



CRM

Customer Relationship Management

## CRM NEWS

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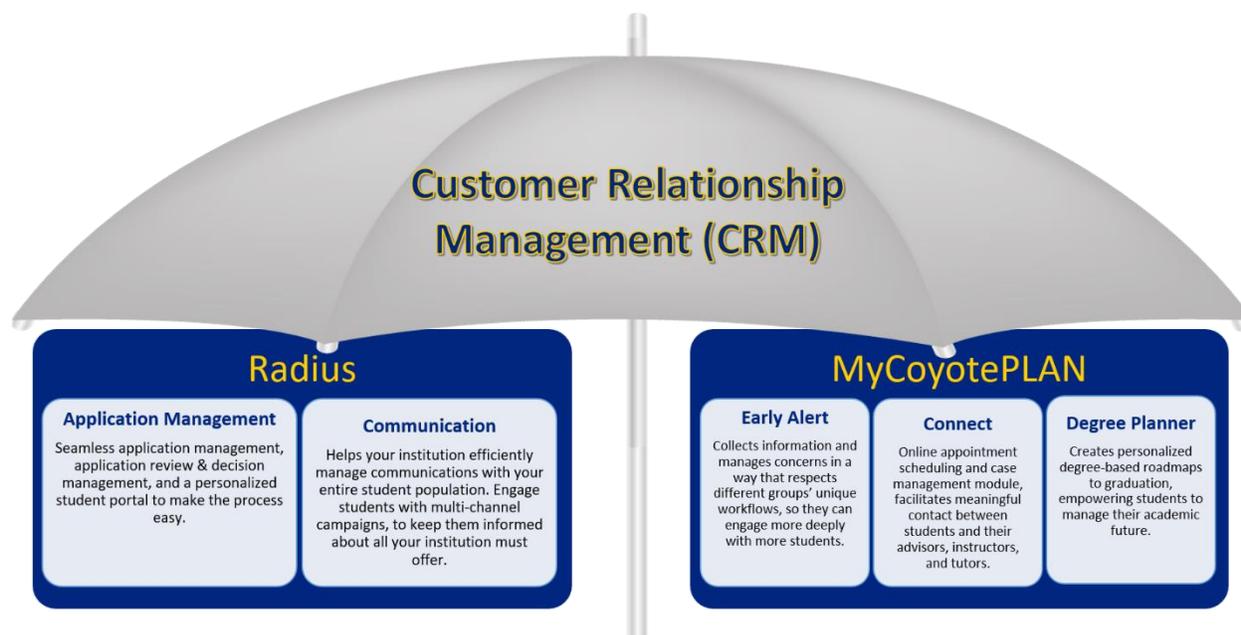
# CRM is Coming

### What is CRM?

CRM stands for Customer Relationship Management and is comprised of two enterprise systems: Radius and Starfish Early Alert and Connect.

Radius is an admission and enrollment management enterprise system that manages the student life cycle—engagement, enrollment, and support and retention.

The Starfish Early Alert and Connect enterprise system, which CSN will call *MyCoyotePLAN* (Personal Learning and Advising Network), will serve as the student success and advising system for CSN. *MyCoyotePLAN* will facilitate meaningful engagement between students and the campus community by providing students with access to a comprehensive support network to achieve their academic goals.



## Student Quotes

*"I would recommend that CSN introduce MyCoyotePLAN campus-wide so students know they can schedule appointments with their instructors and librarians for any help. They can also check the instructor's availability and see contact information."*

*"It motivates you according to the feedback of teachers."*

## Frequently Asked Questions

**Q:** What will I do in MyCoyotePLAN? MyCSN? Canvas?

**A:** MyCoyotePLAN

**For advisors/counselors** – Look up basic information about an advisee, communicate with students, see advising appointments, document student interactions and recommendations, and refer students to key resources

**For course instructors** – Enter progress reports, alert academic support services when a student needs help, and refer students to other campus support services

**For service providers** – Look up basic information about a student, refer students to key resources, assist students who have received referrals

**For students** – Make appointments, see tracking items, request assistance through the "raise your hand" feature, create a profile and intake form, see who is in your support network, and research support services.

### MyCSN

**For advisors/counselors** – See official student information (admissions and recently changed information, transfer credits etc.), look at a transcript, run a degree audit, run a what-if audit, and look at term course schedules

**For course instructors** – Access course roster and enter course grades

**For service providers** – See official student information (admissions and recently changed information, transfer credits, etc.), look at transcripts, run a degree audit, and look at term course schedules

**For students** – Pay tuition and fees, register for classes, apply for graduation, request a transcript, and run a degree audit.

### Canvas

**For course instructors** – Post course materials and assignments, interact with students, and post grades

**For students** – Access Online Learning Orientation for students taking online courses, access course materials, submit assignments, communicate with instructor and classmates, and check grades.

## SPOTLIGHT: Joseph Henderson, Recruitment Analyst



Joseph earned his bachelors of Science in Information Technology with a minor in Information Assurance and Security from Cappella University and plans on pursuing a Master's degree in business administration.

Joseph manages computer system requirements for the Department of Recruitment and College Connections at the College of Southern Nevada by conducting data analysis, defining system problems, launching communication campaigns, managing events and monitoring student life cycles within Radius (CRM).

He also serves as an informational and technical resource; provides technical and practical assistance with student data and related systems; develops related training materials for faculty, staff and students, plan and prioritize various projects; and supports processes and projects across all Radius modules.

Joseph brings a holistic approach and commitment to transparency and integrity in higher education and helping students. Joseph has chosen to use his IT and leadership skills to address student needs.

***MyCoyotePLAN will go LIVE  
Spring 2018!***

For list of upcoming training sessions, please visit  
[www.csn.edu/crm](http://www.csn.edu/crm)