

Lessons Learned

Top 3 News Items

1. The ACE website will remain available for a short period of time. Please note that the content will be static as the project team will no longer be in place to administer the site.
2. If you need support with the Colleague system, please submit a ticket through the HUB. Your question will be triaged to the appropriate person once it is received.
3. All training materials will continue to be housed and updated as required in the HUB knowledge base section.



**Thank You For
Your Efforts!**

- Thanks to everyone who provided feedback to our team on lessons learned. The information was collected, organized and presented to the steering committee. We interviewed 10 groups with a total of 47 individuals across our campus. There were 27 anonymous surveys completed and 7 individuals within that group had a requested one to one follow up discussion.
- In short, we learned that the things done well were the efforts of the project team and the formalized approach to managing the project. This was new for Acadia. There was also a recognition of the effort that it took to bring this project to life.
- As for what did not go well, training, both the quantity and the nature of it, as well as consultation were challenges. Resourcing of the project was also seen as a challenge for many.
- The most important area for improvement was training. This was shared widely with us as a way to improve further project implementations.

A message from the Project Sponsors:

Well, after 54 issues and more than two and a half years, this is our last bulletin. The ACE project team has concluded its work and the entire team deserves a great big thank you.

The project team was made up of Dylan Boudreau, Ishaan Baliwada, Moira Crowell, Barry Hachey, Michelle Hartt, and Alexann McCutcheon. They successfully implemented the Student module of our existing Enterprise Resource Planning system—Colleague. Not only did they achieve this on time, but they did it during a global pandemic.

Moira, Michelle, and Alexann will be returning to their home departments now that the project has concluded. Unfortunately, we have to say goodbye (at least for now) to Dylan, Barry, and Ishaan, as their time with us comes to an end. We are extremely grateful to Dylan for his leadership and expertise in managing the project, to Barry for his dedication and guidance throughout the project, and Ishaan for his exceptional work on implementing the system and reporting. We have enjoyed working with them and look forward to crossing paths in the future.

We also thank and acknowledge the support and dedication of the Steering Committee (Mark Bishop, Suzie Currie, Scott Duguay, Mary MacVicar, James Sanford, and Anna Redden) for their contributions to the implementation over the last two and a half years.

Dale Keefe
Executive Sponsor

Gary Doucette
Project Sponsor