# SSEI Implementation Phases

## Implementation Phase 1

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<th>2017</th>
<th>2018</th>
<th>2019</th>
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### Priorities for Phase 1:

- **CRM** – Implement CRM foundation, design and implement initial elements of integrated user interface (universal “entry point”)
- **Career Services** – Select and implement CRM solution, develop online shared resources, establish university-wide baseline services, alumni and employer engagement strategies, and strengthen doctoral/post-doc support
- **Admissions** – Select and implement graduate admissions CRM solution
- **Registration** – Enhance interdivisional registration experience, assess academic calendars
- **Financial Aid** – Design and implement financial aid, foundational shared services; strengthen compliance related performance
- **Student Billing** – Design and implement student billing foundational shared services

## Implementation Phase 2

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<th>2020</th>
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### Continue implementation of priority recommendations, including:

- **SIS** – Select/source software and consulting partner(s); planning, design and implementation
- **CRM** – Continue expansion of CRM solutions, including the planning and implementation of administrative workflow tools, expanded tools for users, enhancements to integrated user interface, integration with existing/new systems, and management reporting/performance management tools.
- **Advising** – Begin work on advising improvements, including integration of CRM based solutions
- **All functions** – Continue assessment, design and implementation of policies, processes, organizational structures, and technologies for registration, billing, financial aid, career services/alumni tracking, admissions – including policy, process, organizational and technological improvements
- **Support** – Establish post-implementation support model