Call for Client Applications: Indiana University Serve IT Nonprofit Clinic

The Indiana University Serve IT Clinic is a community information technology clinic created by the School of Informatics and Computing in association with SPEA, the Kelley School of Business, United Way of Monroe County, The Community Foundation of Bloomington and Monroe County, and other University and area community organizations.

This project is designed to provide real-world learning opportunities to IU students while at the same time helping nonprofit organizations in the Monroe County area with their information technology needs on an ongoing basis.

The clinic began a limited pilot phase in January with four clients: Sycamore Land Trust, Boys and Girls Clubs of Bloomington, Middle Way House, and Christole, Inc. Students provided a variety of services, from web and database development to tech support, training, and consulting.

The clinic is looking to bring on four new clients for the Fall, 2011 semester and potentially more in January, 2012. Clients who are chosen will undergo a needs assessment of current operations, will be assisted through the development of a strategic IT plan, and then a student intern team will help the organization work through that plan. There is currently no cost associated with participation in the project.

Potential services that can be provided would be determined by further discussion with prospective clients, and could include such activities as:

- Product research, purchase, and licensing
- Consulting
- Workflow and efficiency
- Policy development
- Strategic implementation of social media or mobile platforms.
- Product development
- Graphic design
- Web design and development
- Desktop software design and development
- Mobile application development
- Communications
- Hardware refurbishment and/or purchase
- Database development
- Customized Training: On-site, off-site, and/or web-based
- Equipment Donation Match-Maker
- On-Site and remote Tech Support (repair & installation of software)
- IT Grant writing

Clients will be chosen based on four criteria, the most important of which is (1) whether the potential projects will provide a good learning opportunity for the students involved. The remaining criteria include (2) the relative stability of the organization, (3) the apparent need for the technology services provided, and (4) whether the organization

meets or is presumed to meet the IRS definition of a charitable organization under section 501(c)3.

Each client organization chosen must have one liaison staff member or volunteer who can devote some time each week coordinating with the student team. That staff member should expect to spend on average 1-2 hours per week minimum working with the teams, and should be empowered to make decisions on the services provided by the team.

To apply to be one of the Serve IT clients for either the fall or spring semesters, please answer the questions on the following page and email the document to **serveit@indiana.edu** by June 3rd, 2011 to receive priority consideration. Questions may be addressed to the Director, Matt Hottell, at the same email address.

Indiana University Serve IT Nonprofit Clinic
Client Application
Fall, 2011
Due June 3, 2011

1. Please briefly summarize the mission of your organization.
2. Please describe the most pressing information technology needs/challenges that your organization faces? (Website development, database development, technical support, training, implementing effective social media use, consulting advice, going mobile, etc)
3. How will addressing the information technology needs identified above further your organizational mission?
4. Which existing external IT services and/or budgetary resources do you have available to help address these needs? What is the size of your annual IT budget and what types of items does it cover? How much do you typically spend on IT expenses
5. Please detail any grant applications you have submitted for funding for any of these needs.
6. Describe the level of interests among your staff and key executives in the successful completion of a project to address these needs. Would your staff/volunteers be willing to make any procedural changes required by such a project?
7. Describe in general terms the IT literacy level of your staff/volunteers. Do you have a formal or informal staff person who is the technical lead for your organization? How technically competent is this individual?
8. Do you have someone in your organization (either staff or volunteer) who is empowered to make IT decisions and who has the time to coordinate with a student team? If so, please tell us the name, email, and phone number of that person and provide an estimate of the number of weekly hours he or she would be available to work with the student team.
9. Has your organization had any previous relationship with IU students in a service learning/internship/practicum capacity? Describe that interaction and the resulting outcome.
10. Do you have any board or key personnel positions open beyond normal transitions? If so, please explain the circumstances.
11. Is your organization ready to work with a student team starting in early September, 2011 or January, 2012? Which semester works best for you? Is there a later time that would be better?
12. Please include a copy of your financial information (revenues, expenses and assets) from the most recently completed fiscal year OR attach form 990 (core, no schedules needed) to the application.
13. Do you already have a strategic IT plan in place? If so, please attach a copy.