

2005-2006 :: Student Admin Systems

1. Mission Statement:

The mission of Student Information Systems (SIS) is to provide development and maintenance of systems & software support for student affairs and enrollment management activities at The University of Texas at Dallas. The SIS group ensures that all services are provided with maximum accuracy, efficiency, and security, and that all services are in compliance with all governing laws, statutes, and policies to support UTD's mission in advancing excellent educational and research programs.

2. Objectives:

2.1 Protect student data.:

Data about students are to be protected from un-authorized access by law and regulation. Processes, procedures and audits need to be put in place in order to minimize such access.

2.1.1 Related Strategic Plan Item(s): VI-5 University Village

2.2 Plan and implement new technologies:

Plan and implement new technologies that interface with SIS and improve service to Students

2.2.1 Related Strategic Plan Item(s): VI-5 University Village

2.2.2 Related Institutional Priority Item(s): CPT-5 Increase retention and graduation rates

2.3 Provide continuous support of Plus Student.: Provide continuous support of Plus Student.

2.3.1 Related Strategic Plan Item(s): VI-5 University Village

2.3.2 Related Institutional Priority Item(s): CPT-5 Increase retention and graduation rates

3. Measures & Findings:

3.1 Review Texas Administrative Code Section 202: Review Texas Administrative Code Section 202 for compliance by the Student Information System

3.1.1 Success Criteria: The social security number is not used as the primary method to access student data.

3.1.2 Related Objective(s): Protect student data.

3.1.3 Results Related To Success Criteria:

July 2006 - Plus for Student converted to the use of CWID, the social security number is no longer the key

3.1.4 Achievement Level: Met

3.1.5 Further Action: No

3.2 UTD Information Security audit: UTD Information Security audit for SIS, ePrint and TSO.

3.2.1 Success Criteria: Only authorized individuals can access student data.

3.2.2 Related Objective(s): Protect student data.

3.2.3 Results Related To Success Criteria: Quarterly - Some authorizations that expired were not removed from ePrint. They were subsequently removed.

3.2.4 Achievement Level: Met

3.2.5 Further Action: No

3.3 Review of reported problems for security issues: Review of reported problems for security issues that have been documented in the JIRA application under the Student Systems project.

3.3.1 Success Criteria: Weekly - All reported problems are resolved or are scheduled to be addressed.

3.3.2 Related Objective(s): Protect student data.

3.3.3 Results Related To Success Criteria:

Some problems were not being completed within the necessary timeframe; however all problems were resolved by the end of the year.

3.3.4 Achievement Level: Partially Met

3.3.5 Further Action: Yes

3.4 Meet with directors: Meet with directors to determine if problems in SIS exist that have not been reported.

3.4.1 Success Criteria: Weekly - No problems exist in SIS that have not already been reported.

3.4.2 Related Objective(s): Protect student data.

3.4.3 Results Related To Success Criteria:

No new problems were reported by the directors that were not already identified and being worked

3.4.4 Achievement Level: Met**3.4.5 Further Action:** No**3.5 Meet with directors about new technology:** Meet with directors to determine if new technology is required to adapt to new requirements to service students**3.5.1 Success Criteria:** No new technology needed or needed technology caused a project to be created.**3.5.2 Related Objective(s):** Plan and implement new technologies**3.5.3 Results Related To Success Criteria:** Weekly - Three projects were started in order to support the projects (i.e., Degree Audit, Room Scheduling, and Constituent Management).**3.5.4 Achievement Level:** Met**3.5.5 Further Action:** No**3.6 Monitor project plans:**

Monitor project plans for completeness, progress and resolution. The JIRA application houses the status of these projects in the Student Systems` project.

3.6.1 Success Criteria: Plans stay on time and budget.**3.6.2 Related Objective(s):** Plan and implement new technologies**3.6.3 Results Related To Success Criteria:** Weekly - Most projects stayed on time. Imaging project fell short on human resources and fell behind.**3.6.4 Achievement Level:** Partially Met**3.6.5 Further Action:** Yes**3.7 Review Technology & Requirements:**

Meet with directors to determine if the new technology meets the identified requirements. Requirements are recorded in the JIRA application in the Student Systems` project. An indication by the requesting customer that the technology is meeting the requirements is made.

3.7.1 Success Criteria: The new technology meets the identified requirements.**3.7.2 Related Objective(s):** Plan and implement new technologies**3.7.3 Results Related To Success Criteria:** Quarterly - The "Ad Astra" room scheduling software did not meet all of the requirements. This vendor software is failing in certain areas some the areas have been corrected. The remaining problem areas have been communicated to the vendor. Detailed information about Ad Astra can be found in the JIRA application in the Student Systems` project.**3.7.4 Achievement Level:** Partially Met**3.7.5 Further Action:** Yes**3.8 Review of reported problems:**

Review of reported problems for failures or enhancement requests. The documentation for problems,failues and projects can be found in the JIRA application in the Student Systems` project.

3.8.1 Success Criteria:

All reported problems and enhancement requests are resolved or are scheduled to be addressed.

3.8.2 Related Objective(s): Provide continuous support of Plus Student.**3.8.3 Results Related To Success Criteria:** Monthly - All problems have been recorded and are being scheduled for work.**3.8.4 Achievement Level:** Met**3.8.5 Further Action:** No**3.9 Evaluate list of new software patches:**

Evaluate list of new software patches that are available. The documentation for problems,failues and projects can be found in the JIRA application in the Student Systems` project.

3.9.1 Success Criteria: All patches are implemented two months or less from the date they became available.**3.9.2 Related Objective(s):** Provide continuous support of Plus Student.**3.9.3 Results Related To Success Criteria:**

Weekly - All patches have been implemented or are recorded and are begin scheduled for work. Some patches have not been implemented after two months.

3.9.4 Achievement Level: Partially Met

3.9.5 Further Action: Yes

3.10 Evaluate DBD requests:

Evaluate requests for changes to the SIS configuration (DBD). The documentation for problems, failures and projects can be found in the JIRA application in the Student Systems` project.

3.10.1 Success Criteria: All DBD requests are implemented two weeks or less from the date they were approved.

3.10.2 Related Objective(s): Provide continuous support of Plus Student.

3.10.3 Results Related To Success Criteria: All DBD requests have been implemented in less than two weeks from the date they were approved

3.10.4 Achievement Level: Met

3.10.5 Further Action: No

3.11 Monitor System Uptime: Gatekeeper software monitors the availability of the SIS, CICS systems.

3.11.1 Success Criteria: 95% of tests for SIS, CICS system availability are successful.

3.11.2 Related Objective(s): Provide continuous support of Plus Student.

3.11.3 Results Related To Success Criteria: Daily - System availability higher than 95%.

3.11.4 Achievement Level: Met

3.11.5 Further Action: No

5. Closing the Loop:

5.1 Get leadership commitment: Get leadership commitment before beginning projects.

5.1.1 Related Objective(s): Plan and implement new technologies

5.1.2 Related Measure(s): Monitor project plans

5.1.3 Responsible Person: Director of Student Systems

5.1.4 Target Date: 08/28/2006

5.1.5 Priority: High Priority

5.2 Working with vendor to resolve issues.: Working with vendor to resolve issues.

5.2.1 Related Objective(s): Plan and implement new technologies

5.2.2 Related Measure(s): Review Technology & Requirements

5.2.3 Responsible Person: David Holmes

5.2.4 Target Date: 06/30/2007

5.2.5 Priority: Low Priority

5.3 Increasing staff.: Special CWID and Galaxy projects caused a shortage of resources. Increasing staff.

5.3.1 Related Objective(s): Provide continuous support of Plus Student.

5.3.2 Related Measure(s): Review of reported problems for security issues; Evaluate list of new software patches

5.3.3 Responsible Person: Director of Student Systems

5.3.4 Target Date: 12/31/2006

5.3.5 Priority: High Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met: The current process for providing continuous support of Plus Student is solid.

6.2 Program / Unit Weaknesses:

6.2.1 Objectives / Outcomes Partially or Not Met: The current process for managing and supporting technology projects demands a higher level of commitment from a higher level of management in order to improve solution delivery.

7. Report:

7.1 Executive Summary:

The Student Systems Group has successfully achieved its three primary objectives (i.e., Protect Student Data, Plan and implement new technologies and Provide continuous support of Plus Student).

7.2 Top 3 Program/Unit Accomplishments:

The Student ID was changed from the social security number to a system generated one. The access to the Plus Self Service has been made easier to find and use within the UTD web portal (Galaxy). Room scheduling software has been implemented (AdAstra) to reduce class room scheduling problems. The Plus for Student software has been kept up to date to support Federal and Laws.

7.3 Research Activities or Publications: Nothing to report.

7.4 Instructional/Training Activities (presented or received): Supported data feeds to teaching software WebCT and Blackboard.

7.5 Public Service: Nothing to report.

7.6 Other External Activities:

Support data feed to fsaAtlas so that correct handling of international students can be performed at UTD.

7.7 Contributions to UTD:

The contributions to the institution this year are improved Student data security and improved administrative functions.

7.8 Top 3 Program / Unit Challenges:

The start and stop and start again of a new ERP project. It appears that the UT-System lead "Shared Services" project will improve the technology and processes for student administrative and teaching functions.