# Technology Behind the Classroom:
A Focus on the Application of Technology to Enhance Administrative Processes

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THE UNIVERSITY OF RHODE ISLAND
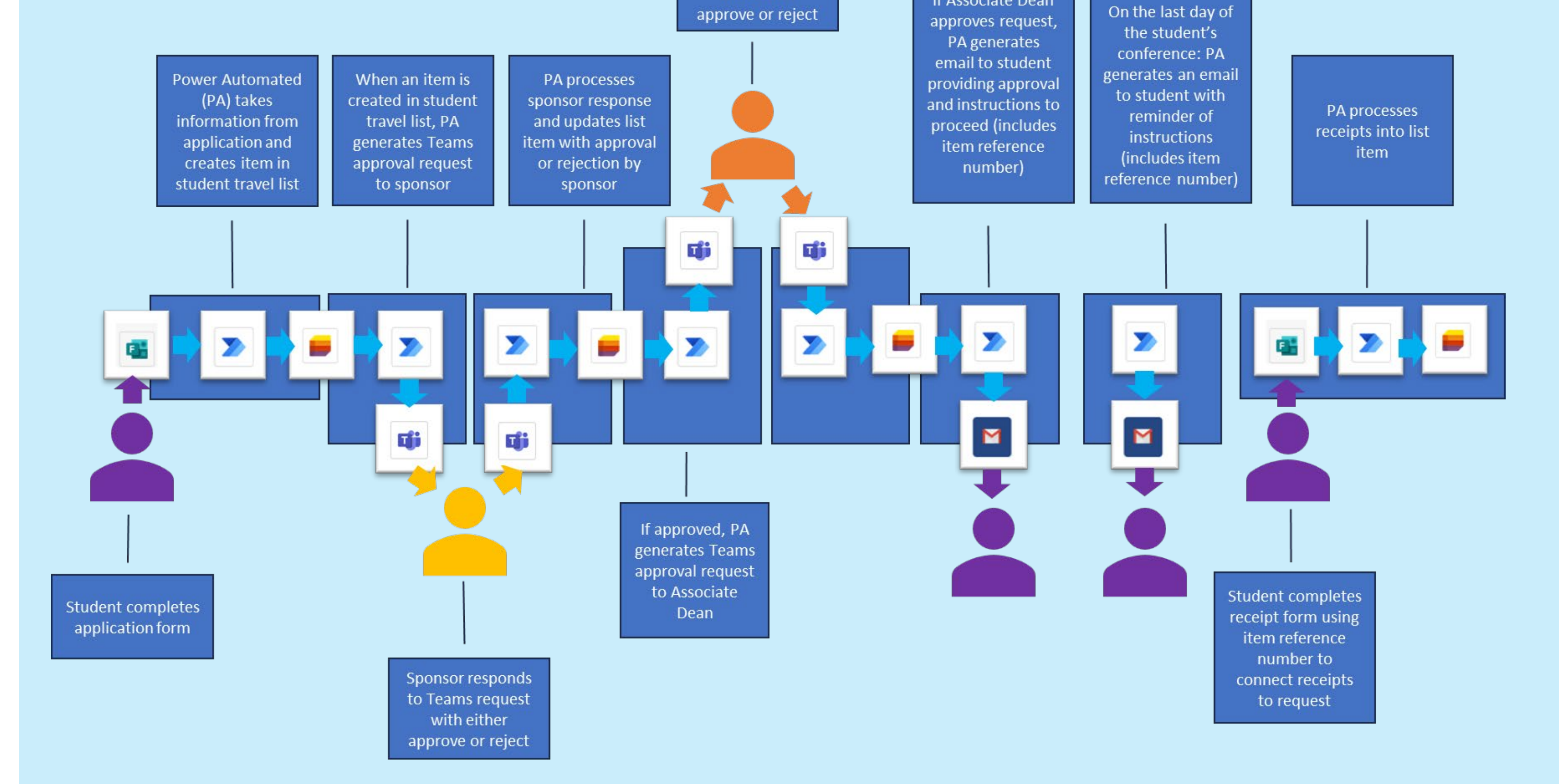COLLEGE OF PHARMACY
THINK BIG WE DO™

Purpose

The College of Pharmacy aims to enhance institutional effectiveness by integrating existing technology with Microsoft SharePoint/Teams to streamline administrative processes. This strategic initiative improves efficiency in academic and operational environments, leveraging technology to support faculty and staff, facilitate professional development, and manage resources for academic and research commitments.

This technological integration fosters a culture of innovation and lifelong learning, equipping our team with vital tech management skills. It demonstrates a commitment to the College's mission, enhancing education, research, and community service standards without resource compromises. Ultimately, this highlights the essential role of technology in administrative efficiency and the foundation for future advancements in the College of Pharmacy.

Business Process Tools

Adobe Sign
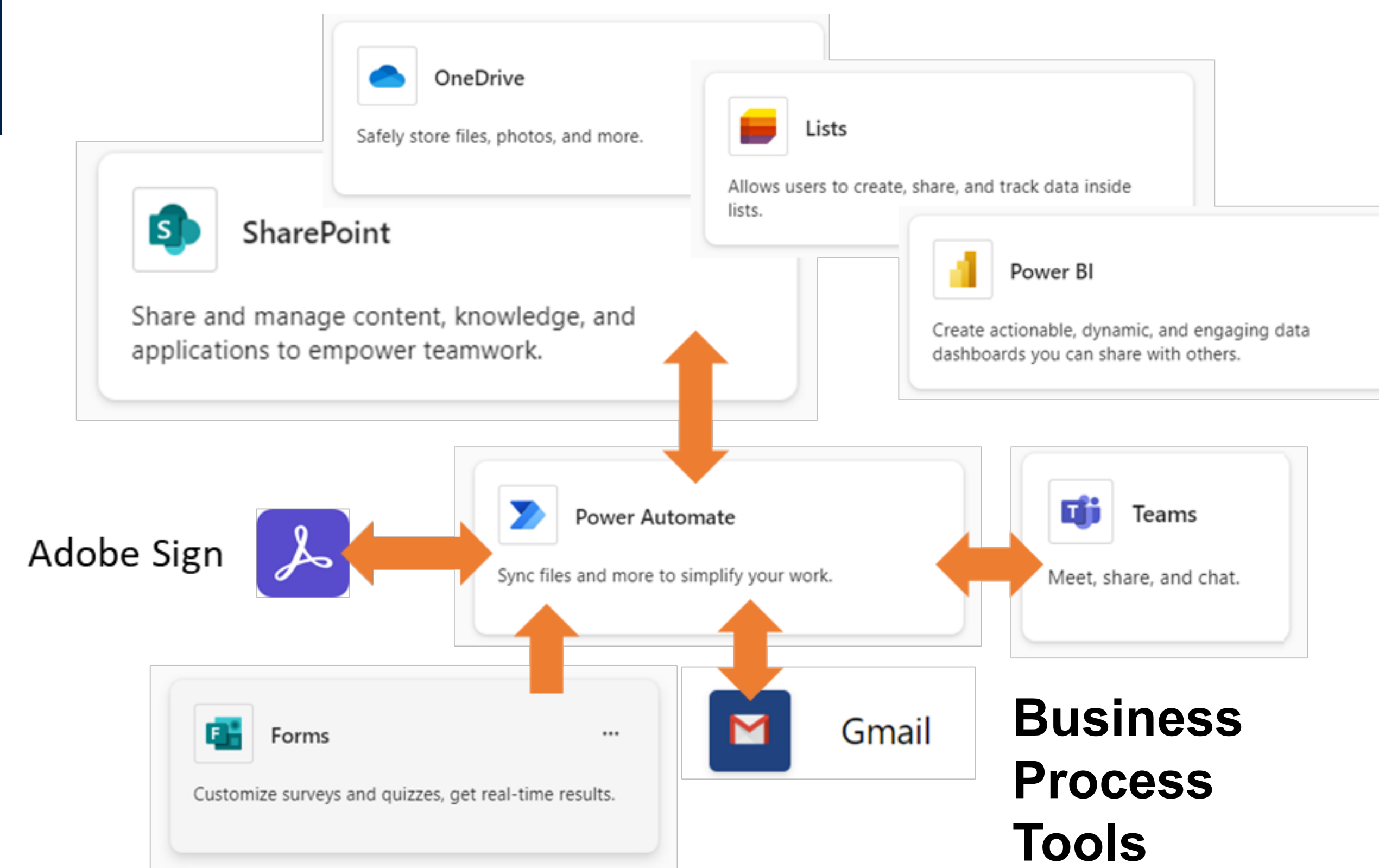
URI Provides a range of resources that we integrate to create our systems through a combination of Microsoft, Google and Adobe products. This diagram shows Microsoft Power Automate as the key tool used to complete tasks and remove many of the manual repetitive steps increasing efficiency to reduce the chance for error.

Example 1: Student Travel

| Project	Status	Tools Used						
		SharePoint / Lists	Teams	PowerBI	MS Forms	Power Automate	Gmail	Adobe Sign
IT Office: The College's IT Office utilizes a SharePoint environment to fully manage it's day to day activities including ticket and asset management.	In use and subject to ongoing revision, often in response to new techniques identified from other projects.	Y	Y	Y	Y	Y	Y	
Student Travel: The College provides funds to support students attending conferences. This system manages the process through application, approval, collection of receipts and the generation of the documentation to initiate the disbursement of funds to the students. (Example 1)	In use, will be reviewed for enhancements based on user feedback over this summer.	Y	Y	P	Y	Y	Y	P
TA Assignments: Each year the College assigns TAs to courses. The system takes the applications from graduate students and assists in matching them with requests for TAs from faculty who are teaching courses.	In use, will be enhanced with additional tools to enhance automation.	Y	P	Y	Y	Y		
Summer Recontracting: Faculty on 9 month appointments can recontract over the summer if they have funds available. This system assists with managing this process which includes gathering data from the faculty and generation and approval of documents.	In use, will be reviewed for enhancements based on user feedback after the summer.	Y		P	Y	Y	Y	Y
Student Timecards: The College has students on the payroll assisting with a wide range of tasks. This system assists with tracking their hours and managing the associated budgets.	In use, started with student tutors and is being rolled out to more students.	Y	P	Y	Y	Y		
PharmD Licensing: The process of managing PharmD student licensing, both intern and post graduation, is complicated due to numerous documentation requirements that differ by state. This system will help with the collection of data and management of the College's role in this process.	Under development with some elements implemented for capturing information from students.	Y	P	P	Y	Y	P	
Outside Speaker Management: Throughout the year, we bring in a number of outside speakers to contribute to our courses. This system will assist in managing the speakers and the payments that are made to them.	Under development, process being specified and appropriate tools identified.	P	P	P	P	P	P	P
Alumni Video Interview Management: We regularly record interviews between alumni and current students for recruitment and student educational purposes. This system will handle the management of this process from identifying what kind of video we need to matching an alumni with a student interviewer. It can also assist with conducting, editing, managing and archiving the recording. (Example 2)	Under development as a student led project.	Y	Y	P	Y	Y	Y	

Y	Tool used	P	Tool will be used

Example 2: Alumni Video Interview Management
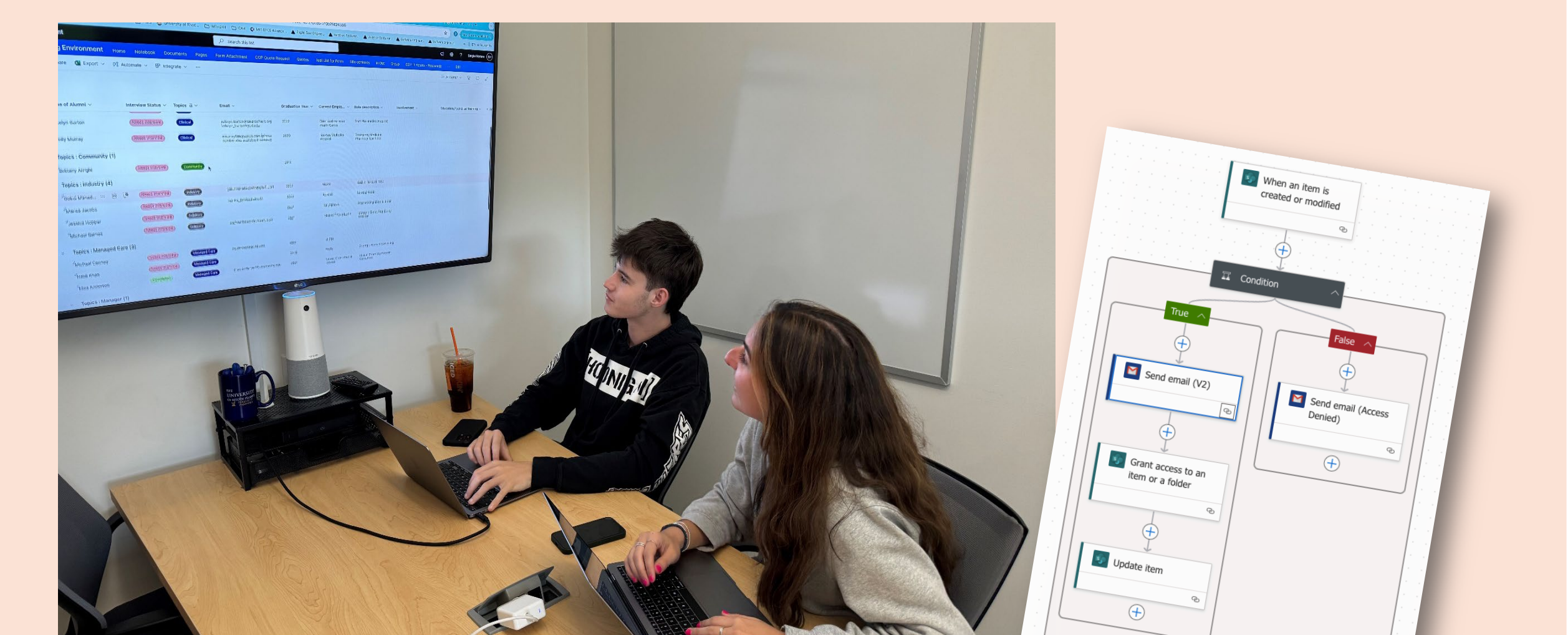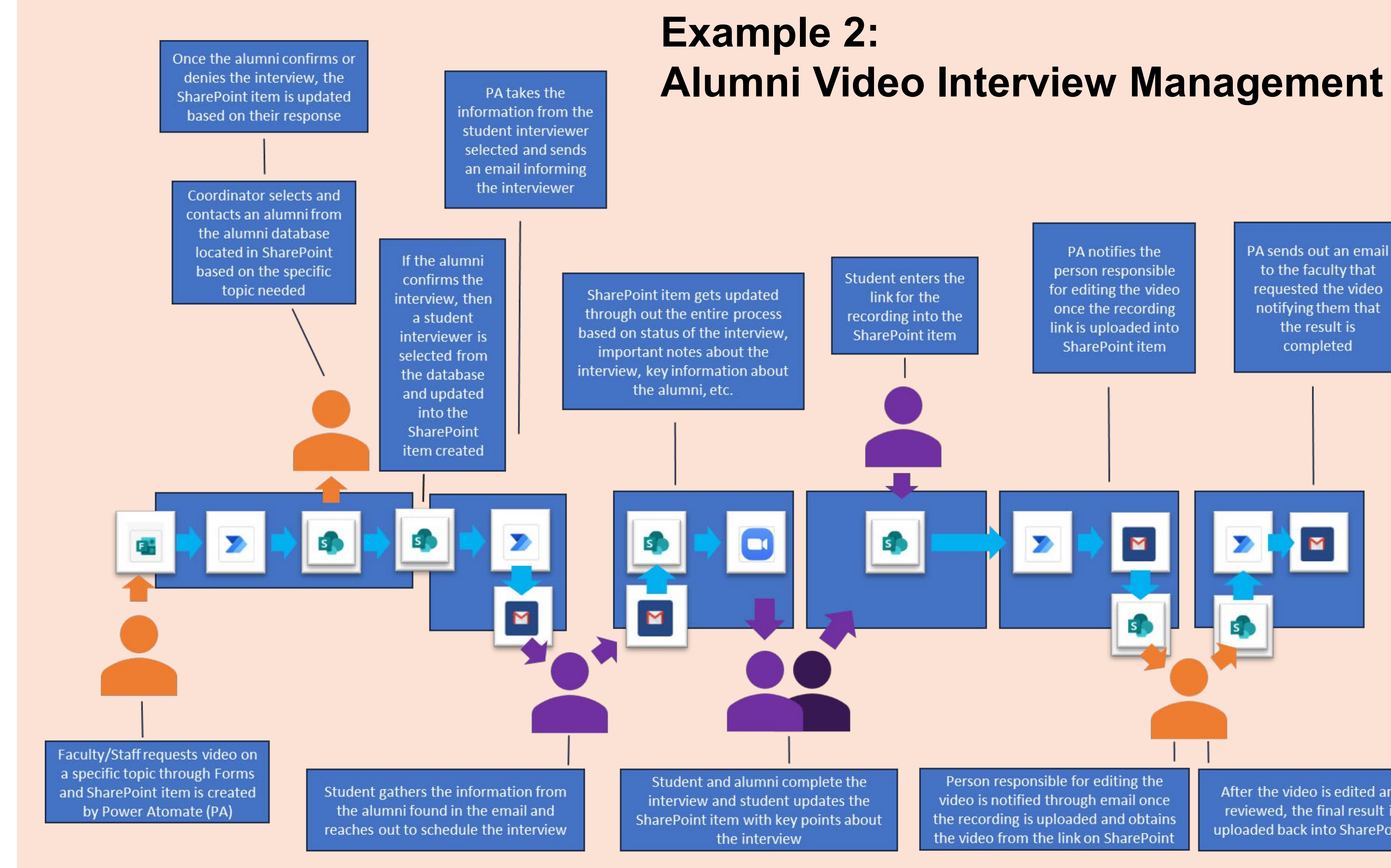
This project took the student involvement to another level with Gabrielle Andrade, a current PharmD student, working with Sergio Herrera, an Engineering student employed in the College IT Office . This involved Gabrielle working with faculty to establish the project needs and then working with Sergio to build out the system, with input and support from college IT staff and faculty.
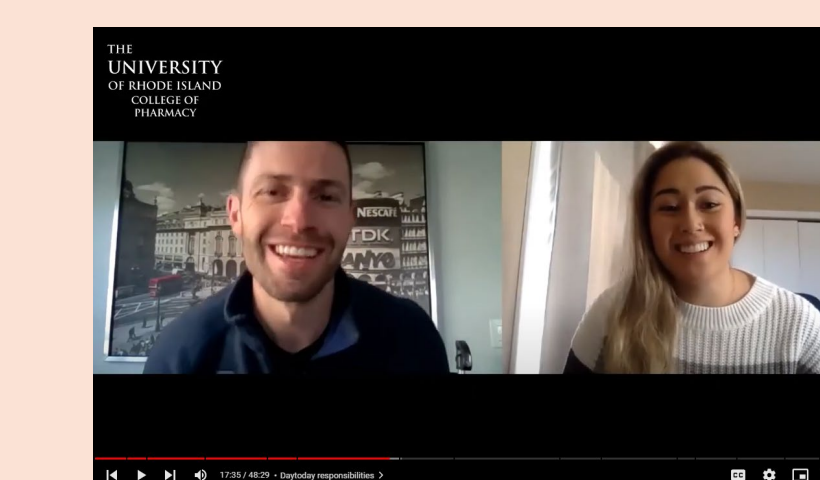
Current alumni videos can be found on our YouTube channel

What are we learning?

✓ Projects do not need to be 100% finished to be rolled out. Functionality can be added over time, and substantial benefits result from projects that are 'in development'.

✓ Even when complete, systems should be reviewed on a regular basis. As new systems are developed and new techniques are implemented, this allows enhancement.

✓ Once users are using the systems and see the benefits, they are quick to generate new ideas that enhance their capacity to do their jobs.

✓ Students can assist with the development and implementation of systems allowing more projects to be undertaken that provide valuable experience.

✓ Prioritization of projects is important. Ideas for new projects come quickly and a balance must be created between impact, deliverability and the academic calendar.

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✓ Ultimately, this highlights the essential role of technology in administrative efficiency and the foundation for future advancements in the College of Pharmacy.