Thursday, September 7, 2023

## CRM Project Update and Upcoming Events

Hello esteemed stakeholders,

In the spirit of transparency and collaboration, we're pleased to present the latest advancements in the SEED initiative. These strides underline our institution's ongoing dedication to elevating both our service standards and academic prowess.

Our Journey into Phase 2, set to go live on October 16th

- **Apprenticeship/Partner Registration:** By focusing on recruitment and partnerships, we're facilitating profound collaborations with the business sector. The outcome? More tangible learning opportunities for our students.
- **Case Management:** Our Student Services, Student Affairs, and Advising departments will be empowered with tools that streamline the resolution of student issues, tracking progress and significantly elevating the student experience.
- **Appointment Booking & Scheduling:** No more scheduling hiccups. A seamless, transparent system will be at the disposal of all departments, ensuring communication remains fluid.
- **Admissions Optimization:** Prospective students can look forward to a smoother admissions journey, reflecting our dedication and promising to boost enrollment figures.

See graph below

CRM Functionality by Release
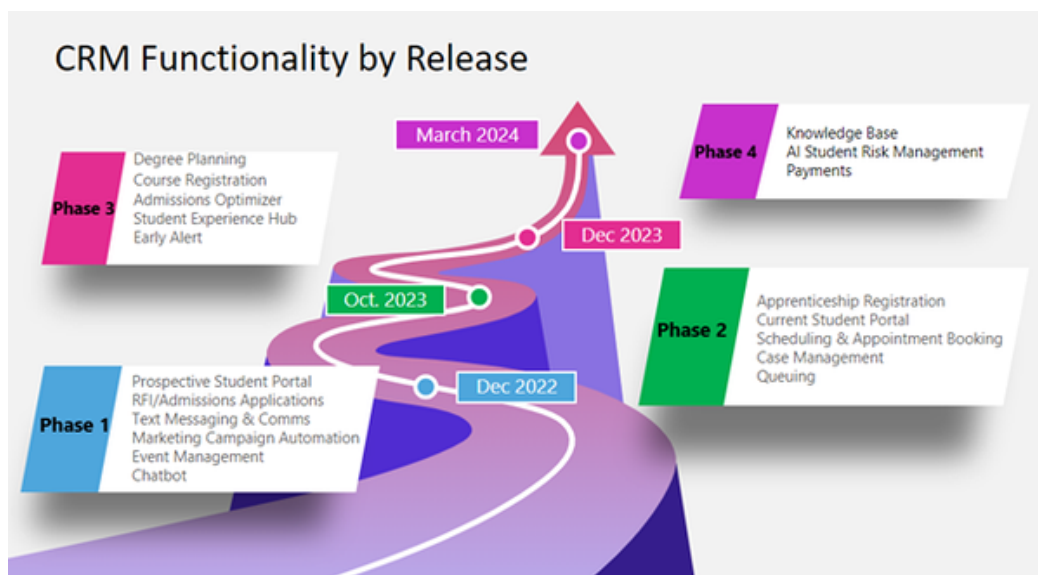
Upcoming Events:

- **Phase 2 Training**
  - **September 5th - 29th:** Appointment booking and Case management training.
- **Hybrid Informational Sessions**
  - **Sept 11 & 12**
- **Canvas Shell Student Training**
  - **Sept 15:** Students will have resources about CRM, booking appointments with the new system, and seeking assistance without confusion.
- **CSN Connections**
  - **September 19 - 21st:** Demo features queuing, booking appointments, and signing up for training.
- **CRM Training**
  - **September 15th-October 11th**: A month of training sessions will follow, ensuring all users are comfortable with the new features, including queueing, case management, and appointment booking.
- **CAPE Self Training**
  - **October 1st - 4th:** The DxS team will have self-training created for easy access by faculty & staff.
- **Go Live**
  - **October 16th**: Release features like queueing, case management, and appointment booking.
- **Provide Support for Students & Staff on Go Live**
  - **October 16**

Want to get involved? Or be part of our Train the Trainer Ambassadors?
Contact us at DxS.SEED@CSN.EDU.

Why This Matters: Advancing with CRM Phase 2

The College of Southern Nevada is embracing a new era of administrative excellence with the launch of Phase 2 in our CRM development. Transitioning from traditional methods, this upgrade represents a strategic move towards operational superiority. It promises students a smoother journey from admission to graduation and offers staff advanced tools for improved communication and consistent service delivery. We're not just adapting but leading the way to institutional progress, inviting stakeholders to join us in this transformative journey.

Visit our new Website for Project Updates and the Latest Information:

- https://www.csn.edu/seed

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