



Date: December 21, 2017

To: Tatiana Gilbert, President, TRU Students Union

Cc: Christine Bovis-Crossen, Provost and Vice-President Academic
Jason Maxwell, Associate Registrar, Enrolment Services – Admissions
Eric Youd, Student Systems Support Coordinator
Marjorie Budnikas, Assistant Registrar, Audit, Articulation & Graduation

From: Michael Bluhm, AVP Enrolment Services & University Registrar

Re: **Student Budget Consultation Report 2018/19 Response – Academic Advising and Degree Works**

Ms. Gilbert,

Thank you for providing us with TRUSU's annual budget consultation report, and the additional details regarding the students' priority placed on Degree Works implementation in support of academic advising. The concerns raised by students re-affirm for us the impact our work has on students and their educational journey, and the importance of clear, accurate and consistent advising services.

As you have identified, the configuration and implementation of Degree Works has been underway for some time now. All TRU Open Learning programs are currently configured for use by Program Advisors, and several campus-based programs in the Faculty of Education and Social Work as well as the School of Nursing are also now configured for use by Academic Advisors and advisors in those faculties/schools. Configuration for all remaining campus-based programs is in progress.

As you are also aware, configuration of our open degree programs particularly have presented us with much greater challenge than expected. It is one of TRU's great virtues to have such flexibility in our academic programming; however, this flexibility presents significant challenges when attempting to configure said programs to a structured framework such as the functionality that Degree Works provides. The results will be greatly rewarding, but the journey is an exercise in careful attention to detail so as to preserve the flexibility we pride ourselves on. Acknowledging these complexities and the need for such diligence is resulting in a much-needed and desirable side effect of having alignment of other program and curriculum resources, such as faculty

websites, the Academic Calendar, and TRU's official repository of Senate-approved curriculum: CurricUNET. Moving too quickly through Degree Works configuration would risk an end result that compromises program flexibility and is clouded by multiple, sometimes disparate, versions of requirements. As I understand the feedback received through the TRUSU Budget Consultation Report, such an outcome would not resolve students' concerns about advising, but only exacerbate them. As such, it is our goal to balance expediency with quality of outcome through our remaining configurations of Degree Works.

With this in mind, the Degree Works team has developed the attached timeline for configuration and implementation of remaining faculties/programs. We are currently consulting with faculties on their ability to commit to this timeline, and are awaiting responses from three remaining deans. This timeline indicates completed configuration for use by Advisors for four full faculties by September 2018, with the remaining three faculties configured by January 2020. It is necessary for all faculties and programs to be fully configured before Degree Works can be made available for self-service by students. This final step of implementation is planned for September 2020.

That said, as has been the case in previous budget cycles, Degree Works implementation remains a high priority for the Division of Enrolment Services and University Registrar in terms of budget planning. We were not successful with a SIF request in the previous fiscal year; however, changes to the budget planning process have provided us the opportunity to reframe a request for additional staff resources as a supplemental budget request that will support our ability to adhere to, and potentially accelerate, the attached timeline. The Division of Enrolment Services and University Registrar 2018/19 supplemental budget proposal includes funding for a full-time ongoing Audit and Articulation Officer. The Audit and Articulation Officer is a multi-incumbent position. Staff with this job title work on the two important priorities of transfer credit articulation and degree audit; ie: Degree Works. The structure of a multi-incumbent position spanning two functional areas allows for load balancing when there are peaks or high volumes of work at different times of year. Adding an additional position to this team will result in greater ability to absorb peaks and volume within both priorities simultaneously rather than one at the expense of the other.

Our measures of success for our timeline and proposal for additional resources are the number of programs configured and available to advisors, and our ability to deliver on or ahead of schedule with the ultimate goal of self-service access for students as soon as is possible within the constraints of the volume and complexity of work, and number of stakeholders involved, to ensure a high-quality and reliable outcome.

We look forward to the continued roll-out of Degree Works and the benefits it brings to students and advisors, as well as the continued improvement to alignment of program and curriculum resources. This remains among our Division's top priorities, now and heading into the 2018/19 fiscal year.

Sincerely,

A handwritten signature in black ink, appearing to read 'Michael Bluhm', with a stylized, cursive script.

Michael Bluhm
AVP Enrolment Services & University Registrar

Consulted?
 Yes
 Yes
 No response yet
 In progress
 Yes
 No response yet
 Yes
 Yes
 No response yet

Degree Works

Faculty/School Onboarding Plan

	2017				2018												2019												2020														
	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec			
Faculty of A.C.T.				Live!																																							
Faculty of Law				Live!																																							
Social Work										Live!																																	
Health Care + PN										Live!																																	
Faculty of Science										Live!																																	
Faculty of Arts (All except Majors)															Live!																												
School of Business																						Live!																					
School of Trades & Technology																															Live!												
Faculty of Arts (Majors)																													Live!														
Maintenance Work/Functional Support																																											
Degree Works for Students																																											

- Live in Production & Ready for Use by Advisors
- Prep Work Required by Faculty/School and/or Degree Works Team
- Scribe Work + CurricUNET Review work (Degree Works Team Only)
- Scribe, Pending Faculty of Arts curriculum changes to Majors (Degree Works Team Only)
- Approval from all F/S including OL for Student Access

Already Live for Advisors:

Education	Mar-17
School of Nursing	Mar-17
All Open Learning (80+)	Feb-12