

**Quickbase for staff efficiencies and workload reduction.** World Campus Learning Design is developing mechanisms for using Quickbase's data management and notification capabilities to reduce frivolous workload and eliminate redundancies in the normal day-to-day operations of the unit. Quickbase will integrate with our existing systems to streamline the way data is handled. Where staff is required to interact with our systems, we are seeking a simplified, user-friendly interface.

**Project Manager.** Natalie Harp will coordinate workflow, promote and establish communications, and establish timelines for the project.

**Business need.** As stated, the project's goals are to reduce workload and increase efficiencies within the unit. Ultimately this will serve to enable staff to better accomplish their jobs as described as well as pursue professional development opportunities. Moving towards excellent service to faculty, academic units and students will be the ultimate goal.

**Project Justification.** Learning design staff spend too much time interfacing with systems that having nothing to do with their jobs. Worse, they are often manually entering redundant information in multiple systems. The situation has made the training of new staff a complicated and lengthy investment of time and effort. Through automation, it is possible to have these systems feed information to one another eliminating data entry redundancy among staff. In addition, through Quickbase's notification, task management and reporting capabilities, staff time spent sending and tracking e-mails will be greatly reduced.

**Resources.** Learning Design already has an investment in Quickbase through a yearly subscription model. Quickbase provides a powerful cloud-based database technology that is being utilized by programming staff to store data and drive connections among our existing systems (PACTS and Evolution). As such, programming staff time is required.

**Stakeholders and their requirements.** Stakeholders include all Learning Design staff:

- Quality assurance: needs a way to track materials, permissions, and course quality checks.
- Instructional Production Specialists and Instructional Designers: need minimal data entry points and communications pathways to free up time to perform duties
- IT Support: needs a simple ticket tracking system; as well, needs overly simplified and redundant tasks to be automated
- Management: needs a way to take snapshots of workload in order to project staffing needs and budget requirements.

**Product Description/Deliverables.** This project seeks to take a whole new look at the Quickbase project management system and harness its task and project tracking capabilities to simplify workflow in the unit, and utilize it as a database back-end to the

automation of many of the tasks currently performed manually by learning design staff in interacting with our many systems. The overall deliverable is a smoothly operating, integrated, easy-to-use system. Within this, deliverables include:

- *Quality assurance and Permissions tracking system.* Quickbase will provide a new storage and tracking mechanism for course permissions requests - a replacement for the current FileMaker Pro system. As well, a brand new Quality Assurance request and tracking system will be created to meet the needs of the QA team performing quality checks on World Campus courses.
- *IT tracker.* Quickbase will provide a replacement for the current IT tracker used by the unit.
- *Automation of manual tasks.* This ties in closely with the IT tracker as many of the tickets are either automatically generated or automatically processed through integration with PACTS and Evolution. As such, this deliverable is very closely intertwined with the development and delivery of "Evolution 2.0", a project led by Adam Spotts.
- *Course task management and status updates.* Info needed from Rick.

**Constraints and Assumptions.** This project shares deliverables, dependencies and staff time with the Evolution 2.0 project. This project assumes a small dedicated programming staff is available to see it to its conclusion.

**Project Sponsor Approval.** Rick Shearer