KEYNOTE

Connect, Learn, Lead: Doing More With Less Through Practical Governance

A Wichita State OneStop and TeamDynamix Case Study

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CONNECT • LEARN • LEAD



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OneStop Student Services: scale, scope & first-year advising

AY 2024–25 | A centralized front door for student service, advising and enrollment support

35,988
Inbound calls, chats & emails

84%
Questions resolved without escalation

9,200+
Financial Aid cases 29% of all cases

4,776
Records & Registration cases

FIRST-YEAR ADVISING

8 advisors assigned by academic college

3,633 advisor appointments

1,376 academic advising cases

98% first-semester pre-enrollment satisfaction

Schedule building • degree planning • financial aid • bills/payment plans • transition to college advising

DEPARTMENTS & AREAS WE SERVE

- Financial Aid
- Student Accounts / Accounts Receivable
- Undergraduate Admissions
- Graduate Admissions
- International Admissions
- Records & Registration
- Parking
- Technology Help Desk
- Military / Veterans • Student Success

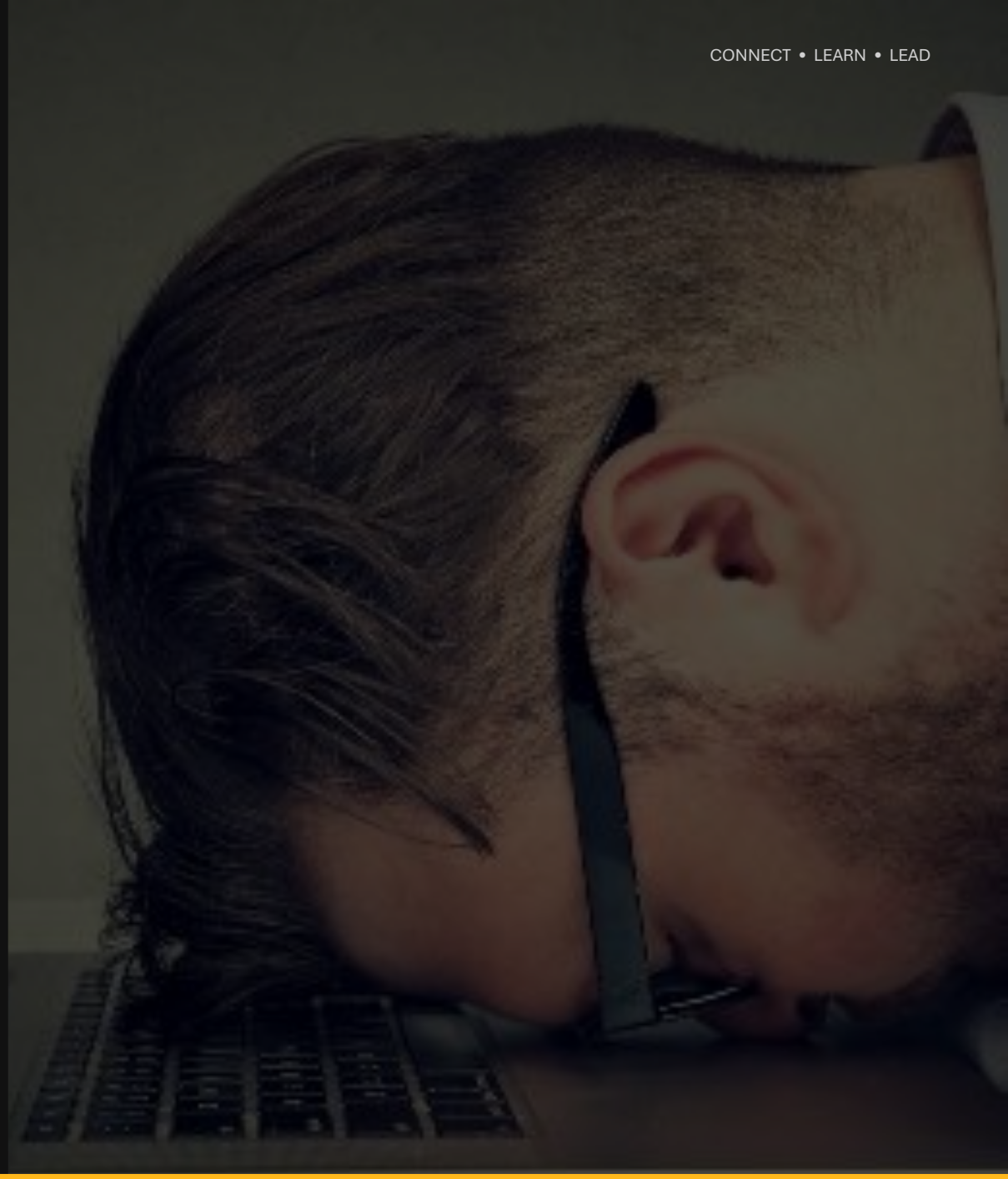
Plus 24/7 support, in-person assistance, knowledge-base/self-service and outbound enrollment campaigns

We didn’t start with TeamDynamix.

We started with a problem.

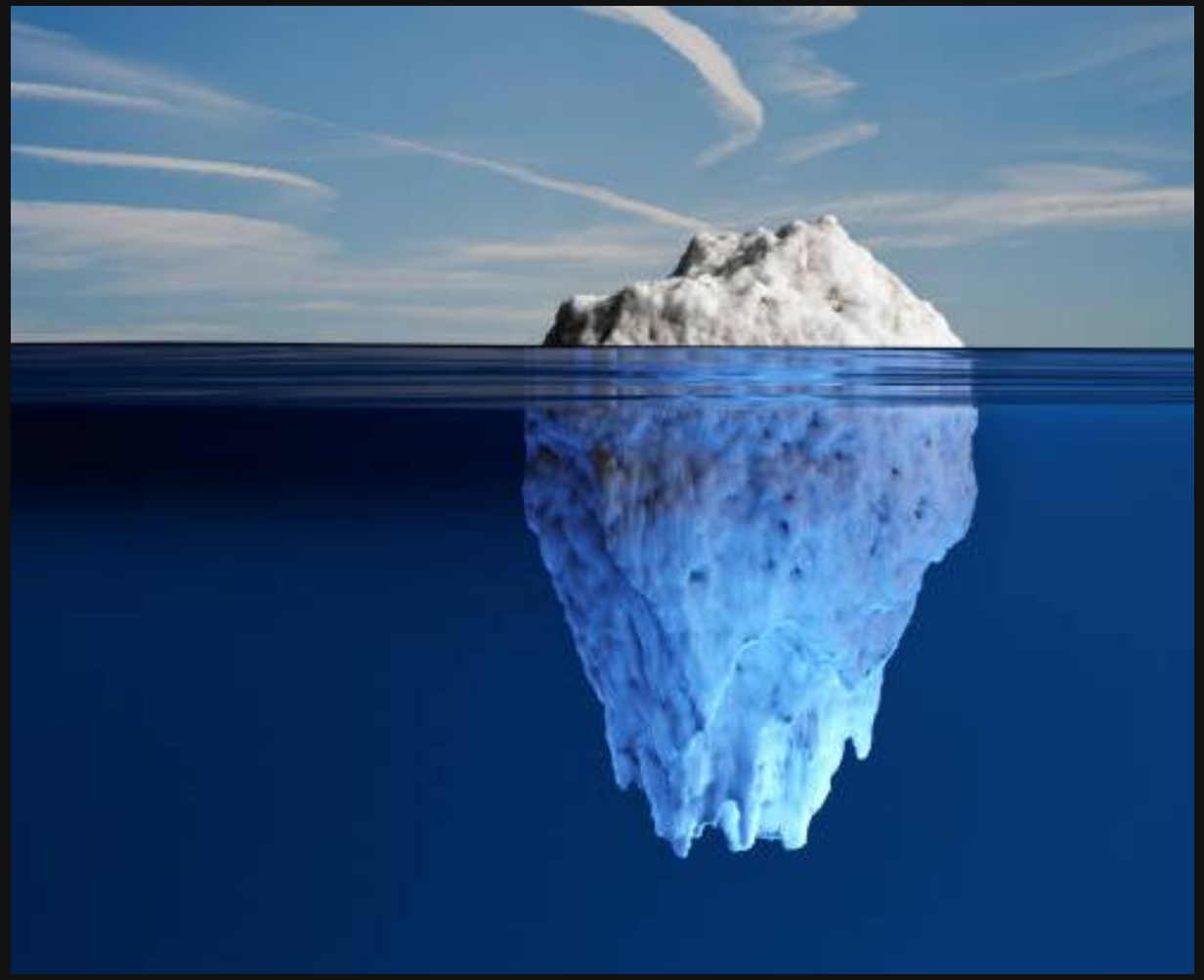
- Student-service requests were moving through a fragmented environment.
- Knowledge, ownership, handoffs and long-term support needed attention.
- The real question was bigger than “Which system should we buy?”

“Before we buy something new, are we fully using what we already have?”



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A technology project became an organizational project



PEOPLE
Who owns the outcome?
Who has authority?

PROCESS
Where are the handoffs?
What should change?

TECHNOLOGY
Configure, integrate,
replace or purchase?

The system was visible. The organizational complexity was below the surface.

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DRAFT

Every implementation stage required clarity

1 What are we trying to accomplish?

2 What decision must be made?

3 Who needs to be involved?

4 Who has authority to decide?

5 What standard applies?

6 Who owns the result?

“We had less than three months to get the knowledgebase up and running….as a completely, stand alone, independent instance of Team Dynamix, separate from its current portal space.”

DRAFT

DRAFT

Governance creates clarity around decisions and accountability

PROJECT MANAGEMENT

Are we implementing the solution correctly?

GOVERNANCE

Are we implementing the right solution?

TECH GOVERNANCE

Will the solution remain sustainable and consistent?

“The project manager manages the work. Governance establishes the environment. Fortunately, Anita and her team were high-level project managers.”

DRAFT

Go-live is not the finish line

THE PROJECT DELIVERS

Scope
Design
Configuration
Testing
Training
Launch

GOVERNANCE SUSTAINS

Ownership
Prioritization
Standards
Measurement
Improvement
Change

“Who owns the solution six months after the project manager leaves?”, Aaron frantically thought.

Good governance does not mean another committee



01	**Decision rights**	Who can decide what?
02	**Ownership**	Who owns process and technology?
03	**Standards**	What will everyone do consistently?
04	**Escalation**	What happens when priorities conflict?

“I can’t take one more d&# meeting!” – Me ☺

The real cost is larger than the contract

VISIBLE COST

Software & licensing



HIDDEN OPERATING COST

- Staff time
- Training
- Integration
- Data management
- Support & maintenance
- Duplicate workflows

“A locally reasonable choice can create an institutionally expensive result. Lucky for us, Team Dynamix provided exactly what we needed and the team was in place to make it happen.”

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What the TeamDynamix journey taught us

Bring people in earlier

Representation before rework.

Map before configuring

Do not automate confusion.

Need before want

Protect scope and capacity.

Own before launch

Name the long-term owner.

Document decisions

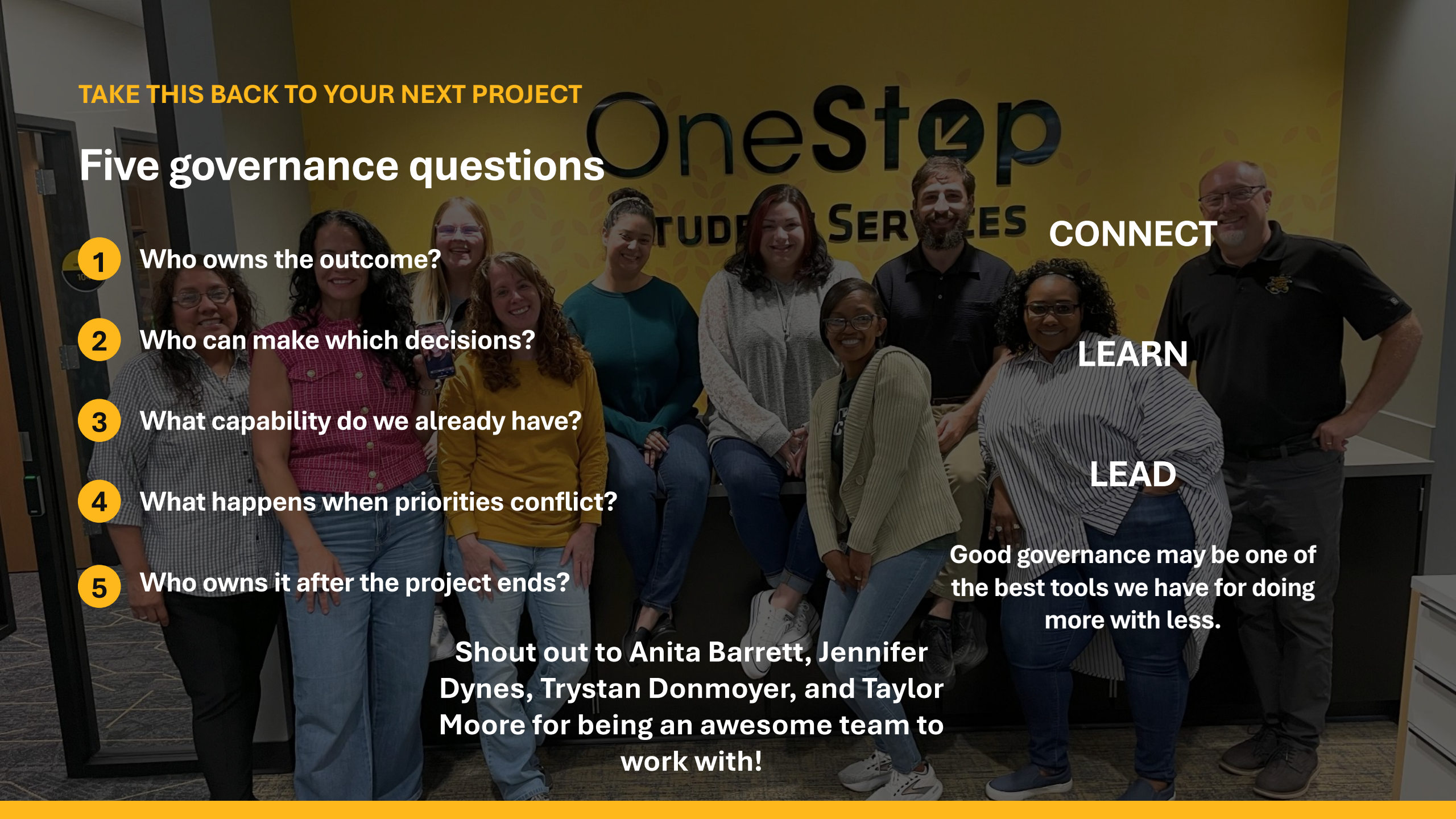
Preserve institutional memory.

Think institutionally

Optimize beyond one department.

“OneStop may be where the problem begins without being where the best solution originates.” – Put your ego aside.

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TAKE THIS BACK TO YOUR NEXT PROJECT

Five governance questions

1. Who owns the outcome?
2. Who can make which decisions?
3. What capability do we already have?
4. What happens when priorities conflict?
5. Who owns it after the project ends?

CONNECT

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Good governance may be one of the best tools we have for doing more with less.

Shout out to Anita Barrett, Jennifer Dynes, Trystan Donmoyer, and Taylor Moore for being an awesome team to work with!