PROPOSAL 17
PROJECT LEAD: Patti Flynn, Assistant Director - Records and Registration

INITIAL KEY PROJECT CONTRIBUTORS:

- **Abe Johnson**, Information Technologies Application Specialist IV - Records and Registration. Continued collaboration with existing technical personnel in the enterprise system environment.
- **Julie Harner**, DARS Coordinator – Records and Registration. Insight and continued collaboration with academic advisors and admissions regarding transfer articulations and the Degree Audit Reporting System (DARS), including processes and procedures and the impact of policies and degree changes on degree completion for current students.
- **Lane Anderson**, Program Support Supervisor – Records and Registration. Insight and continued collaboration with academic departments regarding catalog and course announcement information, including processes and procedures and the impact of changes of courses on campus resources.
- **Heather Power**, Assistant Director - Student Financial Services. Insight and continued collaboration with academic departments and Business and Finance regarding policies and procedures affecting the offering of courses and billing of students.
- **Patty Rockwell**, Assistant Director - General Undergraduate Academic Advising. Insight and continued collaboration with academic advisors, including transfer student advisors, regarding policies and procedures affecting general education requirements and degree completion expectations.
- **Geri Scott**, Program Coordinator - Spokane Center/Riverpoint Student Services. Insight and continued collaboration with academic and administrative components at off-campus Spokane locations, regarding facilitation of information to outlying programs.

SUPPORT OF EWU ACADEMIC AFFAIRS STRATEGIC PLAN
Key to any integration and collaboration between students and faculty, and between academics and administration, is the communication and coordination of efforts. Although many tools are available to assist faculty, staff, and students with understanding academic progress and course offerings, many department faculty and staff are left without the necessary training to put such tools to good use. Lack of training in EWU’s main computer systems (Banner/SIS, DARS, EagleNET, Acorde, etc.) and procedures associated with the systems has resulted in misinformation to faculty, staff, and students and unnecessary delays or errors in advising and course input. Ultimately, lack of a cohesive means to keep the campus community informed of technical systems available to them, and the processes and
procedures associated with technical systems, significantly diminishes the ability to foster connections between faculty, staff, and students.

The goal of the full-time temporary employee would facilitate the development of well-designed end-user training tools to be used throughout the campus, helping to bridge the gap between the intent of academic policies and implementation of student information resources. Ultimately, the increased communication would assist in:

- Providing resources for faculty advisors, general advisors, and other student services teams to more personally engage students in their academic progress and degree success;
- Facilitating development of faculty and staff regarding student services resources developed to support the academic community’s commitment to student success, degree completion, and academic integrity;
- Coordinating communication between both academic and administrative employees to help develop an academic culture that is more cohesive in the implementation of “operational-ized” Strategic Plans.

Resources provided to this initiative would make possible training tools compatible in EWU’s multi-platform technical environment (e.g. Microsoft, Apple, Linux, etc.). Additionally, trainers could develop presentation material and test environments within environments familiar to faculty and staff.

**INITIATIVE OVERVIEW**

Approval of a full-time temporary employee and related resources to facilitate well-designed end-user training associated to the Degree Audit Reporting System (DARS), document imaging, and Banner, as well as the production of training tools.

Significant changes in the student information system from SIS Plus to Banner, as well as on-going development of DARS, Document Imaging, and Integrated Student Services, require more:

- interactive communication through structured training and informational resources from Enrollment Services to colleagues, students, and faculty;
- deliberate guidance to the staff on developing tangible strategies, methods, and techniques, including developing sustainable training tools and resources, and assisting in building solid, content-rich training programs in each area.

The goal of the initiative is not to create a permanent trainer for Enrollment Services, but to provide a full-time temporary individual to assist full-time permanent staff in developing training and procedural tools that would facilitate University-wide training and information. Additionally, the initiative’s goal would incorporate best practices in implementing tools that are easily updatable in order to address EWU’s commitment
to foster integration and interdependence through changing “high-tech” and “high-touch” venues. The development of these tools would also include collaboration with existing areas that offer training (e.g. Enterprise Systems, Human Resources) to develop University-wide training in order to provide continuity and cost-effectiveness to training resources.

**EXPECTED OUTCOMES SUPPORTING STUDENT SUCCESS & FACULTY DEVELOPMENT**

Coordinated techniques and up-to-date training materials will:

- timely communicate changes in student services systems to all University faculty, staff, and students;
- effectively provide resources to faculty and staff to enhance student services and advising;
- efficiently create organized, well-developed, sustainable training resources to decrease confusion throughout the University regarding the “operational-ization” of University policies;
- successfully present more engaging training styles, easy-to-understand handouts and user-friendly websites to new students and their families regarding University policies, procedures, deadlines, and requirements in order to increase retention and compliance.
### TIMETABLE FOR IMPLEMENTATION AND PLAN FOR EVALUATION AND ASSESSMENT

<table>
<thead>
<tr>
<th>Stage 1</th>
<th>Hiring full-time temporary trainer (administrative exempt); both internal/external applicants; selected based on both academic training and experience; ordering primary hardware/software.</th>
<th>6-8 weeks</th>
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<tr>
<td>Stage 2</td>
<td>Trainer to work with initial key project contributors to develop overview of primary training areas regarding Banner, DARS, and Acorde; collection of current documents, including all applicable policies and procedures for the primary training focus; identify discrepancies, overlaps, and all impacted areas; determine areas lacking written policy or procedures; identify primary program coordinators, department secretaries, or other full-time staff with primary duties regarding implementation of policy or procedure.</td>
<td>2 weeks</td>
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<td>Stage 3</td>
<td>Work with program coordinators, department secretaries, or other applicable full-time staff to incorporate “unwritten” procedures into current documents; identify areas of discrepancies, overlap and impacted areas; present primary training documents; develop three core training options most suited for EWU academic and administrative environments to initial key project contributors (example: 1. electronic documentation of policies and associated procedures; 2. web-based information resource; 3. in-house power-point and hands-on training format); determine priority of training options; conduct pre-training survey.</td>
<td>6 weeks</td>
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<tr>
<td>Stage 4</td>
<td>Develop pre-training and post-training surveys; initiate first pre-training survey University-wide.</td>
<td>2 weeks</td>
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<td>Stage 5</td>
<td>Initiate development and implementation of training option one; offer first post-training survey.</td>
<td>4 weeks</td>
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<td>Stage 6</td>
<td>Initiate development and implementation of training option two; offer second post-training survey.</td>
<td>4 weeks</td>
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<td>Stage 7</td>
<td>Initiate development and implementation of training option three; offer final post-training survey.</td>
<td>4 weeks</td>
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<td>Stage 8</td>
<td>Evaluation of training options and initiative; Presentation of evaluation and assessment to ASP committee.</td>
<td>1 week</td>
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Academic Strategic Planning Pool Proposal
Records and Registration Technical Training Initiative

**TOTAL BUDGET REQUEST: $53,600.**

- Hardware and Software for Enhancing Integration via Mac/PC Environments: $19,200.
- Licenses, Assurances, & Other Technical Requirements, Publication Supplies: $9,500.

**Administrative Exempt:**
- Six-Month Salary: $18,500
- Benefits: $6,400
- $24,900

**Hardware and Software:**
- Gateway S-7200Cb Tablet (MS Environment): $1,700
- Apple Power Notebook: $3,000
- Portable PC Projector: $3,000
- Sheet feeder Scanner: $3,500
- Associated Software: $8,000
- $19,200

**Licenses, Software Assurances:** $4,500

**Publications and Printing Costs:** $5,000

$4,500