

Remote Quick Start

Last Modified on 02/27/2024 11:27 am PST



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 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 roll-out timeline and developing their own internal training curriculum for bringing on additional campus schedulers, requestors, and service providers.

Quick Start occurs in the following timeline:

Implementing 25Liv: Business Process & Data Training

A CollegeNET Consultant provides 6 remote sessions of approximately 3 hours each (over two weeks) introducing the Series25 scheduling solution to the Customer core implementation team. Consulting is provided for up to 12 participating attendees. Institutional scheduling policies and procedures are examined and mapped to CollegeNET best practices. Customer-specific master definitions and terminology are identified for use in the preparation and collection of the data necessary for the Series25 Database Development step. At the completion of this service, a unique spreadsheet is supplied to the core implementation team for use in gathering specified data.

Series25-SIS Interface Installation

Banner, Campus Solutions (Oracle DBMS) or Colleague (MS SQL DBMS)

A CollegeNET Technical Analyst installs and configures Test and Production instances of the LYNX interface to Customer Student Information System (SIS) during a single installation service. One set of test data is loaded from Customer's Student Information System (SIS) into the Series25 Production database. This service is typically 3-5 hours, occurring over several days.

Colleague (Ellucian Interface)

The customer is responsible for licensing, configuring, and installing the Colleague-Series25 interface from Ellucian. Once installed, a CollegeNET Technical Analyst installs and configures the Series25 Interface Connector in Test and

Production instances during a single installation service. This service is typically 1-2 hours.

Colleague (Unidata DBMS)

The customer is responsible for reviewing LYNX for Colleague (UniData) documentation, deploying the CollegeNET-provided Colleague package, as well as LYNX for Colleague (UniData) data schema. A CollegeNET Technical Analyst kicks off the project with an overview call, act as a resource during the Colleague package and LYNX data schema set-up, as well as install and configure Test and Production LYNX interface and UniData integration applications.

Universal

The customer is responsible for reviewing LYNX Universal documentation, then creating LYNX Universal data tables and connecting those tables to Customer SIS. A CollegeNET Technical Analyst kicks off the project with an overview call, act as a resource during the data table set-up and populating, and installs and configures the Test and Production LYNX interface.

Database Development

Upon receipt of the Customer's data collection spreadsheet, the CollegeNET Consultant imports the data and develops the Series25 database with Customer business practices in mind. This service results in the delivery of a database ready for administrative and user training.

25Live Administration and Configuration

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.

Implementing 25Live: User Training

A CollegeNET Consultant provides 6 sessions of approximately 3 hours each 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)
- An Introduction to Administrative System Settings in 25Live
 - Custom Event Confirmation 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 consulting for up to 12 campus staff members (via WebEx and conference call) regarding best practices and methods for managing the academic cycle of classes (the flow of data from the SIS to Series25 and back to the SIS). The consultation is provided in the Customer's LYNX SIS interface, Series25, and SIS environments.

The CollegeNET consultant helps those tasked with running the CollegeNET LYNX SIS Interface to make the process efficient and successful. This includes a full analysis of the interface configuration set up as well as advice on how to use the Schedule25 Optimizer (if applicable). At the conclusion of the consulting, the consultant provides detailed recommendations regarding any related business practices.

This service is typically 10-12 hours, occurring over a 4-5 day period.

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 setup for Publisher users, creating and maintaining search feeds, and customizing the web publishing interface. Up to five hours of additional assistance is provided creating searches and feeds of calendars to be placed on the customer's web portal(s) and website 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 the inclusion of optional services. Please reach out to series25implementation@collegenet.com for more information.

Schedule

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

Prerequisites

Resources required for all services:

- All implementation team members must be assigned and staffed prior to service delivery and available on the date(s) of service delivery. See the implementation checklist for team member roles and assignments.
- Ability to log in to Series25 using an Administrative account.
- CollegeNET recommends the use of videoconferencing for all remote sessions
- For the Academic Cycle service, connectivity and data flow between SIS and Series25 must already be

functioning.

Additional Information

Topic 1: 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)

Topic 2: Typical Quick Start Implementation Timeline (~6 Months)

Milestone	Week(s)	Order
25Live Environment Setup / Technical Installation Service	Post Contract Approval / Pre-Onsite	1
Quick Start I	Week 1	2
Master Definitions - Final Customer Review Completed	Week 2	3
Data Collection Template Sent to Customer	Week 2 or 3	4

CollegeNET Series25 Help and Customer Resources

Customer Data Collection Period	Weeks 3-10	5
Series25-SIS Interface Installation - Support	In Range of Weeks 3-10	6
Database Development - Initial*	Weeks 11-14	7
25Live Administration and Configuration *	Week 15	8
Database Development - Final*	Weeks 16-20	9
Quick Start II *	Week 21	10
Academic Scheduling Cycle	Week 23 or later	11
Publisher Service - Optional**	TBD	
Pricing - 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.*