



SIS

(Student Information System)

Next Generation Project Status

Administrative Management Council

March 3, 2009

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- Background
- Planning Phase Progress
- Implementation Considerations
- Next Steps
- Rollout Approach & Timeline



What is a Student Information System?

- **Core Backbone academic information system for the University**
 - Since 1990, the system of record for all NYU academic programs, except Graduate Stern (is fed all Grad Stern data it can accommodate).
- **Supporting the following critical functions in one database:**
 - Recruiting and Admissions
 - Financial Aid
 - Enrollment and Registration
 - Student Bursar Functions: Billing/Disbursements/Refunds
 - Academic Advising/Degree Audit
 - Grades
 - Transcripts
 - Graduation Certification
 - Diplomas

Reasons to Replace SIS

- **Major Business Functionality Deficiencies**
 - For existing business functions, e .g.,
 - Financial aid impediments
 - Fixed 3-term schedule (problematic to manage inter-sessions).
 - No academic management & decision support analysis.
 - Usually difficult, sometimes impossible to accommodate emerging needs.
 - High levels of dissatisfaction with SIS throughout the NYU community.
 - Many School and department workarounds & data collections.
- **Major Technology Deficiencies**
 - Outdated technology & platform: COBOL, IDMS & mainframe.
 - Highly customized code, difficult to maintain or update.
 - Heavily reliant on 1980s programming skills.
- **Vendor Has Announced Support Ends in FY2009**
 - NYU is one of 6 customers still operating the SunGard 'IDMS' product.
 - Of those 6, at the inception of NYU's selection process, only NYU and Tufts had NOT determined their replacement strategies.
 - SIS replacement efforts at other institutions have typically taken 2-4 years.



Spring 2008: Vendor Selection:

- **On Site Vendor Demonstrations**
 - SunGard Banner
 - Oracle PeopleSoft Campus Solutions
- **Site Visits to Other Universities**
 - George Mason University
 - University of Illinois at Champaign
 - University of Pittsburgh
 - University of Massachusetts
 - St. Johns University
- **Extensive Comparative Analysis Performed by Selection Team**
- **Oracle PeopleSoft Campus Solutions Selected**



Spring 2008: Launch Planning Phase

- **Selected experienced consulting firm to be our Planning Phase partner**
- **Met with Deans to introduce project**
- **Established the SIS School Advisory Committee:**

Sara Konekeo - Wagner

Gene Murphy - Global Programs

Chris Nicolussi - Global Programs

Anita Gupta - Tisch

Dennis Di Lorenzo - SCPS

Celeste Orangers - Gallatin

Willie Long - CAS

Otto Sonntag - CAS

John Henderson - GSAS

Jay Sholes - Social Services

David Zapotocky - Steinhardt

Tiffany Boselli - Stern Undergraduate

Beth Rubin - Stern Graduate

Elise Eisenberg - Dental

Amy Knowles - Nursing

Michelle Kirkland - Law

Dr Mark Triola - Medical

Maureen Doran - Medical

Rob Sommo - Social Work



Summer 2008: SIS Business Process Review

- **Held Business Process Review interviews and documented outcomes**
- **Conducted 52 interviews with 127 NYU staff members**



Summer 2008: NYU Interview Participants

- Registrar
- Bursar
- Undergraduate Admissions
- Financial Aid
- Development & Alumny
- Institutional Research
- ITS
- Faculty of Arts & Science (CAS& GSAS)
- School of Law
- School of Medicine
- College of Dentistry
- Steinhardt School of Culture, Education & Human Development
- Leonard N. Stern School of Business
- School of Continuing & Professional Studies
- Human Resources
- Accounting
- College of Nursing
- Robert F. Wagner Graduate School of Public Service
- Silver School of Social Work
- Tisch School of the Arts
- Gallatin School of Individualized Study
- Globalization & Multicultural Affairs
- Student Health Services
- Summer Sessions
- Student Housing
- International Students & Scholars
- Global Programs



Fall 2008: Introductory Training

- **Introduced NYU to New System concepts**
- **Prepared NYU staff to be informed fit/gap analysis participants**
- **Sessions were well attended with active dialogue**
- **Classes were video taped for future reference by NYU personnel**



Fall 2008: Introductory Training Sessions

Training Module	# of Sessions	Total Attendees
Academic Structure	2	100
Campus Community	2	70
Financial Aid	4	44
Recruiting and Admissions	3	52
Student Financials	4	85
Student Records	4	120
Academic Advising	1	17
Conversion: Technical Overview and Work Session	4	42
PeopleSoft Technical Overview	1	15
Grand Totals	25	545



Fall 2008 - January 2009: Fit/Gap Analysis

- Reviewed how NYU does things today (as-is model)
- Reviewed PeopleSoft business functionality
- Looked for NYU-specific functionality that is not in PeopleSoft
- In first pass, identified “what” constitutes a gap, not “how” to resolve it
- Developed requirements matrix



Fall 2008 - January 2009: Fit/Gap Participation

Fit/Gap Module	# of Sessions	Total Attendees
Campus Community	10	127
Recruiting & Admissions	6	66
Student Records	19	360
Financial Aid	12	96
Student Financials	8	83
Academic Advising	5	67
Academic Structure	3	31
Security/Self Service	4	68
Integration	5	78
Totals	72	976



Fall 2008 - January 2009: Fit/Gap Findings

Preliminary Fit/Gap Metrics

- Total Number of Fit/Gap Topics: 899
- Total Number of Gaps Identified: 281
- Prior to Best Practice Analysis, Possible Solutions Include:
 - Report Design: 4
 - Interfaces: 15
 - Change in Business Process: 60
 - Change in Policy: 4
 - System Configuration/Customization: 96 **
 - Under Review: 102

** *We are striving to minimize modifying the basic product software. Alternative approaches include using configuration options available in the product, as well as “bolted-on” software & third-party products, e.g., Schedule 25 for class scheduling.*



Fall 2008 – January 2009: Gap Samples

A GAP is “existing functionality available in the current NYU SIS, but not available in the new product as delivered.”

Some examples are:

- An Application is automatically categorized as “Auto Complete” when the last outstanding item in the applicant’s package is receipted.
- Work Study tracking and monitoring.
- Audit to track who has entered or edited a comment on a record.
- Dynamic Holds that prevent access to services, based on real-time data.

Process Changes are the preferred solutions to GAPS.

Modifications to Product Software are the least preferred solution, due to the cost of continuing to maintain mods, when installing upgrades.



January - March 2009: Gap Resolution Process

- **Consulting Team and Project Leadership Review Fit/Gap Tracker and Recommend Gap Resolutions, using Best Practice Analysis**
- **Project Managers Present Gap Resolutions to Stakeholders and/or Steering Committee**
- **Project Managers Present Vetted Gap Resolutions to Advisory Committee**
- **Advisory Committee Members Review and Sign-off or Challenge Gap Resolution Solutions**



- **Transparency**
- **Single System of Record**
- **Reporting**
- **Rollout**
- **Freeze to Enhancements of OLD SIS**



Transparency

- **The new student system must provide institutional transparency to students, as well as to faculty**
- **Regardless of School affiliation or location, NYU students must experience a consistent look and feel for their on-line access**
- **This seamless access will include, but not be limited to:**
 - searching the course catalog and schedule of classes
 - registering for classes
 - viewing holds and to dos
 - viewing student account
 - making payments
 - viewing grades and unofficial transcripts
 - updating individual's biographic/demographic data
- **Likewise, faculty members must experience a similar seamlessness, as they**
 - access class rosters
 - submit grades on-line
 - view advisee assignments



Single System of Record

- **The new SIS should become the all encompassing “single system of record” for all student and academic related data.**
- **In some instances, such as Graduate Stern, the University Registrar cannot retrieve certain data nor provide certain services due to data residing in local systems, rather than in the current central University Student System. For example, the University Registrar cannot issue transcripts for Graduate Stern students**



Reporting

- **During the implementation project, a new data warehouse environment and new report development tools will be implemented**
- **It is critical for all “ad hoc” report developers/users both in central offices and throughout the Schools to communicate the number and complexity of reports currently in use to the Project team.**
- **This is necessary, so proper estimating can be accomplished to allow the implementation project to provide resources to rewrite critical reports for these “ad hoc” report users as part of the implementation phase.**



Rollout

- **In April 2009, we will start a multi-year Implementation Phase, after the Planning Phase ends on schedule, in March 2009.**
- **The upcoming 15 months (and beyond) includes process analysis, policy-making, and technical work.**
- **Rollout of functions of the new SIS will occur in stages, over three academic years, while old SIS continues to perform remaining functions:**
 - Jul 2010-Aug 2011: Initial Deployment Yr (focus on Admissions for AY2011-12)
 - Sep 2011-Aug 2012: Second Deployment Yr (functions for enrolled students)
 - Sep 2012-Aug 2013: Third Deployment Yr (remaining essential functions)
- **During Rollout, individuals will be automatically directed to the right SIS version (NEW or OLD) for the right function.**
 - Communications and Training will occur in stages, prior to Rollouts.
- **OLD SIS will be retired at the end of 2013.**



Freeze to Enhancements of OLD SIS

- **Unless federally mandated, enhancements to the legacy SIS should be discouraged.**
- **ITS, as well as functional administrative personnel resources, are experiencing increasing time demand for participation in planning and implementation activities for the new SIS.**
- **Enhancements to old SIS will be short-lived, given that implementation of the new SIS is in progress.**
- **Such short-lived enhancements should not be allowed to divert resources from the new SIS implementation activities.**



- **March 2009**
 - Complete the Planning Phase
- **April 2009**
 - Launch the Implementation Phase
 - Anticipate continuing engagement by:
 - School Advisory Committee
 - Other School SIS Specialists
- **Spring 2009** –
 - Launch SIS Project Update Website
- **July 2010**
 - Begin Initial Deployment Year
 - Deploy first functionality of new SIS



Selected Academic Calendar Approach: A rollout approach that deploys functionality for an initial target term, based on the requirements of the academic calendar.

- The initial target term is the Financial Aid year 2011-2012.
- The entering Admissions target term is Fall 2011.
(Will include applications received during AY2010-2011 and new students attending the Summer 2011 term.)

Rollout Timeline:

- Jul 2010 – Aug 2011 Initial Rollout Year
- Sep 2011 – Aug 2012 Second Rollout Year
- Sep 2012 – Aug 2013 Third Rollout Year



The following NYU areas are currently in the scope of the Initial Deployment Year (Jul 2010-Aug 2011):

- Faculty of Arts & Science
- School of Law*
- Steinhardt School of Culture, Education, and Human Development
- Stern School of Business – Undergraduate
- School of Nursing
- Courant Institute of Mathematical Sciences
- School of Continuing and Professional Studies (For-Credit)
- Wagner School of Public Service
- School of Social Work
- Tisch School of the Arts
- Gallatin School of Individualized Study
- School of Medicine*
- College of Dentistry*
- Institute of Fine Arts
- Institute for the Study of the Ancient World
- NYU – Abu Dhabi
- Global Programs
- Liberal Studies

*** Admissions will load admitted/deposit paid applicants into new SIS**



The following NYU areas are currently NOT in the scope of the Initial Deployment Year (Jul 2010-Aug 2011):

1. Stern School of Business – Graduate:

- Initial Deployment Year (Jul 2010-Aug 2011): Load admitted applicants into new SIS from the current Stern Graduate system.
- Second Deployment Year(Sep2011-Aug 2012): Aim to integrate current Stern Graduate system functions into new SIS.

2. School of Continuing and Professional Studies - Non-Credit:

- Currently evaluating feasibility of SCPS Non Credit for Initial Deployment Year.
- Otherwise, aim to integrate into new SIS in Second Deployment Year

3. Polytechnic Institute of NYU:

- Timing depends upon decision for Polytechnic Institute to become a school.
- Polytechnic Institute already runs the Peoplesoft Campus Solutions system for SIS.

Rollout Approach & Timeline



<u>New SIS Module</u>	<u>Go-Live</u>	<u>Next Major Use</u>
Campus Community	<i>For individual bio info change</i> Rollout in July 2010	Ongoing
Admissions & Portal	<i>For the class entering AY2011</i> Rollout in August 2010	<i>For the class entering AY2012</i> Use in August 2011
Course Catalog & Class Schedules	<i>For Summer Session 2011</i> Rollout in September 2010	<i>For Summer Session 2011</i> Use in October 2010
Financial Aid Packaging	<i>For Early Decisions for 2011</i> Rollout in October 2010	<i>For New Admits & Continuing</i> Use in February 2011
Financial Aid Disbursement	<i>For Summer Session 2011</i> Rollout in April 2011	<i>For Fall Semester 2011</i> Use in August 2011
Registration	<i>For Summer Session 2011</i> Rollout in February 2011	<i>For Fall Semester 2011</i> Use in March 2011
Student Billing	<i>For Summer Session 2011</i> Rollout in March 2011	<i>For Fall Semester 2011</i> Use in July 2011
Advising & Degree Audit	<i>For Summer Session 2011</i> Rollout in July 2011	<i>For Fall Semester 2011</i> Use in September 2011
Grading, Transcripts & Degree Conferral	<i>For Summer Session 2011</i> Rollout in August 2011	<i>For Fall Semester 2011</i> Use in December 2011

Project Timeline

