## Student Success Priority Implementation Plan

### Integrated Student Information Services (One-Stop)

<table>
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<tr>
<th>Priority Group Recommendations</th>
<th>Implementation Dates</th>
<th>Responsible Office/Individual</th>
<th>Action Steps or Notes on Implementation</th>
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</thead>
</table>
| 1. Continue collaboration with IS, Libraries, Student Success= ISIS Task Force                 | 11/1/04  6/30/05    | Collaborative work team (ISIS)         | 1. Integrated Student Information Services Task Force charged with goals  
2. Group is made up of staff from Bursar, Registrar, RESNET, Information Services, KU Info, Libraries, NTS, and student representatives  
3. Review practices and procedures for running a one-stop type information service; best practices review and site visits to other campuses |
| 2. Create a brand identity/name for the service                                               | 11/1/04  6/30/05    | ISIS Task Force                        | 1. Create a name/logo and/or slogan that will identify the service                                                                                                           |
| 3. Determine physical set-up and locations for information services                          | 11/1/04  6/30/05    | ISIS Task Force                        | 1. Select location and gain approval  
2. Estimate renovation costs and needs  
3. Develop physical set-up needs                                                                                                                                          |
| 4. Develop a service delivery model that will guide operations; virtual and physical locations | 11/1/04  6/30/05    | ISIS Task Force                        | 1. Create budgets and proposals for staffing  
2. Generate administrative commitment to project funding  
3. Design technology support infrastructure                                                                                                                              |
<p>| 5. Develop training programs and procedures for staff                                        | 11/1/04  6/30/05    | ISIS Task Force                        | 1. Define specific elements of each service level and determine reach and limits of service providers                                                                        |</p>
<table>
<thead>
<tr>
<th>Step</th>
<th>Start Date</th>
<th>End Date</th>
<th>Team</th>
<th>Description</th>
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| 6. Develop a plan for continuing support; determine technology and staffing needs for sustainability | 11/1/04 | 6/30/05 | ISIS Task Force | 1. Set-up operations manual for the service  
2. Create service expectations for response times and other areas  
3. Create procedures for help in urgent situations |
| 7. Integrate existing help desks and services | 11/1/04 | 6/30/05 | ISIS Task Force | 1. Launch the service  
2. Provide ongoing coordination and leadership |
| 8. Assess information service | 7/1/05 | 6/30/06 | ISIS Task Force | 1. Utilize survey and other data-gathering tools  
2. Share results with the university community |