

Angelo State University Residence Life Housing Director Project

Close Out Information

INSTRUCTIONS: Save completed form on line and forward a printed, signed copy to the Project Office by March 12, 2008. (J:\Projects\Residence Life Housing Director P07-001\50 Project Close Out)

A. Type Initials by each objective that your area met during the Residence Life Housing Director Project implementation.

1. Provide an information systems environment with real-time integration between Banner and Adirondack - Housing Director to reduce manual data entry processes, and provide for more accurate and consistent data.

Measurement of Success (Deliverables):

_____ Deployment of Adirondack - Housing Director by August 1, 2007. [Went live with The Housing Director October 1, 2007.](#)

_____ Elimination of data entry in shadow systems (Housing report and occupancy report - Excel) by February 1, 2008. [Yes and No. We are still manually creating reports, but the new system has made it easier to extract and automate steps in the data collection process of the reporting. We have made business process changes and change the content/organization of the Housing report.](#)

_____ Elimination of the need to update meal plan changes in both the Banner and CBord systems separately by February 1, 2008. [Not met in phase I & II. IT resources were needed on other projects. This part of our implementation was moved to "phase III" to occur by August 1, 2008.](#)

_____ Eliminate the need to update card access information in both the Banner and CBord systems separately February 1, 2008. [Not met in phase I & II. IT resources were needed on other projects. This part of our implementation was moved to "phase III" to occur by August 1, 2008.](#)

_____ Eliminate or significantly reduce the need to manually enter housing applications in Banner by August 1, 2007. [The Housing Director implementation was October 1, 2008. At this point we were still manually entering info, but into The Housing Director, not into Banner.](#)

_____ Eliminate or significantly reduce the need to manually enter housing applications by February 1, 2008 [On-line \(student entered\) info began with Feb. 1st. Apply On-line. Residential Programs office staff now only manually entering the occasional "paper" applications that come in to the office. These are leftovers that were already in](#)

circulation prior to on-line application. On-line capabilities for MyHousing (room/roommate/meal selection) began with MyHousing go-live on February 15th.

2. Provide on-line capabilities for students and staff.

Measurement of Success (Deliverables):

_____ To complete and submit a housing application on-line by February 1, 2008. Complete with Apply On-line February 1st.

_____ To allow students to be able to Select room and roommates during the renewal process by February 2008. Complete with MyHousing go-live on February 15, 2008.

_____ Request room and roommate changes by February 1, 2008 Complete with MyHousing go-live on February 15, 2008.

_____ Approve room and roommate changes by February 1, 2008 Complete. Expected to be implemented as a process by September 1, 2008. (When we start allowing room change requests)

_____ Check application status by February 1, 2008. Complete with Apply On-line February 1st.

_____ Check waiting list by February 1, 2008. Waiting list functionality of the product not really working. We changed our processes and have eliminated waiting lists.

_____ Check/Update application information by February 1, 2008. Complete with Apply On-line February 1st.

_____ Submit work order requests by February 1, 2008. Not complete. Pushed to Phase III. Scheduled for August 1, 2008. IT and Res. Programs resources unavailable to dedicate time to this aspect until after Phases I & II.

_____ To allow students to view housing charges by February 1, 2008. Not completed. Current campus accounting processes do not allow for this at this time. Only room and board charges are visible.

_____ Make deposits/payments on-line for housing deposits, damages or other misc. charges (break housing, cleaning, disciplinary fines) by February 1, 2008. Not completed. Current campus accounting processes do not allow for this at this time. Only room and board charges are visible.

3. Provide student conduct reporting for our staff.

Measurement of Success (Deliverables):

- Ability to enter student conduct reports by August 1, 2007. Not complete in this project. Student Judicial Module is required for this. Included in FY09 budget request.

- Ability to track student conduct reports by August 1, 2007. Minimal. Very rudimentary ability to note violation, sanction. Student Judicial Module is required for this. Included in FY09 budget request.

- Ability to track student disciplinary sanctions by August 1, 2007. Minimal. Very rudimentary ability to note violation, sanction. Student Judicial Module is required for this. Included in FY09 budget request.
4. Provide room inventory capabilities for our staff
Measurement of Success (Deliverables):
- Manage room inventory by (Phase II) Not complete. Very basic capability to manage room property inventory in Maintenance section.
 - Manage room condition by (Phase II) Not complete. Process change is better option at this point. We'll revisit with future releases of the software.
5. To eliminate manual processes
Measurement of Success (Deliverables):
 Eliminate or significantly reduce manual entry of housing applications by 75% by August 1, 2008. We processed about 2500 for the academic year 2007-2008. Accomplished by February 15th the Apply On-line go live.
 Eliminate 75% of paper / manual submission of change requests by August 1, 2008 . This will lead to a decrease in data entry of change requests by 75% . Accomplished by February 15th . Combination of software implementation and change in processes.
 Eliminate "4-part" check-in / check-out change form by February 1, 2008. 75% complete. Pending integration/automation of meal plan changes with CSGold system. Anticipated 100% complete by August 1, 2008.
 Eliminate manual processing of exemption requests by February 1, 2008. Yes and No. Software has greatly reduced the amount of time required to process exemptions, primarily due to easy of extracting information, reporting and electronic communication with students. Exemptions still require that the student provide supporting documentation, for this reason, fully automated is not expected.
6. Improve speed and accuracy of communication within our department
Measurement of Success (Deliverables):
 Area Coordinators / Hall Secretaries to be able to view/approve in real-time change requests submitted by students by February 1, 2008. Complete. Combination of on-line room change requests and Desk Staff functions allow for close to real time processes. We have this function available, but will not implement the process until August 2008 when we begin allowing room change requests.
 Hall supervisors / secretaries able to enter damage/cleaning/misc. charges at the Hall by February 1, 2008. Not complete. Pending changes to the University's student billing/accounts process.
7. Improve speed and accuracy of communication with our external customers

Measurement of Success (Deliverables):

- Automated acknowledgement of deposit receipt by August 1, 2007. Not complete. It is our understanding that this may be available when on-line payment issues are resolved campus wide.
 - Automated acknowledgement of Application receipt by August 1, 2007. Complete February 1st. The on-line system acknowledges that the application has been submitted immediately. Payment and payment acknowledgement of the application fee and deposit, however, are still manual.
 - Automated electronic mass emailing capability by August 1, 2007. Complete with The Housing Director go-live on October 1st.
 - Ability to submit an application on-line by February 1, 2008. Complete.
 - Ability to track correspondence and student applicant/assignment history electronically by August 1, 2007. Complete. October 1, 2008.
 - Ability for students to check their application status, billing, waiting list status, assignment, roommate on-line by February 1, 2008. Some complete February 15th: Complete: Confirm that they have applied for housing, enter room and roommate requests, enter/update Personal Preferences, select a meal plan. Waiting lists have been eliminated. By August, 2008, addition of: Work Order submission, Room change requests.
 - Ability for students to check their work orders by February 1, 2008. Phase III: August 2008.
8. Improve reporting capabilities so that functional users can search on information not included in Banner or not readily accessible in Banner
- Measurement of Success (Deliverables): Overall, reporting capabilities in the Housing Director are exceptional. We are regularly finding new way to use it to simplify work processes. We are very happy with this feature.
- Automate occupancy and application reports to pull from Adirondack by September 1, 2007. Complete. October 1—and expanding.
 - Expand end user access to self-generate reports by September 1, 2007 Complete. October 1—and expanding.
 - Provide access to photos of student via the ID card system integration by (Phase II). Not complete. IT resources pulled to other projects. Scheduled for completion by August 1, 2008.
 - Consolidation in one interface (Housing director) of information currently accessed by going to multiple screens in Banner by August 1, 2007 . Complete. October 1, 2008.

Key Benefits listed to achieving the above objectives:

(Please note which were realized or will be realized in the near future)

Yes. Greatly expanded on-line “self-service” functionality to students
Yes. Greater flexibility / number of options available to students related to room requests.
Yes. Expanded access to frequently used information for staff
Yes. More in process. Consolidation of information from several systems into one interface.
Reduced. CSGold still dual. Billing/misc. charges, CashNet... still dual. Elimination of the need to duplicate data entry in multiple systems (Banner, CBord)
Greatly reduced. Elimination of manual “shadow systems” related to assignments, waiting lists, change requests, student conduct.
Better, but not at the level we need for Clery and other reporting. Judicial Module requested in FY 09 budget. Ability to enter and track student disciplinary issues on-line.
Improved, but not yet at the level we would like. Judicial module needed. Student disciplinary reporting.
. Decentralization of data entry related to processing of misc. charges (improve speed to complete the processing) Not complete, because we can't process student misc. charges to the student's bill
Overall, greatly improved. Still a few areas we are working on: CSGold, Student billing, Judicial, Maintenance. Automation of processes and reporting

B. Copy objectives listed above (and key benefits) that were not completed (or achieved) and explain reasons why.

Objectives/benefits related to student billing and charges were not implemented pending changes to the student accounts and CashNet systems to allow for on-line payment, posting of misc. charges to student accounts.

Objectives/benefits related to integration with the CSGold system are incomplete because IT resources were needed on other projects. These are expected to be complete by August 1, 2008.

While some rudimentary gains were realized in the area of student conduct reporting, we have discovered that more robust functionality is needed. We are requesting purchase of the Judicial Module in FY 09.

Implementation of the maintenance / work order functions of the software have been pushed to Phase III so that IT and Residential Programs staff could concentrate on Apply On-line, MyHousing and The Housing Director. In the end, it worked out better, because it gives our new Assistant Director, Facilities time to get some processes outlined prior to implementing the maintenance features. Scheduled to go live August 1, 2008.

C. Additional benefits gained, but not originally foreseen in your area.

The reporting capabilities of the software are one of our favorite features. We are still finding new ways to use it to simplify processes, focus communication, etc. It is easy to use and really allows basic and “power” users the ability to extract a wide range of information from the system.

Mass edit of student information has been an unexpected but very useful feature.

The ease with which we can now generate mass, targeted emails to our students was another surprise. We use that pretty regularly now and we are getting good response from it. We especially like the logging feature associated with it.

D. List new challenges created from implementation of the new system.

Staff training is going to continue to be one of the biggest challenges. The new system is easier to use on one hand, but also much more complex on the other. A greater level of technical expertise is going to be needed, particularly in key “administrator” positions—Assignments, Hall Secretaries.

“Training” the students to use the program. We developed what we thought were pretty good “help” documents, but we are still finding ways to continue to refine them. Students have more control over their housing arrangements, but they also have more responsibility to follow directions, meet deadlines etc.

Expectations: Now that students are finding that they can get information quickly, they are already expecting even more rapid response and greater access to information. The ability to make payment on-line has really become a pretty glaring omission in the new processes. We get questions about not being able to pay on-line on a daily basis now. (“I can apply on line, but I have to send in a “manual” payment?”).

Signature

Date