

LASER Steering Committee Minutes

May 20, 2003

3:00 p.m., 231 College Court Building

**DRAFT PREPARED BY: Viki Horan, Interim Communications and Training Coordinator*

**REVISIONS BY: Rebecca Gould and Dale Schultz*

Attending

Diana Blake, Al Cochran, Ruth Dyer, Rebecca Gould, David Hillier, Larry Moeder, Monty Nielsen, Keith Ratzloff, Dale Schultz, Betty Stevens, John Streeter, John Struve, and Lloyd Walker.

Absent

Harvard Townsend and Beth Unger.

Ruth Dyer Temporary Replacement

Al Cochran and Juanita McGowan will be replacing Ruth Dyer in her role as Assistant Provost while she completes a one-year fellowship. Al will serve in her place on the LASER Steering Committee, and Viki will add him to the Steering Committee listserv and meetings.

Constituent Groups

An extended discussion regarding constituent groups concluded with the recommendation that Rebecca Gould and Viki Horan finalize a plan for inclusion of the constituent groups into the LASER Project as part of the Communications Plan. The Plan will be presented at the June Steering Committee meeting. Some specific recommendations of the Committee include:

- ❖ Expectations and role of the constituent groups must be clearly defined in the form of a mission statement or charge. Constituents will not serve on the Steering Committee, but simply provide feedback to the Steering Committee for consideration in its decision-making process. Some of the groups to be included as constituents are CAPP, FSCOT, College-level Business Officers, Alumni Association, Athletics, DCE, Housing & Dining Services, Salina Campus, Student Senate, Libraries, Extension, Research, Union, Student Publications, HR Training Staff, and Classified Senate. In addition, HR should be advised of the changes that will be occurring and how they will affect positions.
- ❖ It is important that presentations to the constituent groups do not heighten expectations for features that system will not be able to accommodate. Presenters will present the capabilities of the system, and then address concerns. They need to make it clear that the first **release** of the system will probably not meet all of their needs, but upgrades are planned. The constituents need to know that their desires are being heard and will be considered.
- ❖ Presenters should approach from two different perspectives: 1) for those who know what they have and don't want to change; and 2) for those who don't know if new system will accommodate their needs because they don't know its capabilities. Groups need to know how the system will accommodate current business processes, as well as what changes to processes will need to be made.

- ❖ Buy-in is important. Presenters should have sufficient knowledge to intelligently inform, plus sufficient enthusiasm to sell the system.
- ❖ Constituent groups will be brought into the process during August.
- ❖ A series of PowerPoint slides, both for the Financial System and the Student System, will be prepared. Presenters can choose from those slides based on constituent needs.
- ❖ KEAS established a good model for this type of communication.
- ❖ Questions fielded during meetings with constituents should be recorded for inclusion as FAQs on the LASER website.
- ❖ Presenters could include: two or three people that go to every presentation, a member from the Steering Committee most closely related to the constituent group being addressed, Project Team members with a vested interest in the constituency being addressed, Dale Schultz, and those involved in the development of training materials. Part of John Struve's role will be to go out and visit with the constituent groups.

Conference Room Pilots (CRPs)

The first CRP will be based on team members' understanding of what is needed. Test scripts will be applied in that CRP, and then new individuals will be brought in. The first CRP is designed to help the team understand the system and prepare for questions from constituent groups. The Financials component of the first CRP should be completed in November, with the Student component tentatively scheduled to conclude in December.

Training Resources

K-State Online should be considered as a training resource.

Action Items

- Viki Horan
 - ◆ Add Al Cochran to the LASER Steering Committee Listserv and to the Steering Committee monthly meetings.
 - ◆ Update Communications Plan to include specific information regarding constituent groups.
- Rebecca Gould
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