REPORTER

NC State University's solution for tracking, managing, reporting and measuring external outreach, internal training and non-credit activities

http://reporter.ncsu.edu
http://go.ncsu.edu/reporter

Deans' Council Meeting
8.18.16

Need Statement, Purpose and Justification for REPORTER

- NC State needs an <u>enterprise level solution</u> for tracking non-credit activity (both internal and external)
  - NC State reaches 600,000 participants through outreach, extension, continuing education and engagement activities and programs
  - PLUS, approx. 8,000 employees for professional development and required training
    - New Employee Orientation
    - Environmental Health and Safety
    - Financial and Regulatory Compliance-related activities:
      - Payment Card Industry (PCI)
      - Conflict of Interest (COI) training

- No off-the-shelf solution satisfies the requirements for the magnitude and diversity of non-credit programs and activities (including required training)
- Mendix® provides a cost effective platform for constructing a custom solution which addresses the diverse campus needs <u>and</u> provides enterprise level non-credit activity tracking, billing, and reporting

REPORTER Organization

- Working Under the University's IT Governance Model
  - Steering Team Drives Priorities, Functionality, Scope
- Decentralized Support Model
  - 2 Training Coordinator Positions (O&E and Required Training)
    - Onboarding & Functionality Implementation Support
    - Participant Issue Support
    - Help and Training Documentation Management
  - Course Administrators in Departments
    - Create & Maintain Course Setup
    - Roster, Prerequisite and Financial Management
- REPORTER Business Services Support (AOE Division)
    - Revenue/Merchant Fees Clearing Account & Reconciliation
    - Business Activity Reports
    - Billing for Registration System Service
    - Contact and Support (General Transactional & Business Questions)
    - Business Unit Onboarding
    - College/Division Business Officers Training and Support

Current State of REPORTER

Currently Live	Onboarding in Progress
Industry Expansion Solutions (IES)	Institutional Equity & Diversity (OIED)
Environmental Health & Public Safety	OIT Security & Compliance
Controller's Office	Institute for Transportation Research & Education (ITRE)
The Graduate School	Crop & Soil Sciences
Athletics	Natural Resources
Research Administration (ORIED)	

Currently Engaged for Possible Onboarding	
Biological & Agricultural Engineering	Shelton Leadership Center
Enrollment Management (EMAS)	Textiles
Human Resources	Purchasing / Financial Systems Training

REPORTER Next Steps

- Cost Recovery Models Under Consideration

  - Under development, targeting January 2017 implementation

  - Fee-Based Courses and Programs, minimal charge targeting $2.00 or less per registration

  - Other Non-Credit uses - to be determined

- Continuation of Department Onboarding

- University and GA Standard Report Creation

- Functionality Improvements and Enhancements

REPORTER Key Functionality

Functionality	Details
Wolfware / Moodle Integration	*Course registrations for internal and external participants *Course results back to REPORTER after completion of course
HR, SIS & Financials Integration	*Loading Employees, Students and Financial Setup information *Detailed financial revenue information to General Ledger
Excel Data Exports, Data Mart & Real Time Reporting	*Data integration to SAS reporting tools and real-time reporting from the application.
Prerequisite Support	*Setup, Enforcement and Workflow Support
Internal, External and Affiliate User Registrations	*Unity logins for NC State Faculty, Staff and Students *Account signup and maintenance for external participants
Compliance and Required Training Tracking, Enforcement and Reporting	*"Tag" people to courses they are required to take *Track course taken dates and required refresh intervals for compliance training *Emails to supervisors and participants when refresh windows are approaching
Inclusive Course Catalog	*All courses in REPORTER are available to be shown in one Course Catalog
Non-Credit Transcript	*All registrations and activities are shown on common Non-Credit Transcript
Dashboard Based on Roles	*Landing Dashboard based on user roles for Participants, Instructors, Course Admins, Financial Managers, Affiliate Managers
Drop, Transfer & Refund Support and Workflows	*Workflow to Course Admins/Financial Managers for Drops, Refunds and Transfers

How Can REPORTER Support Your College and Faculty?

- Does your organization need a solution that could provide a more efficient and automated operation for your business practices and meet PCI compliance?

- Does your organization need support and resources for PCI compliant credit card registrations and business processes for non-credit activities, or internal training, or conferences and events?

- Does your organization need a system that would provide the reports that are regularly required from UNC General Administration (UNC GA), or Southern Association of Colleges & Schools (SACS), or Carnegie, or others related to non-credit activities?

- *Get the word out* to faculty to let them know about REPORTER

Q & A

Thank you