BUILDING ON THE PAST FOR THE FUTURE

As we celebrate Seattle University’s 125th anniversary, RevSU straddles both our past and our future in some interesting ways. The many people working on RevSU are thinking critically about the past, present and future. In this newsletter we are reporting on some of their more interesting accomplishments and celebrating another major milestone as we prepare for a busy year of change in 2017.

One of the central goals of RevSU is to make it easier to engage with the university. The new Student Account Center that was implemented in August is already improving university payment services for students and their parents. Especially convenient are its credit card, auto-pay and e-payment options. In keeping with the theme of easier engagement, the Student Account Center and many upcoming RevSU applications will include mobile-friendly and self-service (anytime, anywhere) features.

Our early planning work and critical reviews are already delivering several operational benefits. For example, the Admissions team discovered 66 rules that ran when data was imported to Colleague. The import happens twice daily, and required a total of 5+ hours to run. When the team evaluated the rules, however, it turned out that 64 of them had become unnecessary and could be eliminated. The Admissions team reduced processing time to less than two hours, saving over 750 hours a year—meaning easier and earlier access to key information!

Looking ahead, we are working steadily toward our next two major milestones: the November 28 implementation of a new faculty and staff training capability, EngageSU Development & Training, and the January 2, 2017 implementation of a new Colleague HR and Payroll system. You can look to this monthly newsletter and www.seattleu.edu/revsu for more details as RevSU planning continues.

Travis Nation, RevSU Project Director and Associate CIO

FIRST MAJOR REV SU MILESTONE REACHED

On October 3 RevSU teams achieved a major milestone in completing Reporting and Core Architectures, as well as a new General Ledger (GL) Shell. Each of these frameworks is already providing value to the university by resolving chronic problems or providing more modern capabilities. They are also structures on which all the other modules rely.

“We are moving to modern reporting technology with more effective graphic and mobile capabilities,” notes Patrick McDermott of Information Technology Services. Laura Hanson, also of ITS, adds, “Our work is focused on helping all data users better meet their analytic and operational needs.”

The Reporting Architecture the team has created is needed to build reports associated with each module as it is configured. This architecture involves eight different use cases that capture how people use reports. For example, three of the transactional use cases describe: 1) pre-built reports and analytical tools based on known data requirements, 2) specialized reports within a department and 3) day-to-day operational and ad-hoc queries within a department. The resulting new reports will facilitate ongoing improvements by making data more accessible and, ultimately, introducing predictive analytics.

Likewise, the GL Shell, led by Controller Joe Cater, is more than a new set of general ledger account numbers; it is a framework that creates new analytic and management capabilities. To accommodate the growth and complexity of the university, RevSU is changing the GL accounts from an arbitrary 13 digit structure to a “smart” 17 digit code. The new code will reserve digits for such things as the source of funds, reporting units and...
other factors that will make it easier to both classify and analyze financial data. While users will continue to use the old GL account numbers until the end of the fiscal year (June 30, 2017), new modules configured over the next eight months need to include the new codes. “When we move to the new accounts on July 1, 2017, faculty and staff will be able to quickly identify new account codes using a special look-up tool we will provide to ease the transition,” Cater shared.

The Core Architecture work, led by the Data Governance Committee, represents a major step forward in the university’s ability to maintain the quality and security of data. “We are in the process of identifying Data Stewards to help reporting units manage security and data issues long term,” Data Governance Committee Chair Bob Duniway noted, “And at the same time we are forming subgroups to work on problems as they arise.”

Similar to the GL Shell, the Core Architecture is foundational to the new system and is improving efficiency across campus. For example, most people don’t realize that when they schedule delivery of material to campus, the ‘901 12th Avenue’ address commonly used is the address for the booth next to the Main Parking Lot! As a result of that surprising discovery, the Data Governance Committee is pursuing a clean-up exercise with Facilities to update campus addresses for delivery and other purposes.

The scope of the Core Architecture work encompasses four elements, each of which is important for the operation of the university and RevSU systems. First, data definitions involves establishing what terms (like ‘ethnicity’) mean in our system and assigning them codes. Second, and closely associated, cleaning data involves such tasks as purging codes for buildings no longer used on campus. Third, utilities are being calibrated for the core system to perform functions like auto-correct. One of the challenges in this kind of work is helping the system recognize when not to auto-correct the last name ‘Street’ to ‘St.’, as an example. Fourth, policies are being developed that will govern things like field-level security—who can see and do what in the system. This work will provide lasting operational benefits.

With the GL Shell, Reporting Architecture and Core Architecture and firmly in place, the RevSU team can continue configuring the EngageSU Development & Training system and new HR module. Both will provide convenient features for faculty and staff that will make it easier for them to engage with the university.

### USER EXPERIENCE: STUDENT ACCOUNT CENTER

On August 9, Seattle University launched a new payment gateway—the Student Account Center.

The new system has already processed thousands of payments and refunds, and most users report finding it easier to use. As Redhawk Access Counselor-Lead Brittany Goff notes, “The Student Account Center looks much more professional. Most people are not having issues, and when we do hear from students or their parents, it’s almost always related to login difficulties. Once we are able to help people get into the system, the most common reaction is, ‘Oh that’s simple.’” Although there were numerous communications on logins, the typical issue involves entering the incorrect credentials. “Once you walk them through the steps their reaction is really positive,” observed Goff.

The Student Account Center is functioning very well and most people are happy with the new payment options that are available. Nevertheless, the implementation did have an issue. The new refund process impacted several Law School students and has since been revised. Otherwise, “The majority of the issues we have seen are common at this time of year,” said Goff, “But what has made this year different and better is how pleased people are with the new system features the Student Account Center provides.”

### REV SU PROJECT OVERVIEW

![Diagram showing project overview]

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