



**Henry Ford College  
Technology Investment Fund  
Progress Summary**

<b>NAME OF PROJECT DIRECTOR</b>		<b>SCHOOL/DEPARTMENT/DIVISION</b>
Nikole Ford/Holly Diamond		Enrollment Services/Student Affairs
<b>CURRENT DATE</b>	<b>SEMESTER GRANT AWARDED</b>	<b>PROGRESS REPORT STATUS</b> (Please check one of the boxes.) <input type="checkbox"/> Interim <input checked="" type="checkbox"/> Final
2/26/18	Winter 2017	

**PROJECT DESCRIPTION:** *Provide a brief summary of the project.*

This project involved replacing aging computers in the Enrollment Services labs, the location for all enrollment-related one-stop services. The previous computers used by students were dated at nearly 6 years old, and replacement parts were no longer available for repairs. This project provides students with the most updated technology when they complete the enrollment process at the college. This updated technology allows us to continue providing service to the students while also teaching them and using the latest technology.

**ITEMS PURCHASED:** *Please indicate how you spent the funds allocated to you. Where are items purchased currently being used? (Attach a separate sheet if necessary.)*

Seventy-four Dell Optiplex 3050 All-In-One PCs. Each item was \$1,038 for a total of \$76,812. The items were received in October 2017. The first of three labs, Room 111, was the first to be updated. The computers were staged by IT in October 2017, and a portion of them were installed in Lab 111 in November 2017 to beat the opening of the Winter 2018 registration period. The remainder of the computers for Labs 112 and 113 were installed over the holiday closure in December 2017 to accommodate IT Services staff who completed the installation. We have been using the new computers for about two months.

**OUTCOMES EXPECTED:** *What were the outcomes/goals expected from the project as listed in your original proposal?*

As a result of this project, service to students will be improved through:  
Increased student success and engagement. Orienting them to the college's expectations and resources.

**PROJECT EVALUATION:** *Please summarize how the project was evaluated and the result of that evaluation. What evidence do you have that the outcomes/goals were or were not met? Please include data collected – questionnaire results, etc. Were there any benefits you may not have expected? Were there any liabilities you may not have expected? Please share any strengths and weaknesses of the proposed project. Your candor will be of help to others.*

The overall student response to service in the One-Stop Enrollment Labs with the new computers has been positive. Students like the touch-screen interaction, and it is what they are accustomed to using on their personal devices. Since January 2018, 90% of 134 survey respondents have indicated that the Enrollment Services lab was helpful and service was completed during this time

using the new equipment; also 93% indicated they were satisfied with the overall service. The computers play a big part in the service we provide as we teach students how to utilize the HFC technology by pulling up their personal student account information at their computer workstation during each of these interactions. These results are similar to what has been collected in the past; however, the staff have additional anecdotal information from students that indicate student satisfaction has increased with the new technology. Also, the computers have added efficiency for the staff who are responsible for opening and closing the labs each day. The computers boot much faster for student use. In addition, there is improved processing time for students who are preparing financial aid documents and processing other enrollment-related documentation. In addition, the touch screens interact well with our queue system; students can now walk up to the computer and touch the screen to start, enter their information, and join our queue. This is similar to how other businesses use the queue kiosk technology. The new computers allow students to have increased engagement with the latest technology, and the computers are used to teach and orient students to the college's expectations and resources.

Form updated 02-23-18