



TEXAS SOUTHERN UNIVERSITY

RENEW 2022

A Collaborative Journey for Change

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A Collaborative Journey for Change

January 9, 2020



Introductions

“Coming together is a beginning, keeping together is progress, working together is success”
- *Henry Ford*

Introductions

Mario Berry, VP of Information Technology/CIO

Glen Johnson, General Manager

Sonny Gulati, Executive Director

Pete Wentzler, Technical Services Director

William Karant, Services Director

Robin Stubbs, Account Executive

Christine Warnquist, Project Manager

Agenda

Agenda

Background and Expectations

Relevant OIT Infrastructure Projects

Relevant Applications (Banner Integrated) Projects and Timelines

Support and Resources

What Happens Next?

Background and Expectations

Pain Points To Be Resolved

Show Me You Care

Top 10

1. **TSU Culture** – “This is how we have always done it” (*“I don’t want a new way to do it”*)
2. Current semi-monthly and monthly payroll processing dependent upon inconsistent manual processes causing errors and reporting irregularities
3. TRS & HRIS state reporting for retirees pay inaccurate and out of compliance
4. Replacement needed for TSU “home grown” state reporting process (*Financial Aid & Student Reporting*) – Banner TCC implementation incomplete
5. Current risk of insecure access leading to student data breach not sustainable
6. Admissions & Financial Aid create duplicate student records (*Inconsistent Matching Rules*)
7. Deans exception and override processes for students not documented in any system
8. Too Many Different Logins and Passwords
9. Banner data structure (*“where to find data”*) only known by a limited number of TSU employees, but required for daily job function and reporting
10. Upcoming compensation study can not be accomplished with current system payroll rules, inaccurate job classes, inaccurate legacy data, matrixed position control, and lack of tie-back to operating budget
11. Students not advised from standard/official TSU Programs; current standard is departmental exception based
12. Selection of UG Catalog Term 19-20 for advising foundation creates permanent program mismatch for student advising and degree matriculation reporting

Strategic Plan Alignment: Manual Process and Inefficiencies, Gaps in Capabilities & Training

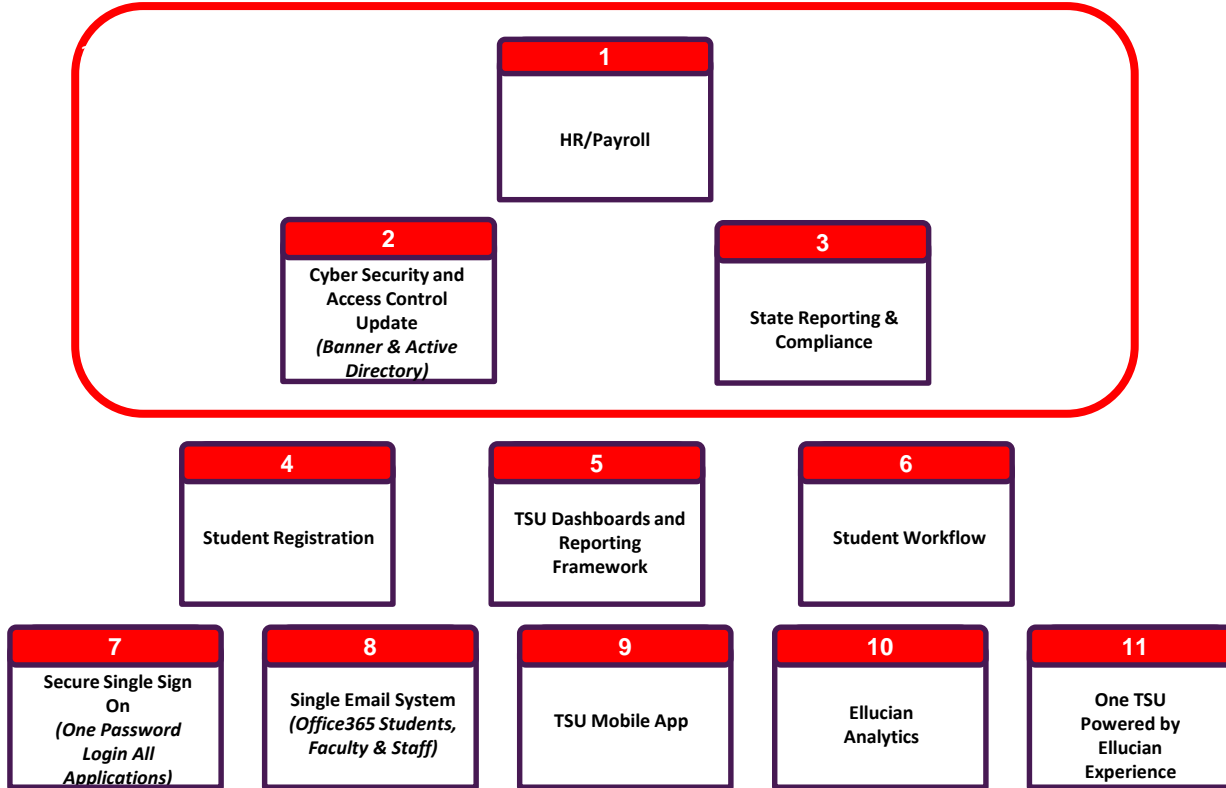
Top 5 Priority Alignment: Student Success and Completion Culture, Finances, Partnerships

13. Secure access to systems and services for new employees requires automation and expedite capabilities
14. Apply Texas student data import not mapped correctly to Admissions process
15. New Self-Service student registration features not installed / tested (*Banner 9*)
16. MyTSU portal setup not consistent for students and is not “One Stop” for access to everything systems and services
17. No standard procedures or “run book” for Registration, Advising, Financial Aid, Budgeting
18. Business processes run everything by exception versus standards
19. No single campus-wide data source; leading to inconsistent inter-departmental, state, and federal reporting
20. Currently too many reporting tools and none provide graphical data presentation “look & feel”
21. Currently multiple email systems, account name standards, and domains
22. Heavy reliance on OIT and IAPE for operational reporting
23. Good statistical reporting is more than a “nice to have”; needed for decision making and becoming a data-driven organization
24. Banner does not seamlessly integrate data to 3rd party applications used by departments
25. MyTSU for more than students please – (*MyTSU for faculty/staff when??*)
26. Role-based operational reports don’t exist for key areas of administration
27. Operational reports need to track key performance indicators as identified in the Strategic Plans and Top 5 Priorities
28. MyTSU and TSU Mobile application do not provide same features and services for students
29. **Why are we always fixing things and fighting fires?**
30. **How will we work on business process improvement if we are always fixing issues?**

TSU Strategic Initiatives

Strategic Plan Alignment: Manual Process and Inefficiencies,
Gaps in Capabilities & Training
Top 5 Priority Alignment: Student Success and Completion
Culture, Finances, Partnerships

Be Brief, Be Bright, Be
Gone



You Are The Key

- Awareness
- Attitude
- Energy
- Inclusion
- Collaboration
- Open-Mind
- Trust
- Sharing



You Are The Key

- **Leadership**
- **Responsibility**
- **Accountability**
- **Commitment**
- **Dedication**
- **Persistence**
- **Sacrifice**
- **Vulnerability**



Project Organization Approach

A Partnership Between You and Ellucian:

- Focused on institutional goals
- Full participation
- We make and keep commitments to each other

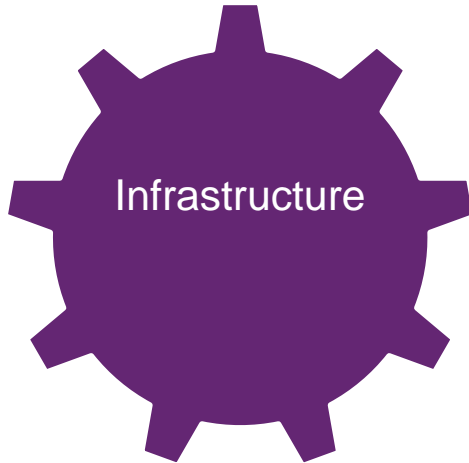
Each Team:

- Makes decisions
- Shares knowledge
- Listens and values input
- Clear, shared goals
- Team communication



Relevant OIT Infrastructure Projects

The 4 Major OIT Infrastructure Elements



Network Systems:

- ** Extend and Increase Wireless Capabilities
- ** Increase Backbone Speeds Everywhere
- ** Upgrade and create redundant Internet connections
- ** Upgrade VoIP system and introduce telepresence

Server Systems:

- ** Implement Identity Management
- ** Implement technology to increase email security
- ** Server Footprint Consolidation and Upgrade

Application Systems:

- ** Implement Portal and Incorporate SSO Applications
- ** Move Banner to Cloud
- ** General Council Digital Signing/Signatures

Desktop Systems:

- ** Centralize Desktop Management and Security
- ** Audio Visual Upgrades to 106 Classrooms
- ** Deploy 1500 New PC's Across Campus

Relevant Applications (Banner Integrated) Projects and Timelines

Applications and Services



Business System Analysis:

- ** Student Enrollment Management**
- ** Student Curriculum Management**
- ** Student Registration Management**
- ** Student Records Management**
- ** Student Accounts Receivable Management**
- ** Student Consulting, Training, Education**
- ** Financial Aid Consulting, Training, Education**
- ** Finance Consulting, Training, Education**
- ** Degree Works Scribe, Consulting, Training**
- ** Degree Works Educational Planner**
- ** Ellucian's International Student and Scholar Management (ISSM)**
- ** Intelligent Learning Platform (ILP)**
- ** Ellucian Recruit Services**
- ** Ellucian Workflow Enterprise Implementation Services**
- ** Reporting Review Service**
- ** Customization Specification Development**
- ** Project Management Services**

Support and Resources

The Ellucian Customer Support Center

What is it?

- Central location for all customer resources

How do I access it?

- ellucian.okta.com

How do I sign up for it?

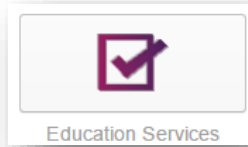
- <https://clientapps.ellucian.com/SignUp>



Your Ellucian Resources

ODSL eLearning Library
Project Site

Education Services



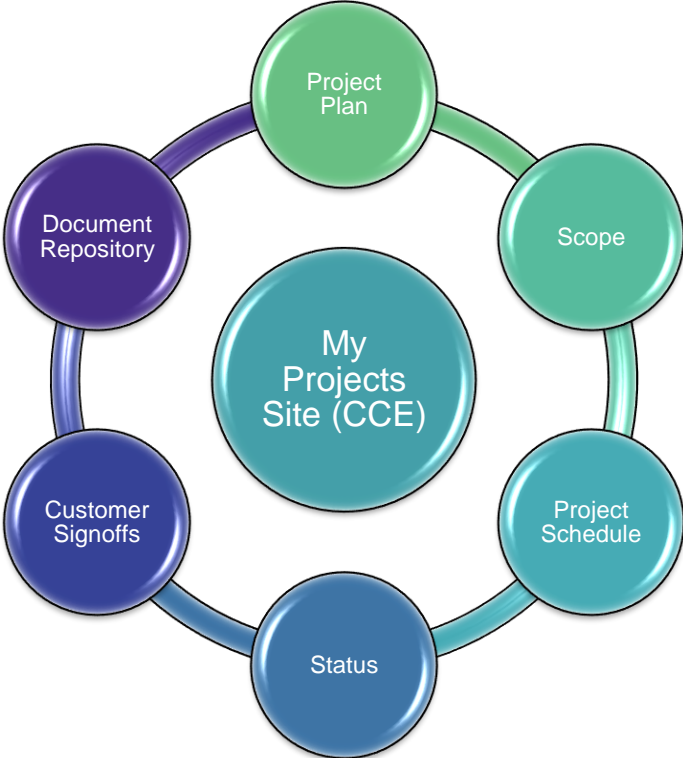
eLearning Library (ODSL) On Demand Subscription Library

- More than 4,000 lessons for the Ellucian solutions you use the most
- Delivered in pre-defined sets of courses referred to as Knowledge Packs.
- Hosted learning environment, accessible 24x7
- All training is tracked by the system
- [ODSL Course Listing](#) Library can be downloaded as an Excel or comma-separated file.

Instructor Led Training (ILT)

- Course Description and Registration information can be accessed in the [ILT Catalog](#)
- If you are interested in a course that is not currently scheduled or would like to bring a course on-site, please contact us at edservices@ellucian.com.

My Project Site



Project Site for TSU



Texas Southern University, TX, (2019) Renew 2022

[EDIT LINKS](#)

Search...

Texas Southern University, TX, (2019) Renew 2022

Project Dashboard

Executive Review

Engagement Review

Quick Add

Documents

Ellucian Only Internal

Leader Documents

Project Documents

Project Notebook

Project Schedule

Gantt - All

Gantt - Team

Task Details

Project Operations

Action Items

Engagement Notes and Accomplishments

Event Calendar

Change Requests

Decisions

Issues



[Project Scope](#)



[Action Items](#)



[Project Issues](#)



[Project Risks](#)



[Ellucian Edge Project Management](#)



[Customer Survey](#)

PROJECT STATUS

[View All](#)

Status Date	Quick Status	Cost	Issues	Resources	Risks	Schedule	Scope
12/30/2019	Continuing to request and plan resources. Kick Off scheduled for 1/9 at TSU, PM will be onsite continuing planning and start up activities	●	●	●	●	●	●
12/17/2019	Preparing for Kickoff the week of January 6th, at TSU.. Continuing to plan for resourcing and contract clarification.	●	●	●	●	●	●
12/05/2019	Reviewing the contract and SOW with both TSU and Ellucian.. Working to prepare the Project Site, timeline and resourcing requests. These are dependent on the outcomes of the discussion that we have been having.	●	●	●	●	●	●

[+Add new status](#)

PROJECT PULSE

[New](#) [Actions](#) [Show Only Problems](#)

Indicator	Goal	Value	Status
Past Due Action Items	0	0	●
Jeopardies/Show Stoppers	0	0	●
Past Due Issues	0	0	●

0 PAST DUE TASKS

0 TASKS NEEDING VERIFICATION

What Happens Next?

Current Status

- **Accomplishments already completed**
 - **Project Plans are underway**
 - **Core Teams identified**
 - **Cloud Environment established**
 - **HR/Payroll system analysis in-progress**
 - **Project Repositories being established**
 - **Many implementation activity dates in place for functional areas through 2022**
 - **Implementation support work already underway**
 - **ODSL set up – teams will receive additional information on access.**

Immediate Next Steps

- **Business System Analysis Schedule:**

Engagement	Onsite Week (Tues, Wed, Thurs)
ST Business System Analysis Enrollment	1/13/2020
ST Business Analysis Curriculum	2/3/2020
FA Business Analysis Financial Aid	2/17/2020
ST Business Analysis Registration	2/17/2020
ST Business Analysis Records	3/2/2020
ST Business Analysis AR	3/23/2020
Finance Business Analysis	2/3/2020

Banner System Analysis – Service Overview

Banner System Analysis



Analyze/
recommend



Identify
functions



Define TSU
training

Optimization Consulting



Roadmap
recommendations



Initiate
recommendations



Perform TSU
training

Expected Outcomes



Increased
Banner usage



Additional
functionality



Improved
knowledge

How do we accomplish success?

- Commitment, involvement, flexibility, and patience
- Significant time investment will be required
- Work together to accomplish tasks
- Be open to change
- Think outside the box on solutions

“Coming together is a beginning, keeping together is progress, working together is success”

- Henry Ford

Questions?