Digital Experience Services(DxS) SEED Update

August 5, 2024

SEED Initiatives and Phases

CRM (Constituent Relationship Management), Web and ECP (Enterprise Collaboration Platform)

Initiative	Phase	Target Date	Status
CRM	Ph 1 – Prospect and Applicant Portal, Event Management, Onboarding Communication Plans	1/2023	Live
CRM	Ph 2 – Stream(Coyote Q) and Appointment Scheduling, New Applicant Multi-Factor Authentication (MFA), Touchnet Payment Integration, Participation Roster	3/2024	Live
CRM	Ph 3 – Degree Planning, Student Success (Early Alert)	9/2024	In Progress
CRM	Ph 4 – Student Portal, AI Admissions Optimizer, and AI Retention Module, Apprenticeship	12/2024	Not Started
ECP	Ph 5 – Document Management, Faculty and Staff Portal	TBD	Not Started
ECP	Ph 6 – Forms and Workflows, Policies, Purchase Req	TBD	Not Started
ECP	Ph 7 – Mobile Enablement & E-signatures	TBD	Not Started

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Phase 2 - Appointment Booking Update

o **Deployment:** Phase 2 of appointment booking went live with the Recruitment Department in June 2024 and with the Counseling Department in July 2024.

o **New Changes Implemented:**

- **Resource Trigger:** Updated to send new emails to students and new resources when changes are made.

o **Impact:** Improved communication and streamlined appointment scheduling.

Counseling Department Rollback

o **Decision:** Rollback to Starfish for the Counseling Department.

o **Reason:** Necessary to complete functionality updates requested by counselors.

o **Current Status:** Working on updates and enhancements as per counselor feedback.
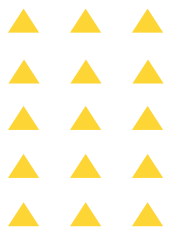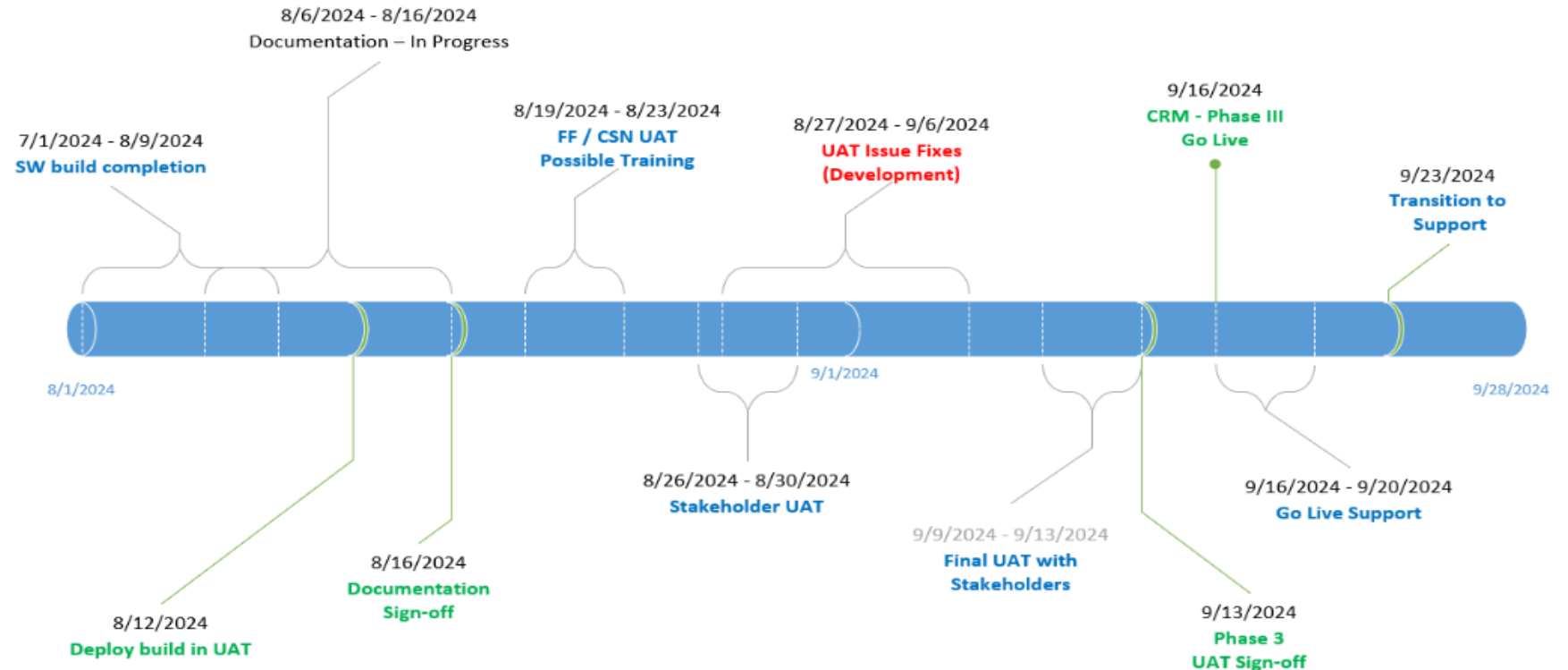
Phase 3 – Proposed Timeline (Latest Development)

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Degree Planning and Student Success(Early Alert):

- Initial Demo: Completed with the DxS team on July 29.

- Current Work: FF team is simplifying the functionality based on feedback as it was difficult to utilize for end users.

- Early Alert (Student Success): Mostly finished and ready for final testing.

CRM Phase 3 – Degree Planning and Student Success (Early Alerts)

8/6/2024 - 8/16/2024
Documentation – In Progress

8/19/2024 - 8/23/2024
FF / CSN UAT
Possible Training

8/27/2024 - 9/6/2024
UAT Issue Fixes
(Development)

9/16/2024
CRM - Phase III
Go Live

7/1/2024 - 8/9/2024
SW build completion

9/23/2024
Transition to Support

8/1/2024

9/1/2024

9/28/2024

8/26/2024 - 8/30/2024
Stakeholder UAT

9/16/2024 - 9/20/2024
Go Live Support

9/9/2024 - 9/13/2024
Final UAT with Stakeholders

8/16/2024
Documentation Sign-off

9/13/2024
Phase 3 UAT Sign-off

8/12/2024
Deploy build in UAT

Important factors to remember:
- 8/30/24 – Deadline to give cancellation notice to NOT renew Starfish contract
- Starfish contract renewal is annual ONLY (month to month option, not available)

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Enterprise Collaboration Platform (ECP)

What is ECP?

An Enterprise Collaboration Platform is a low-code/no-code ecosystem that enables and delivers a solution for college well beyond digital document management. It integrates workflow and form capabilities to create a fully paperless, connected environment, fostering collaboration and identifying and eliminating process inefficiencies.

College Processes/Functionalities in Scope include:

- Document Storage with OCR/AI Intelligence
- Drag and Drop Forms creation with Integrations/validations
- Workflow for better departmental creation – Flexibility in forwarding/delegation, Voting etc.
- Faculty/Staff Portal – 360-degree view of My Approvals/ My Work/ Course Class Info
- Mobility enablement for Faculty/Staff/Students – Access your data anytime , seamless user experience
- Employee onboarding/offboarding, Policy Approvals
- Data Integrations with SIS, LMS and CRM to display and collect real-time data
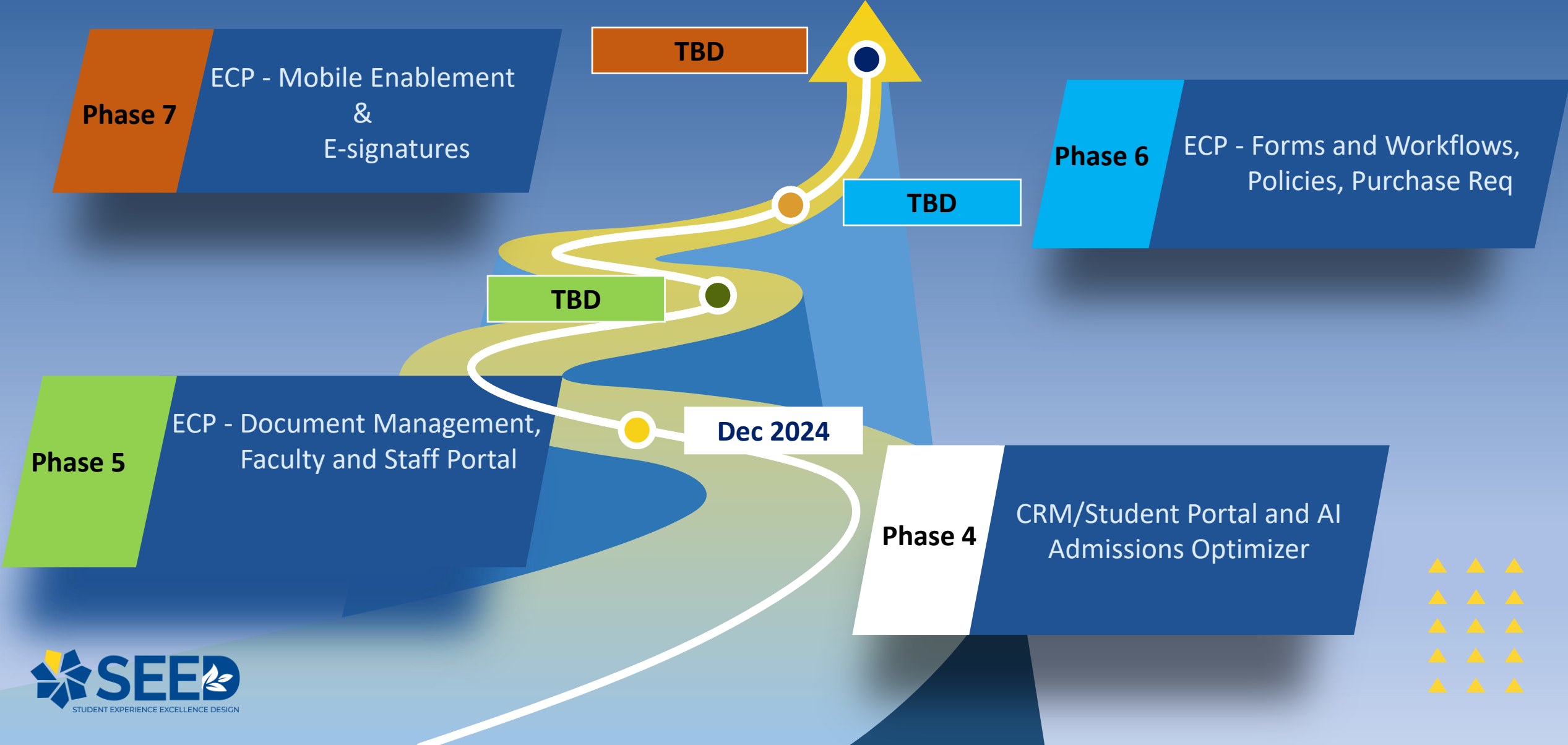
Thank You

- Any questions?

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