

EMBRACING THE 'NEW NORMAL' FOR CAMPUS OPERATIONS

INTERNET[®]
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NOVEMBER 10, 2020

online

BY COMMUNITY, FOR COMMUNITY

Agenda

- Welcome
- American University's COVID-Related Technology & Service Delivery Changes
- DocuSign and Banner Integration at Oregon State University
- Q&A/Discussion

Logistics

- Participants microphones and video are turned off
- Please submit your questions via the Q&A functionality
- Today's virtual event is being recorded and will be made available on the past events portion of the Internet2 I2 Online page:
<https://internet2.edu/past-events/>

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SPEAKERS

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American
University's
COVID-Related
Technology &
Service
Delivery
Changes



Automated Microsoft Teams
Creation



Developed Self-Service Forms



Expanded Use of Chat by Campus
Partners



Implemented Walk-Up Experience
for Scheduling Appointments



Deployed Safe Workplace Apps



Hi Lucas, how can we help?

Search to discover information and services at AU.



AU Students: Need help and not sure where to begin? AU Central counselors are a great place to start. You can [chat with an AU Central Counselor](#) during regular business hours or [submit a request for help](#).

Browse Service Areas



Information Technology

Get help with accounts, system access, computer requests, printing, and other IT requests or issues.



Student Services & Academics

Get help with registration, billing, payments, financial aid, housing, One Card & dining, and more.



Learning Support Services

Get help with Blackboard, Canvas, instructional support resources, and more.



Administrative Services

Get help with procurement,



Human Resources & Payroll

Get help with benefits, payroll,



AU FORWARD

THE PLAN FOR FALL 2020

All students, faculty and staff must complete the web-based course "AU Forward: COVID-19 Health and Safety Training" before returning to campus. Students residing in university housing must complete the training prior to checking in to the residence halls or other university-controlled housing. Faculty, staff and non-residential students who will be physically present on campus for any measure of time between August 15, 2020 and December 31, 2020 must complete the training prior to accessing university property.

AU Forward: COVID-19 Health and Safety Training

If required, you must watch the complete training video and then submit your training acknowledgement/pledge. Students who will not be present in the DC, Maryland, or Virginia (DMV) area during the Fall 2020 semester are not required to watch the training video, however, **they must still opt-out of the training requirement.**



Faculty/Staff Training Acknowledgement

COMPLETE ACKNOWLEDGEMENT

Quick Access



Daily Health Screening

Required for all prior to visiting campus on the day of the visit, and required daily for all residing on campus and students in the DMV area.



Self Report

Use this page to confidentially report any COVID-19 symptoms or other health statuses.



Request PPE

Submit an order for Personal Protective Equipment.

Knowledge Articles

[Health and Safety Training Resources](#)

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DocuSign and Banner Integration at OSU

Presented by: Brad Dennis



Oregon State
University

Statistics

- We started using DocuSign about 3 years ago
- Individual accounts have grown to 28,000

- Before COVID-19: 1300 Senders / 20,000 users
- Since COVID-19: 1800 Senders / 28,000 users

- Before COVID-19: 10,000 envelopes per month
- Since COVID-19: 12,000 to 24,000 envelopes per month

Authentication

- We use SSO with DUO for envelopes sent to oregonstate.edu
- However, envelopes sent to an employee's or student's personal email address don't require authentication

Registrar's Office Case Study

- Since go-live, the Registrar disallowed DocuSigned envelopes
- Inability to prevent Senders from using a student's personal email address
- Powerforms allow initiator to complete forms without authentication
- Not feasible to inspect each envelope for oregonstate.edu email address to assure authentication (FERPA compliance)
- Therefore: No use of DocuSign for student documents

Overcoming Resistance

- We are a Banner School and routinely use Banner Self Service
- Banner Self Service uses SSO and DUO
- Forms started from Self Service would enforce the use of the official OSU email address

Registrar's Pilot Project

- “Change of Grading Basis” form allows a student to switch from a letter grade (A-F) to satisfactory/unsatisfactory (S/U)
- Prior to COVID-19, students would
 - Complete a fillable PDF
 - Print it
 - Take it to advisor for signature
 - Turn it in to Registrar
- About 1,500 forms are submitted each term
- Registrar's staff enters change into Banner from paper forms

Proposed Solution

- Student logs in to Banner Self Service
- Select Option to change grading basis
- Present a list of their courses eligible for S/U
- Student selects one or more classes
- Utilize the DocuSign API to
 - Generate an envelope for each class selected
 - Prefill template with student data from Banner
 - Add their specific advisor to the Advising role
 - Present the envelope to the student to sign

Results

- In a normal term we would receive 1,500 completed forms
- For spring term (started in late March) we received 9,882 forms
- By automatically updating Banner, we save 4 minutes per form
- Effort Saved: 659 hours (or 4 fte for 1 month)
- Labor Cost Savings: \$33,000
- And, this will be ongoing

Up next ...

- We have fine-tuned our API procedures to
 - Agree on DocuSign Tag Names that will insert Banner Data into templates. For example:
 - First, Middle, Last name
 - Mailing Address
 - Job Title
 - Supervisor
 - Etc
 - Allow template designers to generate URLs for their forms in Banner Self Service without programmer assistance
 - Automatically extract form data to CSV
- We are working to implement 30 additional forms for the Registrar

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Please tell us how we did today!

Take our survey:

<http://bit.ly/NewNormalCampusOps>

Have a question or feedback we didn't get to?

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