

## Users important on ConnectND team



*HRMS professionals developing mission statement.*

Users on campus staffs have accepted increasingly more involved roles as ConnectND systems advance beyond implementation and move forward with operations.

The ConnectND Executive Steering Committee acknowledges and promotes the importance of users assuming greater ownership of ConnectND through collaborating to share information and influence policies, and

through working together with the ConnectND project team to spotlight and resolve issues and identify needs and priorities. *Continued on Page 5*

## Final campuses soon operating student systems

The “final four” campuses are joining their brethren on ConnectND student systems. Conversions over Memorial Day weekend will bring the University of North Dakota, Minot State University and Minot State University-Bottineau aboard the week of May 31. North Dakota State University will follow a week later.

Students there will then begin using the Campus Connection portal to register for fall, add or drop classes and access a variety of other functions. However, summer session registration and grade postings will continue to be completed on the current ALFI (Access Line for Information) system. Campus Web sites provide information for ConnectND users. New ID cards will be issued by fall and the help desks will be busy answering questions and helping new users.

Finance, HRMS and Student Administration systems became operational last summer at five campuses, and Finance and HRMS at the final four in January. The Valley City and Mayville State universities and University System Office pilot sites were activated earlier.

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# New ConnectND governance structure

With ConnectND operational, continued evolution of the systems will be guided with information identified through various councils and user groups. This governance structure is spelled out in new ConnectND Organizational Charter. Here are the main components:

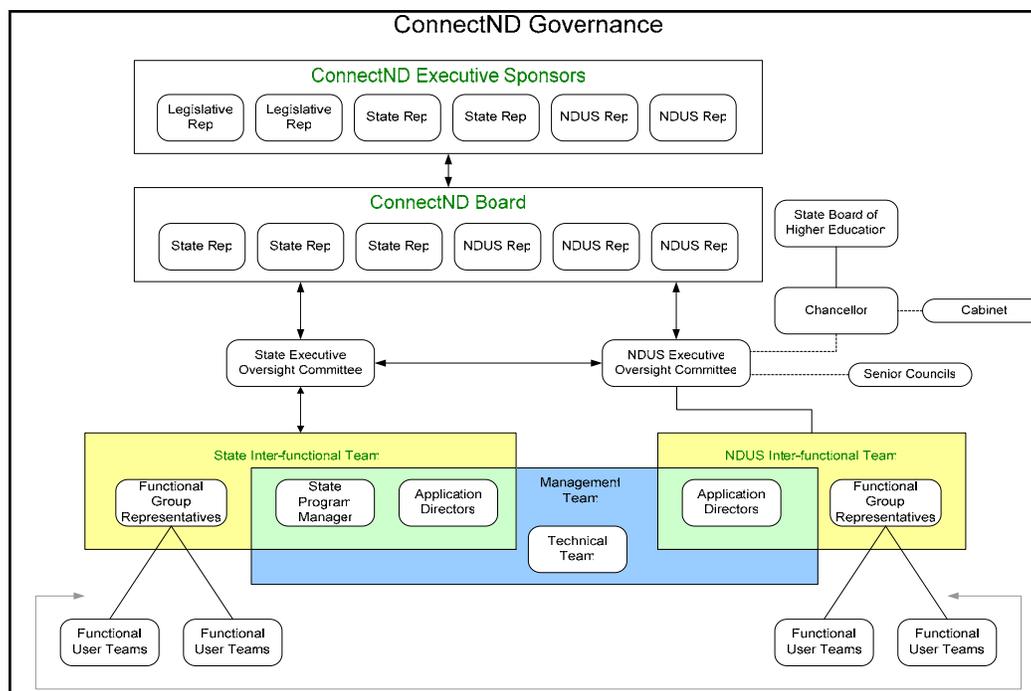
**Functional user teams:** Teams representing ConnectND users (such as fiscal officers or registrars) will participate in identifying issues and developing recommendations. These teams will provide representatives on the State Inter-Functional Team and NDUS Inter-Functional Team, which will work with Management Team members to develop consensus about system priorities and resolve overlapping issues.

**Management Team:** This is the application directors, and program managers who handle day-to-day operations of the ConnectND system. Also, state and NDUS members of the Technical team will coordinate according to a memorandum of understanding.

**Executive Oversight Committees:** As successors to the current state and NDUS executive steering committees, a State Executive Oversight Committee and an NDUS Executive Steering Committee meet regularly to monitor overall ConnectND status and address issues that cannot be resolved through Inter-Functional Teams or other areas deemed appropriate. Pam Sharp, director of the Office of Management and budget, chairs the State Executive Oversight Committee. Other voting members of the committee are state Chief Information Officer Curt Wolfe and two state agency executives appointed by Sharp.

The Higher Education Executive Oversight Committee includes two campus presidents, a member from each of the senior councils (academic, administrative and student affairs), a vice chancellor, a faculty representative and a student representative. NDUS CIO Grant Crawford is a non-voting member. Chancellor Robert Potts appoints the committee members and names one of the two presidents to chair it.

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## Keeping up on technological advances



PeopleSoft Oracle representatives visited North Dakota with product briefings and demonstrations. At left are participants in a discussion of the Customer Relationship Management software. Below left, To Anh Fong talks to campus and NDUS student systems personnel.



## ConnectND at VCSU selected for case study

Three researchers representing the National Association of College and University Business Officers interviewed Valley City State University ConnectND users earlier this month as part of the NACUBO Building Organizational Capacity (BOC) program.

BOC emphasizes a “systems thinking” approach to building capacity within organizations. The team framed the ConnectND implementation at VCSU as a system comprised of various interrelated elements, such as mission, governance, infrastructure and culture. The VCSU ConnectND implementation is one among a variety of higher education initiatives selected by NACUBO for case studies.

Among those interviewed were VCSU President Ellen Chaffee, Comptroller Bill Ament, Registrar Monte Johnson, Enrollment Services Director Dan Klein and Chief Information Officer Joe Tykwinski, as well as academic and administrative groups of ConnectND users, including faculty, staff and students. The visiting team consisted of James “Jay” Morley Jr., NDAUBO president and chief executive officer; Doug Toma, University of Georgia; and Lisa Wolf-Wendel, University of Kansas. VCSU was one of the three pilot sites that began implementing ConnectND in the fall of 2002. President Chaffee chaired the campus implementation team.

## NDUS preparing for query process

ConnectND is working toward establishment before the fall semester of separate non-production databases that will accommodate queries of information and reports in the student administration, finance and human services management systems. This summer – targeted for June – staff will coordinate formal training on using the PeopleSoft Query Manager Tool and other resources, and will develop a system for providing a limited number of campus-appointed query specialists with information they will need about query standards, data record structure, documentation, security and other related issues.

The NDUS ConnectND management team recognizes and supports the need of campuses for

additional reports and data not readily accessible in the initial implementation and configuration. But functional and technical staffs have also identified important reasons for moving carefully in establishing that capability.

The management team has provided a detailed “NDUS ConnectND Campus Queries” document to campus chief information officers. It includes a campus query management plan and a rationale section that spells out the challenges and concerns.

Interested staff can get the queries document from their campus chief information officer. It’s also available online at <http://www.nodak.edu/connectnd/repository/CampusQueries-5-11-05.pdf>.

## Joint research study of ConnectND

If you have received ConnectND training, you are invited to participate in a joint research study of ConnectND (the North Dakota University System’s implementation of PeopleSoft’s Finance, Human Resources Management System, and Student Administration) being conducted by North Dakota State University and the University of North Dakota. The purpose of this study is manifold:

- Determine where (and possibly how) project communication should be targeted to reduce user anxiety and increase user involvement related to the implementation of PeopleSoft (ConnectND) across the university system.
- Establish, via this user survey, baseline demographical measurements related to project communication.
- Conduct, via future user surveys, a longitudinal study measuring demographical changes over time related to project communication and whether communication developed as a result of #1 and #2 was effective.
- Determine whether (and possibly how and what types of) user training reduces user apprehension related to PeopleSoft implementation.
- Establish, via this user survey, baseline demographical measurements related to project training.
- Conduct, via future user surveys, a longitudinal study measuring demographical changes over time related to project training.

Your participation in this study is completely voluntary. For more information on this study or to complete the online survey, please go to this Web site:

<http://www.ndsu.nodak.edu/gdc/Surveys/gdc121/welcome.htm>

## Users...continued from page 1

Kitchens, Lake Region State College are serving as co-coordinators. The HRMS users group developed a mission statement and prioritized a number of issues and concerns to be addressed.

Comptrollers took the lead when Finance users met. Sub-groups are also being formed. Finance users meet monthly via conference call. Their efforts are coordinated by Tamara Barber (formerly Tamara Njos) of the University System Office.

Student systems users have had active user groups in areas such as financial aid and student records. Their increasing role will be covered in the next issue of this newsletter, after all campuses are operational with the ConnectND student systems.

In addition to meetings, user groups communicate through various means including telephone conferences, interactive video sessions and electronic mailing lists.

From conception through implementation, user involvement has been instrumental in ConnectND's development through service as subject matter experts or through part-time work on the project. Also, project personnel communicated information with campus implementation teams that included user representatives from various areas of operation. Jean Ostrom-Blonigen served as liaison between those campus teams, the ConnectND project and the Executive Steering Committee.

## Governance...continued from page 2

**ConnectND Board:** Issues that cannot be resolved by the Executive Oversight Committees will be resolved by the ConnectND Board. State government and the NDUS will have an equal number of members. The state members include OMB Director Pam Sharp, CIO Curt Wolfe, and an agency representative who serves on the Executive Oversight Committee. NDUS members include the Executive Oversight Committee chair and another member of that committee, and a vice chancellor. NDUS CIO Grant Crawford is a non-voting member.

**Executive Sponsors** This high-level group will meet annually or at the request of the ConnectND Board chair to ensure that the ConnectND visions and results are consistent with leaders of the state and the NDUS. Members include the chairs of the oversight committees, Governor's Chief of Staff Bill Goetz, Chancellor Robert Potts and the chair and vice chair of the Legislature's Interim IT Committee.

The organizational charter will be available soon on the ConnectND Web site <http://www.nodak.edu/connectnd/>. In addition to establishing and defining the governance structure and roles and responsibilities, the charter also contains vision statements, implementation principles, the issue resolution process and the customization and modification policy.

### HEUG provides forum for PeopleSoft users

The Higher Education User Group, a not-for-profit organization, is a source of information from higher education systems and campuses using PeopleSoft products.



The HEUG.ONLINE

Web site <http://www.heug.org/> is used by members to communicate, share and collaborate. HEUG membership is free and open to all employees of schools using PeopleSoft products. HEUG annually hosts the Higher Education Users Group

## ***ConnectND systems bundles, bytes & bits***

- The State Board of Higher Education set the ConnectND student fee at \$81 per semester for 2005-2006.
- The 2005 Legislature approved a deficiency appropriation of \$617,520 to the NDUS for ConnectND.
- Several members of the state development group have moved from the Northbrook office area to the Capitol's Judicial Wing, Room 109 on the first floor. Their new phone numbers are Kevin Anderson 328-2699, Andrew Borden-King 328-4314, Greg Grube 328-4004, Vern Herman 328-4310, Anita Lemer 328-4678, and John Wohl 328-2482.
- Software developed by a university system in California may be adapted to provide an interim institutional GPA capability for North Dakota campuses.
- Chancellor Robert Potts is finalizing appointments to the new Executive Oversight Committee. The Executive Steering Committee is planning a joint meeting to hand the torch to this successor group.
- State vision statement: Provide modern financial and human resource systems to support the efficient and effective administrative functions of individual state agencies and higher education institutions as well as the enterprise as a whole.
- NDUS vision statement: The NDUS supports a service-oriented environment where the focus is on providing students, faculty, staff and others access to information and services, at any time, from anywhere.

### ***About ConnectND***

#### **What is ConnectND?**

The ConnectND project is the implementation of PeopleSoft's ERP system that replaces North Dakota's administrative computer systems. ConnectND serves as the administrative systems for the enterprise — from students to employees to financial management.

#### **Who is involved in ConnectND?**

All of North Dakota State Government, including the North Dakota University System.

#### **How was ConnectND organized?**

Connected was organized by module (functional area) into three state groups (Financial, Human Resources Managements Systems and Technical) and four higher education groups (Financial, Human Resources Management System and Technical).

*Comments and suggestions regarding this publication are welcome. We encourage questions about this newsletter or ConnectND. You may ask a question electronically through the Web site FAQ (Frequently Asked Questions section). It's also a place to view the questions others have asked and the response they received. Additional information is also available from campus Web sites.*



More information, questions or comments:

[www.nodak.edu/connectnd](http://www.nodak.edu/connectnd)

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