

Preparing for myWCU upgrade - Checklist

This tool is intended to help WCU service offices prepare for the 9.2 upgrade.

Here are some items that might help you and your team prepare for a successful upgrade:

Task	Description	Resources	Timeline (if applicable)
Familiarize yourself with 9.2	Encourage team members to spend a few minutes each day in the 9.2 training database completing some common tasks. Having early and frequent exposure to the system will help for a successful adoption. http://mytraining.wcupa.edu	Faculty and staff can log into mytest.wcupa.edu to experience the 9.2 environment	September 1- September 22 nd . A great activity while production myWCU is offline.
Watch 9.2 Trainings	There are several training videos available to help your teams orient to the 9.2 design: Introduction: https://youtu.be/4UxufJzf-FA Searching for information in 9.2: https://youtu.be/4UxufJzf-FA An overview of the Faculty experience: https://youtu.be/ki-0zmuyXil An overview of the student experience: https://youtu.be/had77P-ZYW4		Anytime!
Offer 9.2 Trainings	Want to help your team feel comfortable in the new system? Offer a training! Maybe a 9.2 scavenger hunt to find their most-used pages, or a zoom room where everyone practices together. If you'd like us to join your team training, please don't hesitate to reach out (mjerabek@wcupa.edu)		Anytime!
Participate in an	Academic & Enterprise Systems is hosting information sessions for		Thursday September 10 th at 2 pm https://wcupa.zoom.us/j/96137940989?pwd=ME9BSWh5Zm Friday September 11 th at 9 am. https://wcupa.zoom.us/j/97895021997?pwd=R2tIVGRSdlpVY

Information Session	faculty & staff. Join us to get an overview of the system and ask questions!		
Have staff capture their favorites	An individual's favorites will <i>not</i> transition to the 9.2 system. Maybe have team members take a few minutes to take a screenshot of their favorites so they can rebuild them after go-live		Before 9/17
Plan services during myWCU downtime	Think about what services your team can and cannot offer while myWCU is offline. Consider how staff will inform students/customers that some services aren't available. If we can't offer a service, how can we still provide exceptional customer service? Do you need to add a note to your website; or add an automatic reply to your office email address?		Before 9/18
Plan staff time during myWCU downtime	With myWCU offline, do you need to plan alternative work for your team? Can't post transfer credits? Maybe it's an opportunity to engage in professional development, scan documents, update training materials. Consider how to engage your team if their regular tasks can't be completed.		Before 9/18
Prepare for Beta testing	Ensure staff are scheduled to assist with Beta testing and have VPN access to do so.	See Full Beta Testing preparations outlined here	Before 9/18
During myWCU downtime	A reference-only copy of myWCU will be available. Staff will need to be logged into VPN or on the WCU network to access.	Log in to the QAS database	Beginning 9/18 at 8 am.
Prepare for the new experience!	We anticipate that students, faculty and staff will need extra support navigating the new user experience. Consider you'll have increased emails, phone	Remember that while myWCU 9.2 will be online by 8 am on Tuesday 9/22; the upgrade may run ahead of	By 9/21

	<p>calls, and in-office visits following go-live. Maybe add more team members to cover phones or answer emails. Consider that non-essential work may not be addressed due to increased inquiries. What can you do to prepare your team to answer questions? Does everyone have access to the new myWCU training website to see print screens of the student and faculty user experience?</p>	<p>schedule and launch on Monday 9/21</p> <p>More resources are being added to the training site throughout the next two weeks.</p>	