Student Services Suite (S3) Project Update for Campus Community

Oct. 18, 2012
Agenda

• Introduction
  – Mental exercise: imagine a “long” endeavor?
  – Goal & Themes
• Recent additions (past 6 months)
• Looking ahead (next 6 months)
• Help features and resources
• Functionally Focused Phase (FFP)
• Q&A
S3 Project Goal: To have an adaptable and contemporary student services suite that is responsive to a changing environment.

HTP Goal: To fully migrate to a modern technology platform and create the foundation for CMU’s new student information system.

Cross Cutting Themes:
- SSN mitigation
- Data validation
- Calendaring
- Reporting
- Authorization
S3 Recent Additions: past 6 months

- Nightly batch conversion continuing
- SIS screen conversion at 28%
- Technical and process improvement for student registration
- 3 software acquisitions projects
There are 292 Batches to be addressed. Of the 292 Batches:
- 88 are for Admission
- 39 are for Financial Aid
- 91 are for Registrar
- 41 are for Student Accounts
- and 33 others

There are 62 (21%) that are Done.
Shortening the Stack:

- **Student Accounts**
  - Account Collections management
  - Tuition Remission Posting

- **Registrar’s Office:**
  - Course-side Add/Drop/Switch
  - Grade Change History
Shortening the Stack:

- Undergraduate Admission
  - Inquirer records (create in real time)
  - Inquirer Document tracking and follow up
  - Events Management
  - Scheduling Interviews, Tours and Group Information Sessions

- Post Office (SMC) mailbox management
# S3 Recent: SIS Screen Conversion

## 84 SIS Screens in S3

<table>
<thead>
<tr>
<th>Screen Code</th>
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![Graph showing SIS Screen Conversion](image-url)

- **In Production** (blue line)
- **Target** (dashed line)

*Date Range:*
- 7/1/2011 to 4/1/2014
Registration issues in April: what we found and addressed…

- Added necessary database indexes to retrieve data faster
- Upgraded Database Connection Pool Manager for faster connection times to database
- Increased horsepower on the CPU Database Server (2 CPU->6 CPU)
S3 Recent: Student Registration

• Performed extensive load tests using REAL data from April’s F12 Registration.
  – Allowed for more realistic load simulations.
  – Confirmed improvements above were significant in terms of enhanced performance.

• Adjusted Registration Time assignments for even distribution across time slots
Replacing SIS functions w/ vendor products

- StarREZ - Housing and Dining
  - Nov 2012
- PowerFAIDS - Financial aid processing
  - Dec 2013
- Electronic Document Management (EDM)
  - Coming in 2014
S3 ... next 6 months

Cross-cutting efforts
  • Person matching
  • Reporting
  • UI (Standardizing the User Interface)

Shorten the Stack
  • Athletics
  • Student Accounts
  • Registrar’s Office
  • Undergraduate Admission
S3 … next 6 months

StarRez - Housing & Dining Services

- Replaces 30 SIS screens
- Shifts system of record from SIS to StarRez

Student “person” record

- Consolidates RBM1/GSD1/RBM2/RBD1/APA1
- Develop person matching process for students and prospects

PowerFAIDS

- Replaces 50 SIS screens
- Provides additional functionality
S3 Admin Console: Help features

• The how & why behind S3 Help
  ☑ No 600 page user guide
  ✓ S3 is designed to be intuitive
  ✓ Consistent navigation throughout S3
  ✓ Feedback is embedded into the system
  ✓ User-submitted questions yield answers, corrections, and improvements to S3
  ✓ S3 Update page
S3 project update page

User Documentation

- S3 QuickStart Guide - Updated 9/13/12
- SIS Screen Retirement Timeline - Updated 6/1/12
- S3 Registration-Related Frequently Asked Questions - 4/18/12

S3 Release Summaries

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<th>Highlights</th>
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<td>Introduction of more Undergraduate Admission functionality.</td>
<td>10/5/12</td>
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<td>Introduction of more Undergraduate Admission functionality.</td>
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<td>S3 Release Summary #7</td>
<td>Introduction of more Undergraduate Admission screens and the Student: Tuition Remission screen</td>
<td>8/10/12</td>
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Now:
- S3 QuickStart Guide
- FAQs
- Release Summaries

In the future:
- Tips for Mac users
- Tips for PC users
- Instructional Videos
Include details
  - Who were you working on?
    - Name & UserID
    - Do not send SSNs
  - What were you trying to do?
  - Why? What happened when you tried?
  - Details from ‘Access Restricted’ message are helpful

Want to keep a copy? Print from your browser before clicking submit.
Improvements generated by YOUR user feedback

- More blue i-circles such as when & who added a course
- New columns on Course Roster
- Misbehaving pull-downs, browsers & print functions
- Add advisor to the Degree Declaration page
- Holding the semester from page to page
- Register from the course roster
- Improvements to Degree Declaration page
- Broader access; which students are users allowed to view

Future improvements

- Staying on the screen & changing the student or course
Functionally Focused Phase (FFP)

FFP mission and current planning state

Categories of FFP development

- Continually maintain, improve existing S3 functions
- Target prioritized functional changes
- Implement “revolutionary” change
- Address unique functional user needs

Opportunities for community input

- S3 Rally “backlog” list and feedback
- Campus workshops to solicit feedback
- Advisory
- Others… to create a robust environment for input
Questions? Answers....

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