# my.SDSU Town Hall

October 28, 2022

# 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 and Admissions-Stefan

**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

STUDENTS AT OUR CORE

- 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

# SDSU Navigate

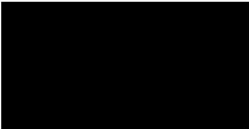| | AY 2020-21 | AY 2021-22 | % CHANGE |
|---|---|---|---|
| ACTIVE USERS | 332 | 1041 | 213% Increase |
| APPOINTMENTS | 31,368 | 59,908 | 91% Increase |
| MESSAGES SENT | 419,641 | 483,882 | 15% Increase |
| ADVISING SUMMARIES | 27,136 | 50,198 | 85% Increase |

# Advisors & my.SDSU

| | PREPARATION | INNOVATION & ITERATION | ONGOING SUPPORT |
|---|---|---|---|
| NAVIGATE | Late September: transition plan finalized, including reschedule of registration<br><br>9.30 First Provost's Advising Forum to prep for Navigate transition<br>10.4 Navigate Info Session | 10.7  Navigate goes off-line<br><br>*[Transition data feed and users into new "instance" (FASS, SACD, ES, IT, CO, EAB)]*<br><br>10.17 Go-live and troubleshooting | **my.SDSU Office Hours**<br><br>**October 28 - November. 2 (8:30am - 9:30 am)**<br>**Zoom Link** |
| my.SDSU | 10.21 Second Provost's Advisor Forum to prep for my.SDSU go-live. | 10.1 WebPortal freeze<br>10.18 - 20 Iteration of advisor interface & new videos at my.SDSU.edu<br>10.26 my.SDSU go-live<br>11.4 transcripts available | - **Advisor Resources**<br>- **Service Now**<br>- **FAQ** |

# 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](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

# User Support-Jerry

- 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)