and faculty/instructors affiliated with the courses these students are registered in. Training will be available for DSS staff initially, followed by testing (faculty/students) and training/information for all users. Training information will be posted on the DSS website, including an instructional video. All or some portion of current files will be converted into electronic documents to upload into AIM, as determined by the project team. Continued maintenance of the system will be done by DSS staff, in partnership, only as needed, with CCIT and AIM.

3.2 Exclusions

Excludes business operations of DSS office that exist outside the AIM software system.

4. Key Project Deliverables

Primary project deliverable is the ultimate full functional use of a DSS specific software system.

Key deliverables within primary project deliverable:

<table>
<thead>
<tr>
<th>Key Deliverables</th>
<th>Acceptance Criteria</th>
<th>Approval By:</th>
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<tbody>
<tr>
<td>Project Charter</td>
<td>Core team agrees that it defines the project appropriately and that it is in an acceptable format</td>
<td>Sponsors</td>
</tr>
<tr>
<td>Project Plan</td>
<td>Core team agrees that it covers all the needed activities appropriately and it is in an acceptable format</td>
<td>Sponsors</td>
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<tr>
<td>Training by Vendor</td>
<td>Post-purchase, training is provided to key users for product use</td>
<td>Sponsors</td>
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<tr>
<td>Converted files (from paper to electronic)</td>
<td>Current files are converted into electronic files within system</td>
<td>Sponsors</td>
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<tr>
<td>Banner integration</td>
<td>Vendor and CCIT say it is ready for integration Testing has been done by CCIT and functional users with no major issues</td>
<td>Sponsors</td>
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Training and tools provided to user groups (students, staff and faculty)

Communication is delivered and training materials are available for use

Sponsors

5. Project Authority

5.1 Authorization
This Charter has been initiated by the Division of Student Life at CSM and authorizes the use of organizational resources to accomplish the objectives of the project.

- Dan Fox (Project Sponsor) approved the forward movement of this project on 1/5/17.
- The Business Administrative Technologies Advisory Committee (BATAc) discussed and ranked this project in the top 25% during its meeting the week of 1/23/17.
- The budget office was given an update on this approved expenditure on 2/15/17.

5.2 Project Manager
Katie Ludwin, Associate Director for Disability Services, is named as the project manager. Her role is to lead the project, making appropriate connections and communicating needs in a timely manner to keep the project moving forward. She will maintain an understanding of project progress and see it to ultimate completion.

5.3 Staffing
These requirements will be met by drawing on existing CSM staff, including:

- Project Manager
- Banner Administrator
- DSS staff
- Testers (students and faculty)
- Vendor Staff
  - Contract lead
  - Implementation support
  - Training
- Other input needed: Data Security Administrator

Staffing for Mines roles will be drawn from existing staff

6. Management Approach

6.1 Quality Management
Once the AIM software system has been purchased and data streams have been created/validated, a small sub-set of faculty and student users will be identified to test the
processes and portals. Feedback will be provided regarding the user experience and what would be helpful to change prior to full launch of the system.

6.2 Risk Management
Risk will be managed by effective, appropriate communication being disseminated to all involved parties.

See attached.

7. Charter Approvals

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8. Appendix

8.1 Project Schedule

Milestones

8.2 Initial Risk Assessment (list of initial risks)

- Depending on the purchase and implementation timeline, delayed use may occur (when constituents are able to access and benefit from the system). This risk will be managed as much as possible by following the protocols outlined by CSM for project approvals and reasonable project completion.

- There will be a learning curve for DSS staff, faculty, and students for functional use of the system. Training will be provided directly from AIM for DSS staff. Additional training materials will be created for faculty and students regarding use and communication of needs.