



UR STUDENT

UR Student Change Management

November 2018

Agenda

- ▶ Communications High Level Plan
- ▶ 2 month overview and Website
- ▶ Discussion
- ▶ Training Approach
- ▶ Discussion
- ▶ Student Engagement
- ▶ Change Management



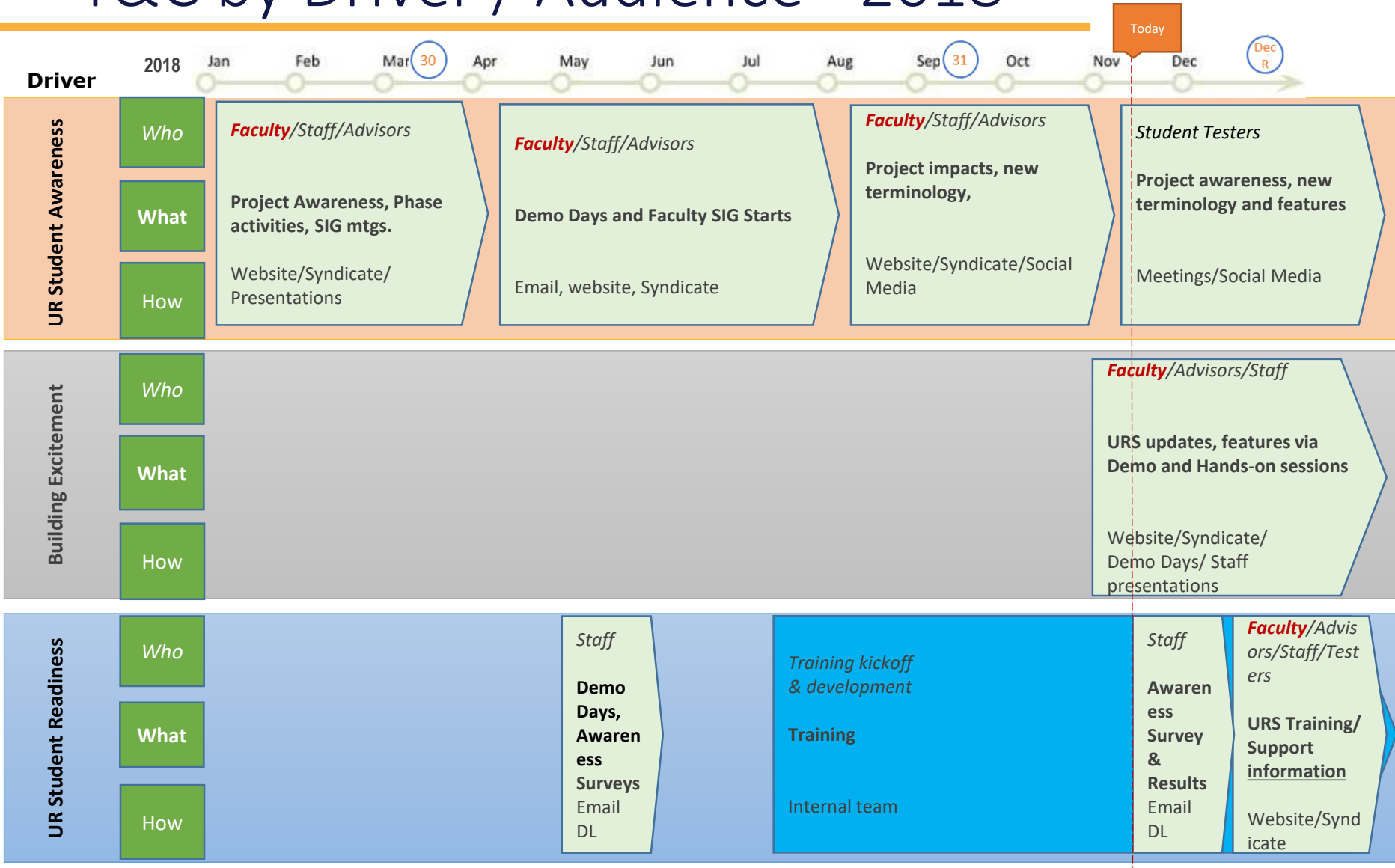
UR STUDENT

Communication Campaign



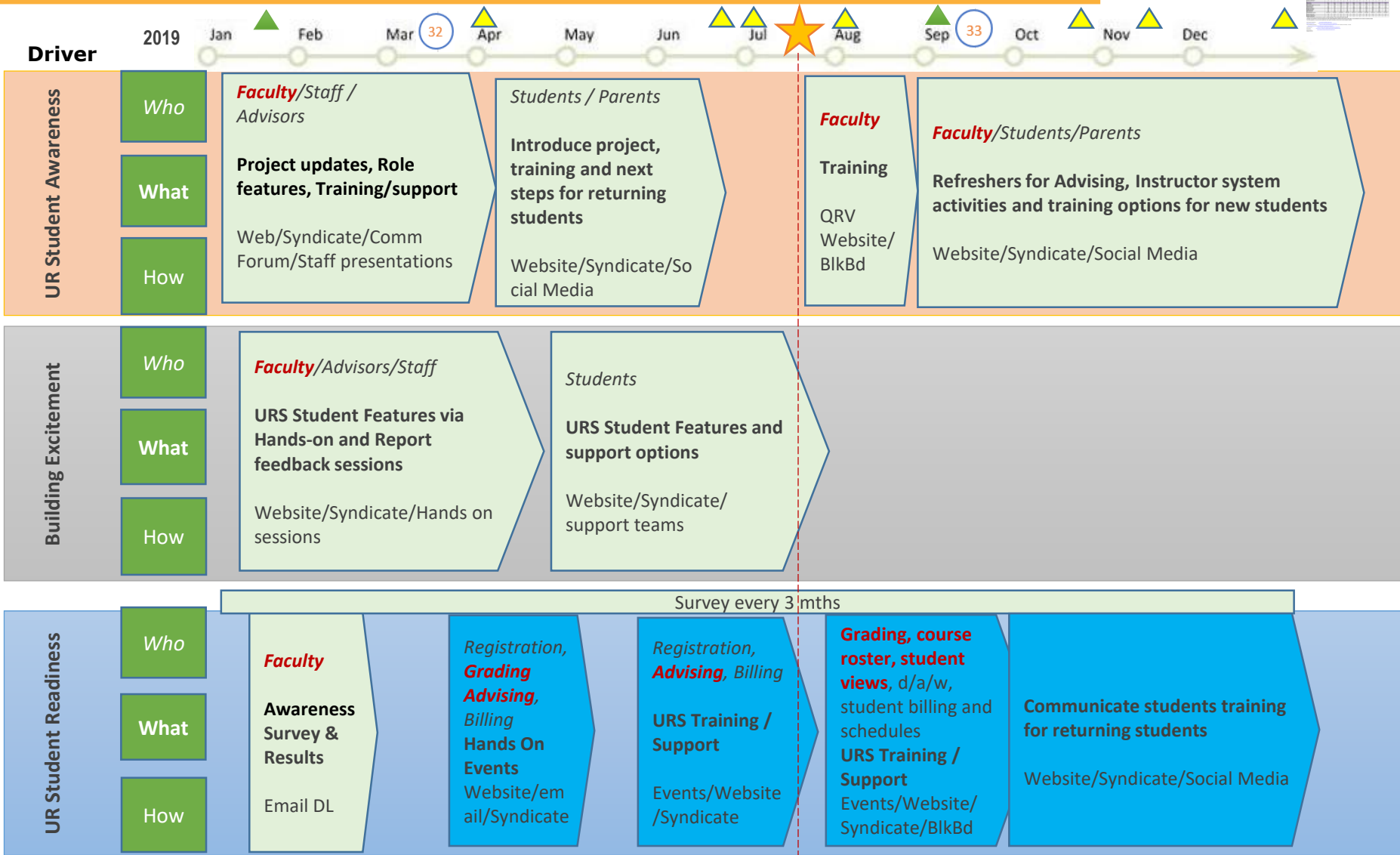
T&C by Driver / Audience - 2018

* Syndicate= Individual School Newsletter, website, email DL



T&C by Driver / Audience - 2019

* Syndicate= Individual School Newsletter, website, email DL



Communications Syndicate

- A group of Communication experts across the university
- Assisting with disseminating UR Student communications
- Uses their channels and contacts
- Provides feedback on communication metrics and audience attention
- Meets monthly to discuss UR Student communications and events

Communications – 2 Month View

November 2018

- Website News Topics
 - Upcoming Events
 - Event Summary
 - Testing Phase Activities
- Public Meetings
 - Demo Days Are Back, now Remote
 - Topics: POS changes presented by Julia Kraus
 - Survey
 - Community Forum
- Other Informative Meetings
 - Faculty SIG
 - Testing Sessions
 - Steering, IT/IR SIG
 - Records & Registration

December 2018

- Article Topics:
 - Events
 - Program of Study Changes
 - Course code and course sections
- Public Meetings
 - Remote Demo Days
 - Course Code Changes presented by Julia Kraus
 - Survey
- Other Informative Meetings
 - Student Financials SIG
 - Faculty Senate
 - IT/IR SIG
 - MSAG

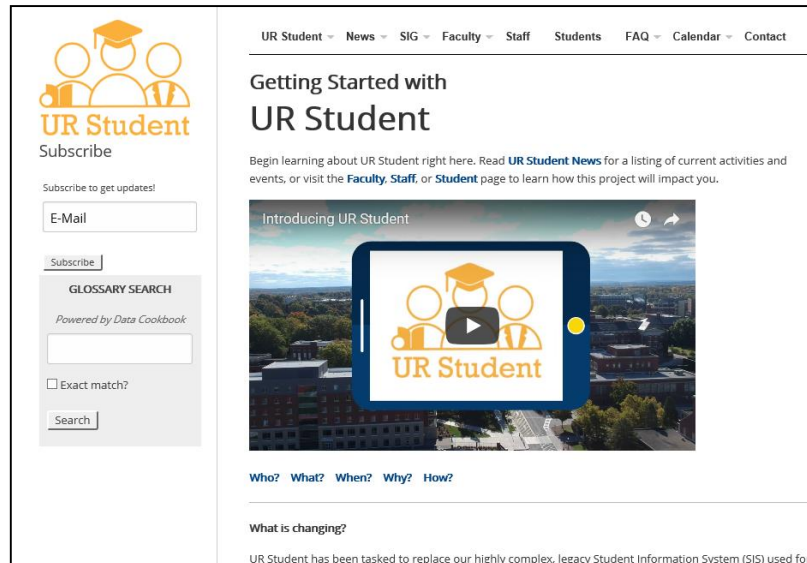
UR Student Website and Newsletters

Website

- Orientation page
- News
- Specialized pages by role
- Events on the Calendar
- FAQs and Terminology
- Demo Day recordings
- Contact the team

Newsletter

- Contains summary of progress and spotlight features
- Periodically distributed
- Will increase in frequency



The screenshot displays the UR Student website interface. At the top, a navigation menu includes links for News, SIG, Faculty, Staff, Students, FAQ, Calendar, and Contact. The main heading is "Getting Started with UR Student". Below this, a paragraph invites users to begin learning about UR Student, mentioning "UR Student News" and providing links to "Faculty", "Staff", and "Student" pages. A video player titled "Introducing UR Student" is featured, showing a tablet with the UR Student logo and a play button. Below the video, there are links for "Who?", "What?", "When?", "Why?", and "How?". A section titled "What is changing?" follows, with a sub-heading "UR Student has been tasked to replace our highly complex, legacy Student Information System (SIS) used for". On the left side of the page, there is a "UR Student" logo with a graduation cap icon, a "Subscribe" button, and a "GLOSSARY SEARCH" box powered by Data Cookbook, which includes a search input field, an "Exact match?" checkbox, and a "Search" button.

Discussion on Communications Approach

Timing | Method | Frequency | Topics | Surveys



UR STUDENT

Training Approach



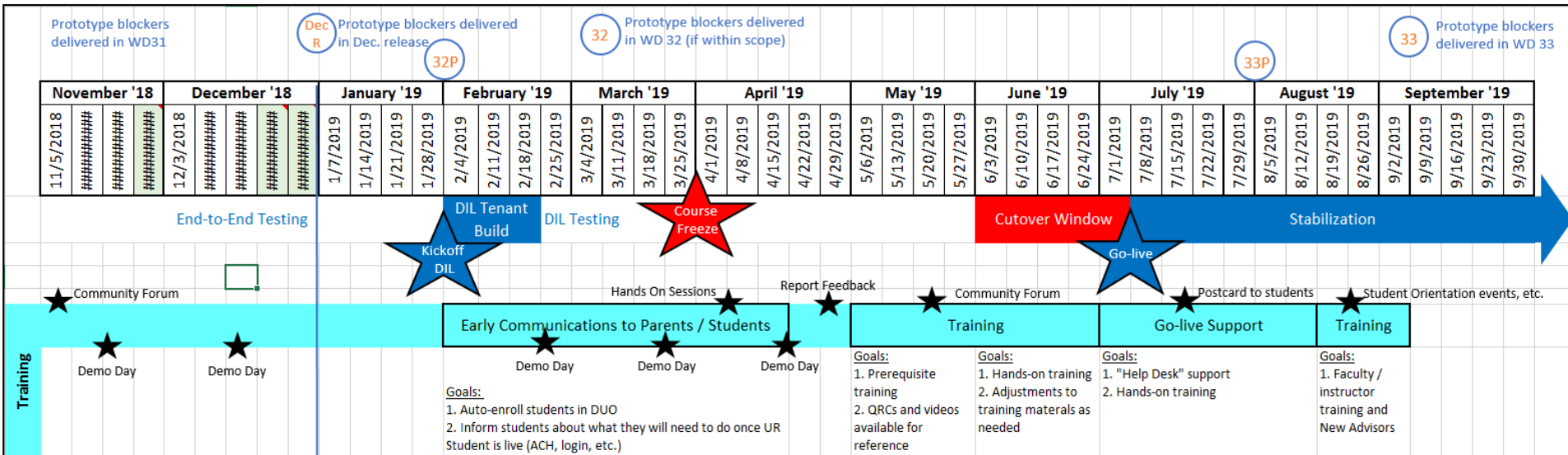
Training Audiences and Mechanisms

Audience	Training Delivery Mechanism	Early Numbers	Tentative Timeline
Registrars, Bursars, Advisors, Department Administrators & Program Coordinators	<ul style="list-style-type: none"> ▪ Classroom training ▪ Videos (for reference after in-classroom training) ▪ Quick Reference Guides 	~350-400	Starting mid-May through July
Instructors, Student Services, Deans' Office support personnel, etc.	<ul style="list-style-type: none"> ▪ Self-paced online training ▪ Training videos ▪ Quick Reference Guides ▪ Integrated on-demand "how to" support (Walk Me) 	~4,000	June / July Instructor training will be made available mid to late August
Students	<ul style="list-style-type: none"> ▪ Self-paced online training ▪ Training videos ▪ Quick Reference Guides 	~12,000	Early communications in the spring, postcard over the summer, training and support in the fall
Student Data Warehouse Report Users	<ul style="list-style-type: none"> ▪ TBD 	TBD	June / July / August

* Registrars, Bursars and select Financial Aid constituents will be cross trained

** Most of the administrators and some students will also be engaged in either E2E or DIL testing

Training Timeline



Discussion on Training Approach

Timing | Method | Duration | Topics



UR STUDENT

Student Engagement



Student Engagement

- Are included in End to End Testing
- Will provide feedback on design
- List Student Support areas
 - Student IT Help at the University
 - Res Life
- Communication to students begins with Testers/Change Agents, although officially begins in Spring 2018
 - Billing
 - Payment plans
 - Parent access



UR STUDENT

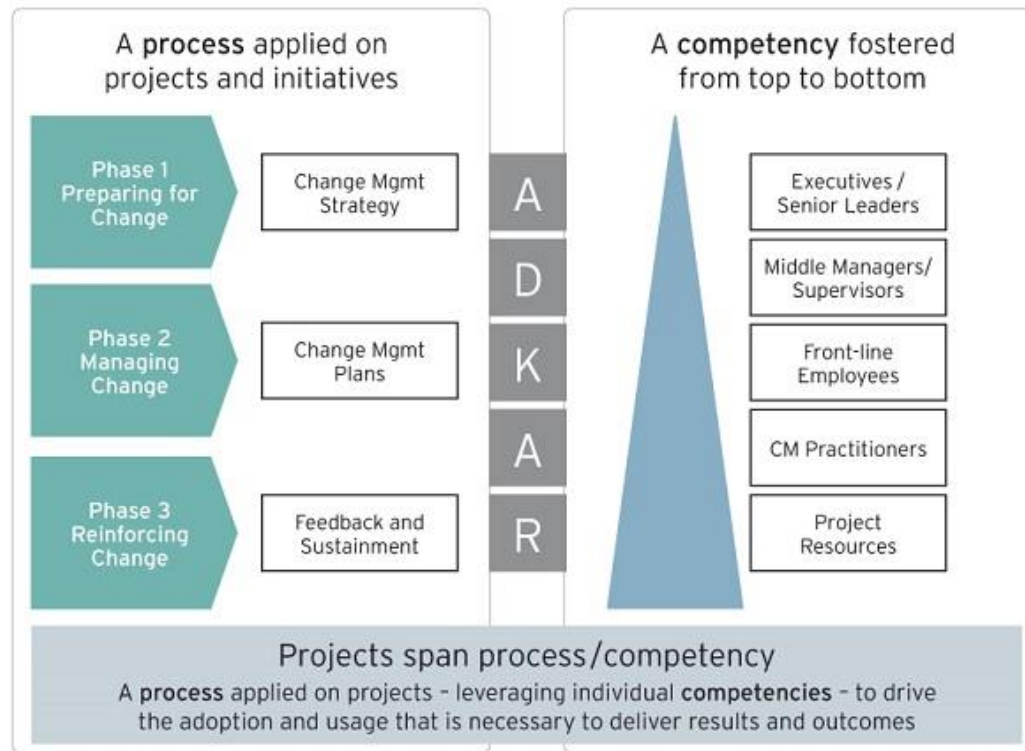
Change Management



What is Change Management

Change Management:

Is the process, tools and techniques to manage the people side of change to achieve a required business outcome supported by a change agent network.



What is a Change Agent?

Change Agent:

An employee who helps the University transform itself starting with the individual.

Why are Change Agents vital?

- Advocate for the change
- Are key communicators and enhances communication effectiveness
- Builds credibility, Boosts ownership
- Liaise with Change Management Team
- Increases product knowledge base
- Assists with resistance management

Who is a Change Agent?

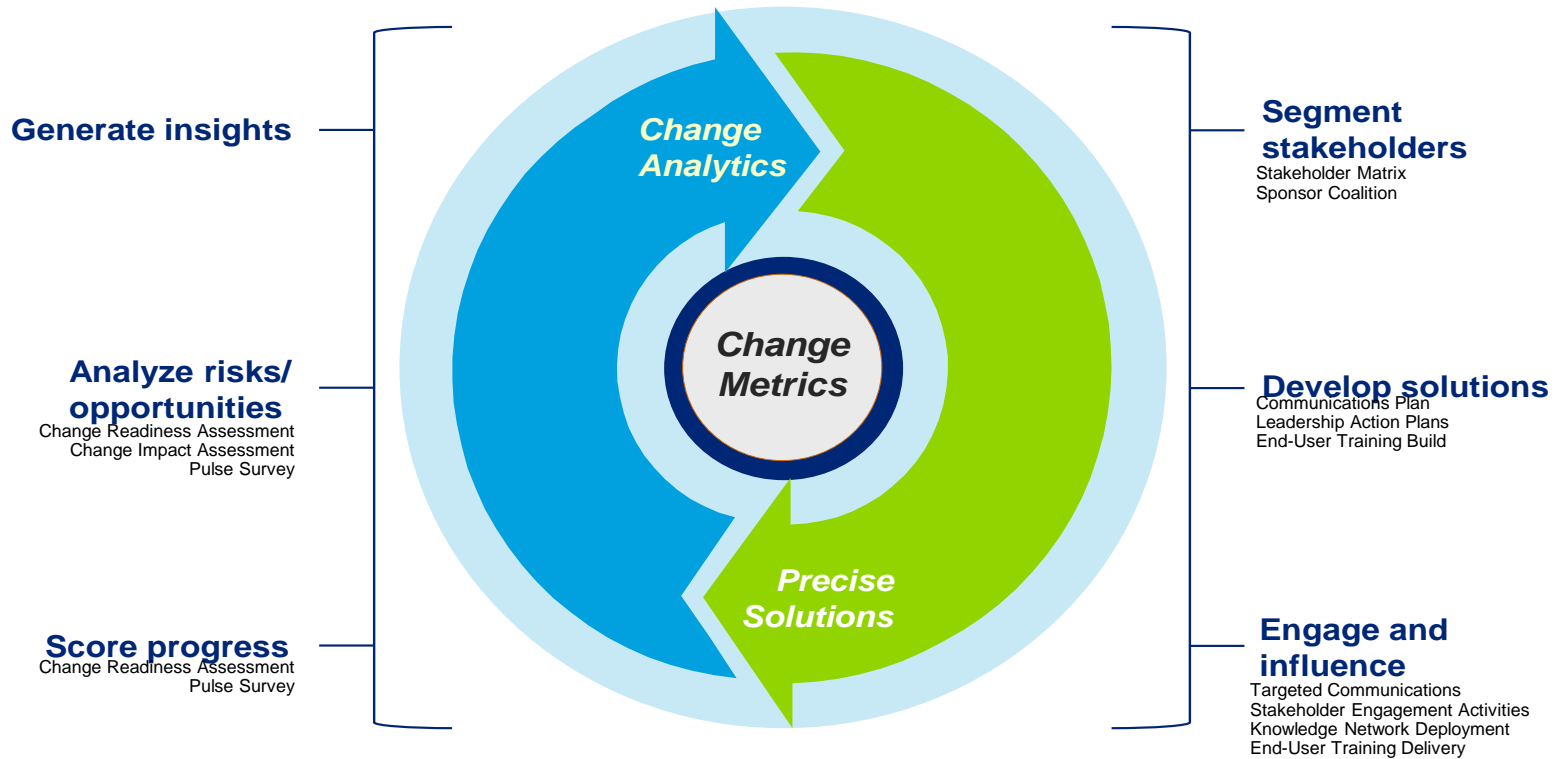
- Change management resource/team
- Executives and senior managers
- Managers and supervisors
- Project team
 - SIG Members
 - Testers
- Project support functions

Prosci's Roles in Change Management Model



Copyright © 2016 Prosci Inc.

The Change Management Cycle



Q&A



UR Student