

Database Expansion

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Description

Using the "train-the-trainer" model, functional administrators and key primary schedulers are trained and ready to use 25Live by the conclusion of this set of onsite and remote services. The customer may have additional tasks to complete at the conclusion of these services (e.g., adding or updating data that wasn't collected or was incomplete during the data collection phase). The customer is also responsible for establishing a roll-out timeline and developing their own internal training curriculum for bringing on additional campus schedulers, requestors, and service providers.

Database Expansion occurs in the following timeline:

Business Planning for Expanded Implementation (Phase I)

CollegeNET consultant works directly with the Customer core implementation team to review institutional scheduling policies & procedures and map those to CollegeNET Series25 best practices. This service prepares the Customer implementation team on how to collect the additional data necessary for the Series25 Database Expansion step.

Database Expansion

CollegeNET consultant coordinates with the Customer team to obtain necessary data elements in a spreadsheet format (typically collected and sent to consultant 4 weeks after Phase I). Upon receipt of the collected data, the CollegeNET consultant expands the Series25 database with Customer business practices in mind. Service results in the delivery of a SCHOOL database ready for the Expanded Implementation Phase II. This service is provided remotely.

Administration and Configuring 25Live

A CollegeNET Consultant works with the Customer core implementation team to provide system configuration and administration training in their new Series25 database. Training is provided for up to 12 participating attendees. Training also provides the opportunity for the core implementation team to review current database development and work with the CollegeNET Consultant to further refine the database in preparation for User Training. This service is typically 10-12 hours, occurring over a 4-5 day period.

User Training (Phase II)

A CollegeNET Consultant spends 3 days working with the Customer implementation team to provide user training to a maximum of 12 participants in the Customer's new Series25 environment. Key areas of training include:

- 25Live Navigation
 - Searching and Starring Objects
 - Event Scheduling
 - Workflow Management
 - Running standard reports (as time permits)
- Administrative System Settings in 25Live
 - Event Save Emails

- Event form Settings (including rules)
- Embedding Forms, Calendars and Availability Grids
- Blackout Management
- Bulk Editing
- Continued Security Administration and Configuration as needed

Academic Scheduling Cycle

A CollegeNET Consultant provides up to 12 hours of consulting on how to best configure and run the academic cycle of classes from SIS to Series25 and back, as well as how to use the Schedule25 Optimizer. The consultant also analyzes the cause of any import error messages or other problematic issues related to the transfer of course data between the two systems.

In addition, should your campus desire an expanded roll-out, the following optional services may also be included:

25Live Publisher

A CollegeNET Consultant provides two(2), 2-hour sessions training the Customer on best practices for the configuration and deployment of the web publishing/calendaring solution natively delivered with Series25. Topics covered include web publishing functionality, basic security set up for Publisher users, creating and maintaining search feeds, and customizing the web publishing interface. Up to 5 hours of additional assistance are provided creating searches and feeds of calendars to be placed on the customer's web portal(s) and web site by the Customer's web developer.

Pricing

A CollegeNET Consultant provides up to six hours of training on Series25 Pricing, how to set it up, and use it in day-to-day scheduling. Topics include how to define rate groups, create tax and rate schedules, build basic pricing formulas, and generate event pricing summaries and invoices. The Customer may need to further refine and/or set-up pricing after this training, depending on the complexity of their pricing.

Cost

Varies based on optional services included. Email series25implementation@collegenet.com for a detailed proposal.

Schedule

Varies. See the description of each service for specific details.

Prerequisites

Customer provides the following resources to CollegeNET:

- All implementation team members must be assigned and staffed prior to service delivery and available on the date of service delivery. See the implementation checklist for team member roles and assignments.
- Computer(s) that have access to the internet and the latest version of all licensed Series25 products (e.g. 25Live, 25Live Publisher, Schedule25 Optimizer, Series25-SIS Interface).
- Access to training/conference room with data projection capabilities (available to both Customer Series25

installation and the consultant's computer).

- Ability to log in to Series25 using an Administrative account.
- For onsite services, CollegeNET Trainer will need Whiteboard and Markers and internet access.
- For remote services, a long-distance phone connection via a telephone/headset or speakerphone.
- For the Academic Cycle service, connectivity and data flow between SIS and Series25 must already be functioning.

Additional Information

Internal Service Overview

The above set of services and recommended timelines are designed to ready a customer for a soft rollout. That is, using the "train-the-trainer" model, functional administrators and key primary schedulers will be trained and ready to use 25Live by the conclusion of the set of onsite and remote services. The customer may have additional tasks to complete at the conclusion of these services (e.g., adding or updating data that wasn't collected or was incomplete during the data collection phase). Customer is also responsible for establishing a rollout timeline and developing their own internal training curriculum for bringing on additional campus schedulers, requestors, and service providers.

The remote Academic Scheduling Cycle will remain as the final service in the Quick Start series. Key academic and event schedulers really only start to develop their 25Live scheduling competency during the Quick Start II service. That competency is key to working with courses successfully in the Academic Scheduling Cycle. As a separate service, the customer has greater flexibility to schedule it at a time convenient to their academic scheduling timeline, when the training is likely to be most meaningful as they work to schedule an active term. An export of courses for a single term will be imported into 25Live as part of the Quick Start II service in order to provide a realistic scheduling environment for training and to prepare the customer team for the Academic Scheduling Cycle. Institutions that are simultaneously implementing a new SIS will likely not be ready for an initial load of course data as part of the Quick Start II as they are often still in the discovery phase of SIS development.

The customer's core implementation team should consist of:

- Project Manager
- Functional Administrator
- Key Academic and Non-Academic Schedulers
- Key Service Providers
- IT Representative
- Web Developer (if optional Publisher service is included)

Typical Quick Start Implementation Timeline (~6 Months)

Milestone	Week(s)	Order
Business Planning - Phase I (Onsite)	Week 1	2
Master Definitions - Final Customer Review Completed	Week 2	3

CollegeNET Series25 Help and Customer Resources

Data Collection Template Sent to Customer	Week 2 or 3	4
Customer Data Collection Period	Weeks 3-10	5
Series25-SIS Interface Installation - Support	In Range of Weeks 3-10	6
Database Development (Remote) - Initial*	Weeks 11-14	7
Administration and Configuring 25Live (Remote)*	Week 15	8
Database Development (Remote) - Final*	Weeks 16-20	9
User Training - Phase II (Onsite)*	Week 21	10
Academic Scheduling Cycle (Remote)	Week 23 or later	11
Publisher Service (Remote) - Optional**	TBD	
Pricing (Remote) - Optional	TBD	

* *Timing of service contingent upon receipt of Customer data in the data collection template by the agreed upon due dates.*

** *Recommendation for delivery of service is that the Customer has event data in their database.*