Second Opinion Technology Assessment

An independent perspective on your technology priorities

Are you concerned about your campus technology and whether it is meeting the current and emerging needs of your institution?

Many presidents have extensive skill sets in academics, student services, advancement and finance; however, presidents will readily admit that while they use technology extensively, they are not technology gurus.

Presidents and executive teams often comment that they wish they had an impartial and viable mechanism to evaluate the functionality and adequacy of their current technology resources. Technology is the foundation of many of the solutions designed to leverage both our human and financial resources. However, with the rapid pace and cost of technological change, colleges often question if their technology investments are actually delivering results.

Using technology wisely can help institutions increase student success and completion by leveraging resources more efficiently and effectively.

If you are wondering whether your institutional resources could be used more wisely, we encourage you to get a: Second Opinion Technology Assessment.

At the end of the assessment, you will have:
- A common understanding of your current IT environment
- Recommendations for increased efficiencies
- An action plan for next steps
- An ability to budget for future needs
- Cost-saving opportunities
- A framework for making IT investment decision

On the reverse side of this document are the sound reasons for conducting this assessment, especially if you are a new president or chancellor, or have not conducted an internal technology assessment in many years. Contact us. We can help.

The CampusWorks Second Opinion Technology Assessment

In a Second Opinion Technology Assessment, CampusWorks objectively analyzes your current operations, staffing, processes, and procedures, and delivers recommendations to guide you.
Project Organization
CampusWorks assigns a Senior IT Executive to serve as the CampusWorks Assessment Team lead. The institution assigns a contact with whom the CampusWorks Assessment Team lead can coordinate scheduling, background-data collection, and logistics.

Data Collection and Review
Before the initial on-site visit, the CampusWorks’ team reviews background material provided by the institution and schedules phone calls with key constituents to discuss high-priority assessment topics.

Project Kickoff
The on-site work is kicked off in a meeting with the institution’s senior management team to introduce the CampusWorks team; present the methodology, data collection, and approach; describe the analysis; and verify the project deliverables.

Focus Groups, Interviews, and Open Forums
CampusWorks’ Assessment Team conducts focus groups with administrative and academic users, holds one-on-one interviews with key decision makers, and supports open forums to hear from faculty and students. Typically, the CampusWorks team for the initial visit consists of three higher-education experts on-site for 3.5 days.

“First Look” at Assessment Findings
In its “First Look” presentation to the president and/or the institution’s management team at the end of the data-collection visit, the CampusWorks Assessment Team shares the preliminary findings, provides a framework for addressing those findings, and invites additional input from the institution’s leadership team.

Data Analysis
CampusWorks performs a detailed analysis of the data collected during the focus group sessions and technical investigations. In each area, our subject-matter experts compare the use of technologies as included in the background materials to best practices for postsecondary institutions throughout North America and then develop strategies for addressing identified gaps.

Presentation of Findings
After full analysis of the collected data and the leadership’s feedback, CampusWorks returns to campus to present the findings, which include recommendations on how to improve the overall efficiency and effectiveness of the administrative and operational model of IT. The final presentation covers IT vulnerabilities, challenges/deficiencies, and provides an action plan for remediation.