



Case Western Reserve University GSS SIS Forum
22 January, 2009, 11:30 AM

Attending Guest Question Sheet

Registering for classes:

- 1) While a majority of the polled students believe that the process of registering for classes is relatively straight-forward, a common complaint that keeps arising is that registration requires far too many steps to complete, and that finding the correct classes can be quite difficult (with most course searches returning hundreds of possible hits that must be sifted through). What steps can be taken to remedy this situation?

Planned Program of Study (PPoS)

- 2) In order to edit a PPoS, it must first be rejected. This can be done only by certain key personnel, which often leads to backlogs and extensive waiting periods. What steps are being taken to ease this burden or to accelerate the process of addressing and rejecting an erroneous PPoS?
- 3) There are numerous complaints about the transition from the paper-based PPoS system to the new SIS implementation, and an overwhelming majority of these complaints stem from an apparent inability for faculty or staff to adequately explain the process. What steps are being taken (or are planned to be taken) to improve the faculty and staff's knowledge of the processes and caveats of filing planned programs of study?

Communication

- 4) Feedback to students regarding the finalization of the registration of classes, and for updated statuses of PPoS filings has been requested by a number of students. Given that a PPoS may take weeks to finally be seen by human eyes for approval, students are frequently left in the dark, wondering what the status is of their requests. Is it possible to implement a receipt or ticketing system? And if so, does the University plan on instituting such a system, or would it even be willing to consider the option?

Usability

- 5) Another common complaint we've received concerning SIS is that the menu systems are cumbersome to navigate through, and that it often takes student as long (if not longer) to figure out how to do fairly simple tasks as it takes to actually perform said tasks. Is there any possible way of making this interface more "user friendly" (i.e. more intuitive menu options, important links being displayed more prominently, etc.) or otherwise speeding up the processes for students and faculty?



GSS

The Graduate Student Senate of
CASE WESTERN RESERVE UNIVERSITY

- 6) While an overwhelming number of students agree that the new system is far superior to the one we had before, the transition from old to new is proving more frustrating for many than they would like. Much of what the students and faculty had grown accustomed to having (such as full access to student pictures for those teaching courses). What steps or features are being made to ease this shift?

- 7) Logging into (and even finding) the SIS can be a chore, with students frequently having to either first navigate to the Registrar's page on the Case Western website, perform a search from the main page, or first log in to my.case.edu in order to log in to the system. What steps are currently being planned to make SIS more accessible?

University Support and Integration

- 8) Currently, support for SIS seems virtually nonexistent from the student perspective, as inquiries to the current Case Help Desk are frequently left unanswered. How does the University plan to integrate full-featured SIS tech support into the Case Help Desk system (help@case, walk-in centers, call centers, etc.)?

- 9) Communication within the University is an ongoing issue, with students and faculty members frequently not being kept in the loop or being made aware of policies and features here at Case Western. A number of the graduates responding to our SIS survey last fall even expressed that they had no idea what the SIS is, or what planned programs of study are for. What proposals are on the table for increasing student awareness and understanding of the new SIS?

- 10) Many graduate students at Case are also on the University's payroll in one form or another, and there has been a number of requests for integrating the ERP system with the SIS system for full information unification (much like the old Briefcase system). Would such integration be possible, and would the University be willing to take the time and effort to implement it?