

Enrolment Services and IT – a Match Made in Heaven

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HISTORY ON REGISTRATION

- Students were able to register by faculty and by year level a particular day to register
- Registration opened at midnight, and spanned approximately 2 weeks
- Presented issues for students in terms of service and in terms of IT support
 - Only one IT supporting registration – Database Administrator (DBA)
 - No service support until 830 am next morning
 - No centralized point of service to answer questions

2013

- Granular time ticketing began
 - Created time tickets beginning at 7pm, and one hour apart
 - Spanned two weeks of time
- One-stop shop open, but only available for daytime support
- IT support was minimal – still one DBA
- Students were frustrated
 - Portal was very slow, if the students were able to get in at all
 - Often frustrated they were unable to get into the courses they wanted
 - Overall poor service



2014

- Began to collaborate
 - Meetings took place in the winter term between IT and Enrolment Services to plan improved service
 - Created a BBM group for quick immediate feedback
- Began providing support for students in the evening – manager only
 - One manager in the evening would reset PINs, answer emails, and respond to tweets
- IT team began working in the evenings
 - Included DBA, analysts, 2 infrastructure staff, 1 manager – team of 6 per evening

TWITTER FEEDBACK



Tonight is course registration. God give me the strength to deal with the hot mess that is **LORIS**.
[#wlu](#) [#laurier](#) [#whyyyyy](#)

23 Jun 14



[#Laurier](#) actually has the best processing systems ever [#shitnobodysays](#) [#LORIS](#) [#fu](#)

03 Jul 14



The countdown begins until just getting in2 **loris** becomes the hunger games
[#maytheoddsbeeverinyourfavor](#) [#laurier](#) [#everyyear](#) [#crncodesarelife](#)

06 Jul 14



Dear **LORIS** - I don't want to deal with you again tonight.. Oh the dreaded class scheduling..
[#notagain](#) [#countdown](#) [#laurier](#)

02 Jul 14



Registered for classes in a minute. New personal best on [#Loris](#). Excited for year 4 at [#Laurier!!](#)

24 Jun 14

2015

- More frequent communication between units
 - BBM group was used for real time troubleshooting and information sharing
 - Email updated stakeholders in IT and Enrolment Services of the previous nights volumes, successes or concerns
- IT support reduced to 4 people
 - Over monitored previous year, where we believe it impacted performance
 - Major investigation on tables that could be cleared out
 - Reviewed time ticket groups, including size and faculty order

2015

- Evening support from Service Laurier
 - Service Laurier shifted two staff for every evening to support students through registration
- Launched new tool in Winter 2015, Visual Schedule Builder
- Demo videos created for students on how to use our Student Portal to register, and new Visual Schedule Builder
- Twitter was actively “tagged team” by IT, Laurier’s communication team, and Enrolment Services

TWITTER FEEDBACK



25 Jun 2015

Shoutout to [@LaurierITHelp](#) and [@ServiceLaurier](#) for turning [#WLUHungerGames](#) to [#WLUEverybodyWins](#) this year



25 Jun 2015

When you select all your courses for the upcoming fall and winter term in under 30 mins without a glitch 🙌🙌 [#loris](#) [#laurier](#)



24 Jun 2015

Finished [#LORIS](#) in 60 seconds, in a bar, on my phone, after a beer. [#Booyah](#)



8 Jul 2015

[#LORIS](#) is like the girls I am asking out - cannot be found at the most important times of my life. [#Laurier](#) [#HELPLORIS](#) [#SENDHELP4KHA](#)



2



1



2



Service Laurier [@ServiceLaurier](#) · 8 Jul 2015

[@](#) [\[redacted\]](#) [#LORIS](#) is just shy. Try again - you should be able to register.

2016

- Change in time ticketing
 - Daytime registration, and condensed to 1 week
 - Enrolment Services changed time ticketing without consultation on impact on technology
 - Time tickets were based on credits completed
 - Emailed campus partners to inform of change, and request Banner usage to a minimum
- Timing improved access to academic advisors and Enrolment Services
- IT changes
 - Removed invasive customization in Banner that locked key tables
 - Created a backup time ticket schedule
 - Cleared out inactive users during the day

2016

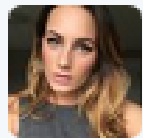
- Negative impacts
 - Worse service for staff and faculty who needed Banner
 - Major activities taking place in Finance, and within faculties
 - Total volume on our system was not manageable and caused an increase in service inquiries
 - Created an incredible load during the day that impacted the ability for students to call Laurier
 - Student portal would become non-responsive
 - Banner was unable to recover between timeslots
 - Created our own hurdles by adding account holds right before registration

TWITTER FEEDBACK



[Redacted] - 6 Jul 2016

@ServiceLaurier how long for you to respond to calls/ emails? Need to get my account off hold so I can register



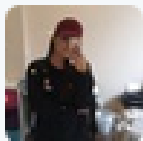
[Redacted] 5 Jul 2016

Hey @ServiceLaurier I've been on hold for 27 minutes and would like to listen to something other than the instrumental to Same Love!!



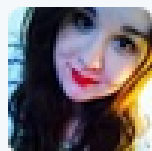
[Redacted] - 4 Jul 2016

Thank you @ServiceLaurier for making enrolling in my final year of classes so stressful. Still haven't been able to register...



[Redacted] - 30 Jun 2016

@ServiceLaurier I've been waiting an hour



[Redacted] 11 Jul 2016

@ServiceLaurier 34 mins and counting and still can't register for any courses..

SURVEY RESULTS

- Overall, students were not happy with these changes

	2015	2016
Start of my time ticket worked for me	83.53%	61.26%
I was able to log into LORIS the first time without issues (Not counting password issues)	90.40%	66.86%
The web pages processed at an adequate speed for me when I was selecting courses	73.14%	28.41%
I was able to register for the class schedule I wanted	49.01%	37.11%
The VSB was helpful when selecting courses	41.85%	62.54%

Survey participation: 2015 - 1761; 2016 - 1714

2017

- Time ticketing
 - Hybrid – late afternoon and early evening
 - Sticking to credits complete
- Working with faculties to secure support for evening registration
- Increased advance block registration
- Improved error messaging and proper use of restrictions

OTHER COLLABORATION

- Improved Self-Service
 - Verification of Enrolment (VOEs) – Launched in 2015, students are able to produce through their student portal per term
 - Online transcript ordering
- Proxy Access
 - Managed by the student and allows parents to see invoice and fee related information
 - Allows review of student applicant background summary form online by faculty and academic advisors
- Invoice notifications
 - Invoicing process automatically triggers invoices to students and proxies

ORGANIZATIONAL CHANGES

- Enrolment Service has been undergoing transition since 2015
- All of our pain points have signalled the need for IT to be a priority
 - Associate Registrar, Records and Services changed to Associate Registrar, Registrarial Services and Systems
 - Change also included the movement of Examinations and Scheduling to this portfolio
 - Creation of Manager, Continuous Improvement

Questions?