

# Implementing Web-Based Student Registration

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## Background

- Carlos Albizu University (CAU) – San Juan
  - Bachelor, Master, and Doctoral Programs
  - Over 900 students, working professionals, mostly female, Hispanic
  - Psychology and Speech Language Therapy/Pathology
- Registration at CAU
  - 4 weeks of advisement and registration
  - 2 registration sessions per year
  - Arena-base Registration for verification/payment



## Rationale and Goals

- Reasons for Implementing Web Registration:
  - Increase the efficiency
  - Reduce registration wait times
  - Provide services anywhere/anytime.
  - Increase competitiveness.
- Our goals in the project:
  - Configure, implement and test the web registration
  - Train and support all faculty advisors and students
  - Reach a total of 40% participation in all stages
  - Achieve 80% good or very good satisfaction rating



## Project Timeline

- Phased Approach, incremental loads
  - Phase 1: 50 Students – Fall 2010
  - Phase 2: 550 Students – Spring/Summer 2011
  - Phase 3: 900 Students – Fall 2011
- Spring/Summer registration combined
- The advisement period is 4 weeks



## Strategy and Design

- Selection of courses, sections and schedules.
- The system must enforce rules.
- Students using web get 2 weeks exclusive access.
- Turn based, and priority to graduating.
- IT provides training, support, and documentation.
- Student advisement remains unchanged.
- Process is evaluated at each stage



## Implementation Plan

- Configure and validate software
- Perform Load Simulation Testing
- Revise academic requirements and setups
- Develop documentation for students
- Send out email invitations with turn information
- Provide support sessions to students
- Survey, evaluate, and improve process

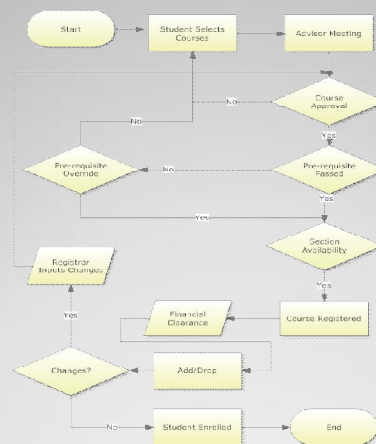


## Technology Components

- Datatel Colleague ERP
  - Smart Registration
- Google Apps for EDU
  - Email and distribution lists
- Sun JMeter – Load Simulation
- SAP Crystal Reports
  - Reporting for turns, dates, etc.



## Before Web Registration



## System Simulation Testing

- A crucial component of the entire process
- Utilize Sun JMeter Application
- Validate hardware, software and communications infrastructure for readiness
- Assess impact to “other” system users



## Documentation and Support

- Communication is a **KEY** part of all stages
- Students emailed with instructions.
- A manual was developed, including step by step scenarios and common issues.
- Phases 1 and 2: training provided
- Offices made aware process and their role
- Support sessions were scheduled



## First Pilot Program

- Fall 2010 registration, graduate and undergrad
- 50 students, voluntary participation
- Controlled environment, computer lab
- Required training before registration.
- IT Staff available for support at all times
- Survey mandatory at the end for the process
- 35 students participated (70% participation)
- Student satisfaction 92% good or very good



## Second Pilot Program

- Spring and Summer 2011 Registration (2 sessions)
- 550 students from BS, MS, and PhD programs
- Students in selected programs were invited
- Introduction to turn-based priority
- Web-only registration for 2 weeks, mixed afterwards
- Students sent emails before and during the process
- IT staff held bi-weekly support sessions in the lab
- Survey emailed to all participants after the process
- 87% participation overall, 351 Spring, 258 Summer
- Student satisfaction 80% rating good or very good



## Third Pilot Program – Go Live!

- Fall 2011 Registration, all programs (900 students)
- Turns sent via email with a copy of the manual
- Web-only registration for 2 weeks, mixed afterwards
- Students sent emails before and during the process
- IT staff held 2 support sessions in the lab
- Heavy leverage of individual/e-mail/phone support
- Survey emailed to all participants after the process
- 49% participation overall, 445 students
- Student satisfaction 81% rating good or very good

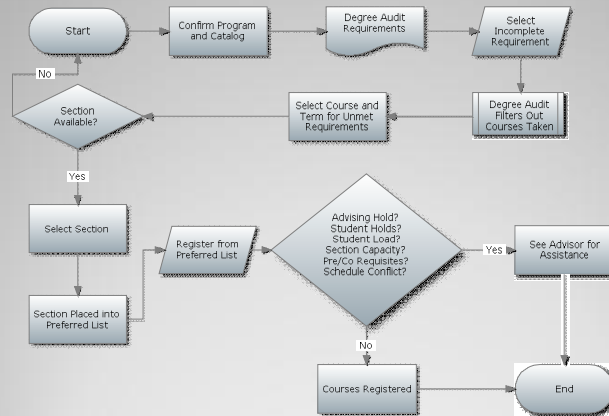


## Outcomes

- Improved student satisfaction (surveys)
- Improved employee/faculty satisfaction
- Increased flexibility in Registration
- Increased awareness and use of other systems
- Ability to extend registration periods



## After Web Registration



## Observations

- Web Registration is not for everyone
- Not everyone likes Web Registration
- Changes are needed in both sides





## What we changed along the way...

- After Pilot Phase 1:
  - Introduced email/phone/personal support
  - Created over-the-phone authentication
- After Pilot Phase 2:
  - Created manuals for common problems
  - Reduced the number of training sessions
  - Improved communication during process
- After Pilot Phase 3:
  - Extended registration period for students



## What we would have done better...

- Better communication with Staff
- Avoid testing with academic changes
- E-learning course for Web Registration
- More promotion to raise awareness
- Cross-promote other e-services



## Where do we go from here?

- Full Web Registration in Miami Campus
- Pilot testing of electronic advisement modules
- Further improve procedures



## Questions?

- 10 minutes for questions now
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