Ad Astra

Best Practices & Lessons Learned During Implementations and Beyond
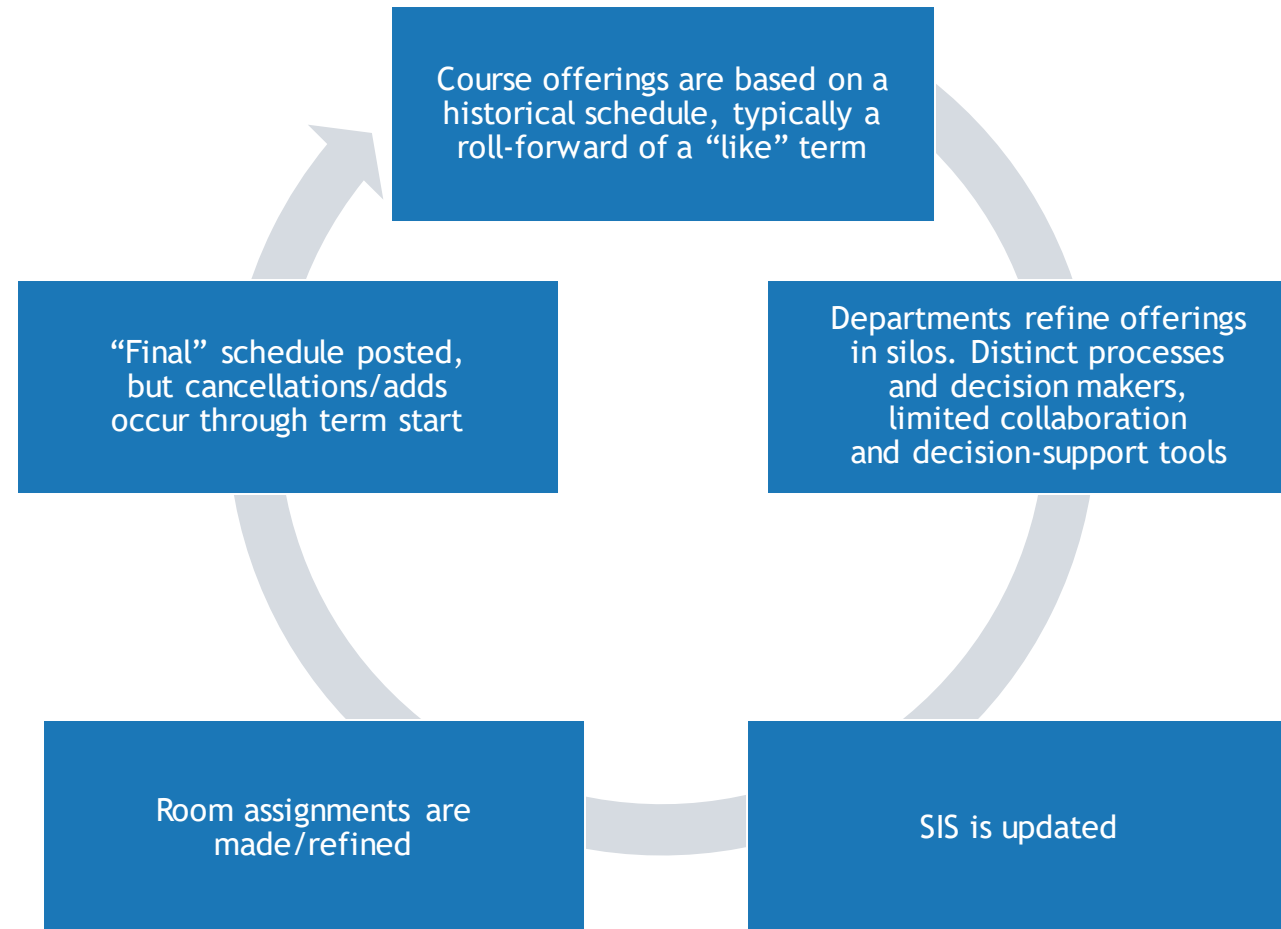
California Summit 2019

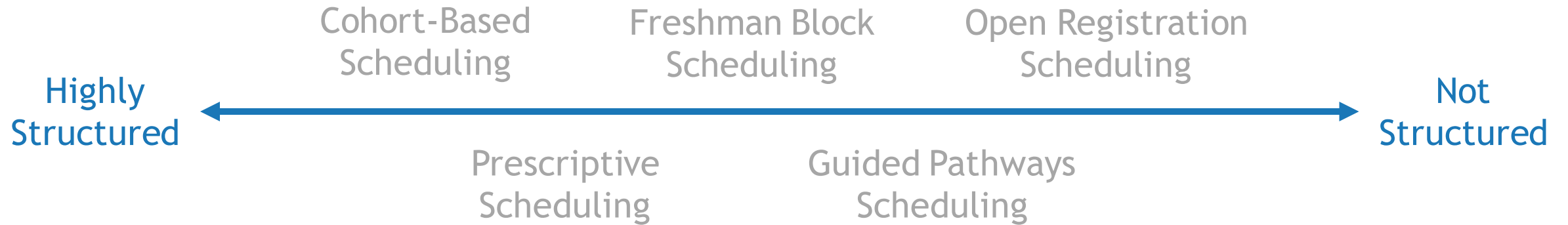Time

Space

Faculty
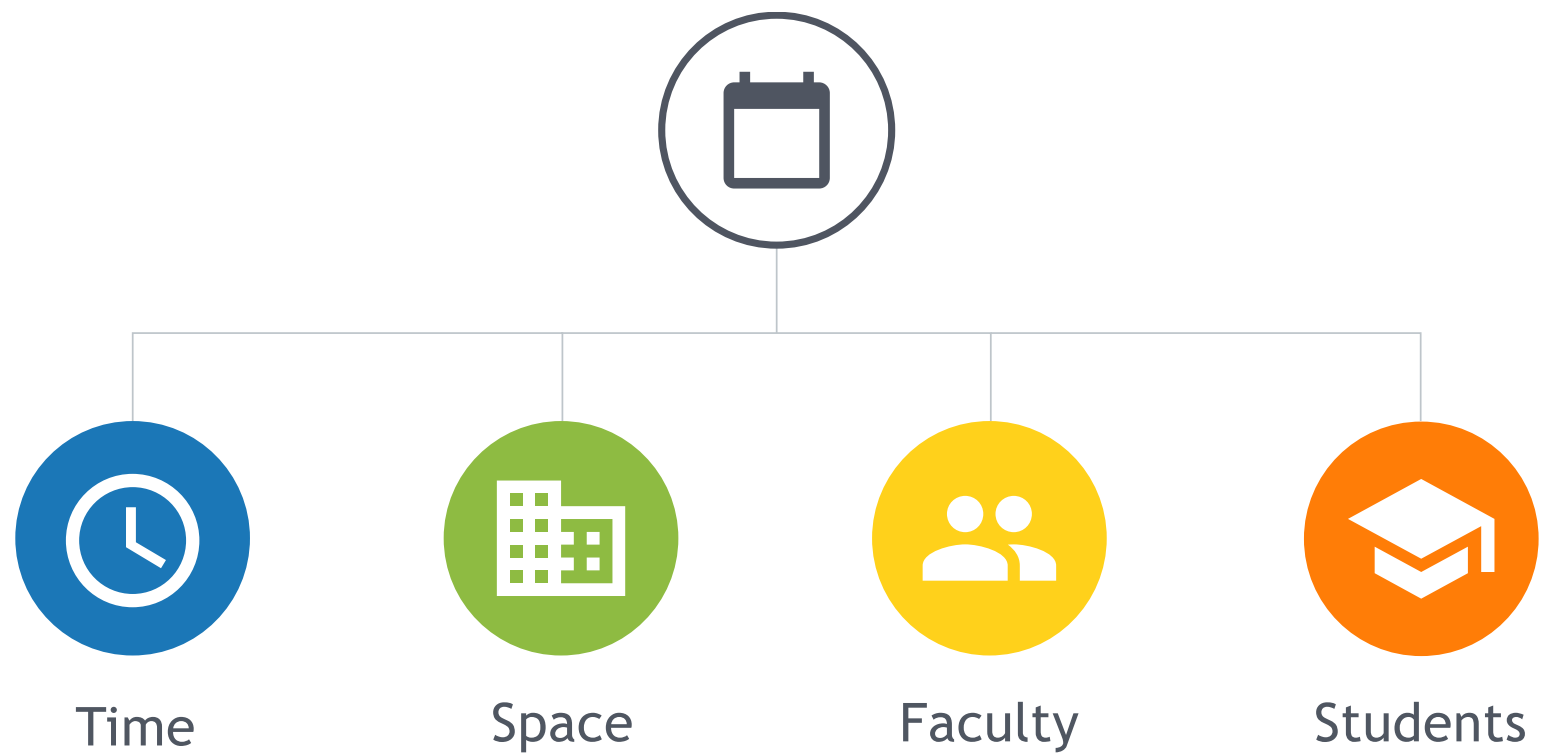
Students

Our Approach

Getting the right resources, in the right place, at the right time, to graduate more students isn't easy. We can simply it, though, Our approach is to discover, design, and deliver efficient, effective, and optimized schedules to graduate more students, faster.

Typical Schedule Building Process

Course offerings are based on a historical schedule, typically a roll-forward of a "like" term

Departments refine offerings in silos. Distinct processes and decision makers, limited collaboration and decision-support tools

SIS is updated

Room assignments are made/refined

"Final" schedule posted, but cancellations/adds occur through term start

Cohort-Based
Scheduling

Freshman Block
Scheduling

Open Registration
Scheduling

Highly
Structured

Not
Structured

Prescriptive
Scheduling

Guided Pathways
Scheduling

Implementation Facts

- Software Implementations Never Go Well

- Strategic Approaches are Ever Changing

- Understanding What you Don't Know is Important

- Change, An Ongoing Challenge

- Business Process Analysis

Ad Astra's Goals for 2019 is to Make Implementations SPEASY!

What is SPEASY?

Speed and Ease of Implementation

Ad Astra Approach

Benchmark

Fall 2018
- Where are we?
- Where to improve?

Build a Team

Fall 2018
- Senior leaders sponsor working group
- Working Group
- All Colleges Represented

Set Goals

For Spring 2019
- Enrollment Ratio (+3%)
- Time to Complete (-5%)
- Credit Hour Load (+7%)

Measure

Spring 2019
- Identify Goal Metrics
- Collect Specific Data
- Communication Plan

Communicate

Spring 2019
Sched. Dev. - Registration
- Customized Data
- Relevant Person
- Opportune Time

Optimize

Spring & Fall 2019
- Adjust Schedule
- Track Progress
- Repeat optimization!

How are we going to make it SPEASY?

- Client Experience Managers
  - Implements, Trains and Maintains
- Integration
  - Ethos
  - Data Ingestion Agent
- Pathways Integration verses Degree Audit

Key Indicators of Success

- Individuals comfortable with training and trouble-shooting with their end-users

- An informative homepage

- Dedicated, internal champion/s of Astra Schedule

  - Communicates the value of Astra Schedule

  - Manages technical support cases

  - Central point of contact

Ideal Scenario of Implementation

- A dedicated Project Management resource at the insitution

- A dedicated technical resource - This would be more for the beginning phases of implementation with the hosting connectivity requirements and setting up connections with the PM

- Managing competing priorities that pull in the core project team members

- Alignment with the academic calendar that allows for regular configuration calls and leveraging of optimization before the next section scheduling phase

- More on-site configuration usually means more momentum of the project

- Regular, internal meetings outside of configuration calls with the CEM: for testing, building, and discussing configuration
  - Frequent communication with client experience manager as necessary

Lessons Learned

- Simultaneous Projects

- Culture Change

- Develop effective training material for super-users and end-users for ease of use

- There is a benefit to establishing a cadence with your schedulers
  - Maintain focus on efficient campus utilization
  - Continue to iterate and improve scheduling processes
  - Help answer Astra Schedule questions that your teammates may not know

Questions?