Course Substitution Request System Progress Update

Hendrick Best Practices for Adult Learners Conference

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Panelists

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Commonwealth Campuses

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World Campus

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Our Presentation

• Why are we here?
• Our journey...
• The new workflow application...
• Panel discussion
Transfer Credit Evaluation...

• PSU admits over 4,000 transfer students annually, 50% begin at a Commonwealth campus.
• 250,000 previously earned credits are entered onto student transcripts annually
  – 64% (162,000) from advanced standing students
  – 22% (53,000) from first-year students
  – 14% (35,000) from PSU students who transfer courses from other universities and colleges
• ISIS currently documents the evaluation of 413,951 courses
  – 87% are evaluated as general credits
  – General Credits = course substitution requests
Existing State...

• Transfer evaluation is mandated by Penn State policy, with implementation defined by each college.
  – Information silos between colleges.
  – Mix of systems and manual processes.
  – Different forms and submissions methods.
  – Paper and process intensive.
  – No consistent visibility into approval status.
Desired State...

• A community of volunteers driven by business requirements designing a flexible solution that follows policies, not mandates methods.
• Remove silos to improve the efficiency and consistency of process.
  – Consistent decisions and notifications for students.
    • Use a common workflow system to improve visibility
    • Enforce institutional rules for access to information.
  – Colleges control exceptions approval for their majors.
    • Access to enter or approve substitutions
    • Workflow design for different exception types.
    • A student interface (planned), enabled per college
Our Journey...

- An active community with a voice
- A flexible iterative design process
  - Wireframe and brainstorm overall functionality
  - Biweekly progress demonstrations
    - Wireframes and concepts
    - New candidate releases
    - Iterative feedback loop
    - Compromise on functionality
    - Don’t compromise on quality or integrity
Tenets for Success...

• Plan long term, and design releases using a series of short sprints, with frequent feedback from the working group.

• Work with partners to adjust timelines for scope changes

• Never underestimate the importance of refining the scope, or maintaining schedule
Future Plans...

• Continued deployment
• Admissions LionPATH review processes
• LionPATH integrations
• Evolve automatic substitution and denial
• Committee review improvements
• Student Interface
Determining a Workflow

Workflows are defined by the college

Correct Workflow

- LA + Major Requirement
  - Dept Head / Prog. Chair
  - eISIS Entry at Department
  - Complete

- LA + Gen Ed + World Campus
  - Records Coordinator
  - eISIS Entry at World Campus
  - Complete

- LA + Gen Ed
  - Records Coordinator
  - eISIS Entry at College
  - Complete
Workflows

World Campus

From University College

From Liberal Arts (Gen Ed)
Workflows

Altoona College

Altoona

- Program Coordinator
- College Registrar
- eISIS Entry
- Complete
Workflows

Eberly College of Science

Default

Adviser → Department Head / Prog. Chair → Associate Dean → eISIS Entry at Department → Complete

Language 3/6/9 Fast Path

Adviser → eISIS Entry at Department → Complete
Questions?
Timing?

- Penny – 10:30-10:40
- Brian – 10:40-10:45
- Scott / Panel – 10:45-11:05
- Q & A – 11:05 – 11:15