

# COMMUNITY NEWSLETTER

## SPECIAL EDITION

**Special Edition:** Release 2 Pennant Records Go-Live - **Table of Contents**

<b>1-2</b>	<i>Note from the Program Manager</i>	<b>5</b>	Hypercare
<b>3-4</b>	<i>Transitioning to Pennant</i>	<b>6</b>	What's Next?

## Note from the Program Manager

Dear Penn Colleagues:

We are excited to report on the huge achievements and progress made this spring. With our second release, we've successfully introduced the replacements for the InTouch interfaces and transitioned to a modernized student information system. Hundreds of people—staff, faculty, students, consultants, and vendors—have contributed to this milestone over the course of many years. To all of you, thank you, on behalf of the University and the program.

The first major milestone was the successful go-live of Release 2, which occurred on March 14<sup>th</sup>, 2022. Leading up to the go-live was ten days of intense, carefully orchestrated activity, involving major data conversion efforts for both Pennant Records and Pennant Aid.

See below for breakdown of the data that was converted:

Total # of Records Converted			
Personal Biographical Data	2,552,502	Student Advisor Assignments	1,195,29
Personal Addition Details	1,057,993	Test Scores	447,650
Curriculum	4,759,994	Holds	13,041
Academic History	19,863,507	Admissions	51,487
Transfer Credits	833,599	Rate Code	673
Person Comments	1,206,112	Veterans Term Data	2,733
Athletic Participation	84,925	Student Attributes	732,253
Student Cohorts	643,142	Student Activities	72,168
Financial Aid-Related Data	18,052		
<b>Total: 32,321,779</b>			

The Pennant suite of systems have augmented our already-innovative and sophisticated systems and processes. Below are some of our recent successes related to Pennant Records, Aid, and Accounts.

### **PENNANT RECORDS**

Path@Penn, Advising@Penn, and Courses@Penn are now live, and the team is working closely with the community to ensure students, advisors, and instructors have the resources to successfully use the new interfaces.

We successfully completed advance registration for the first time in Pennant. Optimization was complete within 30 minutes, and students no longer encounter system lock-outs.

Incoming students can acquire PennKeys more easily and efficiently.

### **PENNANT AID**

Pennant Aid has enhanced the student experience by allowing students to view checklists in real-time, enabling them to easily keep track of their outstanding documents.

Overall, there is a reduction of manual processes, allowing counselors and staff to better assist students.

### **PENNANT ACCOUNTS**

Data obtained through the new cost of attendance workflow tool allows for key information to be used for both student accounts and financial aid processes.

Students can now see real-time changes to their bills in response to any registration changes they make.

### **CONTINUED DEPLOYMENTS**

This has been an exciting and busy time for the program, but the March 14<sup>th</sup> is go-live was only the beginning. Continued deployments occurring through the end of 2022.

To support the continued deployments, a system outage on June 17-20 will allow the program to convert Spring 2022 grading and graduation-related data. When the systems return on Tuesday, June 21, the InTouch systems and SRS will no longer be the systems of record. Staff, students, advisors, and instructors will fully transition to the Pennant suite of systems. For more details on the outage, refer to page 6. Thank you for joining the project on this journey. If you have questions, please contact [ngsscomms@isc.upenn.edu](mailto:ngsscomms@isc.upenn.edu).

Best,

*Rosey Nissley*

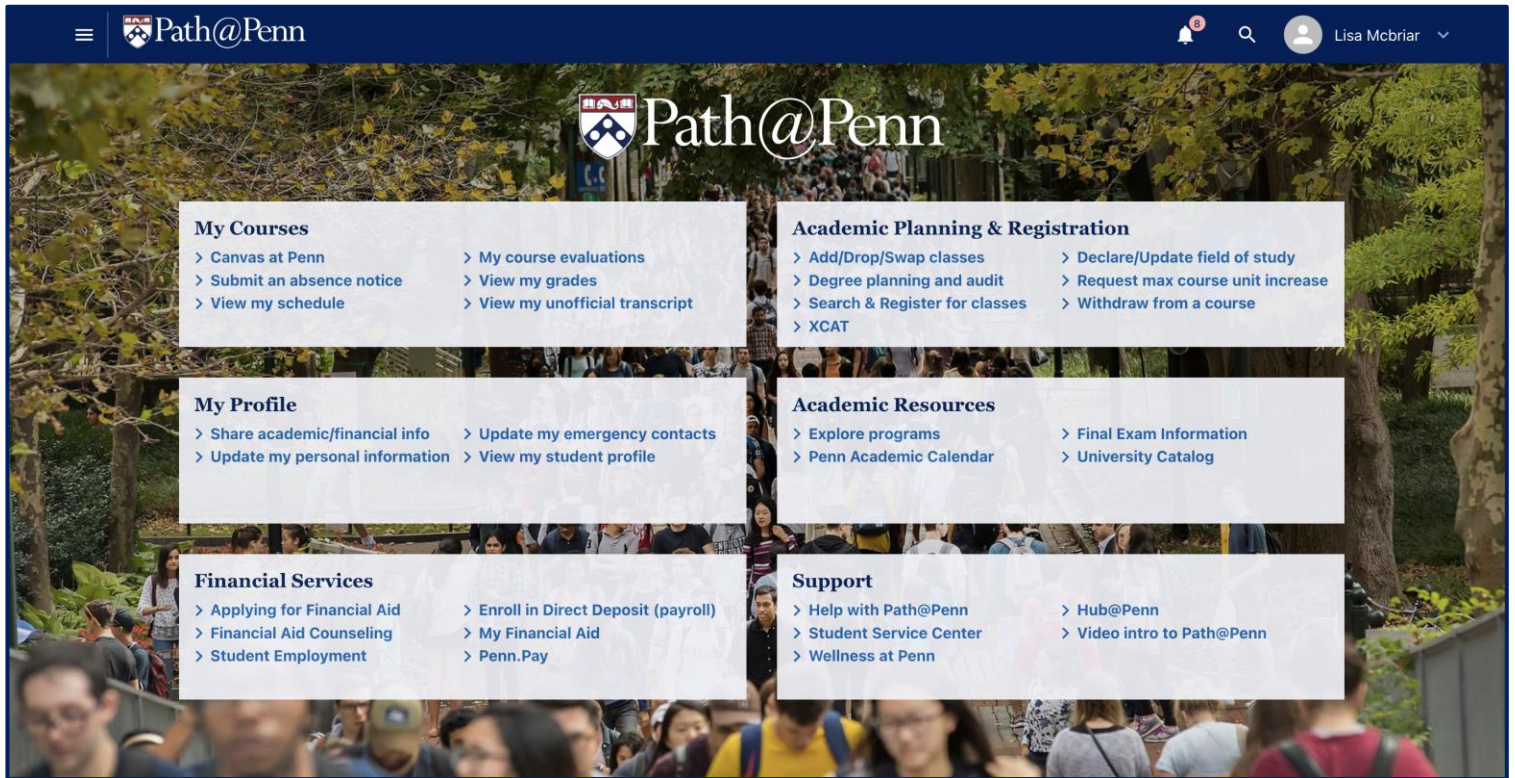
Program Manager

# Transitioning to Pennant

We are currently in a brief transition period in which students, academic advisors, and faculty are using both the InTouch and @Penn systems. Starting on **June 21**, the InTouch systems will no longer be updated, and users will have limited access to the systems.

## Path@Penn (Live as of March 14, 2022)

- Path@Penn is the replacement for Penn InTouch.
- Interface for students to access their academic, financial, and profile information.
- For detailed guidance on the transition from Penn InTouch to Path@Penn, [click here](#).



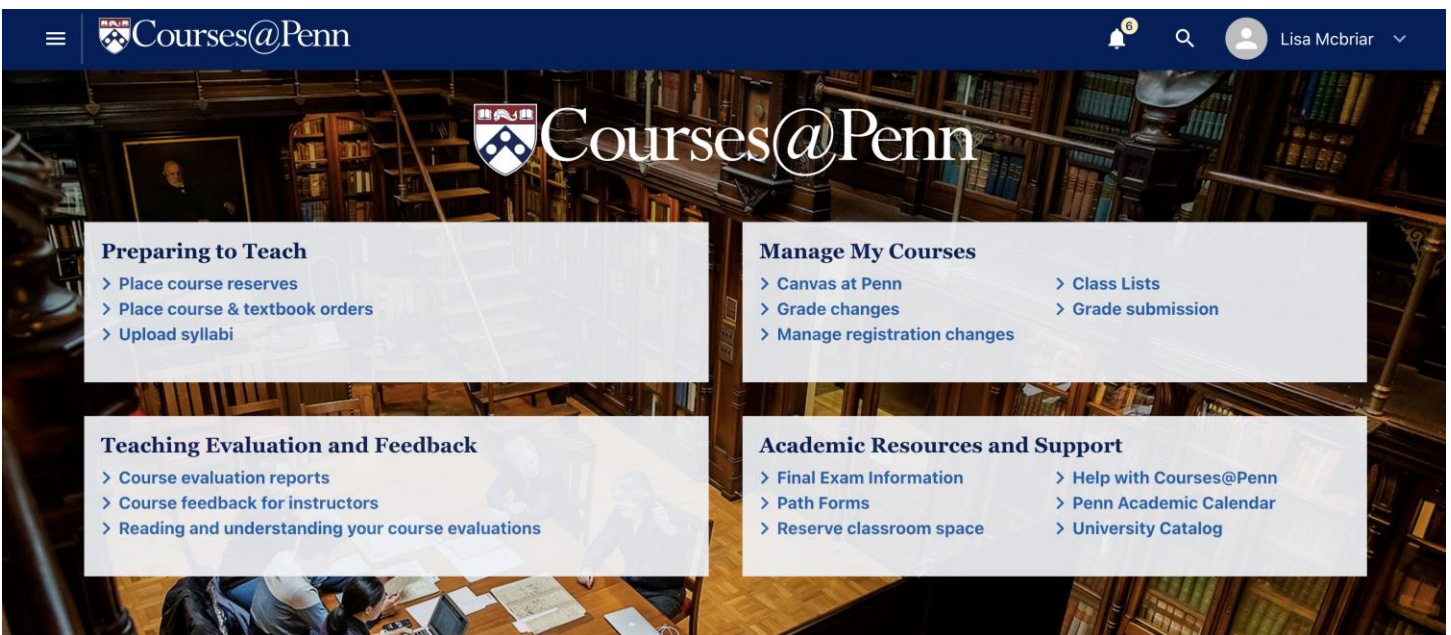
**Advising@Penn** (Live as of March 14, 2022)

- Advising@Penn is the replacement for Advisor InTouch.
- Interface for academic advisors to manage their advisees and access advising tools.
- For detailed guidance on the transition from Advisor InTouch to Advisor@Penn, [click here](#).



**Courses@Penn** (Live as of May 2, 2022)

- Course@Penn is the replacement for Courses InTouch.
- Interface for instructors to manage their courses and grading.
- For detailed guidance on the transition from Courses InTouch to Courses@Penn, [click here](#).



# Hypercare

## Hypercare Overview

Academic advisors, staff, and students can leverage the hypercare support system for troubleshooting and help. The support system includes self-help resources, support ticketing called Freshdesk, and weekly workshops.

**Self-Help Materials**

**Freshdesk Ticketing**

**Workshops**

## Hypercare Resources

Hypercare Resources	Description
Pennant Resources (SRFS Website)	Faculty and staff can access the Pennant Resources page on the SRFS website for self-help materials such as how-to guides and videos. <a href="https://sfs.upenn.edu/faculty-staff-resources/pennant">https://sfs.upenn.edu/faculty-staff-resources/pennant</a>
Path@Penn Resources (SRFS Website)	Students can access the Path@Penn page on the SRFS website for self-help materials such as how-to guides and videos. The SRFS Student Service Center is also available to assist students. <a href="https://sfs.upenn.edu/path-at-penn">https://sfs.upenn.edu/path-at-penn</a>
Freshdesk	For issues requiring additional support and escalation, faculty and staff can submit Freshdesk tickets or attend live workshops. Resolution time is dependent on the complexity and severity of the issue.  Submit ticket for <b>Pennant Aid</b> : <a href="https://pennanthelp.freshdesk.com/support/tickets/new">https://pennanthelp.freshdesk.com/support/tickets/new</a>  Submit ticket for <b>Pennant Records</b> : <a href="https://pennour.freshdesk.com/support/tickets/new">https://pennour.freshdesk.com/support/tickets/new</a>
Workshops	Workshops have been available throughout the transition and will be offered to advisors and instructors as we prepare for the end of summer term and the start of fall term.  For the list of scheduled workshops, navigate to the <a href="#">Pennant Records Resources and Support page</a> .

# What's Next?

## June System Outage & Continued Deployments

As part of the transition to Pennant, NGSS is implementing a system outage beginning on **June 17<sup>th</sup>** and lasting until **June 20<sup>th</sup>, 2022**.

Changes to systems need to be restricted to convert Spring 2022 grading and graduation-related data from SRS to Pennant.

For a full list of affected applications and their availability, [click here](#).

In addition to the March 14<sup>th</sup> go-live, there will be continued deployments through the remainder of 2022 to further support the Pennant suite of applications.

Below is a non-exhaustive list of project efforts and examples of future functionalities.

PENNANT RECORDS	PENNANT AID
<b>Spring &amp; Summer 2022</b>	
<ul style="list-style-type: none"> <li>• Course Withdrawal (Path Form)</li> <li>• Grade Type Changes (Path Form)</li> <li>• Penn Graduate Forms (Path Form)</li> <li>• Faculty Self-Service</li> <li>• Transcripts in Pennant</li> <li>• Grade Changes</li> <li>• National Clearing House Reporting</li> </ul>	<ul style="list-style-type: none"> <li>• Disbursement</li> <li>• Awards Payment Totals Report</li> <li>• Outside Scholarship</li> <li>• Reconciliation Report</li> </ul>
<b>Fall 2022</b>	
<ul style="list-style-type: none"> <li>• Releasing of Grades</li> <li>• CAN (Course Action Notice)</li> <li>• Enhancements to XCAT</li> <li>• Reports related to Graduation/Commencement Activities</li> <li>• Non-Course Requirements (Path Form)</li> <li>• Grade Distribution Reports</li> </ul>	<ul style="list-style-type: none"> <li>• Pell Reconciliation</li> <li>• Exit Interviews-Loans Batch Job</li> <li>• Financial Counsel Processing: Exit Interviews</li> <li>• Transfer Monitoring</li> </ul>
<b>Summer 2023</b>	
	<ul style="list-style-type: none"> <li>• Fiscal Operations Report and Application to Participate</li> </ul>