

DegreeWorks Lessons Learned

Type: Comprehensive Report

Date: 9/15/2010

Time Zone in which Dates/Times Appear: (GMT-05:00) Eastern Time (US & Canada)

Total number of responses collected: 8

A: Personal Information (Name)

Response		
Scot Lingrell		
Sherrie Jennings		
Rose Murner		
Rita Garner		
Jeanette Eckles		
Sandie Davis		
Zachary Hayes		
Kim West		
Valid Responses		8
Total Responses		8

A: Personal Information (Institution)

Response		
University of West Georgia		
MCG		
Georgia College		
Medical College of Georgia		
Georgia Highlands College		
Georgia Highlands College		
GaTech		
Kennesaw State University		
	Valid Responses	8
	Total Responses	8

A: Personal Information (E-mail)

Response			
slingrell@westga.edu			
shsmiley@mcg.edu			
rose.murner@gcsu.edu			
rgarner@mcg.edu			
jeckles@highlands.edu			
sdavis@highlands.edu			
zachary.hayes@registrar.gatech.edu			
kwest26@kennesaw.edu			
		Valid Responses	8
		Total Responses	8

1: Why did you select DegreeWorks?

Response		
To have a consistent Degree Audit program; to enhance Advising, and to increase Retention and Graduation.		
We were already using the Sungaurd product.		
The visual outcome of the product could be easily read and understood by faculty, staff and students. It gave students the what if option along with a planner to plan out the future semesters. It also gave advisors a place to store notes on a student for other advisors/staff to see.		
More robust and more attractive than CAPP.		
see Registrar's answer		
It was a user friendly degree auditing / advisement tool.		
needed a modern system compared to our current CAPP system; DGW rose above the competitors with flexibility and integration with Banner		
DegreeWorks provided a user friendly web interface for students, faculty and staff to view degree requirements and advice on degree completion. The software also provided a course planner that could be used by advisors and students to map out future schedules.		
	Valid Responses	8
	Total Responses	8

2: What did you anticipate as the benefits of implementing DegreeWorks?

Response		
Better information for Faculty, Staff, and Students. More Student Self Service/Advising		
Streamlining the advising process.		
We expected this to assist the Registrar's Office in degree clearance, to assist the faculty with advising of the students and the students with ways to compare the courses they have taken with their current program and other program options they make be interested in. And get reports from the planner.		
Students and Advisors will have a tool to aid with progression toward the degree.		
see Registrar's answer		
Students would be able to better track their progress toward graduation and/or transferrability to a 4-year institution. Faculty would be better able to track the advising records of their students and whether or not the students are following that advice.		
better audits for students; better collaboration with departments; better electronic tools between Registrar, departments, and students		
- Allows more time for academic advisors to speak with students about academic progress and career related goals - Reduces time-to-degree - More timely degree certification - Provide a single tool for the Registrar's Office, advisors and student's to use		
	Valid Responses	8
	Total Responses	8

3: Did you realize those benefits? Please explain.

Response			
We are beginning to. We went "live" with DW in Spring 2010 so we haven't seen much overall benefit yet.			
Most of the advising departments are thrilled about the look and feel.			
yes, very much so.			
We are not completely live yet so we have not realized anything other than the amount of effort it takes to make everyone happy! ;-)			
see Registrar's answer			
Not yet - just starting roll-out to faculty. Students will not be able to access DegreeWorks until Spring 2011.			
yes			
Yes, the Registrar's Office has already seen a reduction in the number of questions concerning degree requirements. (See attached testimonials from academic advisors)			
		Valid Responses	8
		Total Responses	8

4: Did you realize any unanticipated benefits? Please explain.

Response			
Yes, a little bit of culture change. Faculty and Staff feeling like they have better tools with which to help students; and students taking more responsibility for their success			
DGW helps us with our curriculum monitoring and student registration.			
no			
Happy advisors? Most of the faculty that has seen the product liked it and are anxious to begin using the tool.			
see Registrar's answer			
Not yet.			
during the scribing phase, we realized we needed a mass overhaul on our curriculum requirements and documentation			
None at this time			
		Valid Responses	8
		Total Responses	8

5: Did you experience any unanticipated difficulties in implementing DegreeWorks?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes. If so, please explain.		100.0%	7
No		0.0%	0
Not Answered			1
		Valid Responses	7
		Total Responses	8

5: Did you experience any unanticipated difficulties in implementing DegreeWorks?

(Respondents could only choose a **single** response)



5: Did you experience any unanticipated difficulties in implementing DegreeWorks?

Response	
The training and support from Sungard	
Some departments have odd schemas that are not easy to fit into DGW and some departments want additional functionalities.	
Security for staff outside the Registrar's office.	
We install 64 bit version of Linux they asked us to downgrade to 32 bit version. Because Network Support state that they would loose functionality, We asked our Sungard DBA ... (See Comments)	
SGHE hired help hit or miss; installs of software often didn't work; still a disconnect between Banner and DGW for how data is caputured/used	
KSU experienced difficulty in setting up DegreeWorks (SureCode) to reflect with course repeat policies.	
Valid Responses	6

	Total Responses	8
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6: What do you hope will be your long-term payoff? (For Students:)

Response		
Higher Retention and Graduation Rates		
Easy access to historical registration information and future requirements		
empowering students to be more informed		
Everything they need on one place.		
see Registrar's answer		
A better understanding of the degree requirements and what it will take to be able to graduate and/or transfer.		
students hated capp and never used it, now we hope they will use this product to help them through their career		
- Improve RPG; time-to-degree		
	Valid Responses	8
	Total Responses	8

6: What do you hope will be your long-term payoff? (For Faculty:)

Response			
More engagement for those who will use it; better results from students who are assigned to faculty that are poor advisors (because they will be getting SOME advising from DW).			
Streamlined advising and an instant output of students' history			
better advising for the students			
Will have better communication with students.			
see Registrar's answer			
Better advisement tracking and consistency, easier understanding of student's record during advisement.			
get all departments on track to use the same tool to advise and track degree progress			
- Faculty advisors will have more time to speak with students about academic progress and career related goals			
		Valid Responses	8
		Total Responses	8

7: What impact do you think having DegreeWorks will have on RPG?

Response		
Increase at all levels.		
Not much - our retention is very high as is due to the nature of our institution.		
Ability to use student plans to create course schedules, provide needed classes on schedule and help students track requirements. Avoid duplication of coursework.		
Not much at our institution.		
see Registrar's answer		
We are hopeful that DegreeWorks will aid students in being more efficient in their degree progress. It will aid them in planning ahead which, in turn, will encourage them to work toward a goal Students who plan ahead and have a clearly defined goal will be more likely to graduate. Thus, we see DegreeWorks as helping to increase RPG.		
rpg? not sure what that is		
Long term, DegreeWorks will have a significant impact on RPG. Academic chairs will know the courses students need and/or plan to take to complete their degree programs. This information should prove to be very helpful when building future course schedules.		
	Valid Responses	8
	Total Responses	8

8: What version of DegreeWorks did you implement?

Response		
4.0		
Version 4		
7.7.2		
4.03		
4.04 was the current release level. We beta parts of 4.07 because of some problems we were having.		
proof of concept was v7, but changed to 4 for actual implementation		
4.3 Version		
	Valid Responses	7
	Total Responses	8

9: What were your experiences with the version you implemented?

Response		
Some limitations, but mostly OK		
The basic package was very nice, but a few modifications would be needed in order to make it work for everyone. For example, some departments have expressed interest in tracking clinical hours through DGW, which can't really be done right now without inputting something in BANNER.		
There were alot of different issues that we had. Both technically and software wise.		
Web localizations are problimatic. The PDF is a whole seprate file and difficult to manage/change.		
Except for some now patched solutions, no problems.		
much much better than v7; later patches to v4 continue to put it more in line with Banner data		
Good Experience		
	Valid Responses	7
	Total Responses	8

10: Please explain the implementation method you selected and why you selected this option.

Response			
Don't remember the name--but we did it ourselves with professional support at critical poits. We wanted to learn Scribe so we could be proficient going out. We learned our lesson with CAP--because we had to re-write everything.			
We worked with Sungaurd to configure DegreeWorks for our institution and then made adjustments as necessary for the programs.			
Client directed. We wanted to be able to actually work with the scribing and other parts after they left. And this was the most affordable option.			
SHE did the scribing and we tweaked when they were done. We did not have the people to do the scribing for us.			
see Registrar's answer			
Self-Directed. I had previously been involved in a degree audit program implementation and the CAPP implementation. In addition, the program requirements for my school were fairily simple.			
al-a-cart with SGHE; we wanted to pick and choose what we had SGHE help us with to ensure we knew the product, but also had the help available from them as needed			
Due to budget constraints, KSU chose the "Limited" implementation service plan.			
		Valid Responses	8
		Total Responses	8

11: Did you realize the anticipated benefits of this implementation method? Please explain.

Response			
Yes. Although it took longer, and we went through some troubles, we learned more about the system and can utilize it at a greater level.			
We learned a lot about the programming and are very self-sufficient at trouble shooting and problem solving.			
Yes but also had challenges with using this implementation method.			
Yes because we would not have been able to complete the scribing in the time allotted for the project.			
see Registrar's answer			
Yes - implementation and training went smoothly. We have scribed on full catalog's requirements. We saved a great deal of money.			
their project management was not worth it; their initial training on the basics was helpful; their scribe assistance was hit or miss; their technical training was not very technical;			
None			
		Valid Responses	8
		Total Responses	8

12: Were there any unanticipated difficulties with your chosen implementation method?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes. If so, please explain.		62.5%	5
No		37.5%	3
		Valid Responses	8
		Total Responses	8

12: Were there any unanticipated difficulties with your chosen implementation method?

(Respondents could only choose a **single** response)



12: Were there any unanticipated difficulties with your chosen implementation method?

Response		
Sungard Training was poor		
Staff kept coming up with things that needed to be changed after our designated "give us feedback" period.		
database layout issues. upgrade problems		
Different Interpretations of Technical & Web Training, When we think of training, we do not expect it to be a 30 min power point presentation		
their project management provided zero return on a very costly investment		
	Valid Responses	5
	Total Responses	8

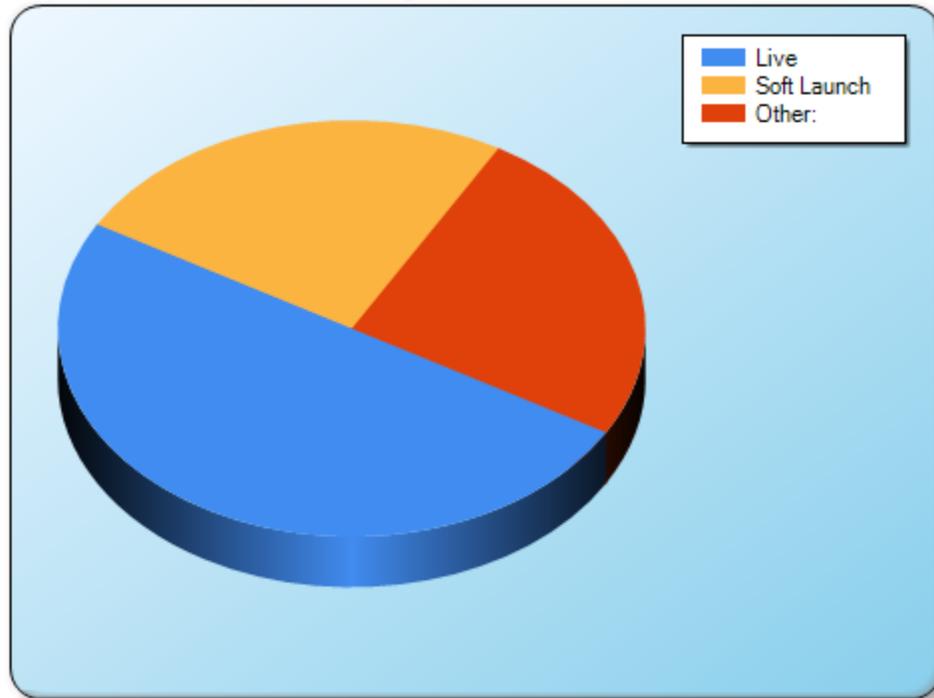
13: Where are you in the implementation of DegreeWorks?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Live		50.0%	4
Soft Launch		25.0%	2
Other:		25.0%	2
		Valid Responses	8
		Total Responses	8

13: Where are you in the implementation of DegreeWorks?

(Respondents could only choose a **single** response)



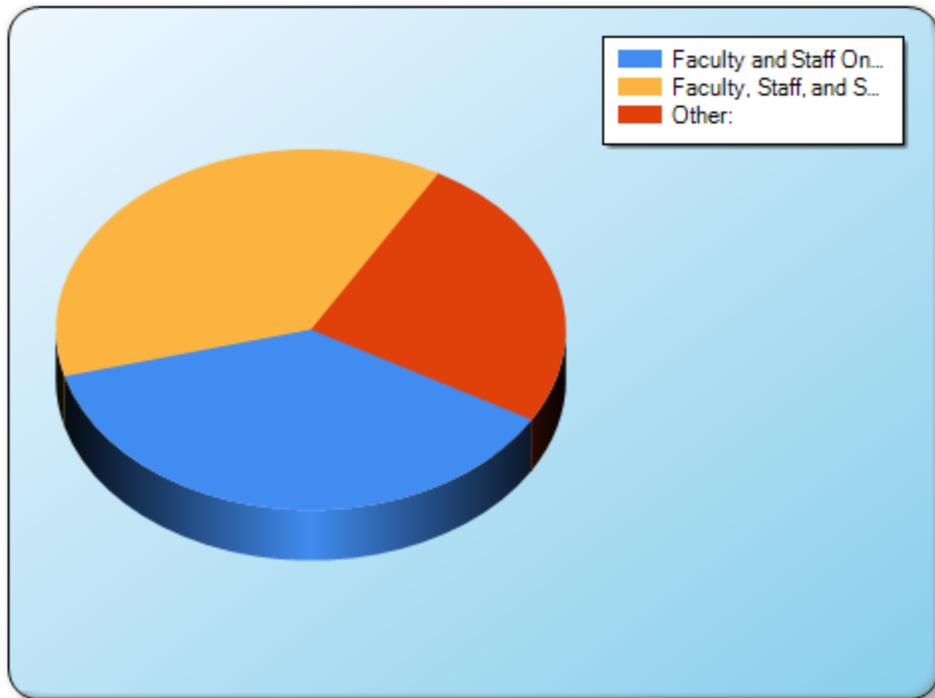
14: Who currently has access to DegreeWorks?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Faculty and Staff Only		37.5%	3
Faculty, Staff, and Students		37.5%	3
Other:		25.0%	2
		Valid Responses	8
		Total Responses	8

14: Who currently has access to DegreeWorks?

(Respondents could only choose a **single** response)



14: Who currently has access to DegreeWorks?

Response		
a select group of faculty and the professional advisement staff		
all advisors and students for the live majors		
	Valid Responses	2
	Total Responses	8

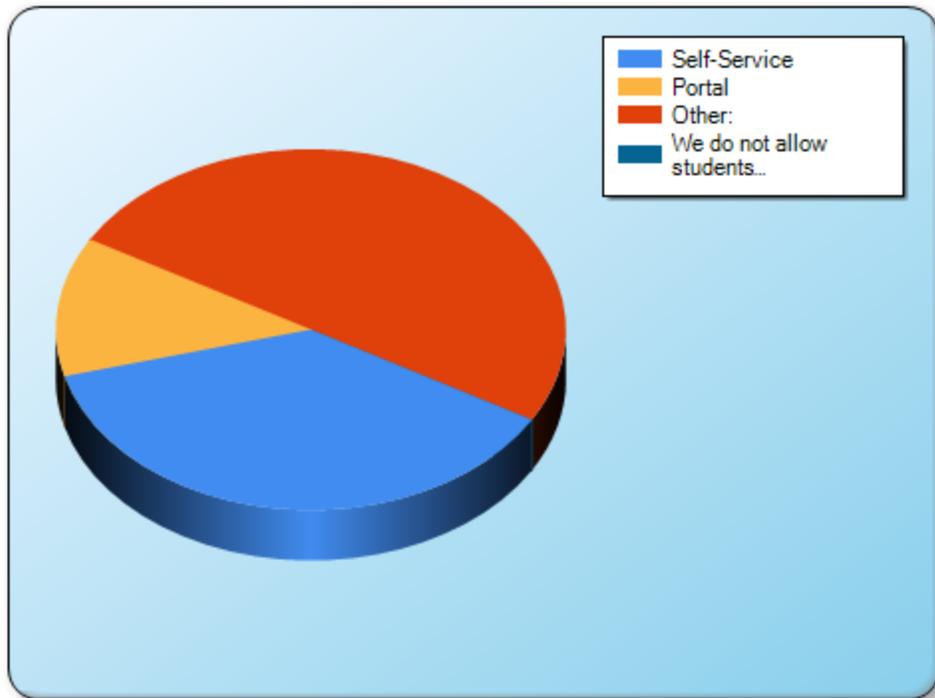
15: How are you allowing students to access DegreeWorks?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Self-Service		37.5%	3
Portal		12.5%	1
Other:		50.0%	4
We do not allow students access to DegreeWorks.		0.0%	0
		Valid Responses	8
		Total Responses	8

15: How are you allowing students to access DegreeWorks?

(Respondents could only choose a **single** response)



15: How are you allowing students to access DegreeWorks?

Response		
Eventually they will access through Self-Service		
see Registrar's answer		
When we open DegreeWorks to students we will use Self-Service		
CAS authentication from degreeworks.gatech.edu , also eventually protal and ssb still via CAS		
	Valid Responses	4
	Total Responses	8

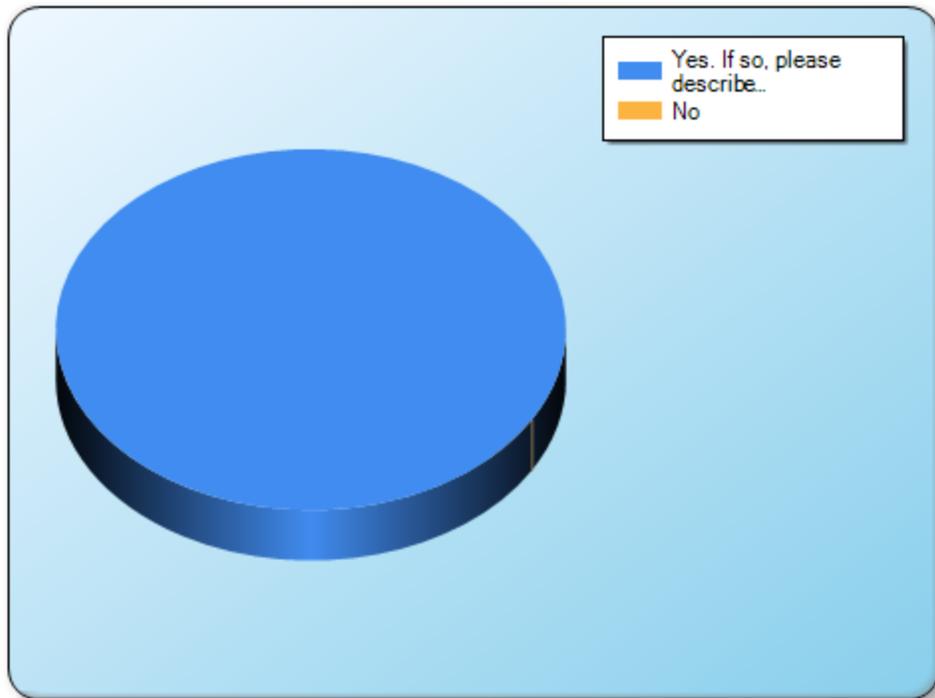
16: Have you created any local customizations?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes. If so, please describe your customizations.		100.0%	7
No		0.0%	0
Not Answered			1
		Valid Responses	7
		Total Responses	8

16: Have you created any local customizations?

(Respondents could only choose a **single** response)



16: Have you created any local customizations?

Response
Mostly graphics, layout, etc...
We removed the progress bar because it was not appropriate for many of our programs.
We changed the Student Informaiton block to include additional advisors, campus, expected graduaition date and concentration.
will email sampling, to?
look and feel; custom data extracts for additional data we need from Banner
As part of the "Limited" implementation service plan, KSU was responsible for all web localizations. We have expanded the amount of student information that is displayed in the student information block, including graduation petition status information.

	Valid Responses	6
	Total Responses	8

17: Have you had to reengineer your institutional business practices to successfully implement DegreeWorks?

(Respondents could only choose a **single** response)

Response	Chart	Frequency	Count
Yes. If so, please describe the business practice and why changes were necessary.		37.5%	3
No		62.5%	5
		Valid Responses	8
		Total Responses	8

17: Have you had to reengineer your institutional business practices to successfully implement DegreeWorks?

(Respondents could only choose a **single** response)



17: Have you had to reengineer your institutional business practices to successfully implement DegreeWorks?

Response		
Kind of - the staff have had to be trained to enter advisors in BANNER, and schemas that are put into Scribe must go through an approval process.		
we haven't yet, but will once we are live with all programs; will change how we process exceptions, how we review audits, and how students/depts petition to graduate		
KSU reengineered the graduation petition / certification process. We added two new automated workflows to streamline processing -- course substitution submission and graduation certification processes.		
	Valid Responses	3
	Total Responses	8

18: How did you train your faculty, staff, and/or students?

Response			
Students are trained in New Student Orientation Periodic Faculty trainings through our Advising function			
We had small group hands-on training in the test instance for the staff and demos for the faculty.			
Students trained themselves and we held faculty workshops. Incoming students were taught about this during freshman seminars.			
We offered demonstrations for the faculty, but very few attended. We do have material on line that explains DW step-by-step. I plan to create an on line demonstration of the product for the faculty.			
see Registrar's answer			
Currently, only staff have been trained by Sungard. We are in the process of making a training plan.			
one on one sessions, small group sessions, faq/help docs on degreeworks.gatech.edu			
KSU used the Adobe "Captive" software" to create training videos for students and academic advisors. We also held "in-person" training sessions for both students and academic advisors.			
		Valid Responses	8
		Total Responses	8

19: Please provide any additional comments you would like to share related to your DegreeWorks implementation.

Response

It was a VERY LONG PROCESS. Resources on campus were an issue. Security was problematic relating to LDAP log in.

We installed the 64 bit version of Linux they asked us to downgrade to 32 bit version. Because Network Support stated that they would loose functionality, We asked our Sungard DBA, if we could apply the same technique we used to install OAS in a 64bit environment. She agreed and it has been working successfully.

Good product. DegreeWorks has been well received by students, faculty and staff. See Testimonials below... ----- Testimonials: This program is extremely useful to students and faculty. In the past both had to keep up with what we had advised a student and sometimes had to spend many hours to reexamine the schedule. But with the planning page in degree works, even if a student does not register for the classes as advised, we can still see in a moment where they are. The plan is there for the student to see without coming back to say they had lost the original plan. Students who started here before degree works are slightly jealous that they do not have access to degree works (because of the years) and are truly impressed with the program. Of course, I can still use the program to set up a plan for those people. After 17 years of doing this job, I can truly say, it is an amazing program. In a few words, I cannot possibly explain all of the benefits to me and the students." Brenda Humble-Bates Program Coordinator College of Science and Mathematics Department of Chemistry and Biochemistry -----

DegreeWorks has saved us considerable time preparing to help new transfer students during Orientation. The advisors pull up each student's record in DegreeWorks and use that to try to determine what courses would be best for them to take in their first term. Prior to DegreeWorks, an analysis of their course credits had to be done for each student by hand. A second great benefit of DegreeWorks is that we can see what the Registrar's Office is actually going to use to evaluate a student for graduation. If there are ambiguities about where a transfer course will count in General Education, we can simply look at DegreeWorks, rather than have to contact someone in the Registrar's Office to ask a question. This should be even more important when we have students transferring in with courses in the NEW Gen Ed cores from other schools (which will match our Gen Ed requirements even less). Jane E. Campbell, DBA, CPA Associate Dean for Undergraduate Programs and Professor of Accounting Coles College of Business ----- I open Degree Works during every advising session. The student can then see how it works as we discuss their records. Degree Works benefits me as an adviser because it reminds me of things I might otherwise forget to talk to them about. Faculty are not typically experts at General Education requirements. Degree Works analyzes students progress toward meeting these requirements perfectly. It is almost near perfect at analyzing requirements for our major as well. During our meeting, for every box that is not checked as being met, the student and I have a discussion. Usually they realize that the

requirement is not met, but this discussion makes sure. Of course, I know that the system is not perfect, so we must qualify the conversation we have, but it is much superior to anything we were doing before. And I have found the staff of the Registrar's office to be very concerned and willing to make corrections any time we come across a problem." Dr. Marla M. Bell Professor and Assistant Chair Department of Mathematics and Statistics

	Valid Responses	3
	Total Responses	8