WESTERN SYDNEY UNIVERSITY

# SMS MONTHLY UPDATE

# APRIL 2017

## STUDENT ADMINISTRATION PROJECTS

As part of the Student Management System (SMS) program work, a number of other projects of a student administration nature have been linked to the activities of the team.

This monthly update is a summary of activities and projects that touch the current student management system, Callista, or other student administration activities.

## STUDENT MANAGEMENT SYSTEM REPLACEMENT PROJECT

The replacement of our current student management system, Callista, has been the main focus of the work of the team since late 2015.

The project involves the selection, installation and delivery of a new system including admissions and enrolments, progression and graduation. The project has included a review of all existing processes and has identified pain points and process improvements.

A recommendation has been made by the Tender Evaluation Committee, and the approval process is underway. Papers have been presented to the Senior Executive Group, and will soon be reviewed by the University Infrastructure Committee. Subject to support by those groups, the proposal will be presented to the June meeting of the Board of Trustees. If approved the program will move to full implementation planning.

For more information about the project, our website is:
www.westernsydney.edu.au/smsproject

## CALLISTA UPGRADE

Work is underway for a July implementation of the latest upgrade of our current SMS. The upgrade will occur on the weekend of 8 and 9 July. Ensuring that testing and sign-off is completed is an important part of the upgrade process, and the Student Experience Office and ITDS teams are working closely to make the upgrade a smooth experience for staff and students.

## CALLISTA MANAGED SERVICES

The purpose of this move is to align Callista with the University's strategy to move all

applications to Cloud-based hosted/ managed service.

The initial scope for the project was reviewed and updated following the evaluation of the first proposals. A revised request for tender was issued in early April and will close on 1 May. From a technical management aspect, planning is also underway to move system infrastructure from Sun Solaris to Linux.

## EXAM TIMETABLING

There has been support from the ITDS Pipeline Committee to identify a system that will automate the complex processes required for a smooth, student-centred exam experience. Following an extensive discovery process in 2016, an additional reference check has been completed with The University of Sydney. Budget for the system and associated software is being clarified before final approval is sought.

## AUDIT REVIEW – LODGEMENT AND PROCESSING OF GRADES eFORM

The requirements for the development of the eForm on the new Adobe platform to provide enhanced functionality has been finalised but is awaiting the new eForm platform to be operational. Reporting continues to the Audit and Risk Committee.

## ALLOCATE +

The SMS Project team has been working with the SEO to investigate the movement of the Allocate suite of products into a Software-as-a-Service (SaaS) model through 2017.

We are awaiting a formal proposal from the Allocate+ vendor, JDR and will then review and develop a business case for consideration by the ITDS Pipeline process.

## SCHOLARSHIPS

Members of the SMS Project team are working with the Scholarships team to review current processes and identify potential streamlining of activities. The review has provided an excellent opportunity to analyse links to other stakeholders including Finance, Digital Security and Risk, and to alumni and donors. Work has been requested to incorporate International Scholarships in this program of work.

## STUDENT MAPS

Together with SEO Systems team, we are reviewing the new Callista functionality for course structures, timetables and study plans. This will replace the current manual Guide to Units for New Students (GUNS) solution.

Discovery is underway to explore the experiences of other institutions using the Callista module, including the complexity to import and maintain course data. Also being investigated is implementing a similar module in the new SMS as part of the first phase of rollout.

## KEY CONTACTS

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