

Bowling Green State University
BG@100 Action Item
ESC Submission: April 14, 2008

Identification Information:

<i>Reference Number</i>	CSS-A007
<i>Functional Area</i>	Student Records
<i>Title</i>	Process to Discontinue Student Records
<i>ESC Submission</i>	April 14, 2008
<i>ESC Decision Requested By</i>	April 14, 2008

Issue Description:

Various business processes across the University rely on knowing if a student is active or not in any given term. Along with this, academic policy states that any student sitting out for more than one regular term is required to be readmitted to the University. Currently this policy is managed via a batch program which identifies the population of inactive students and subsequently deletes the STUD (student) record in SIS. There is no delivered process to accomplish the same functionality in PeopleSoft.

Background Information:

A student's record in PeopleSoft is inactivated via management of the student's program/plan stack. This is used in conjunction with term activation to control a student's ability to enroll. By discontinuing the student's program/plan stack their need to be readmitted will be controlled and there will be a clear indication for reporting and other business processes that a student's record is inactive. Development of this process to discontinue a student's program/plan stack with an option to remove their enrollment for a given term, can also be used by other current business processes such as record management for students cancelled for non-payment, discontinued due to suspension or dismissal, and cancelled due to a student not coming for an initial admit term. The number of students affected by these processes for Fall 2007 include:

Students who did not show for the initial admit term:	5548
Students cancelled for non-payment:	64
Students discontinued due to Suspension or Dismissal:	297
Students inactive for 4 terms:	1118
Total for Fall 2007:	7,027

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Alternatives:

Alternative #1: Use PeopleSoft as delivered mandating manual maintenance of the program/plan stack.

Alternative #2: Develop automated process to manage program/plan stack discontinuation with an option to remove the student's enrollment for a given term.

The following table shows the pros and cons for the alternatives identified above.

#	Alternative	Pros	Cons	Notes
1	Use PS as delivered.	<ul style="list-style-type: none"> • No need for continued support of customization with subsequent upgrades. 	<ul style="list-style-type: none"> • A significant number of student records need to be discontinued each term. Manual processing for this volume of records will impact all student services such as Financial Aid, Student Financials, Registration and Records and Housing. • Introduction of manual processing increases chance of data integrity issues. 	

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The following table shows the pros and cons for the alternatives identified above.

#	Alternative	Pros	Cons	Notes
2	Develop Automated process to discontinue the student's program/plan stack	<ul style="list-style-type: none"> • This process can be developed such that several gaps across business processes can be addressed in one customization. • A high volume of records can be processed in a very short period of time. • Business processes across all service areas can take place in a timely manner. • Provides timely enforcement of academic policy. 	<ul style="list-style-type: none"> • Continued support of customization will be required with each subsequent upgrade. 	

Costs - Alternative #1: Additional Back Office Support needed in order to manually handle these processes. (Figures based on 4 minutes per change to a students program/plan stack @ \$26/hour).

Registration and Records related expenses for Fall 2007 only – 7,027 students discontinued, 468 hours, \$12,180.

Costs - Alternative #2:

Estimated Hours for Original Implementation	160 Hours	
Estimated Cost for Original Implementation	\$24,000	Use \$150 times hours
Estimated Hours per Each Upgrade	40 Hours	
Estimated Cost per Each Upgrade	\$2,000	Use \$50 times hours

Schedule Considerations:

Needs to be in place one month prior to the end of Summer Semester 2009 (July 6, 2009).

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Recommendation:

Alternative # 2 This customization is supported due to the fact that it can be designed to fill numerous gaps across business processes and will ensure accurate and timely maintenance of enrollment data.

Recommendation Supported By:

Name	Project Role
Sue Lau	CSS Functional Lead
Chris Cox	Registrar

ESC Decision:

Bruce Petryshak for Alternative #2
Linda Dobb absent
Shirley Baugher for Alternative #2
Ed Whipple for Alternative #2
Sheri Stoll for Alternative #2

ESC Decision Date: April 14, 2008