

**Special Edition
Student Information System****Student Information System Kickoff**

UAMS is on its way to implementation of a new integrated student information system (SIS) to manage student admissions, enrollment, advisement, financial aid and student accounts. Chancellor Dan Rahn led a kick off event on December 9 to present plans to the university community on implementation of Oracle's PeopleSoft Campus Solutions product.

Dr. Jeanne Heard, MD, PhD, Provost and CAO, described the exhaustive process leading up to selection of the Oracle package, including an extensive needs analysis and product evaluation phase that spanned 18 months and dozens of administrators, faculty and staff from across the campus. One of the first accomplishments has been identifying personnel to serve in key project roles and organizing project governance. An Executive Steering Committee, chaired by Dr. Heard, meets weekly to oversee the project. A Core Project Team that includes 16 representatives from colleges, the Graduate School, Academic Affairs departments, Center for Diversity Affairs, Academic Computing, Ciber Consulting (Oracle's implementation partner) and the IT Project Office has been formed to carry out all operational aspects of the implementation. This group includes team leaders for each of the functional areas (equivalent to the four modules purchased): Admissions/Recruitment, Student Records and Advisement, Financial Aid and Student Accounts. A full listing of all project teams, team members and roles and responsibilities is available at the SIS web site at <http://sis.uams.edu/>



Dr. Jeanne Heard



Dr. Dan Rahn

Dr. Rahn explained that a chief impetus for implementing a centralized SIS is to meet a requirement by the Higher Learning Commission in time for the campus' next site visit in 2016-17. Aside from that regulatory need, a new student information system will bring a number of incontrovertible benefits, including increased transparency, marked improvement in efficiencies, better metrics for reporting, performance evaluation and process improvement, and increased access by all stakeholders, chief of which are students.

For the first time, all students will be able to access student services through a central portal for application, admissions, registration, financial aid processing, as well as to pay tuition and fees. Current manual processes for staff and administrators will be reduced to a minimum, so that valuable time can be spent on managing processes, quality control and student service. Common data standards will be established to improve the integrity of reporting and analysis.

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Dewey Holleman

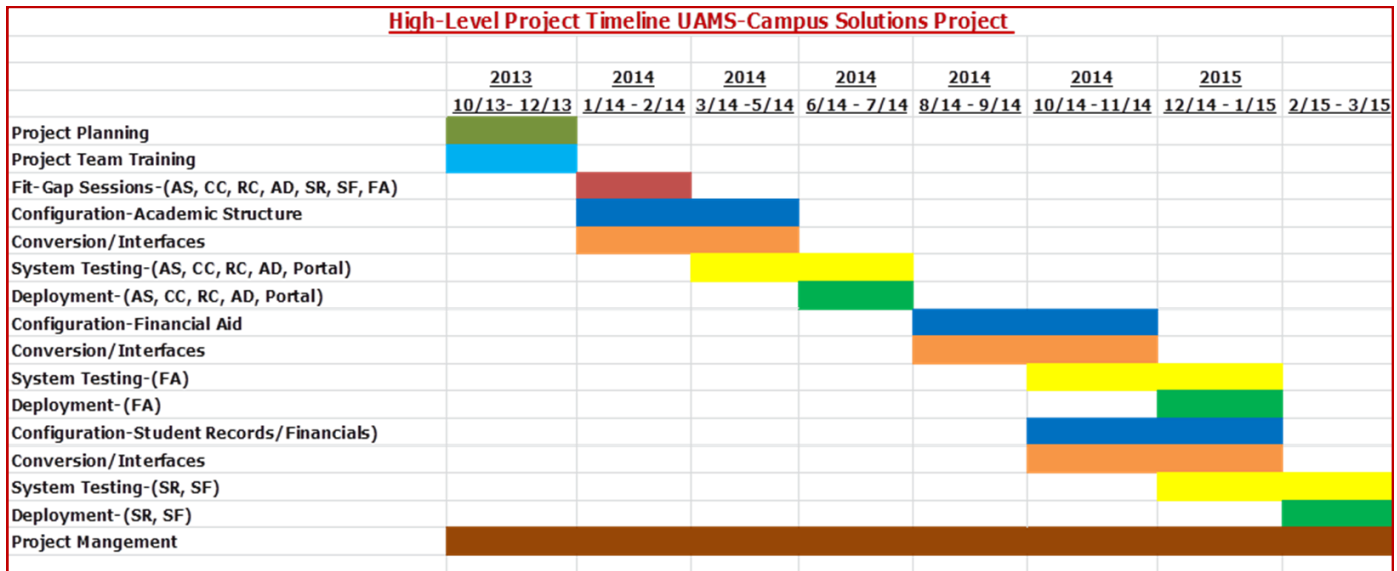
An ambitious implementation schedule is in place. Planning and Fit Gap Sessions are happening now in order to reach a Go Live date for the admissions module by July 21 of this year. Financial accounts will be operational January, 2015 and both the Records/Advisement and Student Financial Aid modules will be ready by Spring 2015. For the next two years the process of implementing a new software system will be difficult and at times painful, as five colleges and the Graduate School work together to establish many common processes and standardize business practices. The amount of planning and effort that this project will require to be successful cannot be underestimated.

Dewey Holleman, Ciber’s Senior Director of Higher Education Practice, provided an overview of the phases of the project. He stressed that the SIS has been designed using best practices in the industry for the processes and operations it encompasses, but that it takes people to make sure the SIS works for UAMS. Members of the SIS project teams, with input from across the campus, have to determine what changes in current business processes will need to occur in order for the SIS to reach its full potential.

Communication with the campus and key stakeholders during the implementation will be critical to overall success. A new Web site has been launched that will feature weekly updates on progress as well as project goals, guiding principles, announcements, a schedule of events, project teams and a project timeline. Each week an email with a link to the site will be send to keep college and academic personnel informed of progress. Updates will be included in editions of the Academic Affairs, Student Financial Services and Library Newsletters, and through coordinated email blasts.



--Elizabeth Bard



Project Goals and Guiding Principles

The Executive Steering Committee has established a number of goals for the new system:

1. Provide a central, integrated information system to support the educational enterprise.
2. Establish uniform data standards and collection practices to the greatest extent possible.
3. Employ best practices in all programs to the greatest extent possible.
4. Provide distributed access to all stakeholders, at appropriate levels.
5. Access at every level should provide self-sufficiency to the greatest extent possible (i.e., not dependent upon assistance/involvement from Academic Computing/IT, special programming, permissions, etc.).
6. Establish a system to integrate all facets of data and information on recruits, applicants, students, student financial accounts and student financial aid, as well as courses and course catalogs.
7. Establish strategies for monitoring and evaluating each area within the student information system (performance metrics).
8. Create a system that emphasizes sustainability over time.
9. Provide training and training documentation for each type of user, and a plan to sustain training and support as a permanent feature of the system.
10. Establish a permanent system of governance for:
 - Approval of system permissions and role assignments.
 - Review and approval of configuration changes and customizations.

Integrating functionality into a central system will involve a culture change and in some cases, adjusting current business processes to fit system configuration. The SIS Project Guiding Principles provide direction and priorities for decision-making, at each level and phase of the implementation:

1. Oracle's PeopleSoft software modules will be used as the default, "best practice" for any software decisions for student and education system solutions. Using non-Oracle modules for areas that Oracle provides functionality will require the expressed consent of the Executive Steering Committee.
2. All staff and faculty who use the SIS will be required to use the Oracle system.
3. All staff and faculty who use the SIS will be required to undergo the recommended training.
4. Configuring the software system and its parameters for workflows will occur as a part of the project. Any customization of PeopleSoft base logic will be rare and will require the expressed consent of the Executive Steering Committee.
5. Standardized workflows across the enterprise will be evaluated. This includes, but is not limited to, consolidation of like functions from multiple locations/departments/colleges. UAMS is dedicated to looking for new and improved business processes.
6. The system will be designed to maximize efficiency while still maintaining compliance with applicable accreditation requirements.

APPLICATIONS	ACTIVATION DATES
Academic Structure	7/21/2014
Campus Community	7/21/2014
Recruitment/Admissions Portal	7/21/2014
Financial Aid	1/26/2015
Student Records	3/2/2015
Student Financials	3/2/2015
System Functionality	7/1/2015

Student Information System Teams

There are a number of *Teams* that are working to define and implement the new Student Information System.

- Executive Steering Committee
- Project Leadership Team
- Functional Area Teams
- Campus Community Committee
- Subject Matter Expert Teams

Executive Steering Committee

Purpose: The Executive Steering Committee (ESC) provides executive oversight and support for all aspects of the SIS project, and is the final decision-making authority.

Members

Jeanne Heard, Provost
Bill Bowes, Vice Chancellor, Finance/CFO
Dave Miller, Vice Chancellor, IT/CIO
Steve Boone, Associate Provost, Academic Affairs
Elizabeth Bard, Assistant Provost, Academic Affairs
Cheryl Lane, Assistant Vice Chancellor, IT
Cliff Stephenson, Project Manager, IT
Gary Barnett, SIS Project Manager, IT

Project Leadership Team

The Project Leadership Team and the Module Teams perform the core work of the project and together are considered the Core Project Team. Day to day operations, planning and processes are managed at this level according to the goals and guidelines established by the Executive Steering Committee.

Members

Elizabeth Bard, Assistant Provost, Academic Affairs
Cliff Stephenson, Project Manager, IT
Gary Barnett, SIS Project Manager, IT

Functional Area Teams

Functional Area Teams are responsible for carrying out all operations (defined below) for their respective team. They will seek input from the Campus Community and other Subject Matter Experts on an as-needed basis.

Admissions & Recruiting

Lydia McDonald (Primary)
Pat Edgerson (Backup)
Ivy Pearsall (I.T.)

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Student Information System Teams

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Student Records & Academic Advisement

Kristen Sterba (Primary)
Schwanda Flowers (Backup)
Ivy Pearsall (I.T.)

Student Financial Aid

Alicia McReynolds (Primary)
Tammy Carter (Backup)
Alan Burke (I.T.)

Student Accounting/Financials

Kristy Walters (Primary)
Stacie Mandeville (Backup)
Alan Burke (I.T.)

Campus Community Committee

Members

Leslie Hitt (NWA)
Tom Lewis (COM)
Wade Beard (Institutional Advancement)
Kristine Stump (CON)
Vivian Flowers (Diversity)
Kevin W. Ryan (COPH)
Libby Ingram (Library)
Stephanie Colclasure (Bookstore)
Shelli Garcia (Parking)
Kathy Orear (COP)
Tom Pilgreen (COHP)
Pam McCullough
Melissa Vandiver, Student Employee Health Services (SEHS)
Cheri Goforth, Campus Life and Student Support Services (CLSSS)

Subject Matter Expert Teams

Purpose: This group includes staff who are not assigned to the Core Project Team but who will be relied upon to provide critical services during the implementation phase, including college staff (chiefly Registrar Offices, Enrollment, Admissions, Recruitment, Academic Advising, Assistant and Associate Deans); Financial Aid staff, Finance/Financial Accounting staff, personnel from various Academic Affairs units and Academic Computing). A few hours of meeting time will be required (scheduled time), but most of the time commitment for individuals in this group will be in non-scheduled time, e.g., performing testing work. This type of task will largely be done at the individual's work station and according to their own schedule.

Student Records & Academic Advisement

Christy Brazil, COM
Chuck Desjardin, AC/IT
Phyllis, Fields,

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Student Information System Teams***Continued from page 5******Student Records & Academic Advisement (continued)***

CHPPattie Hamilton, GRS
Tom Hart, AC/IT
Tom Lewis, COM
Pam McCullough, GRS
Phyllis Lloyd, CHP
Dwana McKay, COM
Kathy Orear, COP
Ivy Pearsall, AC/IT
Kristine Stump, CON
Marie Walker, COPH

Admissions & Recruiting

Angie Choi, COPH
Brian Cobb, AC/IT
Linda Dupuy, COM
Phyllis, Fields, CHP
Jenny Kyle, CON
Kathy Orear, COP
Jackie McRoberts, GRS
Tom South, COM
Pam McCullough, GRS
Don Waymack, AC/IT
Heads, members of college admissions committees

Student Financial Aid

Alan Burke
Tammie Carter
Gloria Kemp
Stacie Mandeville
Alisha McReynolds
Michelle Bradley
Teresa Booth

Student Accounting/Financials

Bill Bowes
Toni Emerson, VCAA
Lou Forst, COP
Tom Hart, AC/IT
Stacy Hoyle, CON
Gloria Kemp
Susan Leon, COM
Joni Pearson, Finance
Marilyn Bowman
Jake Stover, Finance
David Wilcox, Finance
Bill Waldron, Budget
Bill Woodell, CHP