



STEERING COMMITTEE RECOMMENDATION APPROVAL REQUEST

Process: Orientation

Description of Recommendation: The current orientation process is dependent on the legacy mainframe system for a number of information services. This proposal presents options for providing comparable functionality from within an SAP Campus Management (CM) environment. There are three areas of focus: (1) orientation session registration; (2) correspondence and reporting requirements; and (3) communication of account access information to students.

The primary points are as follows:

- The SAP HR Training and Event Planning (TEM) module will be used to manage enrollment in orientation sessions. The orientation process requires ongoing correspondence with participants, the generation of nametags and labels, and various reports such as advising lists and the random assignment of students to 15-member orientation groups by session. The HR TEM module provides outstanding correspondence support, e.g., to produce orientation enrollment confirmations. Many pre-configured reports are available through HR TEM. Standard SAP tools will be used to meet any remaining reporting needs, and, where possible, the generation of this information will be pushed out to the users that require it.
- Self-service enrollment will be accomplished by means of a web form that includes support for the automatic calculation of orientation fees and online credit card payment. This web form will be linked from the orientation website and will be implemented in two phases: Spring 2003 and Spring 2004. In the Spring 2003 version, once the user has submitted the form and paid online, an e-mail work order and log entry will be initiated. The Orientation office will enter information in HR TEM manually. The interface will be designed to minimize data entry, e.g., by pulling in student data that is already stored in CM. Interaction with SAP will be limited to display-only (student and session information). The Spring 2004 version will allow for automated enrollment in events, i.e., tight integration with HR TEM from the web, and will eliminate the need for manual entry by the Orientation office. A two-phased approach is necessary due to the large number of new, critical web applications that must be functional by Spring 2003. In both versions, support will need to be provided for changes and cancellations to prior orientation enrollments with notifications to related areas such as Housing.

- A method for allowing the Orientation office to provide credit card refunds will be established for the Spring 2003 timeframe.
- In future years, newly admitted students will receive their student number and account information as part of the admissions workflow; however, the communication of this information will require special handling the first year. Specifically, once students are migrated from the legacy system, a communication will need to be generated that informs them of student number, WebID, and e-mail account. Alternatively, the communication could tell them how to find out this information online, e.g., by entering SSN and birthdate.

Two very important activities that take place as part of Orientation sessions are advising and registration for classes. These are being addressed elsewhere, but the results will need to be incorporated into the Orientation process.

Underlying Opportunities:

The migration to CM provides a good opportunity to make the transition from a completely manual process to one that is fully automated.

Pros Supporting the Recommendation:

- Results in better customer service via self-service enrollment into orientation sessions and online payment.
- Eliminates manual data entry by the Orientation office (targeted for Spring 2004).
- Maintains an integrated information system by making use of the HR TEM module.

Cons Against the Recommendation:

- Use of HR TEM may impact existing use by the Human Resources Department to provide campus workshops.
- Delays a fully automated solution until Spring 2004.

Issues, Concerns, or Currently Unresolved Aspects of the Recommendation:

A separate group is investigating how advising will be impacted by the migration to CM. Example issues are how advisors will lift advising holds, what kind of system access should they be given, etc. The outcome of this effort will need to be incorporated into the orientation process. For example, advisor authorizations will need to be set up, and advisors will need appropriate training. Likewise, orientation leaders will need to be trained in the new web registration process.

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For further information about this recommendation, contact:

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