



# CAMPUS TECHNOLOGY USER GROUP (CTUG)

SEPTEMBER 13, 2016

LSU BALLROOM B

# AGENDA



- WELCOME
- I.T.'S FOCUS FOR THE YEAR- BILL CHANG
- GOVERNANCE UPDATE – BILL CHANG
- THE GRADUATION INITIATIVE : NEW ASPIRATIONAL GOALS – BRANDY MCCLELLAND
- BUILDING THE CSUDH GRADUATION ECOSYSTEM - BILL CHANG
- DH DATA FUTURE: REIMAGINING DATA – BILL CHANG
- IT DIVISION NEW SERVICE AREA – FARHAD MANSOURI
- UNIVERSITY APPS – BILL CHANG
- INTRODUCING CHRS/CS - BILL CHANG
- ENTERPRISE APPS UPDATE – BILL CHANG



# I.T.'S INTERNAL FOCUS FOR THE YEAR

**PARTNER ENGAGEMENT** ACROSS OUR CORE AND ENABLING SYSTEMS TO PROVIDE A STABLE AND FLEXIBLE TECHNOLOGY FOUNDATION FOR THE UNIVERSITY

- REVIEW CURRENT INFRASTRUCTURE FOR CAPACITY AND GROWTH
- DOCUMENT MANAGEMENT AND WORKFLOW WITH ONBASE
- IDENTITY, OFFICE PRODUCTIVITY SUITE, EMAIL, AND HOSTED ENVIRONMENTS WITH MICROSOFT
- SERVICE INTEGRATION, INCIDENT MANAGEMENT, AND END-USER ACCESS TO SUPPORT AND KNOWLEDGE WITH SERVICENOW
- CONTINUE DELIVERING PEOPLESOFT ERP TRANSACTION FUNCTIONALITY THROUGH CHANCELLOR'S OFFICE AND ORACLE



# I.T.'S INTERNAL FOCUS FOR THE YEAR (CONT'D)

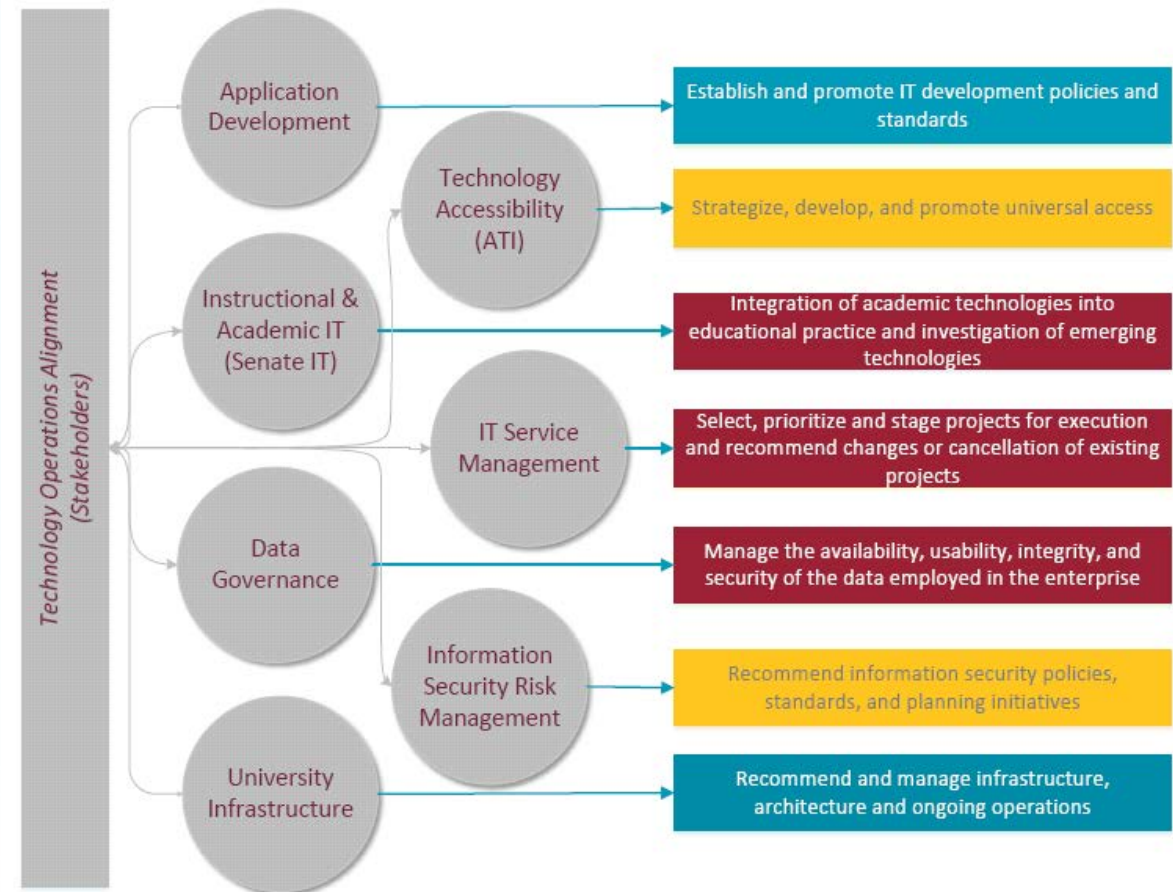
FOCUS ON **SHARING KNOWLEDGE** IN SUPPORT OF ACCELERATED  
TIME TO RESOLUTION AND OPTIMIZED WORKFLOWS

- INTERNAL SHARING OF INFORMATION TO COLLAPSE SUPPORT
- EXPOSING GREATER INFORMATION TO USERS TO HELP IN SELF SUPPORT
- CAPTURING INFORMATION IN COMMONLY USED SERVICENOW APPLICATION



# GOVERNANCE UPDATE: ADVISORY COMMITTEES

- PRESIDENTIAL TECHNOLOGY ADVISORY COMMITTEE - FIRST MEETING, TUES. SEPT 27
- MANAGERS WILL SCHEDULE THE FIRST GOVERNANCE COMMITTEE MEETING BY THE END OF SEPT. - BY GROUP







# THE GRADUATION INITIATIVE : NEW ASPIRATIONAL GOALS

Metric	2025 Goal	Most Recent Rate
Freshman 6-Year Graduation	55%	35%
Freshman 4-Year Graduation	31%	6%
Transfer 2-Year Graduation	40%	28%
Transfer 4-Year Graduation	75%	65%
Gap – Underrepresented Minority	0	1% points
Gap Pell	0	-9% points



# THE GRADUATION INITIATIVE : SHORT TERM AND LONG TERM GOALS

CSUDH'S SHORT TERM AND LONG TERM PLAN CONSISTS OF NINE INTERCONNECTED INITIATIVES, PROGRAMS AND ACTIVITIES:

1. ENROLLMENT MANAGEMENT – FROM INQUIRY TO GRADUATION
2. INTRUSIVE AND DEVELOPMENTAL ADVISING
3. EDUCATIONAL ADVISORY BOARD (EAB) – STUDENT SUCCESS COLLABORATIVE
4. TORO AMBASSADORS “FINISH IN FOUR” AND “THROUGH IN TWO” INITIATIVES
5. AASCU'S RE---IMAGINING THE FIRST YEAR EXPERIENCE
6. TARGETED SUPPORT SERVICES
7. ACADEMIC AFFAIRS INTERVENTIONS
8. 2025 GRADUATION INITIATIVE DATA FELLOWS PROGRAM
9. TECHNOLOGY SOLUTIONS



# THE GRADUATION INITIATIVE : NEW ASPIRATIONAL GOALS

- CATALOG
- CLASS SCHEDULE
- SMART PLANNER
- COLLEGE SCHEDULER
- EAB
- DEGREE AUDIT
- APPLY TO GRADUATE
- DATA WAREHOUSE



# BUILDING THE CSUDH GRADUATION ECOSYSTEM

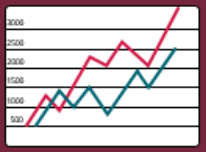


**PEOPLESOFT**  
Classroom scheduling


**CURRICULUM INFORMATION MANAGEMENT**  
Workflow for course and program changes – forms A and B

**EDUCATION ADVISORY BOARD**  
Data and reports for proactive advising


**PLATINUM ANALYTICS**  
Predicts course demand based on historical, degree audit, and planner data



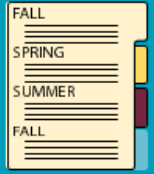
**SMART CATALOG**  
Course catalog workflow and online publishing



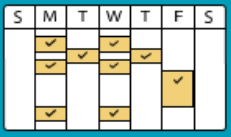
**STUDENT CRM**  
Student Relationship Management – advising notes, issue tracking and resolution, analysis of 'at risk' indicators and identifying student use of programs, services and centers



**SMART PLANNER**  
Personalized and interactive student degree planner that provides a customizable path to graduation based on vetted degree program roadmaps




**COLLEGE SCHEDULER**  
Student schedule optimizer - can include academic and non-academic scheduled commitments



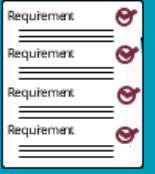
**ACADEMIC REQUIREMENTS REPORT**  
Degree audit snapshot report - displays requirements met, in-progress, and to be completed




**DEGREE AUDIT**  
Visual progress meters for general education (GE), major, and total requirements



**ADVISING SUMMARY**  
Condensed view of academic information for a given student



**ONLINE GRADUATION APPLICATION**  
Apply to graduate and launch all aspects of the graduation process



**FINISH IN FOUR COMMITMENT**

**CMS: STUDENT CENTER (STUDENTS) / STUDENT SERVICES CENTER (FACULTY AND STAFF)**  
Authoritative source of student, academic, and financial aid data

**BI/DATA WAREHOUSE**  
Facilitate reporting across multiple source systems ; develop reports, visualizations, and predictive models



# QUESTIONS FOR CTUG

- DOES THIS CAPTURE THE NEEDED COMPONENTS FOR A GRADUATION ECOSYSTEM?
- DO WE HAVE ALL SYSTEMS OR PROCESSES FOR EACH OF THESE AREAS?



# DH DATA FUTURE: REIMAGINING DATA

- **DATA ROLES IN THE INSTITUTION**
  - FUNCTIONAL UNITS
  - INDIVIDUAL ROLES
- **DATA ELEMENTS TO DATA DICTIONARY**
  - WHAT DATA IS WHERE
  - HOW DO WE DEFINE THE ELEMENTS
  - WHAT “WHERE” IS THE SYSTEM OF RECORD
- **DATA IN USE - DATA FELLOWS**
  - WHO IS USING THE DATA AND HOW IS IT USED



# IT DIVISION NEW SERVICE AREA


- DESKTOP SUPPORT/HELPDESK = **USER SERVICES**
- SMART CLASSROOMS = **LEARNING SPACES** (THAT IS INCLUDING LABS)
  - FACULTY NEED TO **LOG INCIDENT TICKET** REGARDING **LEARNING SPACES** (SMART CLASSROOMS)

# 2016-2017 UNIVERSITY APPS




lynda.com

State funded employees and students may subscribe for free




LinkedIn




Microsoft

Employees and students may purchase the software at a reduced cost or free



Adobe Creative Cloud

Employees and students may subscribe for free




TechSmith

Available for installation on all campus owned computers



SPSS


Employees and students may download for free



Dropbox pilot program in strategic areas



Zoom available as a "Room" in Outlook



SurveyGizmo

Available upon request to IT



ORACLE

Cloud applications and platform services



Gartner

Gartner Historical Research Database



OnBase

Documentation management



BI

Hosted Reporting

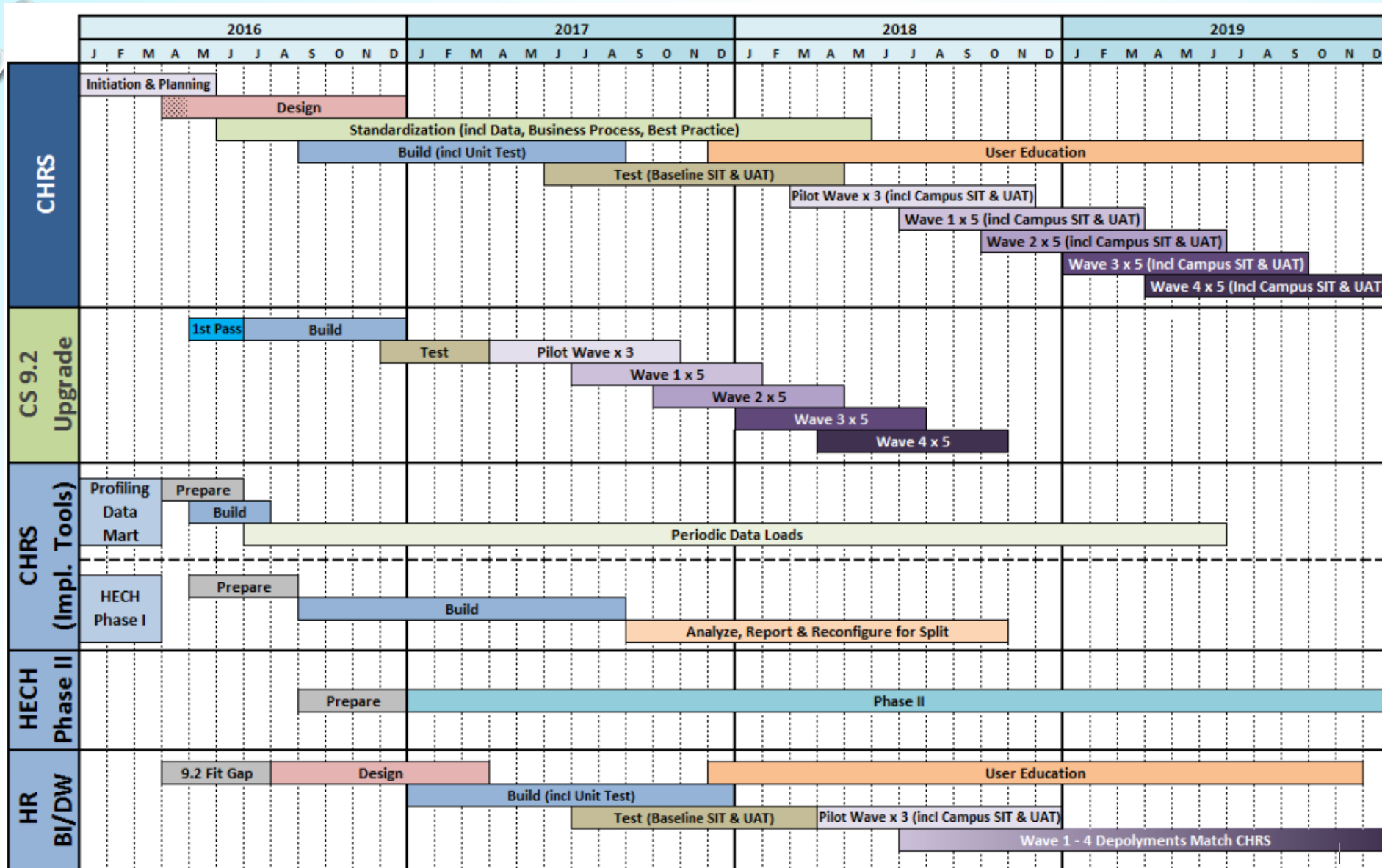




# INTRODUCING COMMON HUMAN RESOURCES SYSTEMS (CHRS)

- CHRS ROLES
  - WAVE COORDINATOR: **BILL CHANG**
  - PROJECT SPONSORS: **DEBORAH ROBERTSON-SIMMS & BILL CHANG**
  
- CHRS ACTIVITIES
  - ABSENCE MANAGEMENT
  - UPGRADE 9.2
  - CONSOLIDATION

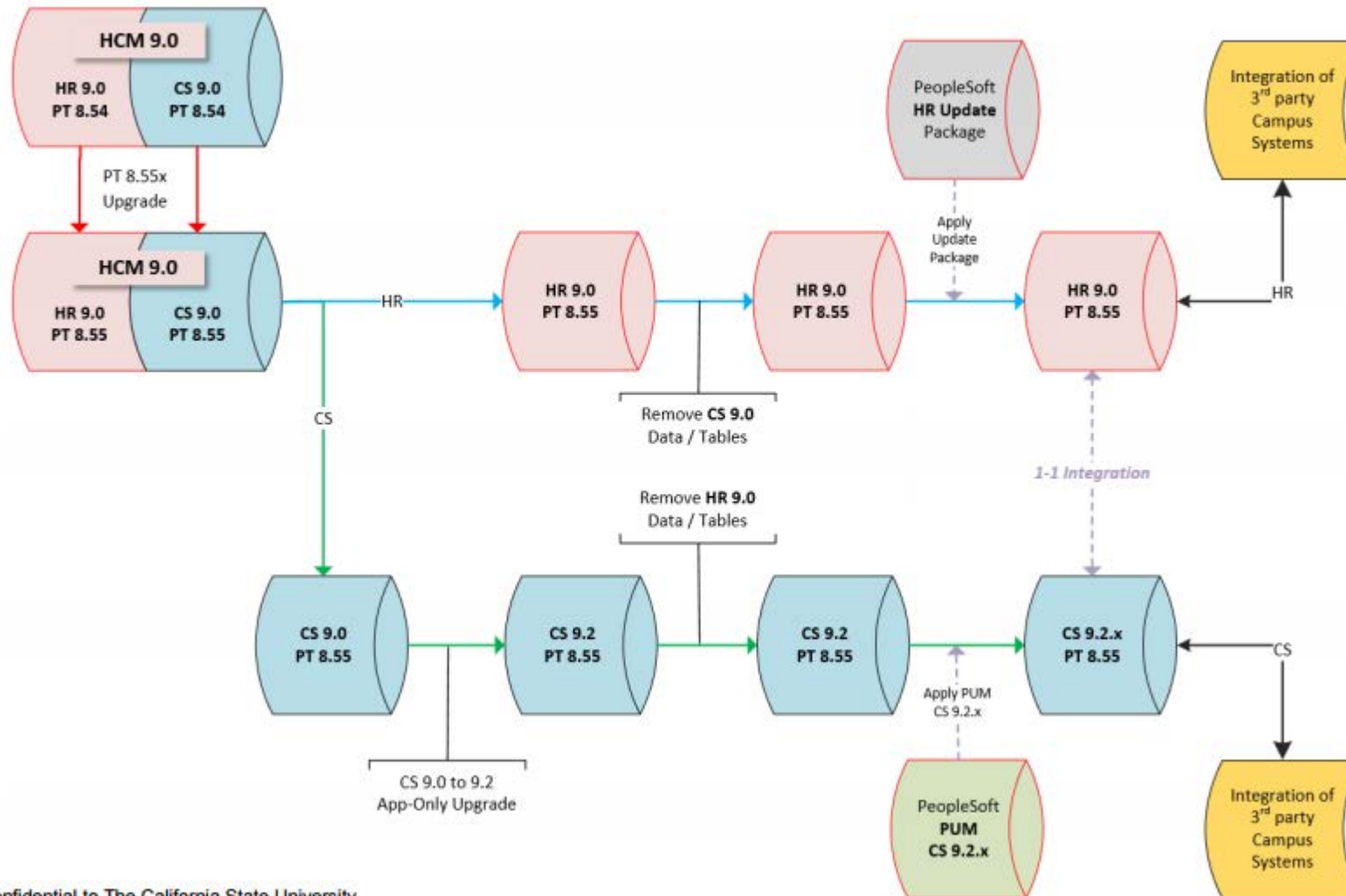
# CHRS/CS TIMELINE



# CHRS/CS TIMELINE (CONT'D)



## CS 9.2 Upgrade – Upgrade Path

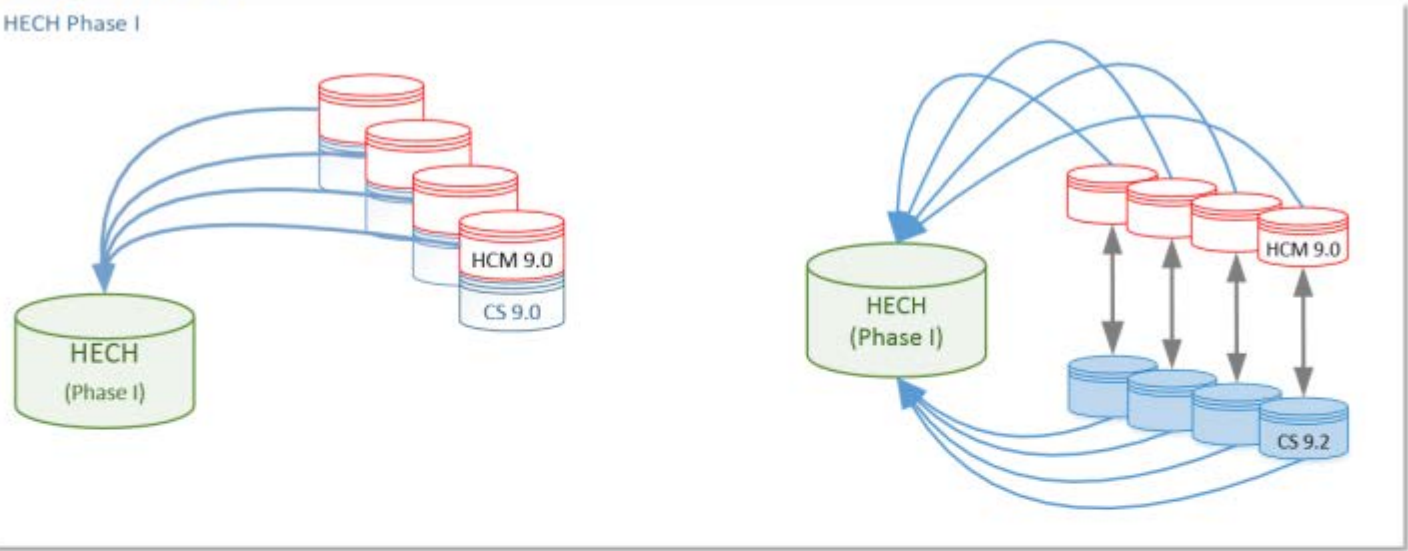


# CHRS/CS TIMELINE (CONT'D)

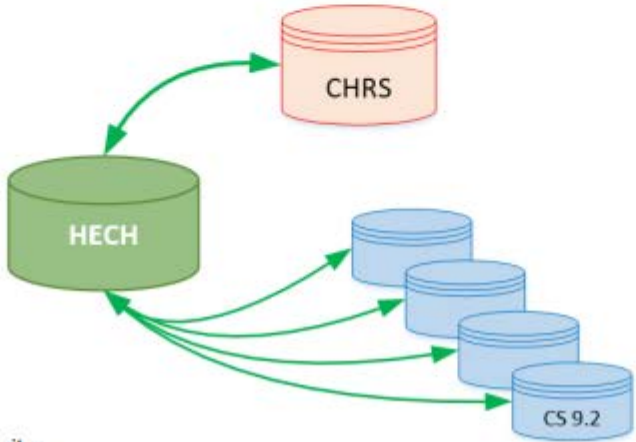


## HECH Integration

HECH Phase I



HECH Phase II







# ENTERPRISE APPLICATIONS UPDATE

- PEOPLESOFT MAINTENANCE
  - 9/20/2016 – MP 21.04 & 22.00
- PS QUERY CLEANUP
- NEW MENTOR REPLACEMENT - LIAISON SOFTWARE JUNE 2017
- IDENTITY MANAGEMENT (IDM)
  - OLD APPLICANT/STUDENT ACCOUNTS DISABLED
  - STAFF/FACULTY ACCOUNTS TO BE DISABLED IF NOT ACTIVE IN PS
  - STUDENT CAN JOIN ALUMNI