

CM News

An Update on The University of Mississippi's Campus Management Project

CM Core Teams Examine Admissions Process

Academic Structure, Student Administration, and Student Accounting are at the core of The University of Mississippi's new Campus Management (CM) system.

McCready, and Jill Stribling are the IT staff providing technical support to the teams.

The transition to CM began for the Undergraduate Admissions Office in the

then wait for the payment to come in," she explains. "The name on the application might be different from the name on the check, and someone would have to match that up. It was just a major manual process."

The new web interface has not only helped the Admissions Office, but response from prospective students has been positive as well, with some 5500 online applications being submitted to date.

The three admissions teams are currently putting all the steps involved in their respective processes into a workflow. In order to do this, though, every detail has to be examined and many decisions made.

"The three teams all got together and looked at the process the way it is today," Stribling says. "We looked at all the steps, which ones were manual and which automated, and we said, 'Okay, this is how it is today...how do we want it to be?'"

In this issue of CM News, we'll look at what the new system will mean for the Graduate and Law Schools, and in January's issue we'll continue coverage on the undergraduate admissions process.



Jill Stribling speaks to the three Admissions teams in an October 19th meeting.

As part of Student Administration, three different teams of faculty and staff are charged with developing and implementing the admissions component of CM. Dr. Larry Ridgeway heads the Undergraduate team, Dr. Maurice Eftink the Graduate team, and Dr. William Oliphant the team for the Law School. Linda Bailey, Jason Ferguson, Tim

spring when a totally new web application was made available to prospective students. Not only could students apply online, but they could now use a credit card to pay the application fee online as well. According to Jill Stribling, this was a huge step forward.

"Before, the Admissions Office would get an application, store it in legacy, and

Financial Aid Offers Self-Help Service for Students

At the end of November, the UM Financial Aid Office will be launching a new online "self-help" service for students as part of its ProSam software implementation. Students will be able to view the specific requirements for their individual aid packages and also print off award letters. This enhancement of the ProSam product was designed by the UM implementation team, including representatives from Financial Aid and the IT web group, in recognition of the fact that student access to financial aid information was too limited.

"In the past, students had to call or come to the office during business hours to learn about their status," explains Laura Diven-Brown, Director of Financial Aid. "This new capability will allow students easy 24-hour access to their own individual aid information, and we think this will greatly enhance their experience with the financial aid process."

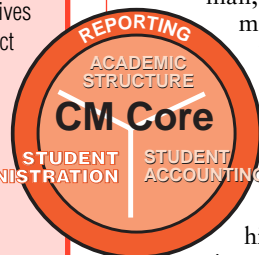
Information on this new service will be printed on students' next monthly bill from the Bursar's Office.

CM Will Change the Way Graduate, Law Schools Do Business

From applicants to faculty to staff, everyone involved in the Graduate School admissions process will benefit from the new Campus Management (CM) system.

Under the old system, applications were processed on paper and by hand. The Graduate School would receive applications, usually by mail, and once all supporting materials were received and matched by hand to the applications, then they would forward copies to individual academic departments who would then send their recommendations back to the Graduate School, all through campus mail. This process usually took weeks, sometimes longer, and was almost impossible to track without someone looking through files and making phone calls.

With CM, all this will change. An applicant will submit his or her application online and will be able to instantly track its status, 24 hours a day, seven days a week. The system will notify the Graduate School when all supporting materials have been received, and either manually or automatically they can approve the application



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SAP Representatives Visit UM Campus

Workflow was the hot topic of conversation when Bodo von Glahn, Development Architect for SAP, visited The University of Mississippi's CM workspace in Johnson Commons the week of October 14th. Von Glahn made the trip from SAP's head-



Bodo von Glahn (left) and Jason Ferguson

quarters in Germany to address specific issues related to the admissions component of CM.

"We found there is a gap between the functionality of what has been delivered already and what is needed to go live," he explained. "I'm here to bridge this gap and to analyze how the solution can be established in a very short timeframe."

Von Glahn worked throughout the week with IT staff, showing them how to intermin-

gle automated and manual steps in a workflow. According to Jason Ferguson, IT Systems Analyst III, there are all sorts of variables involved in processing applications and being able to customize the workflow will facilitate these and allow the system to do much of the work automatically.

"When an application is submitted, it will set off the workflow, and the system will send an e-mail acknowledging receipt with a URL where the applicant can track the status of their application," he said. "The application will be held until all the supporting documents are received, such as test scores and transcripts, and the system will then route it to an admissions officer for further processing if needed."

Diego Rincon, a Product Manager for SAP who works out of Miami, was also on hand the week of October 14. He has worked closely with the University of Montevideo in Uruguay, the first university to go live with SAP's Campus Management software.

"What I've seen around the world is that universities, even public universities,



Diego Rincon

are trying to be more like businesses," he noted. "So they need to have better, more efficient processes. The services that CM provides can enhance the experience for the students, who are the customers of the university."

The University of Mississippi is one of a handful of pilot sites which von Glahn is working with worldwide to launch SAP's Campus Management software.

"It's a very good atmosphere here, very friendly," von Glahn said. "I think it's a very good team, SAP and Ole Miss, and certainly within this group at Ole Miss."

Rincon concurred, saying "I've got a good feeling about the way things are being done here, and I think this will be a very successful project."

The Other UM

For information on The University of Montevideo's experience with SAP's Campus Management software, visit www2.um.edu.uy/sap/indexen.htm.

Graduate, Law Schools continued

and then route it directly to the appropriate academic department and its designated representative. That person will be able to review the application, enter notes on it, and refer it to other department members for review, before sending a recommendation back to the Graduate School, all totally online.

"We are very excited about the prospect of the CM online admissions process," Dr. Maurice Eftink, Dean of the Graduate

School, stated recently. "I think it will significantly change the way we acquire applications and route materials to the graduate program advisors in academic departments."

The Law School's current admissions process is more streamlined than that of the Graduate School but will still see improvements under the new system.

"The more we learn about what CM will do, the more anxious we are to begin

using it," comments Barbara Vinson, Director of Admissions and Recruiting for the Law School.

With CM scheduled to go live next spring, the transition will come at the busiest time of the year for admissions offices. For both the Graduate and Law Schools, though, the new system promises to make the process a lot less labor-intensive than it is now.

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