

Module 3: Constituencies

Molly Corey

Pennsylvania State University

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York College of Pennsylvania has decided to change its student information system. After hosting Banner by Ellucian for fifteen years, York College has decided to create its own student information system, SpartanWay. This newly designed system will provide the institution leverage by lowering costs due to having its own personnel create the system, rather than a third party. SpartanWay focuses in all areas within higher education, compared to Banner, which concentrates solely on the student aspect. This YCP owned system will consequently form an organization saga and show the dedication and devotion that the institution has for its students, faculty, staff, and administrators.

Although the new change in system will affect everyone on campus, it will significantly affect the Academic Affairs unit. Within this unit, the institution's faculty, staff, Records Office, and Registrar's Office report to the Provost's Office.

Internal constituencies of this unit include current students, faculty, staff, and administrators. While there are many external constituencies for an institution overall, such as state and federal governments, donors, and the community, the primary external constituencies that are involved with Academic Affairs are parents of current students, prospective students, and alumni.

Within the internal and external constituencies, the focus of communication regarding the change of the student information system will be for faculty and prospective students. These two constituencies were chosen because they truly are the main factors to a successful institution. Although it is important to have administrators, donors, and other constituencies to keep an institution running, faculty and prospective students are the reason behind an institution's life.

The communication among these two populations will be distinct due to their usage of the system is in two entirely different ways. Faculty use the student information system to view accepted and enrolled students in their designated department and specific major, view their contact information, review grades of students they are advising, and enter final grades for their courses.

Prospective students use the student information system for a plethora of reasons. These include picking and viewing their class schedule, looking at their transcript, ordering a transcript, viewing any holds on their account, personal information, financial aid, paying the housing deposit and tuition bill, and choosing their meal plan.

The timeline for the system change will be slightly different for both populations. Faculty will be notified of the change in the fall of 2017, but the implementation will take place in summer of 2018. Prospective students will not be notified of this change until the spring of 2018. This is because they will not particularly use the student information system until they commit to the institution, which is typically decided.

The communication of this change for the faculty will be by a memo posted on the YCPWeb portal and an email sent to all faculty from the Provost's Office. The YCPWeb portal is where all York College members view resources and services provided by the institution, including email. The memo will remain at the top of the portal announcement list for the fall semester. The communication of the memo will give a brief description of the system change. The email from the Provost's Office within the Academic Affairs unit will be sent out on February 1, 2018 and will offer introductory sessions for faculty to prepare them to learn the new system.

For the prospective students, the communication will be a letter sent to the student's permanent home address. This will be sent to prospective students who have already paid their deposit and have committed to attend the institution in the fall. The communication in this letter will give detailed information about what will be offered in the new system and what use it has to the student. There will also be a link listed for students to view with instructions on how to use the system.

In conclusion, SpartanWay will be an asset to the institution and will save money while focusing on each area within the institution. Forming York College's own student information system will not only strengthen the institution, but will show the campus community that there is value in this resource and it will build loyalty to the institution.

MEMO

TO: York College Faculty

FROM: Dr. Laura Niesen de Abruna, Provost's Office

DATE: October 1, 2017

SUBJECT: Reveal of SpartanWay

I am happy to announce there will be a change in the student information system being provided to all faculty, staff, administrators, and students starting in the fall of 2018. After many months of research and beta testing, SpartanWay, York College's own student information system, will be implemented starting summer of 2018.

This student information system was specifically designed by the Information Technology Department and is targeted to all areas of those at the institution. The system that is currently in use, Banner by Ellucian, specifically focuses on the student, whereas SpartanWay will offer resources to students and faculty. It will also provide reports regarding enrollment, financial aid, advancement, and human resources.

The implementation of this new system will start directly after Spring Commencement and will be active before the fall term begins. There will be introductory sessions for this program in the spring, but training will occur starting in June to fully grasp the system's use.

Should there be any questions regarding SpartanWay, please contact the Information Technology Department at ithelp@ycp.edu or at extension 1559.



Academic Affairs Office

April 2, 2018

Molly Corey
474 S Yale Street
York, PA 17403

Hello Molly,

Congratulations on your decision to attend York College of Pennsylvania starting in the fall of 2018! Our campus community is excited that you have chosen York College to spend your collegiate years and we look forward to seeing your growth in academic success.

While you prepare for the fall, I wanted to personally inform you of a new student information system that will be implemented this summer. This new system, called SpartanWay, will be replacing our current system, MyYCPWeb. You had, perhaps, used this system as a prospective student to view your application status, financial aid, and pay your deposit.

SpartanWay, which was designed and created by York College personnel, will offer more variety of services to our students to assist them in their college career, specifically with scheduling courses and viewing final grades and transcripts.

As SpartanWay goes into effect starting June 4, 2018, please view the Information Technology Department's Knowledge Base at <https://itkb.ycp.edu/index.php> for instructions and tips on how to operate the new information system. Further information regarding SpartanWay will be sent to you in the summer. Please contact your designated Admissions Counselor or the Information Technology Department at 717-815-1559 if you have any questions.

Sincerely,

Laura Niesen de Abruna

Laura Niesen de Abruna, Ph.D.
Provost, Academic Affairs
York College of Pennsylvania
lniesen@ycp.edu
717-815-1231



SpartanWay Training Coming Soon

1 message

academicaffairs_ann@ycp.edu academicaffairs_ann@ycp.edu

Thur, Feb 1, 2018 at 9:03 AM

Reply-To: academicaffairs_ann@ycp.edu

To: myycp@ycp.edu

SpartanWay will be implemented in York College's computer system starting Monday, June 4, 2018. With this implementation, the Information Technology Department will be offering welcome sessions to all faculty. These sessions will provide a preview of the new student information system and the benefits it will provide to all faculty.

Please view the schedule of sessions available Monday, March 5 through Friday, March 9 by visiting <https://my.ycp.edu/web/information-technology/it-home>. Offerings of these sessions will be every day at the times and locations below:

9 AM-10 AM	WPAC Lab 210
11 AM-12 PM	WPAC Lab 210
1 PM-2 PM	WPAC Lab 212
3 PM-4 PM	WPAC Lab 211

Official training sessions for SpartanWay will be available starting June 18. The Information Technology Department will provide further detail regarding registration for those sessions as we get closer to the summer months.