

The background image shows the interior of a car. A hand is holding an open road map, with a finger pointing to a location. In the lower-left corner, a car stereo is visible, displaying '14°C' and 'FAV 1' on its screen. The stereo has various buttons and knobs. The overall scene suggests a journey or travel theme.

CLAYTON STATE UNIVERSITY

Building Education Abroad Application Software - The Journey

Presented by
Sasha Cokuslu and Robin Faulkner

Overview

DISCUSSION FOR THIS SESSION

Introductions

Beginning the Journey

What is ServiceNow?

Collaboration Timelines

Numbers Boost

Student & Faculty Portals

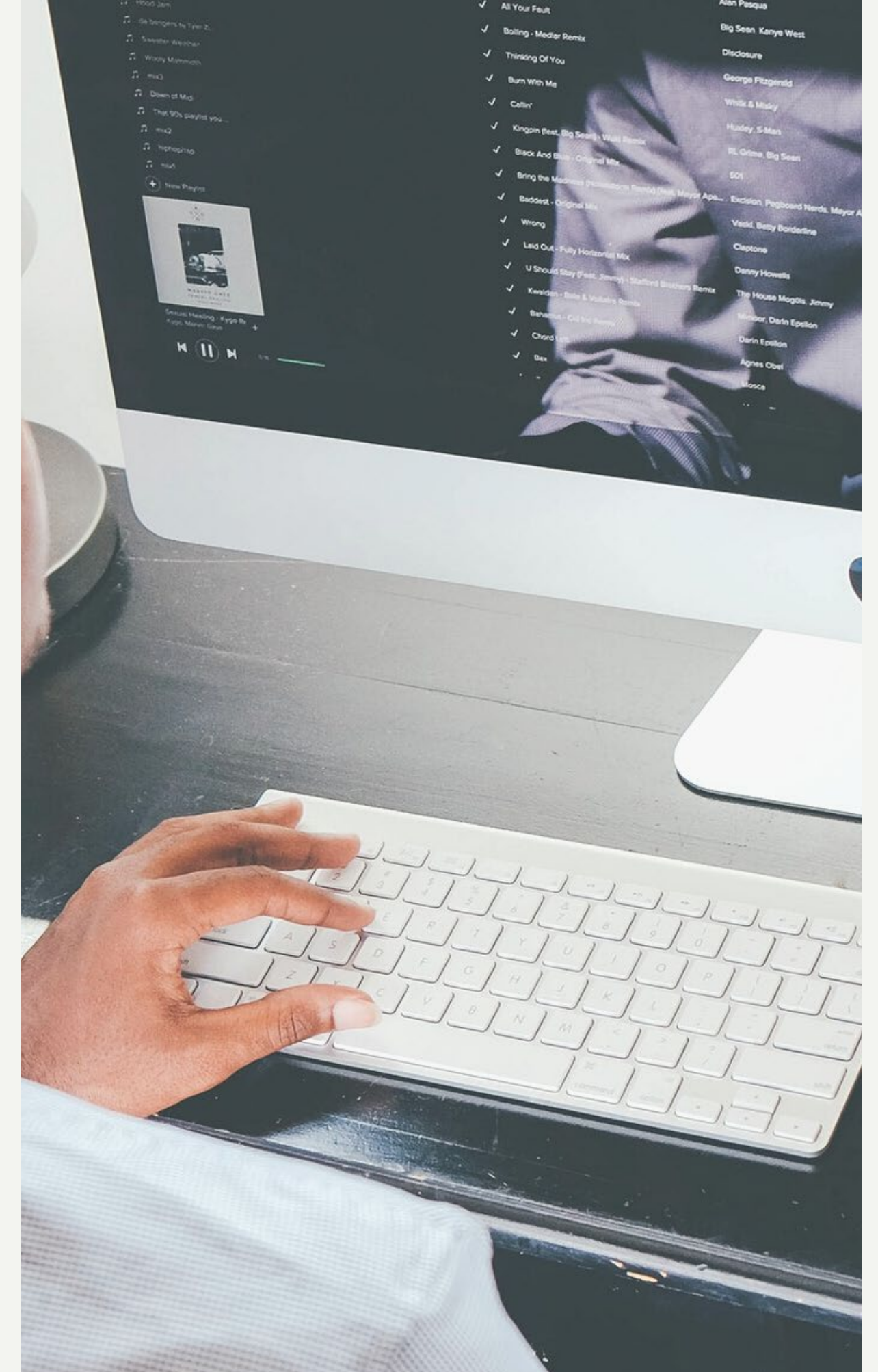
Challenges

Future Projects

Campus Community

Visit the ServiceNow Portal

Open the Floor for Discussion



Presenters

CLAYTON STATE UNIVERSITY STAFF



SASHA COKUSLU

Study Abroad Manager

International Programs

Managing study abroad operations



ROBIN FAULKNER

Application Architect

ITS Enterprise Applications

Develops custom cloud solutions for
campus – ServiceNow & Office 365

Beginning the Journey

EDUCATION ABROAD

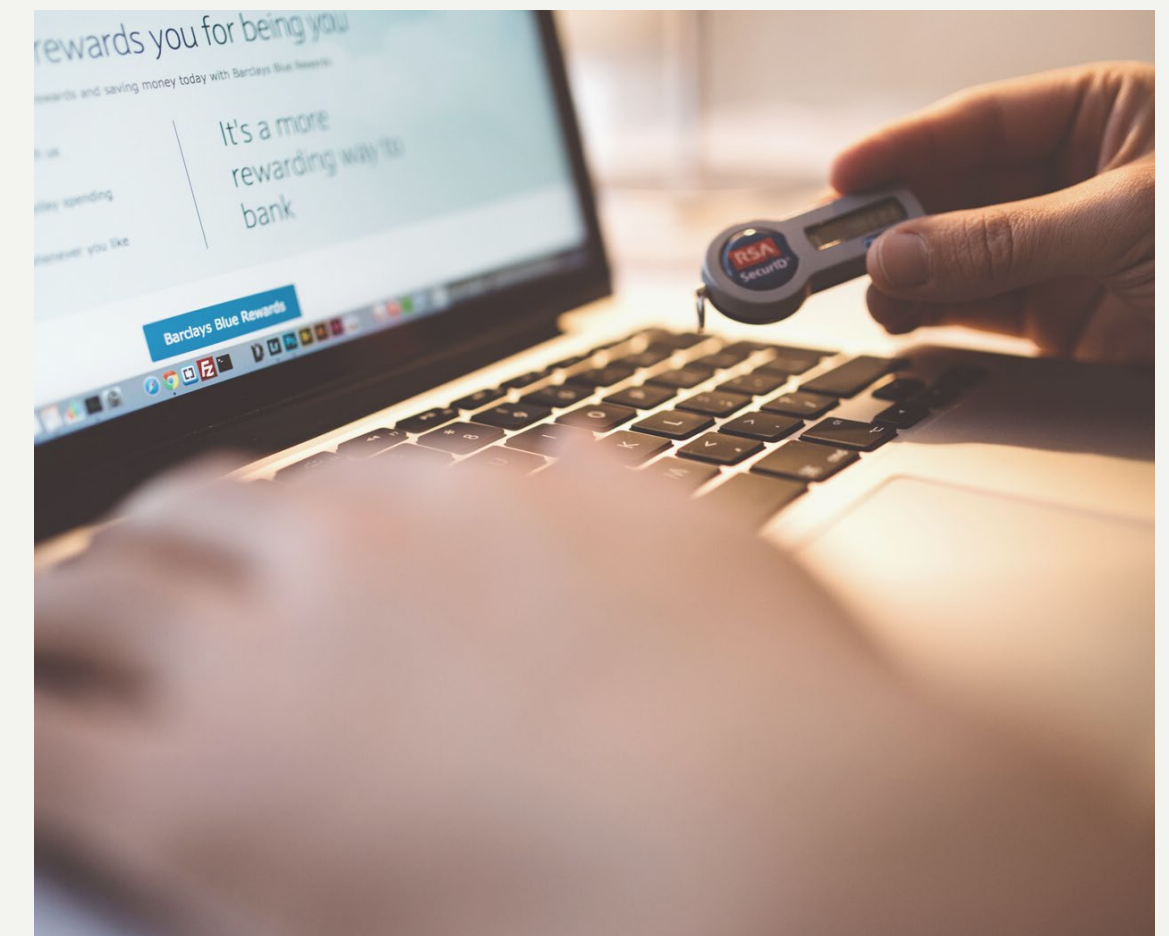
In Fall 2017, our goal was to find a new affordable application system for our education abroad office - that met the needs of our students and faculty, in addition to meeting the needs of our budget.

ADMINISTRATION

After submitting several quotes for education abroad application softwares, our administration asked for us to reach out to the ITS division to research the possibility of building an operating system internally.

ITS - ENTERPRISE APPLICATIONS

Once ITS was able to research our request, it was approved after several months. From there, Robin and I began to map and research what we would require for this project.



What is ServiceNow?



SERVICENOW IS...

ServiceNow is a platform -as-a-service (PaaS) enterprise service management software that enables users to create custom applications.

ServiceNow is most known as a ticketing system, but it can offer additional functionalities for users.

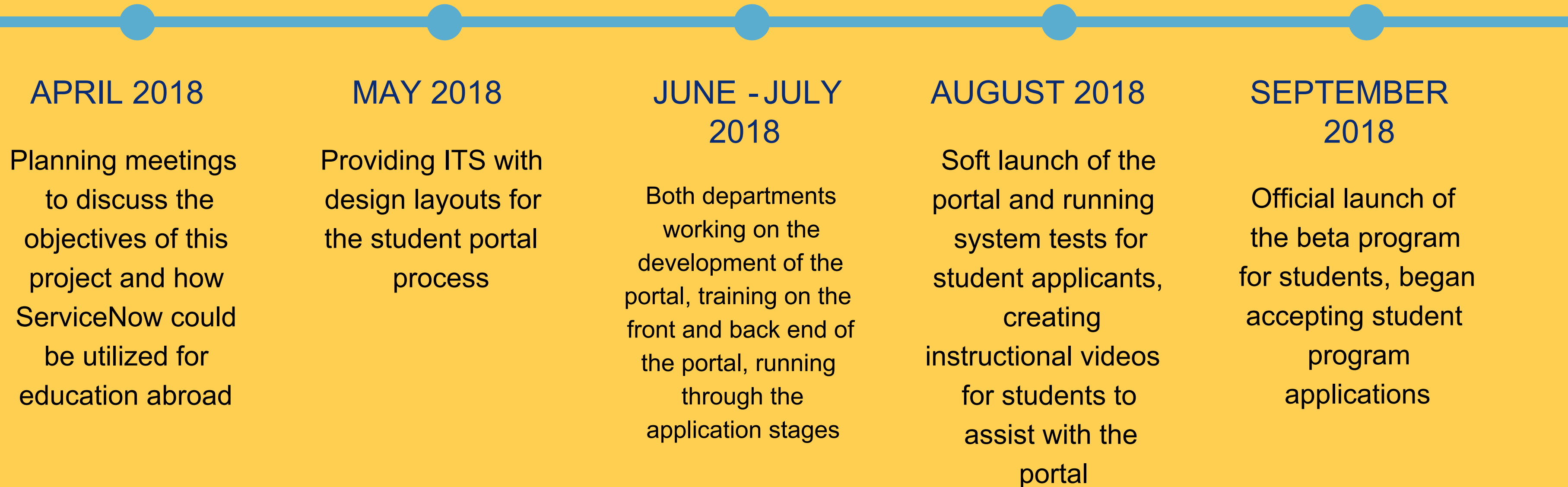
- USG Approved Software
- Active Directory & Banner Integration
- Complex Scripting
- On the Fly Form Creation
- Reporting



Collaboration Timeline



TIMELINE OF STUDENT PORTAL



Collaboration Timeline

TIMELINE OF FACULTY PORTAL



OCTOBER
2018

At this stage, we began to focus on the faculty portal

NOVEMBER
2018

Providing ITS with design layouts for the faculty portal process

DECEMBER
2018

Both departments working on the development of the portal, running through the application stages

JANUARY
2019

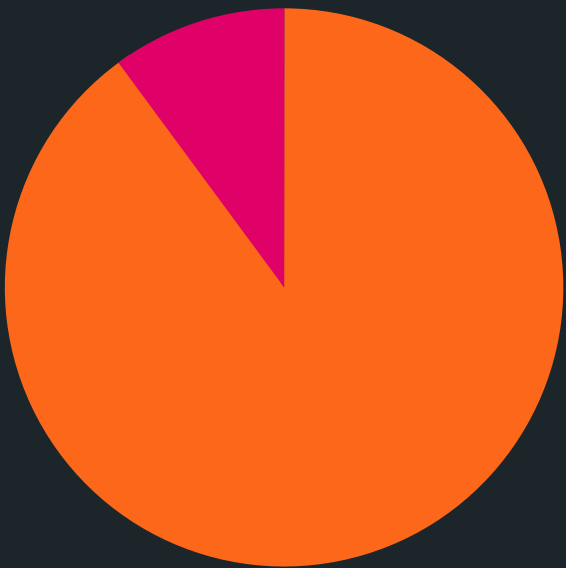
Soft launch of the portal and running system tests for faculty

FEBRUARY
2019

Official launch of the beta program for faculty; began accepting faculty program proposals

ATTENDANCE BOOST

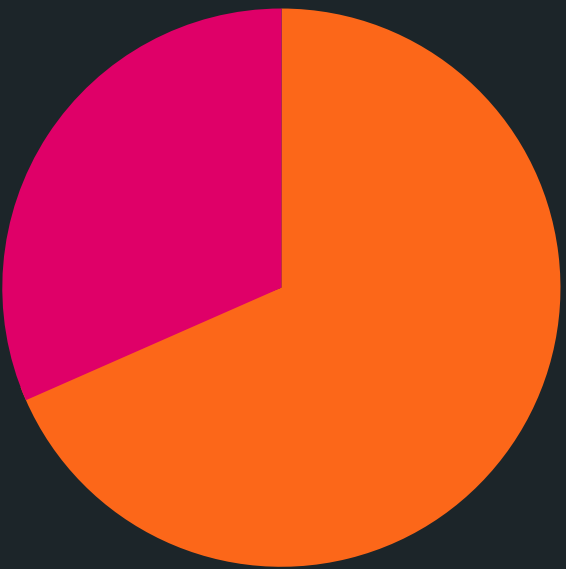
Did Not Attend
10.1%



Did Attend
89.9%

PROGRAM YEAR
2019

Did Not Attend
31.6%



Did Attend
68.4%

PROGRAM YEAR
2018





"If you build it, t(he)y will come." -Field of Dreams

STUDY ABROAD PARTICIPANT INCREASE OF

21.5%

BETWEEN FISCAL YEARS 2018 AND 2019

Study Abroad Application Portal for Students

APPLICATIONS

Online program applications for students. We've generated automated emails to faculty and students with this process

STUDENT DOCS

Students are able to submit their program documents such as their passports, Health Clearance Form, and Course Selection Form

ORIENTATION REGISTRATION

We've added orientation registration platforms for students to register for the upcoming events . with generated reminder emails

HELPFUL RESOURCES

Additional resources such as our offices scholarship application, program budget planning sheet, financial aid info, and more

Education Abroad Faculty Portal

PROGRAM PROPOSALS

We've created a section for faculty to submit all of their program proposal documentation

STUDENT DASHBOARD

The Student Dashboard allows faculty to view all of their students submissions, what they have not submitted, and the status of the submissions

APPROVAL PROCESS

Faculty submit the formal approval of their student applications after confirming pertinent questions

FACULTY RESOURCES

In addition, faculty have resources related to Risk Management, Marketing, and more

Challenges



1

LICENSES FOR ACCESS



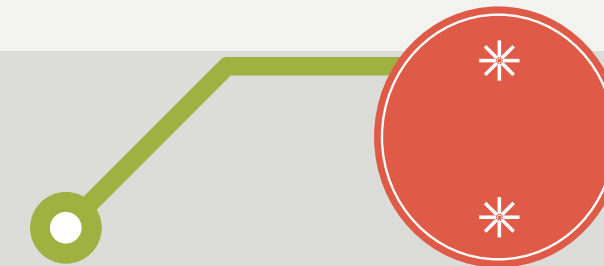
2

UNDERSTANDING &
IMPLEMENTING
PERMISSIONS



3

MEETING SCRIPT NEEDS



4

ADDING DYNAMIC
FUNCTIONALITY

Additions in Progress

CURRENTLY IN PROGRESS

Two projects in progress are the

- Faculty Accounting Streams
- Photo & Video Competition Submission Page

Currently, we are looking at what features work best for the accounting process. More features are added as we evolve the application system or as our office requires new features.



Expanding ServiceNow Across the Campus Community

UTILIZING SERVICE NOW FOR OTHER
DEPARTMENTS WITHIN THE CLAYTON
STATE CAMPUS COMMUNITY

- Contracts
- Marketing & Communications
- Project Management
- Hub Appointments (IT Services)
- Human Resources
- Printing Services
- PeopleSoft
- Procurement



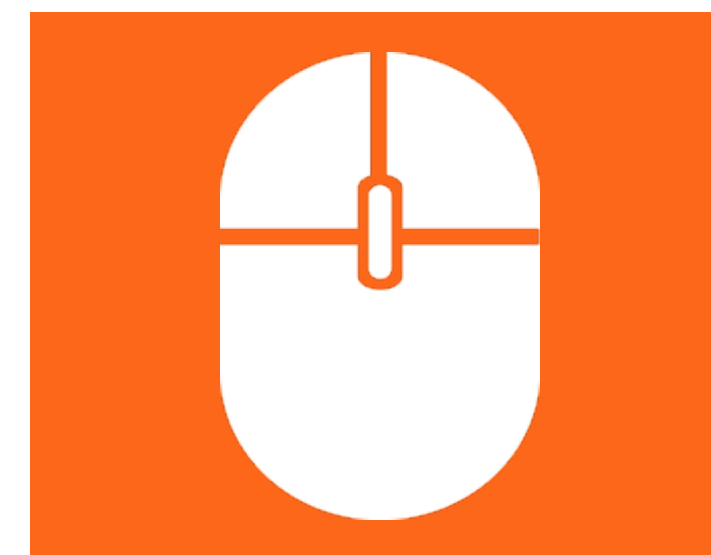
Let's Visit the ServiceNow Portal for Study Abroad

WE'LL TAKE A LOOK AT THE...

- Front End for Students and Faculty
- Back End for the Student Submission Workflow
- Approval Workflow
- Faculty Submission Workflow

ServiceNow at Your Campus

DOES YOUR CAMPUS
SUPPORT SERVICENOW OR
ANOTHER TECHNOLOGY?



GAIE | 2020

Speak to your IT Department to learn
about available options



Thoughts?



Improvements?



Additions to
Include?

WELCOME FEEDBACK & OPEN
DISCUSSION

Open the Floor



Contact Us

WOULD YOU LIKE MORE INFORMATION?

STUDY ABROAD OFFICE

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ITS - ENTERPRISE APPLICATIONS

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you ROCK!



Thank you for
joining us today!

WE APPRECIATE YOUR FEEDBACK