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Agile registrations and simplified payments

How UAPA made registration easier and offered new payment methods

UAPA
Educación superior a distancia virtual

One week before the mandatory lockdown was declared due to the COVID-19, the Universidad Abierta para Adultos in Dominican Republic launched its institutional modernization and transformation project along with the Ellucian team.

UAPA reaffirmed its essence and innovative culture by firmly taking on the challenge of systematization of registration and payment processes, a modernization that will allow them to meet the digital-native students' expectations, eager to engage with their university in the same way they do with the technology they use every day.

From its origin in 1991, the institution has focused on digitization and has designed technology investment strategies to sustain its Competency-based, Learning-Centered Education Model.

In addition to moving their operations to the cloud, with this project, UAPA managed academic programming at different levels within a single platform, allowed course optimization, and offered its students both remote and on-premises payment methods, which improved their experience and made the mobility easier to comply with.

"We sought to improve the academic experience and service our students with greater effectivity. Today we have a designated team to service and respond during the registration process and support for the different payment methods," said Vilma Díaz, academic director.

The main modules to be set in motion were registration and payments. With Ellucian Banner and CRM Recruit, UAPA had the support of a modern user interface with flexible, efficient architecture to meet its

CASE STUDY

Main Challenge
- Making registration agile and payments easier

Solutions
- Ellucian Banner
- Ellucian CRM Recruit

Results
- Automated registration process
- Up to 2,000 students registered per day
- Enhanced student service with 3 different payment methods available

objective of processing 2,000 student registrations per day and provide them with three different payment options.

The project was defined under the **Prescriptive Approach** using **Edge+ Methodology** and **Ellucian Blue Print.** Following these implementation directives and using a cross-cutting exercise, the institution defined the rules for each of their academic processes: Enrollment, Course Offering, Accounts Receivable, Registration, etc. This allowed them to implement the best practices needed to start registration periods.

In addition to the specific challenges of an institutional modernization project, UAPA and Ellucian teams had to adapt their way of working to embrace remote collaboration for 15 months, bringing the execution of all phases to a successful conclusion, from conceptualization to development to testing to going live.

An agile registration

The process registering enrollment at UAPA was conducted through previously established turns using the module called Registration, in Ellucian Banner. The expectation was to register 2,091 students from 6 majors in 24 horas. By the end of the day, 1,910 students were registered.

Best practices to start registration periods:

1. Configuration of registration turns based on the installed infrastructure capacity.

2. Perfect infrastructure performance so that data processing is faster and more efficient.

3. Temporarily increase the number of processors and RAM memory of the Database server going from 2 to 8 CPUs.

The implementation through the Edge+ Methodology, developed by Ellucian, has allowed the student information system, Ellucian Banner, to successfully go live in more than 100 institutions in the Americas.

The Ellucian Blue Print has institutions fill out information on its needs and operation objectives, which then creates a map that guides both teams to successfully go live.

The project's financial proposal was based on a fixed price and billable milestones, which allows the institution a control of the financial administration on each delivery.

"We sought to improve the academic experience and service students with greater effectivity."

VILMA DÍAZ
Academic Director, Universidad Abierta para Adultos, UAPA

Simplified payments

The conceptualization, development, and testing of the payment methods had to meet the students' current needs: traditional, mobile, and extraordinary cases where attending the university was inevitable.

Payment interface at BHD León Bank

The student visits the bank and requests their balance. Then the bank provides the amount and the student may pay with a debit card or cash at the bank or on the bank's mobile app.

Online payment interface—being on the edge

This service is new at UAPA. The student logs into Banner Self-Service where they can find their balance and pay through the icons of online payment displayed on the screen. Banner enables this payment method through a component exclusively developed for the university by Ellucian Professional Services.

Cashier window payment

The student visits any cashier window of the university where this service is offered, requests a balance, and may pay with cash, credit, or debit card.

"I have been greatly surprised by the logistics and availability the Ellucian team has provided to us, up to 16 to 18 hours of daily attention."

JOVANNY RODRÍGUEZ
Academic Vice-chancellor, Universidad Abierta para Adultos, UAPA
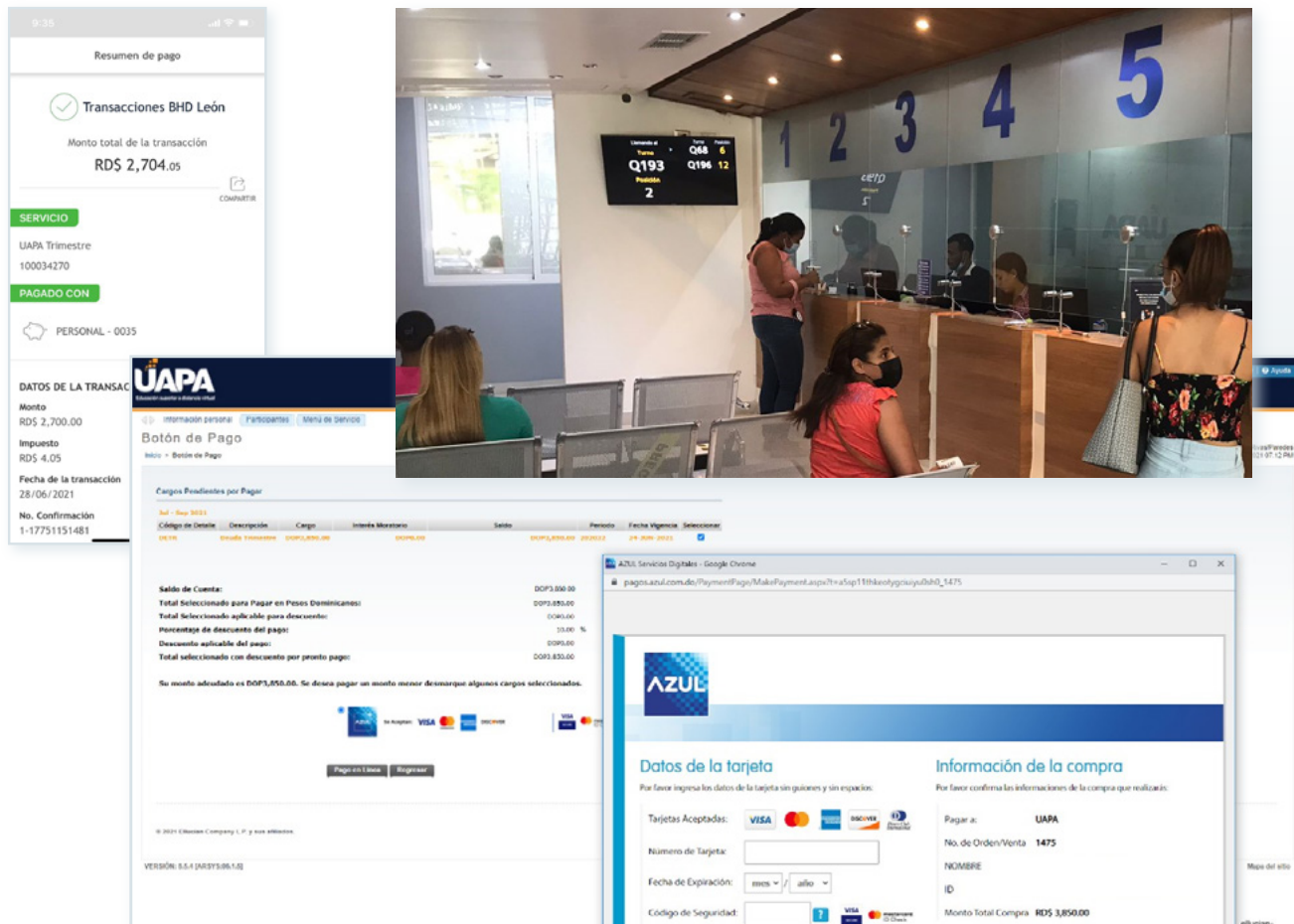
Acknowledgements

Héctor Enriquez, Senior Project Manager Ellucian

To the architect who made the prescriptive configuration and accomplishment of milestone-deliveries possible: Mauricio Pineda.
To the leader of CRM Recruit implementation: José Carlos Barbosa.
To the leader of Academic Banner implementation: Patricio Rojas.
To the leader of Banner Accounts Receivable implementation: Juan Martínez. To the leaders of Migration: Eduardo Núñez & Gonzalo Ramírez. To the DBAs: Carlos Mendoza, Rafael Soriano, Vladimir Leocadio, José Ayala & Ramón Flores. You guys are a super cool team!
To the technical team that developed the interfaces and is formed by: José Ángel Ruíz, Marcela Soriano, Edgar Gutiérrez, Joel Rodríguez, Mauricio Luna & Aurelio Canto. In the Go-Live reports area: Alfonso Moreno. In validating SSB8 & SSB9: Rebecca Somple. To the example and advise of my managers: Javier Montellano & Claudio González, & Manuel Romero & Mauricio Villegas, thank you so much for your trust, mentoring and support for the success of this project.

The Professional Services Executive Team thanks Héctor Enriquez for his leadership as Project Manager and quarterback of this great team who brought the implementation to a successful conclusion. Also, thanks to the UAPA Team that supported the success of this journey at all times.

To the Chancellor Dr. Ángel Hernández, Dr. Mirian Acosta, Alejandra Hernández, Raisa Hernández, Vilma Díaz, Vladimir Hernández, Dahiana Pichardo, Samael Rodríguez, Karina Pérez, Alexandra Ventura, Lorena Navarro, Edgar Rodríguez, Maoli Rodríguez, Magdalena Cruz, Jovanny Rodríguez, Cristina Estevez, Isanna Sánchez, Yariné Gómez, Robert Linares, Randolph Morillo, Amelfis Corsino and Germán Cortés (Inproway)

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