

System IT Board Report

February 14, 2024

Student Lifecycle Systems Map

One of the questions we almost always hear from new employees, whether at a college or the system office, is what are all these systems that we have, who uses them and what do they do? And we do have a lot of technology systems. Some are our enterprise system-wide applications such as Ellucian's Banner which is our Enterprise Resource Platform (ERP) covering Student, Financial Aid, Human Resources, Payroll and Finance or Desire2Learn which is our system-wide Learning Management System (LMS). Other applications may be only used by a group of colleges who have a specific need for a functional software application that is more localized.

Nancy Hoffman, Director of Business Technology for System IT, oversees the staff who provide functional support, business analysis and project management for projects, enhancements, and upgrades for all of these applications, whether enterprise wide or local to specific colleges. She put together the start of diagram that looked at all these software systems from the perspective of the Student Lifecycle and how those applications support students through their journey with our community colleges. However, diagrams are not a particular IT strength, and we enlisted the help from one of Fiona Lytle's team members, Alisha Yoder. Fiona is the System Office's Chief Government and External Affairs Officer. Alisha took our ideas and turned them into a wonderful infographic of the student lifecycle and the supporting applications used during each phase of the lifecycle. This will always be a work in progress since systems do change or are added to the portfolio of available technology.

We are about to send this infographic out more broadly to the colleges and system office and thought it was appropriate to share with the Board so that you could see the variety of applications that are required to meet student, staff and faculty needs as a part of the student lifecycle (see next page).

