

**STUDENT SERVICES TECHNOLOGY TEAM
ADMINISTRATIVE UNIT REVIEW 2019**

Student Services Technology Team Mission Statement

By implementing and supporting technology, we provide opportunities for staff to improve customer service, ensure the availability of accurate and timely information for students, and create efficient processes.

Section 1: Mission Fulfillment

The Student Services technology team serves Student Services and Instruction, as well as other College departments, all with the emphasis on a positive student experience. As such, this team most closely connects with the Student Success aspect of the College's mission.

Functional support for new and existing technology and systems improves the efficacy of staff and processes. Students benefit when the information and services they need (register for classes, placement test appointments, degree audits, etc.) are available, work properly and provide desired results. Students and staff also benefit when we collaborate with MIS, ITS, Instruction, and Student Services and provide input on the student experience so that supporting systems, data and processes can be optimized to meet student needs.

Section 2: Department Purpose

As functional analysts for Banner student module, DegreeWorks, Argos, SARS GRID, TouchNet and other technologies, the Student Services technology team provides a wide-range of support services to staff including:

- Implementation of new and emerging technologies
- Standards and process/workflow improvement
- Reporting via Argos and access
- Documentation and training support
- Project management and completion of assigned projects
- Collaboration and functional integration with other departments, particularly ITS.
- Software upgrade support, troubleshooting, issue research and coordination of activities
- Support of student communications processes and content including email, website and letters.
- Participation in technology committees and RFP processes for technology systems.
- Liaison and functional support for issues that require technical assistance from ITS.
- Prioritization of goals and tasks related to technology systems and projects.

Broad functional support for technology is provided to Student Services, while Banner student module support is also provided to Instruction, Tutoring and Testing, Campus Services, Campus Public Safety, Community Learning and Disability Services.

Section 3: Strengths and Accomplishments

- Problem solving and proactive approach to issues and opportunities
- Project Management. Examples: Student Refunds, Degree Works upgrade
- Collaboration with other areas of the college. Examples: Programs in Banner group, GradTracks core team.
- Research and knowledge
 - Maintain current knowledge of constantly changing software. Understand historical logic and evaluate needed business process change as software evolves.
 - Provide continuity of knowledge to lesson impact of staff turnover, and provide support during department staffing transitions.
- Creation of base documentation during projects, or implementation of process change. Examples: GradTracks, SARS GRID, Administrative Assistance manuals, Admissions and Records processes, R25 documentation
- Develop reporting to support business departments
 - The adoption of Argos provided opportunity for departments to enhance or automate many of their manual processes.
 - Examples: Welcome letters to applicants, section checking for instructional admins, advisee management for the CAP Center, FLAC reports to enable batch checking of NOAs by Dean's, etc.

Section 4: Department Challenges

- While the departments within Student Services work well together, there are areas where the departments are not as standard or collaborative as they could be. Some specific examples are student email communication, website content, job process documentation, training documentation. When implementing new projects, the technology team must identify, for example, how to write new documentation that is consistent with the departments' existing documentation – which may be in OneNote for one department, or Word documents for another department. The content and level of detail in each process document are different for each department and sometimes for different positions within a department. When there are staffing changes, the lack of detail or context for a process often leads to increased support for training new staff.
- While there has been focus on the ITS project approval process, the ITS project office is more involved in global technical projects, and there has not been a college wide effort to create standards for initiating or running department-led projects. College planning processes do not always adequately consider implementation time and ongoing support

ramifications in terms of both ITS and functional staff support. Projects are not required to have or follow project principals that are known to lead more often to successful project completion including things such as a documented vision, goals, and/or outcomes that can be shared with the team, division or the college; and/or a project timeline or project plan, which includes stakeholders, deliverables, project assumptions and constraints, and resources for the project. While most projects are successful, they are not without problems and issues that could be mitigated by following standard practices.

- The implementation of projects that are primarily non-technical can often be difficult, especially when the project does not include technical representatives until the end of the project. When details needed to successfully complete the implementation (typically related to data or reporting) are not discussed or identified during the planning phases of the project, it becomes difficult to understand how best to implement. In addition, there may not be enough time allotted to designing and implementing the data or reporting solution.
- Budget and resource constraints limit the ability to address needs adequately.
 - We continue to maintain labor-intensive manual processes because we lack resources to make needed process improvement.
 - When software projects are approved, the budget is often limited in such a way that purchased software does not integrate well, or at all, with our SIS. This requires extensive work by MIS and functional staff to develop in-house integrations or manual workarounds.

Section 5: Department Outcomes

Outcome 1: Student Services' projects will have clearly stated project vision and goals as measured by an annual project file review.

Outcome 2: Students will increasingly open and take action on enrollment/FYE email communications as measured by CRM open and click rates.

Section 6a: Measurement Tool and Timeline

Measurement for Outcome 1: Project team will review project files annually to ensure that project standards are followed, and that project completions reflect stated goals.

Measurement for Outcome 2: CRM data for email open rate and actionable item click rate will be collected yearly, and rates compared to prior year. The first year's partial data will be used as the baseline.