

## **Regional Planning Results: Today's Issues**

### **Short term improvements needed:**

Need to have plan a system wide plan for purging data

Need faster responses from Help Desk with solutions

Lack of integration with other systems – Maps/Sema4

Improve data integrity with more standardization and edits

Need a better defined governance structure with more campus consultation

Re-write/upgrade communication module to create professional-appearing letters and emails and to include tech ID

Need less competition for hardware resources during day when users need access to reporting/query environment

All screens should have view, update and delete options

More fields in ISRS should be mandatory (vs. optional) to promote data integrity

SSN should be required – not optional – if students want to attend, they should provide the data

We need redundancy for critical hardware, WAN, etc. – a fiber cut should not bring the Southeast area down

We need a unique, system wide Tech ID/Identifier for each student, faculty and staff member

And, we need a way to eliminate the current duplicates (duplicate resolution)

We need seamless access to information about students, faculty and staff (and financial aid) throughout the system – reentering data is cumbersome, time consuming and leads to data integrity problems

Don't drop for non-payment – business rules should match business practices

Much more granular security structure should be created – it's currently all or nothing

The system should be able to accept on-line payments for CE/CT

The system needs to allow 3<sup>rd</sup> party payments

Many key fields are not accessible in Brio and kept updated in the warehouse

Needs defined by the user groups should be addressed – the same needs are prioritized every year but never addressed

Need more quality training on a centralized, standardized basis – lots of staff turnover every year

Improvement needed in hardware and software reliability needed

Faster response time during certain times of day, semester (registration) or all the time

Certain student categories are not well supported with technology designed to support the unique needs associated with the category (i.e. undergrad, graduate, international, etc.)

Integrate ISRS and Sevis

End date logic should be standardized and improved

Over awarding financial aid is possible

Inability to project student demand from registration process

Need add-on systems for assessment data and for research/scholarly activity

Need to finish the Registrars business list of ISRS requests

Assessment score and data system upload instead of contractor

Commit resources to meet user needs, not just BOT and OOC needs

Auto populate fields such as county and zip

Data locking – limitation on the number of users at one time is unacceptable

Bring all modules up to date – Need more programmers

Information about roll outs not given to people who need it

Roll outs during heavy use periods are a bad idea

Need more lead time and communication between notice of impending changes and roll out

Better/more testing before roll outs

Immediate response time, faster

24 X 7 access (web based system) is needed

Need to have forms online with online submission

Can't find information on the web easily

Data integrity/Privacy – help people enter data correctly

Check out vendor provided packages – don't build everything

Need more security levels – view access rather than edit or nothing

Need to be able to see data from other campuses

Need a query/reporting system from within ISRS rather than using Access

Better documentation, not just screen doc and not written for programmers

Online field, screen and process help

A built in workflow is needed for many processes

Need batch loading

Need better sharing of procedures for query data

Better appearance of screens/displays

Need parking module

Need to get DARS up and running (SCSU)

Better and current documentation essential

More student online features

Single student sign on

Online support for courses and curriculum development

Eliminate duplication of efforts by centralizing some efforts and resources

Start acting like a system – provide services system wide

The system modules should be more closely integrated

There should be many, many more reports

We need better (clear) error messages

We need an effective mechanism to get information about system/module failures

A shopping cart environment should be available, especially in registration

There should be a way to provide feedback about the system, modules, programs and/or releases

We need faster download time

The system should accommodate digital signatures

The screens should be renamed in some sort of logical, meaningful way

We need better desktop hardware at the campus level

We need an interactive data warehouse with ALL of our data

The system should be compliant with best practices and be based on industry standard platform/technology – get rid of client server and make sure there is support for multiple web browsers

We need to be able to communicate with students, faculty and staff via email

When students register online, they should receive immediate feedback to know whether or not they were successful and are registered

Too many screens – users have to save too many times

Need to be able to see reports on screen – shouldn't have to print a large report just to see a piece of data

Campus autonomy stands in the way of standardized processes and procedures – we need alignment

Too much data on a single screen – not friendly to users or real campus practice

Too many log-ins – need single sign on

Documentation is needed before changes roll out

Users should be able to “bundle” the screens they need at the campus level

The system should support multiple cashiers using a single cashier session without having to log in/log out

Support PSEO with system functionality

Support Residential Life with system functionality

We need a common email system

We need a common phone system

We should be able to track employee status within DOER