

# Business Justification for New SIS Project or Enhancement

Requestors: This form should be completed for SIS projects and enhancement requests requiring IS&T.

## Completed by the Requestor

Project Information	
Project / <i>Enhancement</i> Name: Online Registration – Phase 1	
Date of Request: 08/09/2010	
Project Requestor	
Primary Contact Name: Mary Callahan	Phone: 617-258-6432
Department: DUE	Email: callahan@MIT.edu
Title: Registrar	Potential sponsor:
Purpose of Project/ Enhancement – Provide a brief description and a summary of the key requirements	
<p>The purpose of the Online Registration – Phase 1 project is to replace the current paper-based registration process. This includes moving the registration form and the advisor approval process online while still enabling face-to-face advising.</p> <p>Registration occurs each term, and begins one week prior to Registration Day for all students. Students' subject selections are pre-populated with their pre-registration data. Registration forms will no longer be printed and distributed to the academic departments. Instead, both students and their advisors will be able to access all of the information previously supplied on the paper form online.</p> <p>Advisors and any identified proxies will be tracked by the system and will be able to see the registration information for all of their advisees. Students and advisors will be able to update registration selections directly in the system. Face-to-face meetings between the advisor and the students will still occur, but the advisor will approve the registration selections electronically instead of signing a paper form. After receiving their advisor's approval a students will be able to submit their choices online without having to walk a form to the Registrar's Office.</p> <p>The system will also display various types of messages to students and advisors such as:</p> <ul style="list-style-type: none"><li>• Alerts regarding selected subjects (e.g. notify students when a subject is not currently offered and when they enter an invalid subject numbers)</li><li>• Warnings such as exceeding recommended units of load</li><li>• Information regarding holds (from SFS, ISO, and Medical) as well as issues with their status (e.g. not eligible)</li></ul> <p>Current registration rules preventing students with holds and specific statuses from registering will be enforced by the system.</p> <p>Additionally when submitting their registration, students will be prompted to</p> <ul style="list-style-type: none"><li>• Update their address and emergency contact information</li><li>• Agree to pay for the semester</li></ul>	

Drivers – Describe the customer needs (internal or external) that would be met, What business problem does this solve?
<ul style="list-style-type: none"><li>• To bring the registration process in alignment with the vision of a digital MIT put forth by the Institute-wide Planning Task Force</li><li>• To meet student expectations of the world's leading technical institute. Students have voiced a strong desire to move the registration process online.</li><li>• To improve both the available functionality and the technology supporting it, driving our Education Systems towards the next generation in order to better support students, faculty, and staff.</li><li>• To deliver on the DUE Visiting Committee's desire to modernize systems and ' support the intention of</li></ul>

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**Drivers** – Describe the customer needs (internal or external) that would be met, What business problem does this solve?

DUE to concentrate first on improving the systems available to support academic advising.’

**Scope** – Identify business functions that must be included in the project; functions that would be nice to have, but could be deferred; and, if known, functions that are definitely out of scope.

### In Scope:

- Eliminate all paper forms from the registration process for the Summer, Fall, and Spring terms for continuing undergraduate and graduate students as well as incoming freshmen, transfer, and graduate students
- Automate the advisor approval process
  - Includes automated workflow messaging to remind students and advisors of un-submitted forms
- Pre-populate registration form with pre-registration data and other student information
- Add/delete/modify subject selections
- Lock subject selections once approvals are complete and information submitted
- Produce summary page of what subjects students are registered for student and advisor
- Update student address and emergency contact information as part of registration process
- Capture student agreement to pay as part of the registration process
- Ability to assign advisors and assign proxies for advisors (the current forms are inadequate and need to be re-designed)
- Intelligent messaging including:
  - Alerts regarding selected subject (e.g. notify students when a subject is not currently offered and when they enter an invalid subject numbers)
  - Warnings such as exceeding recommended units of load
  - Information regarding holds (from SFS, ISO, and Medical) as well as registration statuses (e.g. not eligible)
- Ability to produce accurate class lists for the first day of classes and beyond
- Ability to prevent students from registering if they have a hold
- Ability to prevent students from registering based on student status (e.g. not eligible)
- Ability to handle large volume of users simultaneously
- Real time updates of hold and student status changes
- Ability to prevent students from selecting HASS-D courses

### Out of Scope

- Putting departmental advising packets online
- Registration for IAP subjects
- Curriculum planning tools
- Ability to run a GIR or program degree audit against proposed subject registration
- Online registration for cross registered students, summer UROP, special students, and visiting students
- Course selection and scheduling tools
- Instructor sign off for subjects that require approval of the instructor
- Enforcement of pre-requisite rules
- Student, faculty, and administrator portals
- Add/Drop forms

### Yet to be Determined:

- Ability for students to modify registration information prior to their advising meetings
- Real time updates of the Reg Load

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- Roster based registration (e.g. a fast way for an advisor to approve all graduate students who are registering for research over the summer and possibly a way to register Project Interphase students)
- Re-designing the pre-registration WEBSIS form to match the look and feel of the new online registration form
- Messaging to students via text messaging

### **Benefits** — State the expected benefits (reduced cost, improved accuracy, reduced processing time, elimination of duplicate entry etc.).

- Paper forms and the processes associated with them (printing the form, distributing the forms to departments and to advisors, returning the form by the student to the Registrar's Office) are eliminated.
- Online registration meets the expectations of today's students.
- The system can provide instant feedback regarding statuses, holds and registration choices. For example, messaging alerts students if they attempt to register for a subject not offered during the term
- Manual entry of registrations in the Registrar's Office is greatly reduced.
- All registration stakeholders (students, faculty, Student Financial Services, etc.) will have the information they need quickly and securely.
- Ensures data integrity
- Consolidates information for ease of use and better service
- Ensures consistency, practicality, resiliency, and efficiency in design through self-service, workflow automation, and streamlined processes.

### **Impact/Risk of not doing the project** — Describe the tangible or intangible impact if this need is not addressed

- Registration will continue to be a paper-based process
- MIT will continue to have a registration system that does not meet the expectation of today's students.

### **Stakeholders** — Identify those affected by this request and their respective roles in the proposed project (e.g., key process owners, service providers, customers, support)

- Students (UA President, UA Vice President, GSC representative)
- Advisors (Freshman, Program specific, and Graduate)
- Academic Departments (department administrators)
- Registrar
- Student Financial Services
- ISO
- Medical
- UAAP – Julie Norman

### **Requested or required date** — Identify either the requested or a required date (due to regulatory, compliance or other factors)

Requested in time for 2011 summer registration pilot for Phase 1. Phase 2 should begin in 2011 in anticipation of the DUE Visiting Committee meeting in 2012.