Deep Dive: Student Access Gateway

- Purpose
- Considerations
- A Two Track Plan
- Timeline
- Budget (draft)
- Project Team
Purpose

• Improve the student experience through more convenient, streamlined, and automated processes for admissions, registration, communication, etc.

• Expand on-line access to information about the full array of courses, programs, and services provided by the University of Alaska.

• Progress on two tracks (Gateway and Process Improvement) will not only enhance the student experience, but will support attainment of numerous UA strategic goals.

• Failure to make progress may result in further loss of enrollment, tuition revenue, and goal attainment. This may in turn lead to further cuts to programs and staff, leading to negative impact on programs and services.
Considerations

• Student opinions regarding strengths and weaknesses of current systems and processes
• UA leadership views of how to improve systems and processes
• Experiences of other states seeking to expand online access and improve student facing processes
• How this initiative drives UA’s strategic goals
• Schedule and budget
A Two Track Plan

• Student Access Gateway

The Gateway will provide a single point of discovery and access to all UA course, programs, and services. It will improve visibility and coordination of UA programs across the system and help meet enrollment goals.

• At www.alaska.edu
• Modeled after www.TNRconnect.gov
• Possible vendor: AcademyOne
• On-line access for:
  • New students
  • Returning students (some college and no degree)
  • Veterans and service members
  • Continuing education/professional development
  • Dual enrollment
  • Credit for prior learning

• Process Improvement: Focus on business practices that underpin services and transactions for current students

Improved processes will enhance the student experience and contribute to our enrollment goals and student success.

• Pilot program at one campus for a user interface
• Possible vendor: rSmart
# Timeline

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<tbody>
<tr>
<td>System wide team receives charge from President</td>
<td>Meetings continue</td>
<td>Survey results are analyzed - respondents identify financial transactions and registration as two online services that both work well and frustrate. Information on two portal software vendors shared with team.</td>
<td>Meetings continue. Identification of staff to comprise the teams that will work on financial transactions and registration are requested. Solicitations for user interface testing (for prospective students) - Strategy360 offers proposal to use software to capture this information.</td>
<td>Two portal vendors submit proposals - AcademyOne (3-year contract) and OneCampus (OneCampus is for a 1-year pilot). Budgets for all components of project are submitted. BOR ASA updated at Feb. 22 meeting.</td>
<td>Vendor selection proposed for March. Implementation would begin immediately.</td>
<td>AcademyOne estimates timeline for implementation at UA would take approximately 5 months. Placing go live date in August 2018.</td>
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OneCampus estimates implementation for 1-year pilot, less than 1 month.
# Budget (draft)

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<tr>
<th></th>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
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<tbody>
<tr>
<td><strong>GATEWAY</strong></td>
<td></td>
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<tr>
<td>Implementation fee</td>
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<tr>
<td>Annual License and Hosting Fee</td>
<td>$200,000</td>
<td>$205,000</td>
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<td>User interface testing</td>
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<tr>
<td>Project manager</td>
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<tr>
<td><strong>PROCESS IMPROVEMENT</strong></td>
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<tr>
<td>Portal software (pilot)</td>
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<td>Portal software (if expanded)</td>
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<tr>
<td><strong>OTHER COSTS</strong></td>
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<td>User training &amp; software evaluation</td>
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<td>Contingency</td>
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<td><strong>Total</strong></td>
<td>$436,500</td>
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Project Team

University of Alaska Anchorage
  • Megan Olson
  • Bruce Schultz

University of Alaska Fairbanks
  • Alex Fitts
  • Ali Knabe

University of Alaska Southeast
  • Joe Nelson
  • Michael Ciri

University of Alaska
  • Monique Musick
  • Saichi Oba
  • Joey Sweet
  • Project Manager