

Deep Dive: Student Access Gateway

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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 on-line 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

Oct. 17	Nov. 17	Dec. 17	Jan. 18	Feb. 18	Mar. 18	April-Aug 18
System wide team receives charge from President starts regular meetings	Meetings continue Student Survey is designed and administered. BOR ASA provided initial project update.	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.	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.	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.	Vendor selection proposed for March. Implementation would begin immediately.	AcademyOne estimates timeline for implementation at UA would take approximately 5 months. Placing go live date in August 2018. OneCampus estimates implementation for 1-year pilot, less than 1 month.

Budget (draft)

	Year 1	Year 2	Year 3
GATEWAY			
Implementation fee	\$100,000		
Annual License and Hosting Fee	\$200,000	\$205,000	\$210,000
User interface testing	\$16,500		
Project manager	\$60,000	\$60,000	\$60,000
PROCESS IMPROVEMENT			
Portal software (pilot)	\$20,000		
Portal software (if expanded)		\$60,000	\$60,000
OTHER COSTS			
User training & software evaluation	\$20,000	\$20,000	\$20,000
Contingency	\$20,000	\$20,000	\$20,000
Total	\$436,500	\$365,000	\$370,000

Project Team

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