

# SSEI Implementation Phases

Implementation Phase 1			Implementation Phase 2		
2017	2018	2019	2020	2021	2022
<p><b>Priorities for Phase 1:</b></p> <ul style="list-style-type: none"> <li>▪ <b>CRM</b> – Implement CRM foundation, design and implement initial elements of integrated user interface (universal “entry point”)</li> <li>▪ <b>Career Services</b> – 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</li> <li>▪ <b>Admissions</b> – Select and implement graduate admissions CRM solution</li> <li>▪ <b>Registration</b> – Enhance interdivisional registration experience, assess academic calendars</li> <li>▪ <b>Financial Aid</b> – Design and implement financial aid, foundational shared services; strengthen compliance related performance</li> <li>▪ <b>Student Billing</b> – Design and implement student billing foundational shared services</li> </ul>			<p><b>Continue implementation of priority recommendations, including:</b></p> <ul style="list-style-type: none"> <li>▪ <b>SIS</b> – Select/source software and consulting partner(s); planning, design and implementation</li> <li>▪ <b>CRM</b> – 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.</li> <li>▪ <b>Advising</b> – Begin work on advising improvements, including integration of CRM based solutions</li> <li>▪ <b>All functions</b> – 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</li> <li>▪ <b>Support</b> – Establish post-implementation support model</li> </ul>		