

Tufts iSIS Portal: Rethinking the Student/Faculty Experience

Session #33839

March 11, 2014



Your Presenters

- Bryan Lagasse
 - Associate Director, ERP Services
 - Tufts University
-
- Andrew Bediz
 - President
 - IntraSee
-



Agenda/Contents

- iSIS Project Overview/Timeline
- Tufts/IntraSee Partnership
- Why Tufts decided on a Portal
- Portal Requirements and Rollout
- Demo!
- Since the initial go-live & moving forwards...



Tufts University

Tufts University is a private institution with approximately 10,500 students from the United States and more than 100 other countries. In addition to an undergraduate college, Tufts has eight graduate and professional schools and has affiliated relationships with area hospitals and research facilities, including the Tufts Medical Center. The university currently employs over 4,000 faculty and staff on three campuses, located in Medford/Somerville, Boston, and Grafton, Massachusetts.



iSIS Project

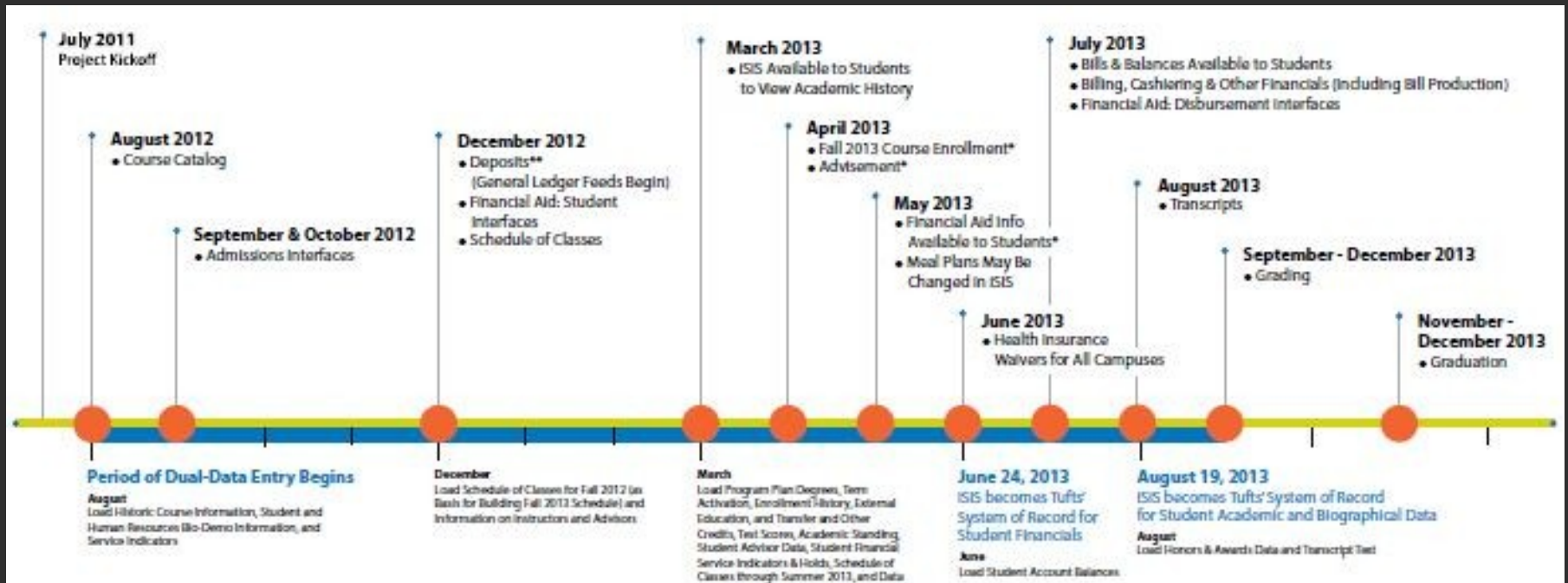


Project Scope

- Replace a more-than 20 year old mainframe SIS
- Primary modules in scope were: Student Records, Student Financials, Campus Community, Academic Advising
- More than 45 interfaces with more than 25 systems, including existing Financial Aid and Admissions systems
- Data Warehouse implemented in parallel
- Self-Service Portal for Students and Faculty



Project Timeline



For more detail go to: <http://sites.tufts.edu/sisproject/timeline/>



IntraSee

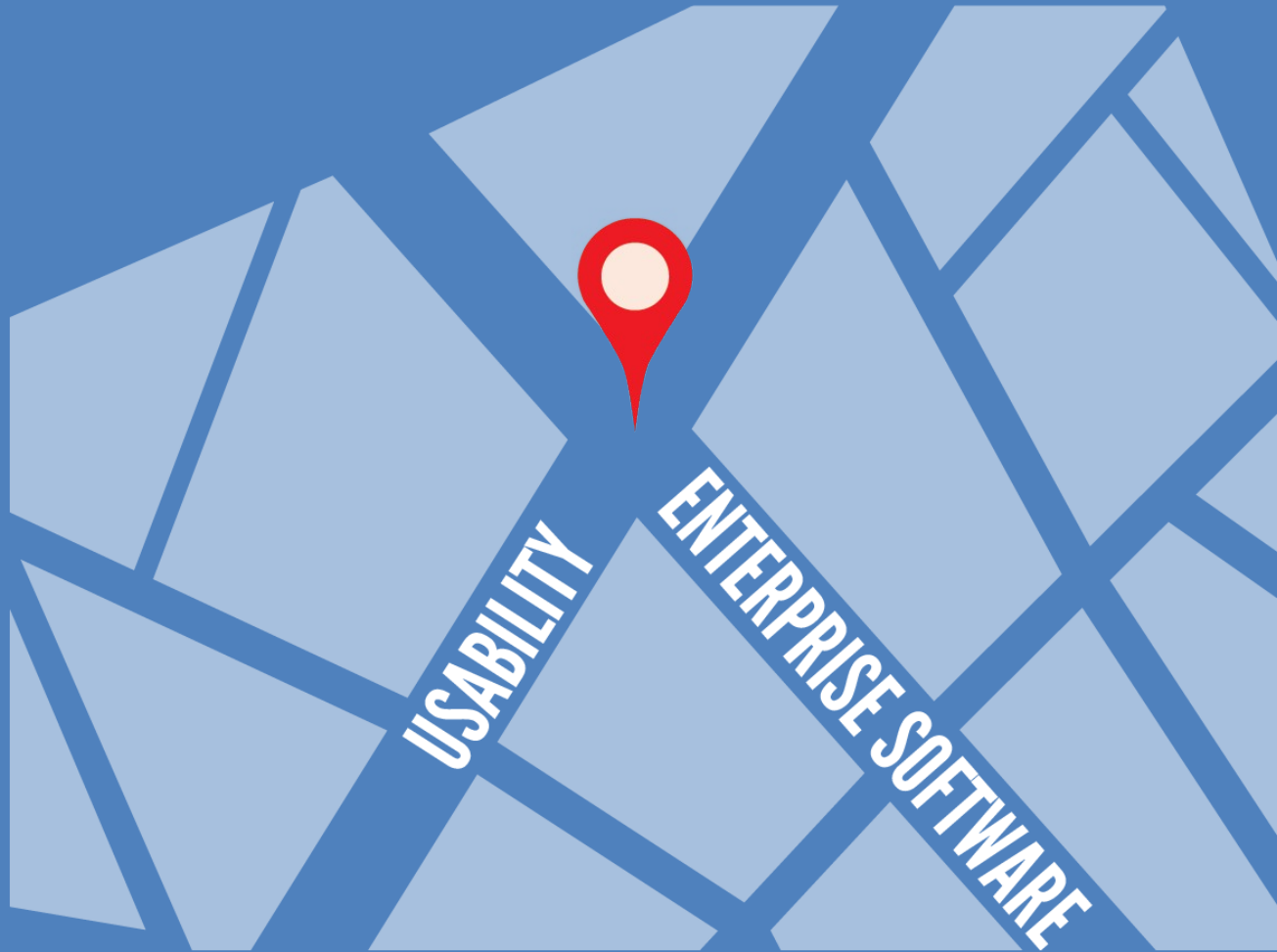


About IntraSee

- Bringing superior user experience to PeopleSoft
- Solutions company: products and consultancy
- Higher Ed, public and private sector
- Showcased by Oracle and a preferred partner
- We build portals, self-service, mobile sites and more



Intercept's Approach



The Project



IntraSee and Tufts

- Tufts selected IntraSee to design and develop the Self-Service Portal for Students and Faculty
- One-week Portal Workshop conducted in June 2012
- Implementation began in August 2012
 - IntraSee provided:
 - Portal Architect
 - Portal Developer
 - Tufts provided:
 - Project Manager (part-time)
 - Web Developer
 - Portal Administrator
 - PeopleSoft Administrators & Developers as needed
 - Subject Matter Experts & Testers as needed
- Initial go-live of self-service in March 2013



Why Portal?

- Project was replacing a customized web interface built on top of the legacy mainframe
- Tufts was concerned about the navigation provided within Student Center and Faculty Center
- Priority to be able to tailor homepage views for students and faculty
- Balance risk of having two major changes (delivered PeopleSoft followed by Portal in the next year or two) versus increasing scope of project to deliver Portal for basic self-service needs in the original timeline
- Several customization requirements identified during fit/gap could be handled within a Portal-type framework



Rollout Impacts

- Initial Self-Service go-live in March 2013 – included basic view-only functionality (Bio/Demo, Grades, Schedule)
- Financial Aid and Bills/Balances areas existed but included content indicating when this functionality was expected, so the students knew when to check back for more information
- Several customization requirements identified during fit/gap were built and rolled out via the Portal (with minimal, if any, mods to Campus Solutions required!) including:
 - “Parent” Portal
 - Allow Students to grant access for selected Faculty to view Unofficial Transcript
 - “Understanding of FERPA” electronic signature



Student/Faculty Portal

- Simplified Navigation/Menu
- Student Home Page (Academic Summary, Bio/Demo, Grades, Financial Aid, Bills & Balances, Schedule, To-Do's, Holds)
- Faculty Home Page (Schedule, My Classes, My Advisees)
- Secured link to Campus Solutions for Authorized Staff (Intranet and VPN users only)
- Brand Home Pages by School
- Limited Mobile capability for students



Demo!



Invited Viewer Requirements

- Allow students to invite other parties internal or external to Tufts to view their data (e.g. Grades, Financial Aid, Bills & Balances, Schedule, Unofficial Transcript, etc.)
- Student has granular control of which types of data each person can view
- Invited Viewer can view information about multiple students
- Invited Viewers who have existing Tufts user profiles can 'combine' access into their Tufts profile (different homepage)
- New Invited Viewers will use their email address as their User ID in iSIS
-



Demo!



Features added since initial rollout

- Faculty “Reports and Forms” page
 - Course Enrollment Report
 - Class Status Report
 - Majors Listing Report
- Home Page and E-mail Client Preference
- Single Sign-on with Sallie Mae e-Bill
- Single Sign-on with StarRez (Housing) and WebCenter (custom application for other undergraduate functions)
- Usability enhancements to “My Advisees”



Still to come!

- Class Roster to be a Portal function (similar to “My Advisees”)
- New option for Invited Viewers to Waive Health Insurance on behalf of students (if authorized by student)
- Billing Detail for Invited Viewers
- Self-Service Password Reset for Invited Viewers
- “Classes” area on Student Home page for current and future classes, including display of Wait List position
- New Faculty Reports (Advisor Load Listing, Majors Listing by Department, etc.) and enhanced security
-



Questions?



Help!

- The Mobile/UI subgroup of the TAG is asking for your help!
-
- Please take 5 minutes to fill out the new mobile survey:
 - <http://tinyurl.com/kz7wxjs>
-



Contacts

- Bryan Lagasse
 - Associate Director, ERP Services
 - Tufts Technology Services
 - Tufts University
 - bryan.lagasse@tufts.edu
- Andrew Bediz
 - President
 - IntraSee
 - andrew.bediz@intrasee.com



This presentation and all
Alliance 2014 presentations
are available for download
from the Conference site

at

[www.alliance-
conference.com](http://www.alliance-conference.com)

Presentations from previous meetings are also available

