IOWAccess Advisory Council

IOWAccess Revolving Fund Project Application

Proposing agencies should complete and submit Parts I, II and III to request Planning Phase approval, then complete and submit Parts IV and V to request Execution Phase approval.

Part I - Project Information

Date:	**9/3/08**
Agency Name:	**College Student Aid Commission (CSAC)**
Project Name:	**CSAC Web Portal**
Agency Manager:	**Julie Leeper**
Agency Manager Phone Number / E-Mail:	**515.725.3420**
Executive Sponsor (Agency Director or Designee):	**Karen Misjak**
***Initial* Total for Planning:**	**$148,000 (This request)**
***Initial* Total for Execution:**	**$350,000 (current IOWAccess estimate)**
***Initial* Total for all Phases of Project, if Multi-Phased:**	**$536,000 ($38K scope, $148K Plan, $350 Exec)**
Project Timeline: *(estimate start and end dates for project spending)*	**Planning Start Date: September 08** **Planning End Date: December 08** **Execution Start Date: January 09** **Execution End Date: TBD**
***Revised* Total for Planning and Execution:**	**$**
***Revised* Total for all Phases of Project, if Multi-Phased:**	**$**

CSAC Web Portal

Part II - Project Overview

A. Project Summary: Describe the nature and use of the proposed project, including what is to be accomplished, how it will be accomplished, and what the costs and benefits will be.

Response:

As the scope was developed, it became clear this project could be best designed and implemented in phases. The scope phase developed high level use cases for the whole project and was used to determine that the most immediate, critical work was to develop the state-funded scholarships, grants and loans as: CSAC Portal Planning.

State-Funded Financial Aid Project Summary

- **Increase Student and Family Access to State-Funded Financing Options for Postsecondary Education**: Allow students to apply for state-funded student financial aid programs, save applications, view and archive awards made by the state, compare student financial aid available from all sources, and make wise postsecondary education decisions using this phase's web-based student portal that will integrate all aspects of State student financial aid.

State Funded Financial Aid Project Summary

- **Improve College and University Reporting of State-Funded Financial Aid on a Student-by-Student basis**: Improve the ability of college and university staff to report information about individual student awards to the Commission and to a web-based site that would provide this information directly to the students.

- **Improve the College Student Aid Commission's (CSAC) Reporting Capabilities to Students, College and University Officials and Elected Officials:** Provide more information to students, college and university officials, and elected officials so they can make better decisions about the state student financial aid programs. This will be accomplished by improving Commission reporting, viewing and management through a web based application interface.

This funding request is for the Planning Phase for CSAC Portal

Additional Benefits

Additional benefits following the implementation of this application include:

- Reduce the amount of paperwork passing between the applicants for funding and the commission and between colleges and university and the commission. There are nearly 140,000 applications processed each year. Over a 5 year time period, 50% are expected to be processed through the new online web portal.

- Increase accuracy of the initial application to reduce manual processing and rework.

- An enhanced system for online applications will reduce staff hours required to process applications; reduce printing, mailing and postage expense; decrease paperwork; improve processes for managing funds received by colleges and universities; improve customer service by the commission for student applicants and colleges and universities, and provide quicker turnaround than the current system.

B. Strategic Plan: How does the proposed project fit into the strategic plan of the requesting agency?

Response:

The Commission's strategic plan calls for the Commission to:

- Develop or enhance products and services that meet the needs of the Commission's customers
- Improve efficiency through the use of technology to better serve the Commission's customers
- Increase awareness of Commission programs, products, and services provided by the Commission.
- This project will move the Commission closer to each of these goals by providing students, families, and college and university officials with the information they need to make informed decisions about funding college educations.

C. Current Technology: Provide a summary of the technology used by the current system. How does the proposed project impact the agency's technological direction? Are programming elements consistent with a Service Oriented Architecture (SOA) approach? Are programming elements consistent with existing enterprise standards?

Response:

- **Summary**

  The current application has been coded in ASP, C++, VBScript, JavaScript and html using IIS 6.0 Secured Socket Layer (SSL/HTTPS) connected to a SQL database.

- **Technological Direction Impact**

  The CSAC direction is to increase CSAC application maintainability while improving citizen access. This project accomplishes both the objectives.

- **SOA Consistency**

  The programming Elements are consistent with existing enterprise standards.

- **SOA Approach**

  The development of the new system is planned to be consistent with and use an SOA strategy.

D. Statutory or Other Requirements

Is this project or expenditure necessary for compliance with a Federal law, rule, or order?

☐ YES (If "Yes", cite the specific Federal law, rule or order, with a short explanation of how this project is impacted by it.)
Response:
No

Is this project or expenditure required by state law, rule or order?

☐ YES (If "YES", cite the specific state law, rule or order, with a short explanation of how this project is impacted by it.)
Response:
No

CSAC Web Portal

Does this project or expenditure meet a health, safety or security requirement? NO

☐   YES (If "YES", explain.)

Response:

No

Is this project or expenditure necessary for compliance with an enterprise technology standard? NO

☐   YES (If "YES", cite the specific standard.)

Response:

No

[This section to be scored by application evaluator.]
Requirements/Compliance Evaluation (15 Points Maximum)
If the answer to these criteria is "no," the point value is zero (0). Depending upon how directly a qualifying project or expenditure may relate to a particular requirement (federal mandate, state mandate, health-safety-security issue, or compliance with an enterprise technology standard), or satisfies more than one requirement (e.g. it is mandated by state and federal law and fulfills a health and safety mandate), 1-15 points awarded.

E. Impact on Iowa's Citizens

1. **Project Participants** - List the project participants (i.e. single agency, multiple agencies, State government enterprise, citizens, associations, or businesses, other levels of government, etc.) and provide commentary concerning the nature of participant involvement. Be sure to specify who and how many **direct** users the system will impact. Also specify whether the system will be of use to other interested parties: who they may be, how many people are estimated, and how they will use the system.

      Response:

- All citizens of Iowa will use the website to access general, financial and application information for all the programs administered by the Commission.

- The Commission receives nearly 140,000 applications each year from Iowa students seeking financial aid to attend college. All applicants will have the option to submit electronic application forms, view options for funding their college educations, and review aid awarded for the current and prior years.

- The Commission works with financial aid administrators at nearly 60 colleges and universities in Iowa. These administrators need up-to-date, accurate information at their fingertips to ensure that they are providing complete information to students and their families. In addition, financial aid administrators need access to an on-line system to provide individual student information to the Commission.

2. Service Improvements - Summarize the extent to which the project or expenditure improves service to Iowa citizens or within State government. Included would be such items as improving the quality of life, reducing the government hassle factor, providing enhanced services, improving work processes, etc.

Response:

- Students and their families are concerned about financing college educations. Technology has advanced to a point where students and families demand information that is timely and easy to access. This system will provide a unique opportunity for students to search for information, view funding options already available to them, apply for financial aid, and receive information about their eligibility.

- College and university officials also will have access to the system which will allow them to view information about student awards and report awards to the Commission. The functionality provided by this system will enhance productivity at colleges and universities, ensuring better service and information to students and families.

- The system also will allow access at any time of the day or night (24 X 7) which will eliminate problems associated with the current limited 8:00 to 5:00 weekday only access.

3. Citizen Impact – Summarize how the project leads to a more informed citizenry, facilitates accountability, and encourages participatory democracy. If this is an extension of another project, what has been the adoption rate of Iowa's citizens or government employees with the preceding project?

Response:

This project will:

- Improve student and their families' access to college financial aid information and awarding of financial aid by the Commission and Iowa colleges and universities.
- Provide Iowa students with one simple tool to identify, understand, and apply for college financial aid.
- Increase efficiency in data collection and communication and streamline information sharing among Iowa students, colleges and universities, and the Commission.

4. Public Health and/or Safety – Explain requirements or impact on the health and safety of the public.

Response:

N/A

[This section to be scored by application evaluator.]
Impact Evaluation (15 Points Maximum)

- Minimally directly impacts Iowa citizens (0-5 points).

- Moderately directly impacts Iowa citizens (6-10 points).

- Significantly directly impacts Iowa citizens (11-15 points).

[This section to be scored by application evaluator.]
Customer Service Evaluation (10 Points Maximum)

- Minimally improves customer service (0-3 points).

- Moderately improves customer service (4-6 points).

- Significantly improves customer service (7-10 points).

F. Scope

Is this project the first part of a future, larger project?

X YES (If "YES", explain.)   ☐   NO, it is a stand-alone project

> **Response:**

This request is for the CASC Portal Planning phase as described in Section A. There will be a Phase 2 as a future project.

Is this project a continuation of a previously begun project?
X YES (If "YES", explain.)

> **Response:**

Scope/Initiation funding of $20,000 was approved at the September 07 IOWAccess meeting and added scope funding of $18,000 was approved at the March 08 IOWAccess meeting.

[This section to be scored by application evaluator.]
Scope Evaluation (10 Points Maximum)

- This is the first year of a multi-year project / expenditure or project / expenditure duration is one year (0-5 points)

- The project / expenditure is of a multi-year nature and each annual component produces a definable and stand-alone outcome, result or product (2-8 points).

- This is beyond the first year of a multi-year project / expenditure (6-10 points)

The last part of this criteria involves rating the extent to which a project or expenditure is at an advanced stage of Execution and termination of the project / expenditure would waste previously invested resources.

CSAC Web Portal

G. Source of Funds

On a fiscal year basis, how much of the total project cost ($ amount and %) would be <u>absorbed</u> by your agency from non-Pooled Technology/IOWAccess funds? If desired, provide additional comment / response below.

> **Response:**

- Many hours of SME time have already been provided by CSAC. This will continue through planning, design, and testing.

- CSAC provided $10,000 of agency funding last fiscal year and plans to contribute another $10,000 this FY. Note: The IOWAccess funding request for the Planning Phase has been reduced by the Agency contribution.

[This section to be scored by application evaluator.]
Funds Evaluation (5 Points Maximum)

- 0% (0 points)

- 1%-12% (1 point)

- 13%-25% (2 points)

- 25%-38% (3 points)

- 39%-50% (4 points)

- Over 50% (5 points)

Part III – Planning Proposal

Amount of Planning Funding Requested: $

A. Process Reengineering

Provide a *pre-project or pre-expenditure* (before Execution) description of the impacted system or process.   Be sure to include the procedures used to administer the impacted system or process and how citizens interact with the current system.

> **Response:**

- Each of the 10-15 student aid programs are now separate computer applications and must be separately applied for by our students.

- There is only one single point (one person) for application maintenance and enhancements which introduces some risk for the long term maintainability for the software.

CSAC Web Portal

Provide a *post-project or post-expenditure* (after Execution) description of the impacted system or process. Be sure to include the procedures used to administer the impacted system or process and how citizens will interact with the proposed system. In particular, note if the project or expenditure makes use of information technology in reengineering traditional government processes.

> **Response:**

- The separate student facing software applications will be integrated into a single web portal.

- The aid application process will be simplified for Iowa students and colleges and universities by providing a easier to use and more convenient system.

- The single point application maintenance and enhancement process will be replaced with an ITE team to reduce the risks of long term maintainability and capability to add enhancements in the future.

[This section to be scored by application evaluator.]
Reengineering Evaluation (10 Points Maximum)

- Minimal use of information technology to reengineer government processes (0-3 points).

- Moderate use of information technology to reengineer government processes (4-6 points).

- Significant use of information technology to reengineer government processes (7-10).

B. Timeline

Provide a projected timeline for the Planning phase of the project. Include such items as **start date, projected end date**, planning, and database Planning. Also include the parties responsible for each item.

> **Response:**

- Begin Portal Planning: September 2008

- Complete Portal Planning and request Execution Phase funding: January 2009

- Begin Execution Phase: January 2009

[This section to be scored by application evaluator.]
Planning Timeline Evaluation (10 Points Maximum)

- The timeline contains several problem areas (0-3 points).

- The timeline seems reasonable with few problem areas (4-6 points).

- The timeline seems reasonable with no problem areas (7-10).

CSAC Web Portal

C. Spending plan

Explain how the funds will be allocated.

Funds are expected to be allocated over the September through December time period.

D. Tangible and/or Intangible Benefits

Respond to the following and transfer data to the Planning Financial Benefit Worksheet, # 5 below and the Execution Financial Benefit Worksheet, # IV E3, as necessary:

1. **One Year Pre-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process <u>prior to</u> project Execution.
Describe One Year Pre-Project Cost:

Quantify One Year Pre-Project Cost:

	State Total
FTE Cost(salary plus benefits):	$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$
Total One Year Pre-Project Cost:	$

2. **One Year Post-Project Cost** - This section should be completed only if state government operations costs are expected to be reduced as a result of project Execution. **Quantify actual state government direct and indirect costs** (personnel, support, equipment, etc.) associated with the activity, system or process <u>after</u> project Execution.
Describe One Year Post-Project Cost:

Quantify One Year Post-Project Cost:

	State Total
FTE Cost(salary plus benefits):	$
Support Cost (i.e. office supplies, telephone, pagers, travel, etc.):	$
Other Cost (expense items other than FTEs & support costs, i.e. indirect costs if applicable, etc.):	$
Total One Year Post-Project Cost:	$

CSAC Web Portal

3. One Year Citizen Benefit - Quantify the estimated one year value of the project to Iowa citizens. This includes the "hard cost" value of avoiding expenses ("hidden taxes") related to conducting business with State government. These expenses may be of a personal or business nature. They could be related to transportation, the time expended on the manual processing of governmental paperwork such as licenses or applications, taking time off work, mailing, or other similar expenses. As a "rule of thumb," use a value of $10 per hour for citizen time.

Describe savings justification:

- The new system will provide significant benefits for students and their families applying for aid by allow applicants to apply online in an easy, more convenient and time savings system.

- The new system will also allow colleges and universities improve their processes for managing the information and funding they receive from the Commission.

Transaction Savings	
Number of annual online transactions:	70,000 – 140,000
Hours saved/transaction:	1/4 hr
Number of Citizens affected:	~ 100,000
Value of Citizen Hour	$10.0
Total Transaction Savings per year:	$235,000
Other Savings (Describe) See Below	$29,000
Total One Year Citizen Net Benefit :	$264,000

Additional Savings:

- Reduce the amount of paperwork processed by funding applicants and colleges and university.

- Increase accuracy of applications to reduce manual processing and rework.

- Reduce costs for printing and mailing costs (excluding postage).

4. Opportunity Value/Risk or Loss Avoidance - Quantify the estimated one year non-operations benefit to State government. This could include such items as qualifying for additional matching funds, avoiding the loss of matching funds, avoiding program penalties/sanctions or interest charges, avoiding risks to health/security/safety, avoiding the consequences of not complying with State or Federal laws, providing enhanced services, avoiding the consequences of not complying with enterprise technology standards, etc

Response:

- The implementation of this application will allow the Commission to provide enhanced services to students and their families applying for funds plus college and universities receiving the funds.

- An enhanced system for online applications will reduce the amount of time required to process applications; reduce printing, mailing and postage expense; and decrease paperwork by the State.

- The time saving will allow the Commission to improve processes for managing funds received by colleges and universities; improve customer service for student applicants and colleges and universities, and provide quicker turnaround than the current system. This benefit provides cost avoidance to the State of approximately $70,000 annually.

CSAC Web Portal

5. **Planning Financial Benefit Worksheet**

A. Total One Year Pre-Project cost (Section III D1):	$	
B. Total One Year Post-Project cost (Section III D2):	$	
C. State Government Benefit (= A-B):		$
D. One Year Citizen Benefit (Section III D3):		$264,000
E. Opportunity Value or Risk/Loss Avoidance Benefit (Section III D4):		$ 70,000
F. Total Net Benefit (C+D+E)	$334,000	
G. Annual Prorated Cost (From Budget Table, Section IV C):	$ N/A	
Benefit / Cost Ratio: (F/G) =		
Return On Investment (ROI): ((F-G) / Requested Project Funds) * 100		

6. Benefits Not Readily Quantifiable - List and summarize the overall non-quantifiable benefits (i.e., IT innovation, unique system application, utilization of new technology, hidden taxes, improving the quality of life, reducing the government hassle factor, meeting a strategic goal, etc.).

Response:

- Easier and more convenient for Iowa students to apply for aid across all programs

- Improved maintainability of the software

- Strong platform and foundation for the next phases and future enhancements

- Improves and increases the State's competency for using open source integration by building a web portal that will provide access and integrate with several other, different systems.

[This section to be scored by application evaluator.]
Planning Financial Evaluation (15 Points Maximum)

- The financial analysis contains several questionable entries and provides minimal financial benefit to citizens (0-5 points).

- The financial analysis seems reasonable with few questionable entries and provides a moderate financial benefit to citizens (6-10 points).

- The financial analysis seems reasonable with no problem areas and provides maximum financial benefit to citizens (11-15).

CSAC Web Portal