TO: Dean Steve “The Bear” Wiltkerbad

FROM: Roger Baumbach II

RE: New Resident Hall Complaint System for dorm Grievances

DATE: September 11, 2013

On the topic of Feasibility of the new Dorm Grievance system that the University was contemplating installing, the project should be undertaken. The project should be undertaken for at a minimum of 3.5 years in total to make the break-even point and can continue past the 7 year period.

From the calculations, it should only take us 3.5 years to break even. In the end of the 7 years though, we will end with a total of $ 22,836 and a new and improved Residence Complaint system, and not to mention a yearly ROI of about 239%.

On the subject of intangible benefits, one will find that our Student Life staff will now be better equipped to track, view, and use information about students’ complaints and better manage the peace within the residences hall. Another benefit is the ability to keep all members in question for the complaint in the loop about complaints and the progress of the grievances and situations.

If you chose to proceed with this project one will need to look at the business Case in which I have attached which outlines the costs, benefits, and overall return. After we have gathered all the needs we will need to draft a Statement of Work outlining all of the necessary functions and procedures that we will need to follow to complete this project. We need to decide next on the time it shall take for each step, the goals, and objectives for this project.