

## THEOPHANIS C. STRATOPOULOS

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Dear VP for Research and Outreach –

It is with great pleasure that I am preparing my progress report on the ‘Research and Public Service Research and Outreach Scholarship Fund’ award. The award gave me a one-course reduction during the spring of 2005. I used my release time to work on a series of projects related to my experience with the Rockingham Community Action (RCA) program. It has been a very productive time. From January to May, I was able to finish and submit for publication one of my research papers; I have prepared a case study; I designed a new RCA project for MIS students; I have prepared a grant proposal that I have been trying to fund through external sources; and I started working on a new proposal. In the following paragraphs, I will outline my award related work during the spring semester in more detail.

1. I prepared and submitted the paper on “Business Schools and Non-Profit Organizations” (with P. Dembla) for publication to the *Journal of the Association of Information Systems*. In the paper I am arguing that in spite of the important role that non-profit organizations play to our society, it is amazing how little effort has been dedicated to the understanding and improvement of their management information systems (MIS). It is an opportunity and a moral obligation for the MIS community to assist in the improvement of their business processes and information systems. We can do this by establishing a mutually beneficial partnership between business schools (MIS departments) and local non-profit organizations.

Currently, based on the feedback from the associate editor, I am rewriting the paper for re-submission to the *Journal of AIS*.

See attachment: *StratopoulosDembla\_RCA\_Paper.doc*

2. I prepared a case study with the title “An E-Solution for the Security Deposit Loan Fund.” In the case, I describe the business process in the Security Deposit Loan Fund, one of the several programs administered by the RCA. The program provides a loan guarantee to cover up to 80% of a client’s security deposit, to move into a new apartment in Rockingham County. The organization relies mostly on paper files, spreadsheets, a single-table database, and Quick books for the management of the program. Combination between an inefficient process and lack of well-designed Information System make the management of the SDLF program very difficult.

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The case and the associated teaching notes provide an excellent opportunity for discussions on the following topics: 1. The digital divide between small and large organizations. RCA is a small organization with limited managerial and information technology expertise as well as financial resources. 2. Creation of database driven web solution with open source tools (e.g., MySQL, PHP, Apache) as a viable alternative to these problems. 3 The business process offers a great opportunity for a discussion on business process reengineering. I have used this case to facilitate such a discussion in undergraduate as well as graduate (executive MBA) classes. 4. IT project management. 5. Data base analysis and design. 6. Creation of database driven web sites (e-business solutions).

My objective is to submit the case for discussion to the E-Business Case Studies-Focus: E-Business in Small to Medium Size Enterprises track of the *American Conference on Information Systems (AMCIS) 2006*.

See attachment: *Stratopoulos\_Case4\_e-solution.doc*

3. I designed a project for a group of students of Prof. Dembla's class in Systems Analysis and Design. They studied the Food Pantry program of the Raymond - Rockingham Community Action program. Their report helped me understand how the various programs offered by the Raymond-RCA relate to each other. This experience is critical for the development of an integrated database that will link all these programs.
4. I have prepared a grant proposal for the creation of "An Integrated Database Driven Web Solution for the Raymond Office of the RCA program." I have submitted the proposal to numerous organizations for funding. During the late spring - April and May - a consultant hired by the RCA has tried to help me secure external funding.

My objective in this proposal is to put together a team of students and RCA employees who under my supervision will develop an integrated information system solution for Raymond RCA outreach office. The benefits of this project are three-fold. First, it will provide the organization with a much needed information system. Second, it will provide students with a unique opportunity to gain hands-on experience while working on a project that makes a difference in their community. Third, it will provide support for my ongoing research on the benefits of partnerships between business schools and non-profit organizations.

See attachment: *Stratopoulos-GrantProposal4RCAP.doc*

5. I started a new grant proposal with the title "Strategic Indicators for Successful Nonprofits." The main objective of this proposal is to develop a research center that will specialize in the transfer of business knowledge to non-profit organizations. Procedurally, we will design and administer surveys to collect information about non-profits and how they use resources and capabilities such as human capital, information technology to support their performance objectives. We will analyze the

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information and generate a report with best practices and suggestions for improved organizational management. We'll share the information with non-profit organizations through conference presentations, publications, and seminars.

The project has the potential to utilize interdisciplinary resources from various UNH departments and units (WSBE, Cooperative Extension, Social Studies, Computer Sciences), non-profit organizations, and government agencies.

See attachment: *Stratopoulos-GrantProposal4RCAP.doc*

I would like to close this report by expressing my gratitude to the VP and Associate VP for Research and Outreach Scholarship, the Research Advisory Board, and the Engagement, Outreach and Public Service Advisory Board for honoring me with the 'Research and Public Service Research and Outreach Scholarship Fund' award. Your financial and, more importantly, your moral support have enabled me to do all this work. Thank you!

Sincerely,

Theo (Phanis) Stratopoulos, Ph.D.