

One Penn State 2025

Realizing Transformation

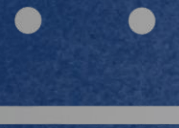
Virtual symposium
February 10, 2021



PennState

Guiding principle 1:

**Provide a seamless
student experience**



PennState

One Penn State 2025

Transactions Associated with the Business of Being a Student

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Penn State 2025; Guiding Principle #1

Guiding Principle 1: Provide a Seamless Student Experience.

In 2025, Penn State will provide students with a seamless, mobile student experience in all student interactions with the institution, whether this be the admissions or enrollment processes, the process of taking courses, co-curricular learning, or full access to the curricula and support services offered across the University.

Guiding Principle #1 Sub-Committees

- Transactions Associated with the Business of Being a Student
- Increase student mobility and accommodate the flow of students across Penn State
- Create a Seamless Co-curricular Experience

Transactions Associated with the Business of Being a Student

Once a student enrolls at Penn State:

- Obligated to provide them with lifetime access to online, efficient and user-friendly services, serving them as both students and alumni
- Critical to identify and revise policies that create roadblocks to this successful access
- Must build a fluid process, enabling lifelong access that fosters continuous connection with Penn State
- Access supports opportunities to
 - enable their lifelong learning efforts
 - access post-graduation services electronically, (e.g., ordering transcripts, paying a bill, or obtaining a duplicate diploma)
- Systemwide infrastructure built upon a sustainable technology platform for ease of maintenance for future needs

Transactions Associated with the Business of Being a Student

Sub-Committee Members:

- Misty Patcyk, Co-Lead
- Bill Fritz, Co-Lead
- Tony Anderson, Learning Tools and Learning Management System Manager
- Penny Carlson, Office of the Vice President for Commonwealth Campuses
- Lori Hawn, Director of Graduate Student Services
- Raj Ramesh, Commonwealth Fee Board Chair, CCSG
- Carolyn Saona, University Bursar

Transactions Associated with the Business of Being a Student

This group may:

- recommend the platform(s) to support the business function needs for students.
- explore the infrastructure needed by staff to facilitate the seamless experience for students.

Transactions Associated with the Business of Being a Student

Recommendations in Three Categories

- Access
- Policy and Process Improvements
- Large Scale Initiatives

Transactions Associated with the Business of Being a Student

Category: Access





Create a mechanism to provide lifelong access to Penn State student system services which would include, but not limited to, one consistent email account

- Once student transactional processes are re-engineered to be more user friendly, develop a process flow demonstrated by tutorials/handouts/flyers/learning website on how to be a student and how to navigate Penn State from transactional viewpoint
- Create a digital information desk, one-stop-shop or a “student ombudsman” position to help students make informed decisions about navigating the University or finding available resources at each campus to help students make their Penn State “plan” while also creating a centralized resource that collects feedback about the student experience on a regular basis
- Develop and provide on-going services to student not dependent on being registered



Transactions Associated with the Business of Being a Student

Category: Policy and Process Improvements

- Form a University-wide enrollment management group charged with creating a University wide enrollment modeling plan to address enrollments at all colleges and campuses.
- Query students on how they want to receive information and communications & critical deadlines
- Provide a more fluid "intent to graduate" process
-  Provide a more fluid “entrance to major process” for undergraduate students
-  Create electronic forms with workflow processes and electronic signatures as needed for use in the student system
- Review academic and administrative policies and business procedures related to change of campus/home campus/temporary change of campus/multi campus registration and modify to ensure a student-centered approach in their processes to create a more fluid enrollment process across the Commonwealth at all locations, to include the World Campus course delivery method
- Create a single billing scenario process regardless of multiple programs, careers, locations through automation
- Evaluate the recruitment and enrollment processes for transfer students to identify and eliminate barriers for a seamless transfer student experience from application to scheduling

Transactions Associated with the Business of Being a Student

Category: Large Scale Initiatives

- Develop project plan/timeline based on executive decision for Campus Solutions vs Future Cloud implementation of LionPATH student system
- ✔ Implement the Cloud Based Student Financial Planning Financial Aid Software for financial aid processing
- ✔ Implement a robust and extensive PennStateGO (Mobile) application for students
- ✔ Create a Virtual One Stop Services for Students (Penn State Go Desktop)
- ✔ Create a device independent fluid enrollment function in LionPATH
- ✔ Explore the use of Artificial Intelligence tools to enhance and supplement services to students

Transactions Associated with the Business of Being a Student

Highlights

Transactions Associated with the Business of Being a Student

Category: Policy and Process Improvements - More Fluid Entrance to Major Process

New LionPATH tool helps track students' academic major preferences



IMAGE: LIONPATH

January 26, 2021

UNIVERSITY PARK, Pa. — In collaboration with academic advising and department leadership, the [LionPATH Development and Maintenance Organization \(LDMO\)](#) has announced the release of a new tool in LionPATH to record students' academic major preferences.

The "View My Major Preferences" tool, available to undergraduate students and advisers, records students' majors of interest as they change over time. Major preferences data will be useful to academic advisers, department personnel, and other key University officials.

Major Preferences released in LionPATH

3 Phases of the Project

Phase I: Tools is available for use by Students, Advisers and Faculty Advisers

Phase II: Will be available for students to complete in activity guide for Fall 2021 registration

Phase III: Will be required for students to complete in activity guide for Spring 2022 registration.

Over 150 students have this completed either on their own or with their adviser!



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Transactions Associated with the Business of Being a Student

Category: Large Scale Initiatives - PennStateGO

PENN STATE GO

- 96K+ Downloads
- Mobile Direct Communication
- 24 Student Experiences including all Commonwealth Campuses
- Canvas Integration
- Dining and Penn State Eats (order ahead)
- Campus Events – THON, homecoming, etc.
- Faculty/Staff Experience
- COVID Symptom checker
- More to come!



Transactions Associated with the Business of Being a Student

Category: Large Scale Initiatives - PennStateGO Desktop

PENN STATE GO
Desktop

Nathan Jackson
Marketing
Junior | GPA: 3.98

Your Advisor
Corey Gladstone
Make an Appointment

QUICK LINKS
A-Z Index >
Degree Certificates >
Courses >
Get Involved >

Navigation Icons:
LionPath, Canvas, Email, Welcome 2024, Starfish, Safety, Academic Calendar, Events, Student Services, News, Library, Military, Athletics, Help Desk, Contact Us, Support Chat

RECENT CANVAS INBOX

DATE	FROM	CLASS
May 20 at 10:18pm	Tony Anderson, Derek Gitler	MAC 3200
May 19 at 9:58pm	Jennifer McCauley	FRA 3302
May 19 at 5:12pm	Geoffrey King	STA 2030

RECENT GRADES

CLASS	ASSIGNMENT	GRADE
STA 2030	Lighting Plot Basic Plan	94%
FRA 3302	Workshop Group: Exploratory Movement	92%
MAC 3200	Essay 1: In The Beginning	89%

WORLD CAMPUS NEWS
Health Administration program prepares students to tackle COVID-19 challenges
Professionals in the Master of Health Administration in Health Policy and Administration program at Penn State said they gained skills to navigate their health care jobs during the pandemic.

Coming Soon!

- One Stop Shop for Students
- World Campus version is 1st release
- Direct Canvas Integration
- Direct Starfish Integration
- Access to LionPATH
- UP and CWC in 2nd release

Transactions Associated with the Business of Being a Student

Category: Policy and Process Improvements - Electronic Forms and Workflow

Estimated University Savings for 2 forms below: **87.09 Hours, \$5748.48**

Savings Estimates for Doctoral Exam Request Form 396 from 10/22-2/2	*Prior State Per Form	*Prior State Per Year	Current State Per Form	Projected State Per Year	Estimated Savings Per Year	Current Est. Savings since Go-Live
Time Spent Per Form	13.05 minutes	326.25 hours	1.1 minutes	27.5 hours	298.75 hours	78.87 hours
Cost for Processing Per Form	\$14.74	\$22,110	\$0.79	\$1,185	\$20,925	\$5,524.20

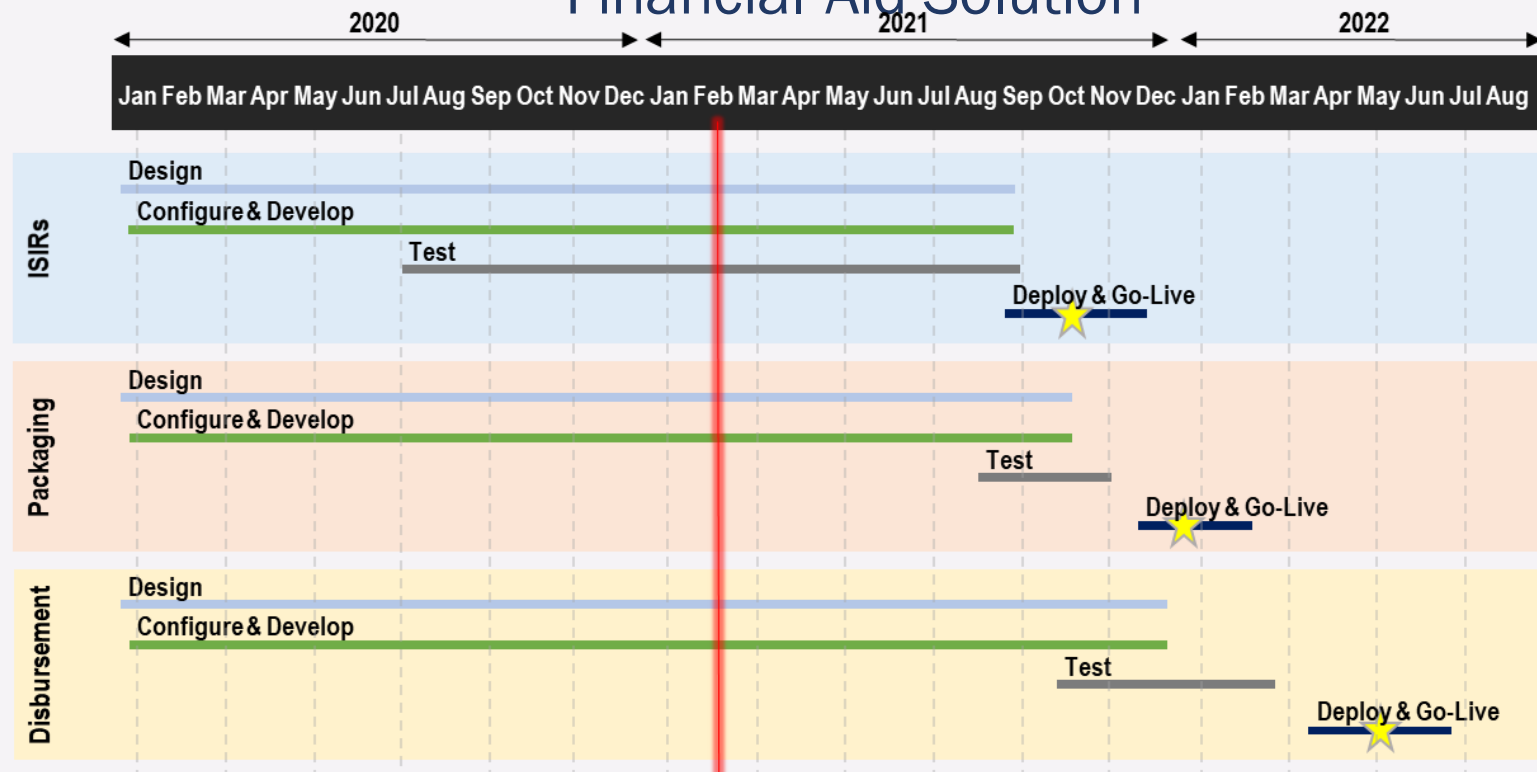
*~125 forms/month, ~1500 forms/year

Savings Estimates for Letter of Certification Form 36 from 11/12-2/2	*Prior State Per Form	*Prior State Per Year	Current State Per Form	Projected State Per Year	Estimated Savings Per Year	Current Est. Savings since Go-Live
Time Spent Per Form – Staff	14.23 min	42.69 hours	.53 min	1.59 hours	41.1 hours	8.22 hours
Time Spent Per Form – Student	4.28 min	12.84 hours	2.17 min	6.51 hours	6.33 hours	1.266 hours
Cost for Processing Per Form	\$6.62	\$1,192.14	\$0.39	\$70.89	\$1,121.25	\$224.28

*~60 forms/semester, ~180 forms/year

Transactions Associated with the Business of Being a Student

Category: Large Scale Initiatives - Cloud Based Student Financial Planning Financial Aid Solution



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Discussion

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