Greetings!

This is the inaugural issue of the EM-Tech Press newsletter. In this monthly newsletter it is our intention to highlight what is going on in EM-Tech; both with technology in general and with the Salesforce/TargetX CRM. All of the material has been contributed by the EM-Tech staff, if you have any questions please do not hesitate to contact us directly EM-Support@wmich.edu!

TargetX by the Numbers

As of 4/20/2018

- Total Records in Salesforce: 643,408
- Total undergraduate applications received for Fall 2018: 20,271
- Total undergraduate admitted students for Fall 2018: 14,382

ImageNow-Salesforce Linking

ImageNow linking capabilities will be expanding to support Salesforce in the future. This linking would pull the students name and their SalesForce ID and link it to documents within ImageNow. Chris Broomell is currently working with OIT to get this functionality working and making sure it is accurate.

Admitted Student Event (ASE)

On Friday, April 13th, Admissions held its 4th ASE of the year. This was a huge success, with a record number of students and family members attending. ASEs are a chance for new students to visit campus, talk with many departments and academic areas about the upcoming year, along with pay their enrollment deposit, register for Summer Orientation and signup for housing. EM-Tech provided over 20 laptops for the event, from stations for students to make online payments and for staff to assist the students. It was great to see all the activity in the Bernhard Center!
EM-Tech Press
May 1, 2018

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Service & Support
EM-Tech has two methods for requesting support, Salesforce Cases and Support Tickets.

Salesforce Case
For Salesforce records issues related to a specific student, a Salesforce Case is the way to go. Cases are created for records that reside in Salesforce and require technical assistance. For further information on case creation see create a case located at: https://wmich.sharepoint.com/:w:/s/EM-Internal/CRM/operations/EV8iC7vFWdDmgYnNdXTF_YBnHAm3tfZ016JrWsiARByg?e=g8ajwU

Support Ticket System
For general service/support items within Enrollment Management, the Support Ticket system is the system to use. The Support Ticket system is SharePoint based with a support request form that allows the user to choose their area, category (hardware, software, network...) and write a description of the problem. Contact information is automatically attached upon submission. Once EM-Tech has resolved the request, users will get an email with the resolution comments in it.

Enrollment Management staff that would like more information regarding our internal Support Ticket System contact Chris Broomell christopher.r.broomell@wmich.edu

TargetX
CRM version updates
Presently production is caught up on TargetX upgrades through March 2018 with the exception of the Communities upgrade. We have been working with TargetX to resolve an issue with this upgrade. This should be installed soon.

We are continuing to investigate the impact and changes required to migrate to the Lightning Experience interface.

Security
We are currently finalizing our user profiles and making sure all have the appropriate permission sets and screen layouts. If you find that you cannot see something you need on a screen or cannot edit a field that you think you need to, please contact EM-Support@wmich.edu

Quick Status
Graduate Online Application conversion to TargetX
Currently in Application Specification Stage
- TargetX Onsite – May 15-18th
- TargetX Training - TBD
- Go Live Application – July 1, 2018
- Go Live Decision Letters – July 1, 2018
- Go Live App Review Tool – July 15, 2018

TargetX Retention Module
Currently Testing Data Integration
- Data Integration Go Live – May 1, 2018
- Advisor Training – TBD (May - June)
- Project Completion – July 1, 2018

EM-Tech Staff
- Mike Roe – Director
- Chris Broomell – Asst Director Systems
- John Brown – CRM Administrator
- Lorrie Racine – Data Integrity Coordinator

EM-Tech Press is a publication of the Enrollment Management Office of Technology. Comments and Questions are welcomed by emailing us at EM-Support@wmich.edu. Our website is http://wmich.edu/enrollment/technology