Agenda

- **Operations Milestones**
  - Jerry Sheehan, VP for Information Technology

- **Legacy Systems-WebPortal and SIMS**
  - Tony Chung, AVP for Enterprise Information Systems

- **Student Records and Admissions**
  - Stefan Hyman, AVP for Enrollment Management

- **Advising**
  - Joanna Brooks, AVP for Faculty Advancement and Student Success

- **Reporting**
  - Matt Brown, my.SDSU Reporting Tiger Team Co-Lead

- **Training**
  - Lindsay Vance, my.SDSU Training and Support Lead

- **Support**
  - Jerry Sheehan

- **Open Q&A (-All)**
Operations Milestones-Jerry

- Student Financial Aid Module Operational, Student Financial Operations Module Operational, Student Admissions Configured and Beginning Operations, Student Records Configured and Beginning Operations
- Data rows converted: **5,257,575**
- Login count 10/11 to present: **61K on-going students, 14.3K faculty/staff, 22.8K new students**
- Total Financial Aid Awarded: **$415.7M for 25,437 enrolled students**
- Total Cal State Apply Applications for Fall 2023: **15,275 to date**
- Systems integrated by mid-November: **27**
Legacy Student Information System-Tony

- **SIMS & WebPortal**
  - All historical data are archived, not deleted or destroyed
  - Limited read-only access for select WebPortal services

- **Faculty & Staff**
  - Historical Faculty Evaluation and Incomplete Agreement data accessible via WebPortal through Aug 2023

- **Official and Unofficial Transcript**
  - Current Students: Accessible via WebPortal until Nov 4
  - Former Students: Continue to access via WebPortal after Nov 4
Student Records:

- Active student population's academic history now loaded in my.SDSU
- uAchieve Degree Audit upgrade has been completed, with data successfully flowing in my.SDSU
- Spring 2023 schedule has gone live, as have student shopping carts
- Student registration appointments have been issued (11/28 start to registration)
- Transcripts (official and unofficial) to be available in my.SDSU on 11/4

Admissions:

- Fall 2023 applications successfully loading in my.SDSU
- Applicants being provisioned login credentials to monitor status
- Graduate admissions checklists configured and live, undergrad in final stages pre-activation
- Integration with new Admissions CRM (Slate) now complete
- Graduate admissions view has been configured; training began last Friday, 10/21
More than 600 campus faculty and staff (AA, SACD, BFA, SDSURF)

Support undergrads as they navigate the curriculum, the institution, and their individual growth.

SDSU Canvas Advising Homeroom enrolls 809 advisors for required training and ongoing updates.

Advisors are among the heaviest users of SDSU’s student information system, directly and indirectly as it feeds advising platforms like SDSU Navigate (EAB).
## SDSU Navigate

<table>
<thead>
<tr>
<th></th>
<th>AY 2020-21</th>
<th>AY 2021-22</th>
<th>% CHANGE</th>
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</thead>
<tbody>
<tr>
<td>ACTIVE USERS</td>
<td>332</td>
<td>1041</td>
<td>213% Increase</td>
</tr>
<tr>
<td>APPOINTMENTS</td>
<td>31,368</td>
<td>59,908</td>
<td>91% Increase</td>
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<tr>
<td>MESSAGES SENT</td>
<td>419,641</td>
<td>483,882</td>
<td>15% Increase</td>
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<tr>
<td>ADVISING SUMMARIES</td>
<td>27,136</td>
<td>50,198</td>
<td>85% Increase</td>
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### Advisors & my.SDSU

<table>
<thead>
<tr>
<th>NAVIGATE</th>
<th>Late September: transition plan finalized, including reschedule of registration</th>
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<tbody>
<tr>
<td></td>
<td>9.30 First Provost’s Advising Forum to prep for Navigate transition</td>
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<tr>
<td></td>
<td>10.4 Navigate Info Session</td>
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<tr>
<td></td>
<td>10.7 Navigate goes off-line</td>
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<td></td>
<td>[Transition data feed and users into new “instance” (FASS, SACD, ES, IT, CO, EAB)]</td>
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<td>10.17 Go-live and troubleshooting</td>
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#### my.SDSU Office Hours
- October 28 - November 2
- (8:30am - 9:30 am)
- [Zoom Link](#)

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<thead>
<tr>
<th>my.SDSU</th>
<th>10.21 Second Provost’s Advisor Forum to prep for my.SDSU go-live.</th>
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<tbody>
<tr>
<td></td>
<td>10.26 my.SDSU go-live</td>
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<td>11.4 transcripts available</td>
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<td></td>
<td>10.1 WebPortal freeze</td>
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<td>10.18 - 20 Iteration of advisor interface &amp; new videos at my.SDSU.edu</td>
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<td>- Advisor Resources</td>
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<td>- Service Now</td>
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<td>- FAQ</td>
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Reporting-Matt

- Delivered first Curriculum and Admissions Reports used for scheduling classes and the admissions cycle.

- Providing support for specific data requests during the initial Fall usage of my.SDSU.

- Working with training team to evaluate specific training content needed for reporting purposes. The Tiger Team has built first job aid for how to use ‘schedule query’ functionality.

- Public reports and dashboards on ASIR’s website are scheduled to be available with Spring 2023 data after census in February.
Training-Lindsay

- **my.SDSU.edu**
  - Hub for Training & Support
  - On-Demand, always-evolving content for students, faculty, staff, advisors

- **my.SDSU 101 | Canvas**
  - Support for frontline staff
  - 180+ Enrolled

- **Orientation to my.SDSU | Virtual/Zoom**
  - Attendance: 375
  - October 10-27
  - Focus: my.SDSU Faculty Center (schedule, rosters, and ID lookup)

- **my.SDSU Coaching Lab: Advisors | Virtual/Zoom**
  - No registration needed
  - Drop in hours 8-9:30 AM
  - October 28 & 31, November 1 & 2
  - Focus: coaching support from advising colleagues

- **my.SDSU Waitlists & Grading | Virtual/Zoom**
  - Registered: 300+
  - November 7 - December 2 (dates added)
  - Focus: Managing grades and the waitlist process
Faculty/Staff, Students are requesting help through email, chat, phone, drop in at the vFIT center and via ServiceNow.

Since 10.10 - Nearly 1000 requests for support in ServiceNow, 700 of those have been closed, 259 are open.

125 student tickets at the Hub

Drop-in hours at vFIT for Faculty

Virtual live coaching and training sessions - Initial targeted sessions focused on faculty, more staff training being developed.
Top Issue: Access and Roles

- Accessing the appropriate data, reports, and tiles in my.SDSU due to the unique way that SDSU is organized and operates.
- Managing multiple roles (i.e., student, faculty, staff, advisors)
- General access to my.SDSU
- Access issues around PeopleSoft Human Capital Management and my.SDSU (also a PeopleSoft product)