Tennessee State University

# Consulting Engagement Report for Tennessee State University

## Project Information

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| Project Name | Tennessee State University- Business Process Analysis |
| **Date Prepared** | 06/11/2021 |
| **Prepared by** | Francesca Sisto, Sr. Business AnalystFrancesca.sisto@ellucian.com619-865-4448 |
| **Objective** | Financial Aid Process Review |

## Participation

* Tennessee State University Financial Aid Office staff
* Tennessee State University / Ellucian IT staff

## Executive Summary

Over a three-week period, during the weeks of April 26, 2021, May 3, 2021, May 17, 2021, I met with financial aid and IT staff via several Zoom meetings. We reviewed all processes managed by the team and those that are located on scheduler. We worked through all steps required to complete a process. During the demonstration, individuals provided pain points and their wish list to improve staff and student experiences. I was able to analyze and make recommendations based on my own observations and conversations with the financial aid staff. The recommendations are included on a separate “discovery” form included at the end of this overview form.

# Progress Report

## Accomplishments

* Met with Financial aid staff and we were able to work through all their current processes. We reviewed the steps and I created documentation and notes along the way.
* Discussed pain points and “wish list” items with Financial Aid staff and created recommendations based on those conversations.
* Recorded zoom meetings were provided to the attendees.
* Reviewed the pain points that were brought up during our meetings and included some additional recommendations.

# Recommendations and/or Concerns and/or Issues

## Recommendations

All processes were documented in detail and included on the final discovery document attached.

## Concerns and/or Issues

* All concerns and/ or issues will be listed on Discovery document, attached.

# Action Items/ Assignments/ Supplemental Data

## Action Items and/or Assignments

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| --- | --- | --- | --- | --- |
| Date Assigned | Description | Owner | Status | Date for Completion |
| 04/2021 | Complete discovery meetings with staff | * Francesca Sisto
 | Completed | 06/11/2021 |
| 04/2021 | Discovery document with executive summary | * Francesca Sisto
 | Completed | 06/18/2021 |

## Supplemental Documents

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| Document Name | Description | Link |
| Banner Discovery Document | Findings and observations of the financial aid office at Tennessee State University.  |  |