



SIS Modernization Project Frequently Asked Questions (FAQ)

Important Terms	
SIS	Student information system
SFP	Student Financial Planning
OCM	Organizational change management
CS	Campus Solutions
EUE	End-user education
MAU	Major administrative unit
Go-live	When functionality becomes available

1. WHAT IS THE STUDENT INFORMATION SYSTEM MODERNIZATION PROJECT?

Michigan State University’s student information system (SIS) serves the entire academic community and enables administrative processes critical to Spartans at every step of their MSU journey. SIS functions support students from admissions applications and financial aid offers to accessing MSU’s schedule of courses and managing enrollment, as well as grade submission and degree conferment. Modernizing SIS is a major investment in undergraduate and graduate student success at MSU. A new SIS will personalize student engagement, enhance opportunities for student success, and provide important analytics and metrics. The new SIS will be the official source for all academic information about students and the administrative data that supports teaching and learning at MSU.

Specifically, the new SIS will include the following components:

- Admissions – planning, managing and tracking of admissions activities;
- Campus Community – tracking and maintaining the information about individuals and organizations that make up MSU’s community. Once fully implemented, this will serve as the single source of data used by other system functions;
- Financial Aid (Student Financial Planning) – managing financial aid activity for applicants and students;
- Academic Advising – tracking requirements and policies required for graduation;
- Student Financials – managing student receivables, billing, collections and cashiering;
- Student Records – managing enrollment, course catalog, class schedule maintenance, transfer credits, requisite restrictions, class start and end dates, wait lists, academic programs, transcripts and analysis; and
- Portal – design of a new user interface for role-specific (student, faculty, staff) academic information and processes in the new student information system. Serves as the user’s access-point for the new system.

2. WHAT SOFTWARE IS BEING IMPLEMENTED AS THE NEW SIS PLATFORM?

Oracle PeopleSoft Campus Solutions 9.2 is the principal software element MSU will use for the new SIS. MSU’s current SIS is a collection of separate applications working together to facilitate student management. Campus Solutions will provide MSU with a primary application to manage critical academic functions and create a more unified user experience for students, faculty and staff. Over 700 institutions have implemented Campus Solutions, including eight Big Ten institutions* and 27 institutions in the Association of American Universities (AAU). Implementing Oracle’s Campus Solutions also provides MSU membership to the Higher Education User Group (HEUG), a worldwide community in higher education, which provides solutions and best practices in Oracle information systems. This membership will assist the Project team throughout implementation and beyond.

MSU will also be implementing Oracle Student Financial Planning (SFP) software as another component of the new SIS. SFP is a cloud-based platform that will allow MSU to better manage student financial aid and allow student access to real-time financial information. The software will help MSU individualize student financials and provide more comprehensive information so students can make informed financial decisions.

*University of Minnesota, University of Michigan, University of Maryland, Rutgers University, Penn State University, the Ohio State University, University of Nebraska, University of Wisconsin



3. WHY IS MSU REPLACING THE CURRENT SIS?

A new SIS will personalize student engagement, enhance opportunities for student success, and provide important analytics and metrics. Implementing the new SIS will enable efficient unit workflows and create a more unified user experience.

4. HOW WILL THE PROJECT BE IMPLEMENTED?

The SIS Project will be implementing Campus Solutions in a phased approach including seven releases and completion planned for January 2022. Each implementation phase will provide additional functionality, building on the release before it. Different business processes, functions and units will be impacted during different releases. Delivery of end-user education (training) will be aligned with relevant academic business process cycles. After go-live (when new functionality is available), releases will move into the stabilization period where the system will be closely monitored.

The SIS Project Team and its Executive and Steering Committees are committed to involving campus throughout the SIS Modernization Project and recognize successful implementation will require a university-wide effort. The SIS Project Team includes an organizational change management (OCM) team, which is facilitating a network of [Change Coordinators](#) who represent their respective major administrative units (MAUs) across campus. Change Coordinators will be instrumental in supporting a successful implementation of the new SIS by helping their respective MAUs prepare for changes associated with SIS modernization and serving as liaisons with the SIS Project Team.

5. WHAT BUSINESS PROCESSES WILL BE IMPACTED IN RELEASES 1, 2 & 3 OF THE NEW SIS?

Find more specific information about Releases 1 & 2 below:

Release 1: Aug. 5, 2019

Functionality	What's Being Implemented	Who and What is Affected
Academic Structure	Academic Structure includes configuration of foundational information such as academic career (level), academic program (college/level), academic plan (major, minor, certificate), academic organizations (departments), calendars/terms/sessions, etc.	Registrar's Office staff who maintains this information
Curriculum Management	Curriculum Management is the conversion of Course Catalog. This includes course information such as subject, catalog number, department ownership, components (lecture, lab, recitation), course attributes (transfer, honors) for all courses that exist in MSU's current SIS. This functionality and data will support building the Schedule of Classes for fall 2020 forward and to begin work on the advising degree audit.	Registrar's Office staff who maintains this information



Campus Community	Campus Community information includes person data (biographic and demographic) for students, such as their name, address and phone number. All person data from the current SIS, except for prospects, will be loaded into Campus Solutions for fall 2020 processing.	This data will continue to be updated in the current SIS using existing processes. The data will be synced to the new system, Campus Solutions, with a nightly update.
Admissions	Admissions will create and maintain external organizations (high schools and colleges) to be used during the current and all future admissions cycles. Admissions will also begin loading fall 2020 application data into the new system, Campus Solutions, in preparation for full implementation.	Office of Admissions staff who maintains this information.

Release 2: Nov. 4, 2019

Functionality	What's Being Implemented	Who and What is Affected
Admissions	The following information will be captured for fall 2020 applicants in the current SIS and updated in Campus Solutions: <ul style="list-style-type: none"> • Applications, including any admission decisions • All standardized test scores • External educational history • Recruiting categories and attributes for applicants 	Office of Admissions staff responsible for maintaining this information.
Campus Community	Conversion of citizenship country for non-USA person student records will be converted. Non-USA citizenship country is necessary for Student Financial processing in later releases.	Registrar's Office staff responsible for maintaining this information.
Curriculum Management	Curriculum Management information, including schedule history, will be converted into Campus Solutions. Course scheduling (work copy) will still be used this fall. Summer 2020 will be loaded to legacy SIS. Fall 2020 and spring 2021 will be loaded into Campus Solutions.	Registrar's Office staff responsible for maintaining this information.

Release 3: Aug. 3, 2020

Functionally	What's Being Implemented	Who and What is Affected
Accessibility	Welcome Page Users requiring a screen reader in Campus Solutions must set their preferences to reflect that they are using one. Upon first login, all users will be presented with a welcome page that will allow them to set their accessibility preference.	All users



Functionally	What's Being Implemented	Who and What is Affected
Admissions	<p>Candidate Evaluation and Decision Processes</p> <p>Admissions review and rating of undergraduate candidates and recording of final decisions will take place in Campus Solutions (CS). Required and supplemental checklist items can be assigned and updated while applications are pending in CS as well as production of personalized letters, emails and messages appropriate to the applicant at each phase of the cycle.</p>	<p>Office of Admissions staff and counselors as well as limited enrollment college partners. Data from CS will be synced to current SIS on a nightly basis.</p>
Campus Community	<p>Service Indicators, Student Groups, FERPA and Athletic Participation</p> <p>Existing Holds will be converted to Service Indicators in Campus Solutions (CS). Service Indicators are used to limit services for students such as check cashing privileges, transcript holds or denied registration for classes.</p> <p>Student Groups are used to track a set of students with similar characteristics. Some examples of where MSU will be utilizing student groups are: Tracking Majors, Admit to College, Entity Types, Special Quads and Special Needs.</p> <p>Athlete Entity Types and Codes will be converted to Athletic Participation in CS. This will track athletic recruitment, certification and eligibility.</p> <p>Students that have chosen to restrict data access under FERPA guidelines have their preferences stored in the current SIS. This information will be converted into CS within the student Bio/Demo record.</p>	<p>Service Indicators (Holds), Student Groups, FERPA designations and Athletic Participation will continue to be maintained in current SIS using existing processes. The data will be synced to CS with a nightly update.</p>
Student Records	<p>Class Scheduling</p> <p>Functionality related to maintaining schedule of classes will be implemented in this release. Class schedules for academic year 2021/2022 will be created in the existing workcopy application as has been done in past years. Once they are finalized, fall 2021/spring 2022 will be loaded into Campus Solutions (CS).</p>	<p>Staff in the Registrar's Office will maintain initial schedules in CS.</p>
	<p>Transfer Articulation – New Undergraduate Students</p> <p>Included in this release will be the transfer credit rules, including how incoming coursework from each institution maps to an MSU equivalent.</p>	<p>Registrar's Office staff responsible for maintaining this information. Transfer articulation data will be manually kept in sync between TransferMSU and Campus Solutions.</p>



Functionally	What's Being Implemented	Who and What is Affected
	For new students in the fall 2021 admission cycle, users will be able to use the transfer credit rules to evaluate a student's incoming coursework and test scores to apply MSU credit to their academic record. Designated staff will be able to edit how the incoming credit is applied to specific student records, as needed.	

Release 4: Nov. 16, 2020

Functionality	What's Being Implemented	Who and What is Affected
Admissions	<p>Interface with Financial Aid and Merit Scholarship Awards</p> <p>Office of Admissions will begin to process merit scholarship awards for undergraduate new students. The integration and collaboration with Financial Aid will facilitate notification of the supporting details back to the student.</p>	<p>The Office of Admissions is responsible for awarding merit-based scholarships in order to recruit new undergraduate students. Office of Financial Aid must be informed throughout the admissions cycle when merit awards are part of the aid package. New undergraduate students will be notified of the award details and conditions.</p>
Financial Aid	<p>Student Financial Planning (SFP)</p> <p>The Office of Financial Aid will begin loading Institutional Student Information Record (ISIR) files. The ISIR contains the information found on the FAFSA and is sent to any school that is designated by the student.</p> <p>Students will gain access to SFP at student.msu.edu for the first time in this release and will be able to submit required or at-will documents. Once aid packages are finalized, students will be able to view and accept their offers.</p> <p>On first login, students will be presented with a statement of financial responsibility and will be required to eConsent before they can view their financial aid information.</p>	<p>Office of Financial Aid staff responsible for maintaining this information.</p> <p>New and current students can submit documents and view financial aid offers once they are packaged.</p>
Campus Community	<p>Employee and Guest Bio/Demo</p> <p>Bio/demo data from Identity Management (IDM), which will include UUID, NetID and email for all employees and for student delegate access (guests) will be converted. Schedule of Classes and Academic Advising configuration uses employee data. UUID and NetID are required for single sign on (SSO) and email is needed as contact information.</p>	<p>Human Resources Office staff is responsible for maintaining employee data. Students and their guests maintain guest data directly.</p> <p>After the initial data conversion program, it will continue to run daily as a permanent interface from IDM to Campus Solutions.</p>



Functionality	What's Being Implemented	Who and What is Affected
	<p>Student Residency</p> <p>Student Residency data will be converted. This data is a dependency for Financial Aid, specifically for new, admitted students.</p>	<p>Registrar's Office staff responsible for maintaining this information. Data will be synced to Campus Solutions on a nightly basis.</p>
	<p>Student and Guest Access</p> <p>Student and guest affiliations will begin to be managed by Campus Solutions and in coordination with Identity Management (IDM), allowing for student and guest roles to be provisioned automatically.</p>	<p>Student and guest affiliations are set automatically based on data attributes found in Campus Solutions and Identity Management.</p>
<p>Academic Advising</p>	<p>Advising Appointments</p> <p>Students and advisors currently manage appointments through the Student Success Dashboard in EAB. In this release, that functionality will be shifted to Campus Solutions. Students will have the ability to schedule advising appointments and both students and advisors will be able to manage appointments with an integration to Microsoft Outlook.</p>	<p>Students and Advisors</p>

6. WILL OUR CURRENT BUSINESS PROCESSES CHANGE WHEN WE IMPLEMENT THE NEW SIS?

Yes, current business processes will be affected throughout the releases of the new SIS based on available features and functionality as well as the system of record and location of data in the new system. The SIS Project OCM team will work with affected units to help prepare them for upcoming changes and updates to business processes.

7. WHERE CAN I PROVIDE MY FEEDBACK?

The Project team welcomes you to connect with them at any time at sis@msu.edu. Also visit sis.msu.edu to get more information and to submit your comments, thoughts or questions via the [Contact Form](#). The campus community can also share their thoughts with their unit [Change Coordinator](#).

8. WHEN WILL I LEARN HOW TO USE THE NEW SIS?

The OCM team will plan, facilitate and notify end-users as necessary training and informational sessions are planned. Change Coordinators will assist the OCM team in defining the EUE needs for their specific unit.

EUE will be in a variety of formats including, but not limited to, open labs, business process guides, quick reference guides, online learning, lectures, webinars, training videos, FAQs, help desks and hands-on, instructor-led courses. The project will also be focusing on train-the-trainer courses.

Contact the SIS Project Team at sis@msu.edu if you are interested in opportunities to support EUE.



9. WHAT IS A CHANGE COORDINATOR?

A Change Coordinator is the primary liaison between the SIS Project Team and a major administrative unit (MAU) team. Change Coordinators will be necessary for supporting a successful implementation of the new SIS by helping their respective units prepare for changes associated with SIS modernization. Change Coordinators relay questions or feedback to the SIS Project team, help their colleagues understand any changes associated with SIS modernization, provide input on EUE plans, and share valuable feedback from your unit to the SIS Project organization change management (OCM) team.

10. WHO IS THE CHANGE COORDINATOR FOR MY UNIT?

A list of Change Coordinators can be found at sis.msu.edu/Resources/CCN.html.

11. WHERE CAN I LEARN MORE?

Members of the MSU Community wanting to learn more can visit the [SIS News SharePoint](#) or sis.msu.edu website. The MSU community is also welcomed to direct any questions regarding the project to sis@msu.edu or via the [Contact Form](#).

To get in touch with a specific member of the SIS Project management, visit the Project [Contact](#) page.