Student Affairs Technology

Continue work on OASIS Matrix remaining modules

Providing Department:
Student Affairs Technology

Responsible Roles:

Unit Goal Description:
Continue work on OASIS Matrix remaining modules.

Metric 1:
Complete project by December 2017

Result 1:
Completed the OASIS Matrix mentoring, tutoring and 2Excel modules in December.

Metric 2:
The number of students utilizing the Matrix tool, specifically these modules, is not known at this time.

Result 2:

Metric 3:

Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:
Query number of students in each module
Using Results:

Yes, we met our goal to build a comprehensive application for the OASIS department that will allow them to have all areas included. These areas are: LATS, MSTP, SSSP, SB, and 2Excel.

Supplemental Info:

Start:

07/01/2017

End:

06/30/2018

Progress:

100%

Continue working on the ProSam XML/ESA process

Providing Department:

Student Affairs Technology

Responsible Roles:

Unit Goal Description:

Continue working on the ProSam XML/ESA process.

Metric 1:

Complete process by September 1, 2017.

Result 1:

Completed the XML/ESA process.

Metric 2:

Yes.

Result 2:

Metric 3:
Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:

No data to collect.

Using Results:

Project completed by October 2017

Supplemental Info:

Start:

07/01/2017

End:

06/30/2018

Progress:

100%

Implement Process Improvement and Efficiency strategies for Application Development and Network Infrastructure.

Providing Department:

Student Affairs Technology

Responsible Roles:

Unit Goal Description:

Implement Process Improvement and Efficiency strategies for Application Development and Network Infrastructure.

Metric 1:

Utilizing new methods implemented to measure progress, change, effectiveness and delivery.
Result 1:
Yes.

Metric 2:

Developed and launched 4 applications for Student Retention and Success.

1. Interpreter Services
2. IPortal
3. Student Success Plan
4. McNair

Developed and launched 1 new application for Enrollment Management

1. Registration Fee Management

Result 2:

Increased interaction bi-monthly with stakeholders to assess needs, review development progress and was able to launch in a faster, iterative pace.

Metric 3:

Operated under 2 week Sprint Reviews meeting with Stakeholders. Launched twice as many applications in one year.

Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:

Survey Stakeholders regarding past year and satisfaction of survey

Using Results::

Met goal. Increased the number, timeliness and efficiency in development of applications.

Supplemental Info:

Start:
07/01/2017

End:
06/30/2018

Progress:
90%

Launch OASIS Matrix, Individualized tutoring for Language Arts and 2Excel Mentor Modules.

Providing Department:
Student Affairs Technology

Responsible Roles:

Unit Goal Description:
Launch OASIS Matrix modules, Individualized tutoring for Language Arts and 2Excel Mentor Module.

Metric 1:
Decrease manual administrative efforts by 40% by improving and automating process workflows which allows OASIS advisors to spend the time saved with students.

Result 1:
The individualized Tutoring for Language Arts module was successfully launched in Summer 2016. Improvements were launched April 2017 for the 2Excel, Summer Bridge and TrioSSSP applications. The modules were the following: Mentoring, Program and Student Coordinator, Student contact activity tracking and much more. Too early to measure full impact.

Metric 2:

Result 2:

Metric 3:

Result 3:

Metric 4:
Result 4:

Data Collection/Retrieval:
Data from ISIS and current students.

Using Results::

The goal was met to release the functionality to the targeted applications. The developers met the goal date and the following modules are LIVE as of April 13th, 2017. These modules provide OASIS the ability to administratively process students for mentoring and retention of second year students to improve retention and success.

Supplemental Info:

Start:
07/01/2016

End:
06/30/2017

Progress:

Research and develop a process to transform Enrollment Management departments many paper forms

Providing Department:
Student Affairs Technology

Responsible Roles:

Unit Goal Description:
Research and develop a process to transform the EM department many paper forms.

Metric 1:
Eliminate 80% of EM paper forms. Provide imaging solutions, as applicable, to improve efficiency and enhance customer service.

Result 1:
Yes. Somewhat. Not 100% complete.
Metric 2:
Built 20 eForms, currently sitting in a queue waiting for implementing in production

Result 2:
Built 2 workflows to incorporate the Eforms into production

Metric 3:

Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:
Observe and extract number of forms submitted.

Using Results::
We didn't meet the goal of implementation however, we researched, made a decision and purchased the product and began to build.

Supplemental Info:

Start:
07/01/2017

End:
06/30/2018

Progress:
40%

Summer Success Program

Providing Department:
Student Affairs Technology

Responsible Roles:
Unit Goal Description:
Launch Spring 2017 Summer Success Program.

**Metric 1:**

Decrease the need for students to locate, access and complete multiple summer program applications and instead complete one common application for all summer programs.

**Result 1:**

Common Application will launched Thursday April 27th 2017.

**Metric 2:**

Support expected 74.6% increase of participants in the Summer Success Programs from 378 to 660 students. Metrics will be realized by utilizing the new tool and totaling the applicants.

**Result 2:**

The application was developed to support the program coordinators in reaching out to students, allowing students to apply for the following programs with one common application and the following are the results:

- Summer Engineering Institute – 137 Applications
- ST in the Arts & Humanities – 32 Applications
- Summer Bridge – 454 Applications
- Triton Sophomore Scholars – 101 Applications
- Triton Prep – 34 Applications
- Summer Transfer Academy – 112 Applications

Total 870 Applications receive

**Metric 3:**

**Result 3:**

**Metric 4:**
Result 4:

Data Collection/Retrieval:
Data retrieved from the application dashboards.

Using Results:
Future requests for permanent staffing to build yearly enhancements to application. The application was built with temporary contract support, which isn't ideal because we've received many enhancement requests.

Supplemental Info:

Start:
07/01/2016

End:
06/30/2017

Progress:

Transfer Selection Project

Providing Department:
Student Affairs Technology

Responsible Roles:

Unit Goal Description:
Launch of new Transfer Selection project by March 30, 2017.

Metric 1:

Decrease the total time to process Transfer student applications from 2 months of 4 staff spending 800 hours to 2 hours utilizing the features within the newly developed Transfer Selection Application.

Result 1:

The Transfer Selection Tool was launched on April 8, 2017.
Metric 2:

Decrease user errors by 100% by standardizing and relying on the algorithms within the Selection Tool versus processing manual calculations.

Result 2:

Process took a few minutes vs. a few days. This new process was successful in decreasing the margin of errors and admitting approximately 9,098 transfer students out of 17,700 transfer applications for Fall 2017. The new application also provided the ability to evaluate those applicants that did not have a major prep GPA by using the coursework and summary data in an effective way during the Major Assignment. Because of the new software, the transfer selection process is clear, understandable, and allows management to make effective decisions.

Metric 3:

Result 3:

Metric 4:

Result 4:

Data Collection/Retrieval:

2017 Apply UC data provided by UCOP.

Using Results:

These results validate our current process, which we will continue to use moving forward on other projects.

Supplemental Info:

Our goal was met by developing an entirely new application to replace the manual process in time for FA17 Transfer decisions. It took 9 months to gather requirements, build the application and provide quality testing for a Go Live launch of April. The results of the application were able to assist Admissions in a timely delivery of transfer selection numbers for each population (CA-RES, Out of State and International).

Start:

07/01/2016

End:
06/30/2017

Progress: