

**Agency 365 – Washington State University**  
2009-2011 Operating Budget Request

The Land Grant University for the 21<sup>st</sup> Century  
Performance Level Decision Package – PL CC

**Core Computer Systems – Phase 1, Student Systems**

**Agency Recommendation Summary:**

This is a request to replace the core student computing systems that support critical functions like admissions, financial aid, grades, learning systems, transcripts, and bill payment for approximately 24,000 Washington State University students at all campuses. Current student systems are about 30 years old and not designed to provide the services of a world-class research university. In fact, the systems were near failure during the start of the 2006-2007 academic year. When the system went down, WSU was unable to communicate class assignments or process tuition payments.

These aging student systems need to be replaced to provide sustainable, robust processes, data and tools necessary for the University to enhance competitiveness in higher education and to provide the State of Washington with outstanding service, agency reporting at all levels, and enhanced accountability. WSU proposes a replacement system that “standards-based,” meaning it is a system that will interoperate with other systems such as SAP, Oracle, and Sungard/Banner. Once complete, this will be a system that serves the needs of students, WSU and state government for decades to come.

Other types of core administrative systems, such as those that handle payroll and finance, may be shared among different agencies and institutions. WSU is exploring those options and is willing to be part of a shared solution. But student systems tend to be unique to higher education and should be tailored to each institution’s needs.

**Fiscal Details:**

	2009-10		2010-11		2009-11 Biennium
By Fund	FTE	Dollars	FTE	Dollars	Dollars
General Fund State	10.0	9,621,000	10.0	6,421,000	16,042,000
<b>Total</b>	<b>10.0</b>	<b>\$ 9,621,000</b>	<b>10.0</b>	<b>\$ 6,421,000</b>	<b>\$ 16,042,000</b>

**Narrative Justification and Impact Statement:**

Current student core systems as well as payroll, human resources, and financial systems, are old 1970’s technology and are no longer able to provide the level of service required to serve students, faculty, staff, support personnel, the public, and the State of Washington. These systems require an extraordinary amount of maintenance and reprogramming compared to modern systems. For example, WSU has over fifty external systems, most of

which have been developed in-house and which are linked to student systems. These systems require considerable maintenance of software interfaces and to ensure accurate and synchronized data transfers. The archaic nature of the core student systems places them at risk for a prolonged period of shutdown in the event of an emergency or a disaster.

**New core student systems will provide the following high level functions with the necessary reliability, integration, reporting, and ease of use:**

- Recruitment and retention
- Admissions
- Registration (academic history and awards - transcripts, degree management)
- Enrollment management
- Financial aid packaging and delivery
- Advising
- Loan processing
- Housing and dining services
- Catalog course management and class scheduling
- Student accounts (tied to registration, admissions, and financial aid)
- Work study and students employment management
- Health and safety
- Faculty teaching load analysis
- Event management
- Library services
- Learning resources

The benefits of installing a new system include:

- More efficient, effective, robust, and timely business processes and transactions
- Accurate, consistent, and readily available data for internal planning and reporting to the state and other agencies
- Ability to drill down into data for targeted analysis
- Improved controls for privacy and security purposes
- Ability to leverage newer technology for redundancy and disaster recovery
- Self service and personalized access to information
- Ability to track graduation requirements
- Better student experience from admission to learning to graduation through integration of applications regardless of location
- Reduction of software maintenance and development costs and economies of scale
- Reduced reliance on in-house technical staff for continual system repairs and modifications
- Modern, integrated student systems software will be more easily integrated with the State's definition of common systems for payroll and human resources
- Secure, 24x7, online access to information
- Easy management of course information, rosters, and grading
- Streamlined administrative processes, reduced paperwork and increased staff productivity
- Ensured compliance with requirements from outside agencies, including those focused on international scholars

**Funding Requests:**

This \$16M operating budget request consists of \$2.1M of on-going funding per year and \$11.8 M in one-time funds for the biennium.

Permanent operating funds of \$2.1 million per year are requested to provide staffing and support for the student systems. This funding will also support hardware and software maintenance and system upgrades.

One-time operating funding of \$11.8 million is requested for project consultation, training, ten full-time equivalent project personnel and benefits, and temporary staffing for data entry prior to system conversion.

In addition to the \$16M requested herein, WSU is also requesting one-time capital funds, via its capital budget request, of \$8 million. These funds will be used to purchase computer servers and other hardware and products to integrate data and student functions integral to the system replacement.

**Alternatives not viable:**

The University considered alternative approaches to replacing core student systems. Alternatives included converting old code to a new language, building new systems in-house, outsourcing or hosting, a hybrid approach to do in-house development and purchase some components, or do nothing. None of these alternatives are viable; pursuing any of the alternatives perpetuates existing problems.

New core systems are a combination of new enterprise computing software and business practices working together to perform university functions. These new core systems are a software suite that contains products designed to integrate data and business functions across campuses, colleges, departments and offices. These systems will run off a single database so that departments can easily share information and communicate more efficiently. Once implemented, this suite will affect everyone associated with the University and will make data management more accurate, convenient, and easier to access.

The additional functional and technical capabilities and increased efficiencies of new core student systems will support WSU in its primary mission as a multi-campus public institution serving the State of Washington and beyond. The new system will be implemented with a strong focus on business process improvement, organizational and cultural change management, risk management, project and budget accountability, and the efficient use of funds.

**Calculations:**

FISCAL DETAIL TABLES - CORE COMPUTING SYSTEMS - PHASE 1, STUDENT SYSTEMS					
	2009-10		2010-11		2009-11 Biennium
By Program	FTE	Dollars	FTE	Dollars	Dollars
Instruction	-	537,000	-	537,000	1,074,000
Research	-	-	-	-	-
Public Service	-	-	-	-	-
Primary Support	-	-	-	-	-
Libraries	-	-	-	-	-
Student Services	5.0	7,453,000	5.0	4,253,000	11,706,000
Institutional Support	5.0	1,631,000	5.0	1,631,000	3,262,000
Plant	-	-	-	-	-
<b>Total</b>	<b>10.0</b>	<b>\$ 9,621,000</b>	<b>10.0</b>	<b>\$ 6,421,000</b>	<b>\$ 16,042,000</b>
<b>By Object</b>					
Salaries					
Faculty	-	-	-	-	-
AP	10.0	1,150,000	10.0	1,150,000	2,300,000
TA/GA	-	120,000	-	120,000	240,000
Classified	-	-	-	-	-
Benefits	-	361,000	-	361,000	722,000
Goods/Services	-	4,632,000	-	4,632,000	9,264,000
Travel	-	158,000	-	158,000	316,000
Equipment	-	3,200,000	-	-	3,200,000
<b>Total</b>	<b>10.0</b>	<b>\$ 9,621,000</b>	<b>10.0</b>	<b>\$ 6,421,000</b>	<b>\$ 16,042,000</b>

***For more information, contact Larry Ganders, Assistant to the WSU President, Olympia at 360-534-2333***