

**Association for Student Judicial Affairs  
Information Technology Report and Recommendations  
January 27, 2005**

On December 13, 2004, the Information Technology Committee (Donna Hight, Ann Goodman, Heather Turner, Jeff Stefancic, and Gary Dickstein) met to discuss the information technology needs of ASJA. During our meeting, we also met with Tom Bloom, Computer Systems Manager, Department of Student Life, who has assisted ASJA in the past with technology development and maintenance. Will Coombes also provided the committee with input regarding the exploration of the Association's future technological needs. The information contained in this report will help the Board understand our discussion and recommendations for the information technology needs of ASJA.

### **Constituents**

ASJA has four categories of constituents who require access to the ASJA website: current members, prospective members or non-members, professional staff, and the leadership (Board, committee chairs, and circuit representatives). The staff and various leadership team members (for example, Conference and Institute Chairs) additionally require information from the database for which data originates on the website (for example, membership application and conference and institute registration).

### **Requirements of our Constituents**

These individuals have various needs that we have attempted to capture during our discussion. Anecdotal feedback from membership and office staff indicates that members require and expect real time access to as many services as possible (i.e. apply for membership, register for the conference or institute, etc.). They want to be able to enter a credit card number or other method of payment and receive immediate acknowledgement of their payment. Currently, staff receive web-generated forms via email, print them, and then need to manually load the information into the database. The manual input stage of this process significantly slows the delivery of service and frustrates members who have become used to real time access based upon the other organizations and companies with whom they work. Additionally all constituents desire a website that is user friendly and easy to navigate; access to current membership data via the directory; the ability to update their personal data in the database; and security of any personal data shared and transactions made via the ASJA website.

### **Service Delivery to our Constituents**

Our constituents have varied needs that are attempted to be met through both the website and the database. In order to explain these, we have attached a website map (Attachment One). This map will explain what information we recommend each section of the website contain as well as what information should also be available from the database relevant to each section of the website.

### **Mission of ASJA**

The mission of this Association shall be to facilitate the integration of student development concepts with principles of judicial practice in a post-secondary educational setting and to promote, encourage and support student development professionals who have responsibility for student judicial affairs.

This mission shall be accomplished in the following ways:

1. by developing a communication network for the exchange of ideas, judicial codes and other model practices;

2. by identifying and communicating current legal issues and other concerns affecting the Association's members;
3. by providing a source of educational development and support for members through the sponsorship of seminars and conferences;
4. by promoting, encouraging and sponsoring research;
5. by adopting and reviewing standards for professional preparation and practice; and
6. by working cooperatively.

### **Vision for the Technology Needs of ASJA**

ASJA will be recognized and respected as one of the premier student affairs associations. ASJA will have technology that provides a dynamic, real time interface, delivering information about the Association in a manner that is usable, inviting, relevant, and promotes the organization through a clear, concise message.

### **Recommendations**

After careful consideration, the Association will require a two-phase implementation of the information technology plan.

#### ***Phase 1 Recommendation***

The ASJA website and information management system (database) need to be immediately redesigned and linked for real time data entry and information access. The website requires a user friendly, intuitive format with an introductory page that allows current members to login and takes non-members to relevant portions of the website. The non-member will be directed to a portion of the website that explains the purpose and mission of the organization, and markets to them the benefits of becoming a member of ASJA. This committee recommends that this project be outsourced to one of the many companies that specialize in association management websites and information management systems (for example, NASPA utilized [www.gomembers.com](http://www.gomembers.com) to construct their information management system and website). ASJA will need a partner with a history in this type of work who can grow with us and offer advice and support for ongoing improvement. This company would also be contracted yearly after the design and construction for web hosting, maintenance, and upgrades; database maintenance and upgrades; and ongoing technical support.

#### ***Issues to Consider During Phase 1***

1. The website would be designed with streaming video capability to allow ASJA to host web casts, online workshops and courses, and online video chats in the future.
2. ASJA will need to consider how to provide access to ACPA, NASPA, and other organizations with which we have developed partnerships (i.e., Would they have access to our site or be given information to put on their own website?).
3. Remote access needs to be provided to the database via the web for office staff or relevant leadership at remote locations (for example, conference or institute sites).
4. ASJA will need an appropriate contingency plan should remote access become unavailable for any period of time during an event requiring it.
5. ASJA requires secure, automatic payment methods via the website where credit cards can be immediately processed and receipts generated and emailed to the member.
6. ASJA needs to have sophisticated connections to anyone with whom we partner (ex. River Basin, Jossey Bass, LRP, etc.). If ASJA plans to generate revenue, our members must be aware of these partnerships.

7. ASJA needs to insure that when someone does not recontract for membership that their access to the website and other services is suspended after 30 days, pending renewal. Additionally, ASJA needs to make sure that communication is timely (and automated, where possible) regarding membership renewal and termination of services.
8. ASJA should consider the development of a web based career services system. Initially this project would cost ASJA money to develop, but should eventually result in a regular revenue stream for ASJA. This committee recommends a re-evaluation of the system implemented after 2 years, which would include a cost-benefit analysis and a user satisfaction survey.

### ***Phase 2 Recommendation***

This committee recommends an accounting system be designed for ASJA that will allow the office staff and Treasurer to both enter and access financial information. Currently, ASJA staff and the Treasurer mail financial information around the country and risk theft of this information. With real time access of the two parties who work with revenue and expenses, we would no longer need to mail these reports. This section of the site would also allow ASJA to provide real time budget and financial reports to the leadership and membership. Additionally, it would automatically record payments as they are made from the web with credit cards or other electronic payment methods (ex. Amazon.com or other online retail sites). This would create ease in ASJA offering other services or products and tracking their purchase and receipt by those ordering. This committee has been told that this phase of the project could be the most costly element.

### ***Issues to Consider During Phase 2***

1. This would require training a new Treasurer every 2 years and office staff as new people are employed. ASJA would have to contract for training with the company providing the system or have someone trained as a trainer.

### **Other Maintenance Concerns and Recommendations**

Currently we have relied on Texas A&M University to provide on-going computer upgrades, computer equipment, software, and support for ASJA. As the Association continues to grow and university budgets continue to be cut, ASJA needs to begin to assume the renewal and replacement costs for both hardware and software in future budget cycles.

### ***Hardware***

ASJA will have an Executive Director that will require computer support. Tom Bloom has told the committee that computer equipment typically needs to be replaced on a three-year cycle. Currently, ASJA has been using equipment as it rotates out of the Department of Student Life for student workers. The laptop currently used in remote locations was purchased by ASJA. Tom Bloom, as a liaison between Student Life and ASJA, has provided hardware support on an ongoing basis. The new Vice President for Student Affairs at Texas A & M is currently evaluating the internal structure of information technology support for the Division of Student Affairs, which could impact the delivery of technology service and support to ASJA.

This committee recommends:

1. *A three-year rotation for computer equipment in the office.* This assumes the current configuration of one desktop and one laptop, which will transfer from the administrative staff person to the Executive Director (changes in equipment configuration can be made by the

Executive Director after discussion with office staff). Old equipment within the office would become student worker equipment or can be donated to charity after clearing the machine of any confidential information. All computer equipment will be tracked for age and performance, and the Executive Director, in consultation with office staff, can recommend revisions to the information technology plan when merited.

2. *A yearly purchase of printer(s).* This committee has been told that due to heavy use of the office printer, repairs have been regularly required. These repairs have cost as much as a new printer. All computer equipment will be tracked for age and performance, and the Executive Director, in consultation with office staff, can recommend revisions to the information technology plan when merited.
3. *Continue utilizing support provided by Texas A&M for hardware issues, if deemed appropriate by the Vice President for Student Affairs or his/her designee.* If this is not acceptable, ASJA will need to contract for hardware technical support.

**Software**

Currently all software is being licensed to ASJA via the Department of Student Life at Texas A&M University. ASJA has not reimbursed Texas A&M for these licenses. Tom Bloom, as a liaison between Student Life and ASJA, has provided software support on an ongoing basis.

This committee recommends:

1. *Continue licensing software via Texas A&M and utilizing student affairs support for software issues, if deemed appropriate by the Vice President for Student Affairs or his/her designee.* If this is not acceptable, ASJA will need to budget for software licensing and contract for software technical support.
2. *Determine any software required that has not yet been purchased.* The Executive Director and/or Treasurer can recommend the need for software upgrades or purchases.

**Costs Involved**

**Website and Database Design**

*ASJA Purchased*

**Yearly Contract for Website and Database**

- Hosting*
- Maintenance*
- Upgrades*

**Financial System Design**

*ASJA Purchased*

**Yearly Contract for Financial System**

- Maintenance*
- Upgrades*
- Training*

**Computer Equipment**

**Computers**

*2 Student Worker Computers (Pentium 4)* *Texas A&M provided*  
 \*Would cost ASJA \$700-1500 to replace computers and monitors w/o Texas A&M support. The costs would depend on the quality of the machines purchased.

*Laptop and 17" Monitor (Executive Director)* *ASJA Purchased*

\*Would cost \$2000-2500 to replace this set up.

**Printers***Low end Color Laser Printer for Main Office**ASJA Purchased*

\*Committee was told repairs often become cost prohibitive and a low volume printer could require yearly replacement. If a great deal of printing work is handled internally, the printer cannot handle this volume of work without a lot of toner and imaging drum replacement. Toner and imaging drums can cost as much as replacing the printer over the course of a year. A high volume color laser printer runs approximately \$5000. A high volume black and white laser printer runs \$1800. Use of Student Life color laser printer is \$.10/page (the unit's cost). To prevent the need for the purchase of a high-end printer, ASJA will either need to move to electronic brochures, etc. or contract this work out to local print businesses.

*Printer for Director's Sole Use**To be purchased by ASJA*

\*Could purchase a low volume black and white laser for \$100-200.

**Additional equipment***Student Worker Monitor-17"**Texas A&M provided**Student Worker Monitor-15"**ASJA Purchased*

\*See note under student worker computers. 15" monitor is several years old.

Contract for Equipment Support (if required)

**Server Access***Texas A&M provided*

\*TAMU provides a full suite of server services--email/calendar (Exchange/Outlook), authentication/security, web hosting, file storage space/sharing, printer sharing. ASJA could use Microsoft Small Business Server to obtain most/all of these services, costing about \$500. An Internet Service Provider could also be used for approximately \$50 a month.

**High Speed Internet Connection***Texas A&M provided*

\*TAMU provides a fast connection to the Internet through the TAMU wide area network. A broadband connection would cost ASJA about \$50 a month.

**Server/Network Support***Texas A&M provided*

\*TAMU provides server/network administration, workstation management, including patch services, and user support. Initial research indicates that using a consultant may result in a \$50 to \$100 per hour chare. Using this as a benchmark, ASJA could spend at least \$200-300 a month for support, and much more if problems occurred. This would provide a minimal level of support. Right now ASJA receives the same quality of support as other offices in the Department of Student Life.

**Software***Licensing costs (if required to be purchased by ASJA)**\$500-2000 per machine*

\*Texas A&M currently provides operating system upgrades, MS Office, PageMaker, InDesign, Corel Draw, Photoshop, and server access licenses. A portion of this cost could be incurred every couple of years as software upgrades become available or as machines are rotated.

*New purchases**\$0-500 per year*

\*QuickBooks and/or QuickBooks upgrades are required for Treasurer. Other purchases could be needed as well.

***Contract for Software support (if required)***

***Texas A&M provided***

\*TAMU provides server/network administration, workstation management, including patch services, and user support. Initial research indicates that using a consultant may result in a \$50 to \$100 per hour charge. Using this as a benchmark, ASJA could spend at least \$200-300 a month for support, and much more if problems occurred. This would provide a minimal level of support. Right now ASJA receives the same quality of support as other offices in the Department of Student Life. Typically software support is not a part of a service contract.

**Real Costs and Alternative Funding Plan**

|   | ASJA                          | TAMU                  |
|---|-------------------------------|-----------------------|
| <b>Website and Database Design</b>  | \$5000-10,000                 |                       |
| <b>Yearly Contract for Website and Database</b>   |                               |                       |
| <i>Hosting</i>  | \$200-300/year                |                       |
| <i>Maintenance</i>  | \$300-500/year                |                       |
| <i>Upgrades</i>   | \$300-500/year                |                       |
| <b>Financial System Design</b>  | \$3000-5000                   |                       |
| <b>Yearly Contract for Financial System</b>   |                               |                       |
| <i>Maintenance</i>  | \$200-300/year                |                       |
| <i>Upgrades</i>   | \$200-300/year                |                       |
| <i>Training</i>   | <i>Included in design RFP</i> |                       |
| <b>Computers</b>  |                               |                       |
| 2 Student Worker Computers (Pentium 4)  |                               | \$2000                |
| Laptop and 17" Monitor (Executive Director)   | \$2500                        |                       |
| <b>Additional equipment</b>   |                               |                       |
| Student Worker Monitor-17"  |                               | \$300                 |
| Student Worker Monitor-15"  | \$500                         |                       |
| <b>Printers</b>   |                               |                       |
| Low end Color Laser Printer for Main Office   | \$200                         |                       |
| Printer for Director's Sole Use   | \$200                         |                       |
| *Assumes black and white printers for both, color would cost more; also does not take into account the purchase of supplies and imaging drums, if required. |                               |                       |
| <b>Server Access</b>  |                               | \$600                 |
| <b>High Speed Internet Connection</b>   |                               | <i>Included above</i> |
| <b>Server/Network Support</b>   |                               | \$5000                |
| <b>Software</b>   |                               |                       |
| Licensing costs (if required to be purchased by ASJA)   |                               | \$4000                |
| New purchases   | \$500                         |                       |
| <b>Contract for Software support (if required)</b>  | \$2000                        | <i>Cannot provide</i> |
| *The amount designated is for necessary computer training/professional development.   |                               |                       |
| <b>Total</b>  | \$15,100-22,800               | \$11,900              |
| *Note a portion of ASJA's cost should be one time cost for design (\$8000-15,000)   |                               |                       |
| *A portion of the remainder is based on the 3-year equipment rotation (\$3000 set aside over 3 years).  |                               |                       |

**Alternative Funding Sources**

If Texas A&M University were unable to continue to support ASJA, we would lose approximately \$12,000 in services, equipment, and software. Since software is typically not supported by in house technical services, it is hard to put an estimate on monies donated in responding to software questions of

the Central Office. Most small associations likely rely either of an internal technology staff member or on other staff attending appropriate computer training. This would require professional development funding be set aside for the Executive Director or other staff in the office to attend these types of training.

**Question for the Board: Where would this money come from if we had to find it? How would we respond if this support were no longer available?**

## ASJA Web Site Map

***Welcome or Introduction Page where individuals select member or non-member route***

### ***Non-Members***

- General description of ASJA, its history, what services do we provide, etc.
- Who are leadership
- What are circuits (access to this part of site)
- Institute section
- Conference section
- Resources that can be purchased at non-member rate
- How to join ASJA

***General Membership (available to all current members)***

### **Membership Status**

- Update personal info (generate periodic reminders to update)\*
- Braggs/Award recognition
- Renew membership (rolling membership – would automatically generate email reminder each year for renewal.)\*
- Membership History
  - View conferences and institutes attended \*
  - View dues schedules\*
  - Officer and leadership positions held\*
  - Awards won\*
  - Significant volunteer role at institute or conference\*

**Leadership** (includes pictures and contact info) ***(also available to non-members)***

- Board
- Committee Chairs
- Circuit Reps
- Other leadership

**Circuits** ***(also available to non-members)***

- Listing of each circuit and which states make up circuit
- What is a circuit description?
- Who are the reps for each circuit with picture, bio, and contact information
- List of circuit professional development activities, ex. Upcoming conferences
- Message board that each circuit can use to post announcements, etc.
- Feedback area/suggestion board where members can leave questions or comments for circuit reps
- Links to circuit's own web pages if we go in the direction of developing one for each

**Committees**

- Listing of all active committees
- Listing of committee members with contact information
- Message board that committees can use to post announcements, etc.
- Feedback area/suggestion board where members can leave questions or comments for committee chairs

- Committee descriptions with current projects and recent accomplishments. For example, publications committee should link to recent issues of the newsletter.

### **Resources**

- LPR archives
  - Searchable by date, subject or keyword
- Washington in Review
- White Paper Archives
- E-magazine (wish list)
- Job listings (Boxwood or other provider)
- Membership Directory (searchable by name or institutions or Circuit, and password protected)
- “Expert” consulting list (searchable by key word of area of expertise)
- Listserv\*

### **State of the Association**

- Board minutes
- Financial reports
- Newsletter (searchable by topic since it contains articles)
- Breeze Briefs (share this broadly)

### **Special Events**

- What members are doing (Braggs)
- Conference: link to conference home page with automatic cc payment option \*
- Elections
- Sponsorships (ex. Hazing Documentary)
- Surveys Links

### **Partner Links**

- Apparel
- LPR Books
- Jossey Bass
- ACPA
- NASPA

*\* Pulls from or drops into Membership Database.*

### ***Leadership (available only to leadership)***

Adds access for all to:

- Leadership Manual w/forms and templates

Adds access for Board to:

- MOU's
- Online report submission
- Financial data access

***GENERAL WEB PAGE FOR ANNUAL CONFERENCE (available to members and non-members)***

- Overview of Conference
- Conference Session Info
- Involvement Opportunities
- Schedule
  - Complete Schedule at a Glance
  - Pre-Cons
  - Keynote and Plenary
  - Concurrent Sessions
  - Featured Sessions
  - SSAO Track
  - Post-Cons
- Conference Staff Listing
- Involvement Opportunities
  - Conference Volunteer Opps.
  - Association committees
  - MIC
  - Case Study
- Newcomers and Networking
  - Newcomers Orientation
  - Networking Opportunities
- Career Connections
  - On-line submission of jobs and resumes in advance of the conference
- Participant Listing – (password protected for access to attendees only)\*
- Registration Form & Online submission Page--linked to the main ASJA database such that a member has the “Ability to Manage Their Account” and change address/contact location, correct titles, etc. \*
- Refund Policy
- Link to ASJA Membership Page (if not a member)
- Travel and Accommodations – hotel, flight and car rental, roommate matching, Clearwater Beach info, conference attire info.
- Social/Entertainment Options
  - Golf Outing
  - V-Ball
  - Other
- On-line Award Nominations Forms or link to them
- GA & Diversity Scholarship Application Form/Submission options
- On-Line Participant Assessment Options
- Handout Archives (password protected for access to attendees only)\*
  - .pdf Word documents
  - .ppd Power Points presentations

*\* Pulls from or drops into Membership Database.*

***GENERAL WEB PAGE FOR INSTITUTE (available to members and non-members)***

- Overview of Institute
- History of Institute

- Curriculum Descriptions:
  - Basic Judicial Track
  - Advanced Judicial Track
  - Basic Mediation Track
  - Advanced Judicial Track
- Institute Schedule (basic & specific)
- Handout Archives (password protected for access to attendees only)\*
  - .pdf Word documents
  - .ppd Power Points presentations
  - .avi or other type of streaming video options
- Faculty Listing
  - Current Faculty Vita
  - Past Faculty Vita / Contact Information
- Participant Listing – Graduates (password protected for access to attendees only)\*
  - Class of 2000, 01, 02, 03, 04, 05, etc.
- Credential Printout – Verification that “John Doe” successfully completed the Institute.... (password protected for access to attendees only)\*
- Registration Form & Online submission page linked to the main ASJA database such that a member has the “Ability to Manage Their Account” and – change address/contact location, correct titles, etc. \*
- Ability to run a participant list from up-to-date database\*
- Continuing Education Credit registration (specific to our location)
- Institute Accommodations Information and the ability to connect to another institution’s housing registration page or form
- Roommate Matching Options
- Link to ASJA Membership Page (if not a member)
- Transportation Page – Information regarding flights, driving directions & parking
- Link to host institution & contact information for various entities specific to Institute needs
- Scholarship Application Form/Submission options
- On-Line participant assessment options

*\* Pulls from or drops into Membership Database.*

#### **INSTITUTE WEBSITE (SELECT LEADERSHIP ONLY)**

- Ability for faculty to download presentation materials to specific website location for inclusion in curriculum, etc.
- Ability to view registered participant information & financial data access\*
- Ability to run reports such as basic participant demographics, returnee information\*
- On-Line participant assessment options
- Request for Proposals to Host Institute - Submission Form & subsequent report of the submission requirements.
- On-line budget submission & data sharing with central office.

*\* Pulls from or drops into Membership Database.*