

Draft BPAC Transformation Vision Statement

Vision:

Minnesota State Colleges and Universities transforms its administrative relationship with students by delivering administrative services to students using a model that is student centric and efficient, presenting a single face to students for major administrative functions including marketing/prospecting, accepting applications, managing student financial transactions, establishing calendars, supporting student transfer among institutions and storing student information.

Comments:

The BPAC process was designed to allow system and campus leadership to carefully follow variances through an alignment process life cycle. By design, the scope of the analysis has been granular.

This approach has served several key objectives:

- The scope of the problem is concrete and sequential, organized around technology modules
- It provided a relatively simple organization for tracking progress toward completion – completion occurs when 124 variances are aligned or accepted.

On the other hand, this approach has disadvantages.

- It fails to recognize the dependencies between variances and solutions. While it is theoretically possible to continue addressing each variance in a granular fashion, experience planning the implementation of changes in support of aligning drop-for-non-payment illustrates that aligning variances has unexpected ramifications for other business practices in the system. Dealing with each variance at the granular level ignores the dependencies and interrelationships between business practices, failing to provide Leadership with the big picture needed to assess relative priorities.
- An immense investment in staff and leadership time is required for each variance, yet the outcome may not be transformational in many cases.
- It fails to recognize that the goal of the project includes transforming the educational system processes – while the detailed variance is analyzed, the larger process “owning” the detail is not.

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Staff recommends that the approach should now shift. We believe there are certain processes that are the true obstacles to implementation of a Seamless system and aligning these processes would result in transformation. These processes are:

Application, admission, and financial aid operations, including the process for application, application fee payment, determining/awarding financial aid, tracking/receiving required documents, communication with students

A single methodology/email for communicating with every student, faculty and administrator in the system

The process supporting transfer and movement of students between and across institutions

Common course numbering for curriculum in common

Uniform/single financial operation where students may pay any bills/fines with a single payment to "MnSCU"