



iNtegrate Project Bulletin

\`iN-tə-grāt\ v

to coordinate the Nevada System of Higher Education information systems into a functioning, unified whole

The Board of Regents Approves Additional Funding for iNtegrate

At its April 3, 2009 meeting the Nevada System of Higher Education Board of Regents approved an increase to the student technology fee, making it possible for individual campuses to cover costs to backfill staff that are working on the project, to hire additional technical and functional staff for the project, and to cover technical support, training and other project costs. The current technology fee is \$4.00 per student credit hour at each NSHE institution. The increase goes into effect Fall Semester 2009 and adds \$1.50 per student credit hour at each community college and at Nevada State College. At the universities, \$3.00 per student credit hour will be added to the fee.

iNtegrate Project Office Responds to High Priority Project Risks

One of the first tasks for Annie McDonald, who joined the iNtegrate Project Office as Project Manager in January 2009, was to create a risk catalog in order to identify and monitor major areas of risk that could potentially threaten the project's success. Development of an iNtegrate Risk Catalog was a natural progression from the readiness assessment work that was completed in the fall. The catalog provides information about each risk area and includes:

- Impact
- Category (Strategic, Reputational, Financial, Contractual (Legal), or Operational)
- Probability (high, medium or low)
- Impact Severity (high, medium or low)
- Risk Response (Mitigation/Contingency)
- Ownership
- Response Due Date
- Monitoring Status

Not surprisingly, the top five risks for the iNtegrate student information system project are the NSHE iNtegrate project budget; the overall project schedule and scope; sustainable leadership at the Regent, executive and project levels; availability of human resources (functional and technical staff); and the adequacy of technical resources (infrastructure, expertise, consulting services). These and several other risk areas are being monitored on a weekly basis. Mitigation and contingency plans are under development and several steps have already been taken to lessen the impact of risks that have a high probability of occurring. Having this project management tool in place is just one of the process improvements that Annie brings to the project.

Issue 8

integrate.nevada.edu

April 16, 2009



Spotlight on the End User

(continued)

Business Process Design Creates New Opportunities to Reduce Effort and Avoid Costs

The following is an example of a business process improvement that has been approved by the project team.

Current process for most NSHE institutions when permission is needed to enroll in a class is for students to obtain an approval form and have it signed by the instructor/dept/advisor depending on what approval is needed, and then return the form to the admissions/records office for review/approval/processing. Hundreds and thousands of students pass through this process on various campuses each year for what is often routine processing. The institutions would like to take advantage of technology and the functionality of PeopleSoft and put this approval process in the hands of those responsible for it. This would eliminate lines for routine data entry in the admissions/records office and make staff more available to students who have more complex problems. However, the Class Permission component as delivered in PeopleSoft has some issues that make the institutions reluctant to distribute the process. The institutions would like to be able to distribute Class Permissions to advisors and departments across campus, but ensure that security controls are built in to govern who can do what with those classes.

The total number of overrides granted annually at NSHE institutions follows. In many cases, this number is low because the departments or office will enroll a student instead of doing an override so the student can enroll him or herself.

Total Annual Overrides Granted:

CSN	53,248
UNR	31,000
UNLV	29,618
TMCC	21,500
GBC	5,655
NSC	3,800
WNC	1,900



iNtegrate Project Bulletin

Page 3

Spotlight on the End User:

**Business
Process
Design
Creates New
Opportunities
to Reduce
Effort and
Avoid Costs**

Benefits of the Process Improvement:

- Place class permissions in the hands of those responsible for approving permission to enroll.
- Create fewer steps for students and make the process more efficient.
- Embrace technology; replace paper forms with electronic approval.
- Provide the departments with more timely information about who has been approved, who has registered with those approvals, how many seats/ approvals are still available to hand out.
- Reduce traffic in admissions and records offices for routine data entry functions during peak processing periods so staff is more readily available to work with students who have more complex problems.

As you can see, the spotlight is on the end user, whether it be student, faculty or staff. In the case illustrated above, this improvement in business process will benefit all users of the iNtegrate student information system.