## WHAT WORKED WELL? - SUCCESSES

### Collaborative Structure
- Discussion (concerns, achievements, etc.)
- Good working relationship with the vendor
- Work closely with MCO
- Well rounded expertise
- Group: FADS (encoding team); Tenacious PM; Committed group of advisors; co-chairs of Degree Audit Implementation Team (Student Affairs/Registrar's Office)

### Process
- Getting an understanding of each others advising/admin practices
- Phased process
- Voting on requirements and consensus wherever appropriate
- Diversity in pilot group (e.g., different types of faculties and therefore requirements)
- Fun and relevant videos; Treats; and celebrations!

### Technology
- Data clean up (made Banner stronger)
- Awesome new tool with students in mind
- Creating more transparent/user-friendly info for students
- Tutorials and "How-to" website
- Learn as you go
## WHAT DIDN’T WORK WELL? - CHALLENGES

<table>
<thead>
<tr>
<th>Decentralization of the University</th>
<th>Resources (competing priorities)</th>
<th>Learning Curve</th>
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| • Some faculties making decisions for all  
  • Lack of standardization of university policies for decision-making  
  • Making it work for students in "unprescribed" programs  
  • Difference in needs between small prescribed programs vs. large unprescribed | • Timelines of project vs. current workloads  
  • System design impacts unit processes - more time needed to adjust  
  • No time to work on it (50+ programs)  
  • Difficulty with time & resources for testing in order to be fully immersed in the discussion | • Making decision without knowing how the system works; until you have expertise, it's hard to work through: Catch 22?)  
  • Business processes  
  • University systems and structures |
WHAT WOULD YOU DO DIFFERENTLY?

Business Practices
- Better definitions
- Jump integration
- Look at current business practices and proactively plan to change
- Review issues in Banner before building
- Change management assigned at very start (before RFP)

Communication w/ People outside of DAIT
- Discuss how system works; Manage expectations better
- A decision notes pages to be shared with other advisors
- Check to make sure non-DAIT people feel included
- More student input before and during (maybe?)
- Services to join at start
- Consult the broader community before proceeding

Resource Allocation
- More resources (e.g., $$, people, etc.)
- Dedicated time for faculty involvement
- Get support for project from all stakeholders and end users
- Coordinate projects/ideas before resources are allocated