

## 45 – Student Success & Improved Institutional Support

### Action Item Template Response

#### General Action Item Information

Lead Division/Office: Enterprise Software

Action Item Number: 45

Action Item Short Name: Student Success & Improved Institutional Support

Dependencies with other EP Action Items: 43: Student Liaisons

Related to: 38-User Experience, 46-Student Activities Management, 68 Assessment and Feedback Systems

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#### I. DESCRIBE YOUR PLANS FOR IMPLEMENTING THIS ACTION.

Students need sound information and advice from a variety of sources to make wise choices for courses, level of workload, sequence, instructors, and other matters that may affect their success. A well designed, easy-to-navigate system, based on sound underlying processes, could help students make wise choices for course registration, financial aid, and other essential tasks. Therefore, IU will develop an integrated system, pulling together relevant data from multiple systems into a single, easy-to-navigate application that will help students make choices about essential tasks, such as financial aid planning and course selection. This system will enable easy navigation of relevant data sources for choosing classes, with support for modeling class schedule scenarios and access to advising. The system will have a human-centric, easy-to-use interface to assess alternate scenarios and options.

Several projects are being planned that will greatly improve students ability to quickly navigate the student self-service environment to locate information or services that can help them make better academic decisions and/or complete administrative tasks more quickly. The following is a list of known projects that will be considered by the Student Information System's Executive Committee for approval and prioritization. This is not a complete list of projects as the task of improving information and usability is an ongoing goal.

- Student Single Point of Service - Develop a new student portal that can serve as a single point of service for all student-related services and information. This effort will include services provided by the Student Information System, Oncourse, Library, Auxiliaries, etc. One of the primary objectives of this redesign is to "bring to the surface" items that are timely, critical in nature and/or are often accessed. Additionally, it is a goal to bring together, in one application, associated information that would otherwise need to be pulled from multiple systems.
- Integrated Academic Advising Report - This is a multi-phase project that integrates the academic advising report into the Student Planner and the Shopping Cart from which the students can register. The Academic Advisement Report (AAR) is the primary tool used by

students and academic advisors for planning graduation requirements. It is a teaching tool about requirements, and indicates what degree requirements have been met and which ones still need to be completed. AAR is also used by staff to certify for graduation and degree conferral, as well as by some units to determine what classes their students are using to complete specific requirements.

- **New Integrated Degree Audit to be introduced** - In March 2008 the Student Planner was released in the SIS, via the Student Center. The Planner is an online tool for students to list and organize courses that they may want to take at IU. This is accomplished by selecting courses from the IU Course Catalog. The Planner is integrated with the enrollment process via the Shopping Cart, providing students with an alternative to using the Class Search function when selecting classes for enrollment. (Announcement date: early March 2009)
- **New AAR Design and Integration into Student Planner** - Implement a new web-style audit with a new look and feel that is integrated via links to other information in SIS. The AAR will also be integrated with the Planner. In addition to using the Course Catalog, students will be able to use the AAR to select courses to be added to the Planner, and the Planner will display what requirement the course will meet. Thus, the AAR will have a transitive integration with enrollment as of this release. (Target Date: early March 2009)
- **AAR Direct Integration with Enrollment via the Shopping Cart** - Students will be able to go to the Shopping Cart and search for courses for enrollment in 3 ways: using the Class Search, the Planner, or the Advisement Report. Students will thus be able to use SIS to call up their degree requirements, see which ones are yet to be completed and which classes will meet them, and enroll in classes in the same online process. (Target Date: early June 2009)
- Integrated Academic Tools (ITAP) - Redesign of a more holistic student registration and management system. This system will become the student "decision support" environment and will integrate data from various systems to help them make more informed decisions related to their academics.
- Improved Student Waitlist Functionality - In the current SIS, waitlist is performed at the individual class level. It should be possible, however, for a student to waitlist any class in the course list that doesn't conflict with his/her schedule. Therefore, it would be preferable to allow the student to waitlist at the course level. To accomplish this IU would develop a front-end application to the core SIS system.
- Implement Robust Student Early Warning System
- Maintain Course / Class Descriptions
- Integrate Course Descriptions into Schedule of Classes / Registration / Planner
- Add Financial Aid Steps along with Several Bursar services into Student Self-Service
- Add capability to allow Students to Apply for Graduation online
- Full Oncourse-SIS integration into a single seamless application
- Add Oncourse Syllabus into Registration process
- Full Library-Oncourse integration

## ACCOMPLISHMENTS

Several projects have been completed including: campus-based early intervention and early warning systems and a graduate Admissions online application.

- School of Continuing Studies courses are now delivered via the enterprise course management system Oncourse to enable the retirement of aging local system.
- The “Compass” project delivers Scholarship automation and compliance functionality for all campuses.
- Online Admissions Applications – replaced vended system.
- Graduate applications, most campuses were in production 8/2010 and the final campus went into production 12/2010.
  - Costs previously paid to vendor of \$6 - \$7 per application are now retained by the University. As of January 2011, 15,310 Graduate Admissions applications have been submitted. (need updated counts).
  - Delivered online Admissions Applications for IUB Undergrad, Jacobs School of Music and Kelley School of Business in Summer 2011.
- IU FLAGS (Early Alert) Enterprise wide system to promote retention and graduation.
  - “Early Warning” rosters in use by several campuses for freshmen. A new Enrollment Verification roster type was added 9/2010 leveraging work done for other types of rosters.
  - Delivered Phase 1 of FLAGS which includes “Student Performance Roster” to collect student performance data, and reports for faculty, students and longitudinal analysis.
- Address Verification software was acquired and implemented in the HRMS/SIS PeopleSoft environment 8/2011. Batch processes are in place and online address verification will begin in January 2012.
- PDP – Personal Development Plan - initial work includes establishing integration between the SIS Academic Planner and the PDP for students. The PDP is a tool that utilizes Oncourse ePortfolio.
- eTextbook initiative: EAS teams have completed several activities in support of the IU eTextbook initiative. These include: eDoc to record selection of eText and make appropriate updates to SIS, presentation of eText information to students during registration, integration with eText delivery platform (CourseLoad) with Oncourse.

### **Next steps**

1. A new “Item type” eDoc will capture donor intent. When all phases are complete, the COMPASS system will automatically process all varieties of scholarships for students on all IU campuses. Complete Online Admissions Application for Intensive English Program
2. Revise and enhance existing Online Admissions applications to better leverage enterprise integrations and IU Rice middleware. Focus on needs of distance ed. programs such as Kelley Direct.
3. Complete Phase 2 and 3 of IU FLAGS which will include performance roster improvements, additional data modeling and reporting to enhance analytics for retention, student survey, and a new Advising Records systems coupled with enhancements coupled with enhancements to existing advising functionality.

## **II. WHAT ARE THE POLICY AND PRACTICE IMPLICATIONS OF YOUR PLANS?**

- A new Executive Committee for student-related systems oversight has been established.
- With the emergence of a Single Point of Service portal, we have identified new system owners to assist in determining what services should be available in limited space.

- This project will require that we pull together a broad representation group including students that can articulate a futuristic vision of how data and information should come together in a way that will help students make better academic career decisions.

### **III. IDENTIFY STAKEHOLDERS.**

- Students
- Student Enrollment Services
- Campus Admissions Offices
- Campus Registrars
- Schools/Department faculty and staff
- Advisors
- Undergraduate Education
- Oncourse users