

COMMUNITY NEWSLETTER

SPECIAL EDITION

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Note from the Program Manager

Dear Penn Colleagues:

Welcome to this Special Edition: Release 1 Pennant Records Go-Live!

We are excitedly working towards the Pennant Records go-live on September 13, 2021. A major step in preparing for go-live has been completing training on CourseLeaf Section Scheduler (CLSS). Following go-live, our support system called “hypercare” will begin. For more information on how we’re preparing the users, see page 2. For a reminder of what will be deployed as part of Release 1 Pennant Records, see page 3.

Behind the scenes, the team successfully completed the Release 1 data conversion efforts critical to a successful go-live for both Pennant Records and Pennant Aid. A total of 633,142 records were converted as pictured below:

Total Number of Records Converted			
Financial Aid		Records	
Funds Load	57,148	Course Conversions	13,529
Aid Year User Fields	25,423	Course Detail	282,611
Non-Aid Year User Fields	25,424	Syllabus	12,964
One-Time Tracking Requirements	18,354	Mutual Course Exclusion	291
Aggregate Amount Borrowed	2,751	Instructor/Staff	194,647
Total: 633,142			

As we move forward, we will continue to provide updates on the Release 1 Pennant Aid go-live and Release 2 planning.

If you have any questions about this upcoming go-live, please reach out to ngsscomms@isc.upenn.edu.

Best,

Rosey Nissley

Pennant Records Go-Live

September 13, 2021

Pennant Records Users

We are excited to announce that the NGSS project launches the first release of Pennant Records on September 13, 2021. Registrar Staff in Schools and Departments will use Pennant for scheduling and managing courses occurring in Summer 2022 and beyond.

Pennant Records Systems

The systems deployed as part of this release will be CourseLeaf Section Scheduler (CLSS), a section maintenance tool to create, edit, and validate sections and a new version of Curriculum Manager (CM).

Preparing Users

Training

User training was completed in August, with more than 150 users representing every School. Participants were acquainted with the new version of CM, learned CLSS terminology, processes, and rules, and even had open access to the system to have additional opportunities for hands-on practice.

Hypercare

Another means of preparing our users for this change includes support options collectively referred to as hypercare. The three levels of assistance accessible to users are designed to address concerns as they arise and are detailed on the right.

Hypercare Tiers

Tier 1: Self-Service & Help Desk
Initial point of contact. Ability to answer question about navigation and basic functionality of Pennant. Provide connections to next level of support
Sample Resources
<ul style="list-style-type: none"> • Pennant Resources page with guides and job aids • Contact for Tier 2 support • ISC Client Services • Local Support Providers
Tier 2: Real Time Support
Escalated cases that require subject matter experts, additional system access and knowledge. Ability to determine root cause of issues and resolve or escalate as needed.
Sample Resources
<ul style="list-style-type: none"> • Real time support • Freshdesk ticketing
Tier 3: Operational Support
Escalated cases related to system defects, configuration & data integration issues, implementation & testing of system updates, etc.
Sample Resources
<ul style="list-style-type: none"> • Escalation to NGSS project team

NGSS Systems - Release 1 Scope

What is Pennant?

The Next Generation Student Systems (NGSS) program is deploying Penn’s new student information system, referred to as the Pennant suite of applications. Pennant Accounts (student accounts and billing) has been live since 2015. Additional components of this suite include Pennant Records (student records and registration) and Pennant Aid (student financial aid), which will go-live in Fall 2021 (Release 1) and Spring 2022 (Release 2).

The NGSS program continues to design, build, and configure future-state systems supporting our [student records](#) and [financial aid](#) processes. The systems included in NGSS Release 1 will start to be used in Fall 2021 based on when academic or business processes launch (e.g. course and section maintenance, financial aid packaging).

Pennant Records - Release 1

Function	Current State	Future State
Curriculum (Course & Program) Management	<ul style="list-style-type: none"> Curriculum Manager (CM) with 3-digit course numbers 	<ul style="list-style-type: none"> Curriculum Manager (CM) with 4-digit course numbers
Section Maintenance	<ul style="list-style-type: none"> SRS Screens: 129-132 	<ul style="list-style-type: none"> CourseLeaf Section Scheduler (CLSS) Ellucian Banner
Final Exam Room Requests	<ul style="list-style-type: none"> Courses InTouch (CIT) Final Exam Application 	<ul style="list-style-type: none"> CourseLeaf Section Scheduler (CLSS)
Classroom Scheduling	<ul style="list-style-type: none"> SRS Screens: 130, 1C6 	<ul style="list-style-type: none"> CourseLeaf Section Scheduler (CLSS) Infosilem Timetabler Software
Post R1 Go-Live Training	<ul style="list-style-type: none"> SRS Screens: 1C6, 1C7, 1C8 	<ul style="list-style-type: none"> Infosilem Campus Scheduling

Pennant Aid - Release 1

Function	Current State	Future State
Financial Aid (FA) Processing - Non-Matriculated Applicants* Only <i>*New Applicants</i>	<ul style="list-style-type: none"> Student Aid Management (SAM) 	<ul style="list-style-type: none"> Ellucian Banner
FA Needs Analysis	<ul style="list-style-type: none"> Needs Analyzer 	<ul style="list-style-type: none"> Ellucian Banner
Imaging	<ul style="list-style-type: none"> ImageNow 	<ul style="list-style-type: none"> ImageNow with enhancements
Data Warehouse	<ul style="list-style-type: none"> FA Data Warehouse 	<ul style="list-style-type: none"> Operational Data Store (ODS) Data Warehouse with enhancements
Undergraduate FA Document Status and Award Notification	<ul style="list-style-type: none"> Slate 	<ul style="list-style-type: none"> Slate with enhancements

What's Next?

FUTURE ISSUES

Monthly

In future Community Newsletters, the NGSS team will continue to update the community on Release 1 progress and additional Release 2 information. For more information on Release 2 scope, visit the [NGSS website](#).

RELEASE 1 PENNANT AID TRAINING

Fall 2021

Release 1 Pennant Aid training for end-users will take place in Fall 2021, focusing on Banner, enhanced ImageNow functionality, Pennant Reports, and more.

FALL ENGAGEMENT ACTIVITIES

Fall 2021

- **October 1** - CourseLeaf PATH System Demonstration for Advisors
- **October 29** - Information Session and Demonstration for Students
- **December 10** - Information Session for Advisors and Wider Audiences

Current Systems Freeze Period

Freeze Period Extension (New Programs and Adjustments to Existing Programs)

The current systems freeze period is being extended for the new programs or adjustments to existing programs with an effective date of Summer and Fall 2022.

Scope of Extension

The following types of changes will need to go through the Current Systems Freeze Period exceptions process:

Event Type	Examples
Program Change	<ul style="list-style-type: none"> • Change to Program Title • New Major/Concentration • New Degree/Certificates • Requirements (if substantive changes)
Course Change	<ul style="list-style-type: none"> • New Subject Code • New Department Code
Cohort Change	<ul style="list-style-type: none"> • Changes impacting Budgeting (Fee Assessment) or Financial Aid
Special Programs Change	<ul style="list-style-type: none"> • New Code • Change or Removal of Code
Admissions Change	<ul style="list-style-type: none"> • New Code (effective for Fall 2022) • Change or Removal of Code (effective for Fall 2022)

Substantive Changes include:	Non-Substantive Changes include:
<ul style="list-style-type: none"> • Major curricular overhaul (changes in requirement totals, structure, etc.) 	<ul style="list-style-type: none"> • Replacing deactivated courses • Inserting a course as an option for a requirement

Exceptions Process

- Please communicate changes by submitting an exception request to Rob Nelson and Matt Sessa by emailing NGSS_FREEZE_CR@LISTS.UPENN.EDU.
- Rob Nelson and Matt Sessa will document the request and collaborate with appropriate University stakeholders to determine whether the need warrants an exception.