THE HARDEST PART OF IMPLEMENTATION? THERE WASN'T ONE

Tuan Anh Do has seen his fair share of disastrous demos and overly-ambitious project plans for new hardware and software projects. As Director of Enterprise Applications at San Francisco State University, he's learned over the course of his 18-year career that when it comes to new applications you should expect the best, but be prepared for bumps along the way.
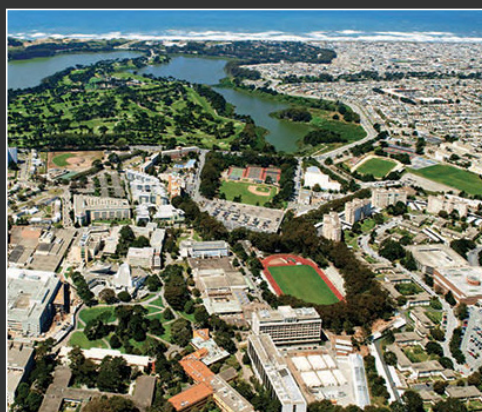
And that's just what he did when the institution decided through the e-Advising project to adopt College Scheduler as the primary student schedule planning tool at San Francisco State University. He combed through configuration instructions and consulted with in-house PeopleSoft developers, looking for pitfalls and escape routes.

"I didn't want to believe it could be this easy at first, "said Tuan Anh Do. "But it was truly one of the easiest implementations I've ever been involved with."

Tuan Anh Do tapped one of his staff developers to make the necessary changes to the PeopleSoft SIS, create firewall permissions, and make sure all College Scheduler app servers were white-listed for SF State's network security.

"College Scheduler left nothing to chance in the configuration instructions. They were complete and clear and easy to follow," said Tuan Anh Do. "We had no issues with their instructions or their application performing exactly as promised."

"The longest part of the process was waiting for the new IP addresses to be provisioned by the provider that handles the network for all 23 California State campuses."

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>
> **Tuan Anh Do**
> Director Enterprise Applications

The IT departments at The University of Alabama and San Francisco State University were skeptical about the process of integrating College Scheduler with existing software and systems. A single page of code configurations from College Scheduler and well-designed testing plans turned that skepticism into a stress-free process.

SF State did a soft launch of Gator Scheduler – its network name for the app – in Fall 2014 and it was an immediate hit with students, parents and faculty. Students and faculty received a series of emails announcing the app and the only documentation needed was a one-page quick reference guide that listed the six simple steps for getting started and getting signed up for classes.

"This is really a maintenance-free app for us," said Tuan Anh Do. "College Scheduler handles any updating and upgrading on their end and their support is awesome – they even created the quick reference guide for our students."

College Scheduler Installation Rolls Smoothly for Crimson Tide

When Jennifer McMillan, Associate University Registrar for Technology at The University of Alabama, first heard that College Scheduler could be connected with UA's Banner system in as little as a few days, she wasn't optimistic. Everyone talks a good game but so-called "light installs" almost never work out as planned.

"I thought to myself there was no way connecting to Banner is as easy as they say it is," said McMillan. "There's usually some hidden glitch that requires days of troubleshooting, but College Scheduler planned for every detail. They had security covered and everything fit together perfectly."

McMillan said the addition of College Scheduler has fixed many of the problems UA has wrestled with in scheduling, including the lack of up-to-date data that could be trusted by students for real-time schedule creation. There were also some third-party attempts at creating a schedule planner that were not affiliated with UA. Implementing Schedule Planner put quality control and security for this process back in the hands of the UA IT staff.

College Scheduler helps UA keep students and faculty talking more about degree path and completion, and less about the availability of open and closed sections.

COLLEGE SCHEDULER INSTALLATION REALLY AS EASY AS PROMISED

1) IT department leaders at The University of Alabama and San Francisco State University were naturally concerned about the true functionality and reliability of College Scheduler.

2) College Scheduler provided detailed integration plans and attentive support for the IT teams as they went through their Banner and PeopleSoft configurations.

3) Installations were easy and seamless for both institutions, and College Scheduler performed as planned.

Open sections are served up automatically so only those available sections that fit into preferred time periods are listed for students and faculty during registration.

"We do everything we can to eliminate surprises in our department," said McMillan. "With College Scheduler there were only good surprises. Their integration was straightforward and hassle-free, and their implementation process was one of the best we've ever seen". ◼

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