Enable Customer Greatness
Thanks Award 750 Points

Assistance with ELIVE Presentations

Becca’s pro-active offer to lend whatever assistance I might need for my first time as a presenter at Ellucian Live ensured a successful starting point for the sessions to take place. She invested several hours guiding me through the Ellucian Live setup process and performing much of the work necessary to ensure the system is ready for both the pre-conference and two ELIVE sessions. Her guidance on deliverable development, review of the deliverables, amazing knowledge, and determined follow-through were essential in ensuring I was able to present new possibilities to our customers that they can employ at their universities.
Streamlined process for new employees and managers

The Recruiting Team needed to streamline our current processes and system to support our process and improve the candidate/client experience. We were challenged with many manual processes, tied into a long-term ATS, and managing internal stakeholders with varying process and work habits. Max collaborated with recruiters and all the internal stakeholders to streamline and improve the entire process and systems. He did a fantastic job in listening to the internal stakeholder’s concerns and coming up with recommendations to address them. Max takes pride in ensuring he meets client’s needs and delivers accurate and top quality work. He stayed engaged throughout the entire project and kept others involved, energized, and bought in to the new process. This resulted in a process that created a more positive experience for our managers, applicants who are considering Ellucian as a future employer, and new hires who are joining the company and evaluating their decision.
Supporting the customer & building partnerships

Gabriela participated in a short-notice presentation to the Board of Directors for one of our customers. This need arose while she was on vacation. Fortunately, she was willing and able-- going beyond what’s expected-- to be interrupted and dedicated the time and energy to attend to this need. She put together content for the presentation and validated it, only to find out the night before the presentation that additional changes were requested by the Chairman of the Board. Taking full responsibility for the outcomes of the BoD meeting, she spent several hours building representative example data specific to the customer so that realistic screen shots could be incorporated into the presentation. The customer was thrilled with the presentation and this was an important first step in re-establishing credibility with this customer. This customer had not been happy with the level of partnership with Ellucian, so setting a new standard was important. Gabriela's ownership helped us take a giant step toward forging a partnership with the customer.
Act With Courage
Cheers Award 5000 Points

**Boldly escalated an issue to improve the outcome.**

I want to recognize Kira Morgan for managing a difficult situation with courage and tact. Kira took great initiative in the final two sprints before the alpha release to ensure we had a compelling solution to show. While tasked with creating an end-to-end system she realized the technology we were about to use may not be the best for the job. This was not a popular opinion, but instead of taking the easy road and moving ahead as planned, she took the initiative to learn more about a different option and the benefits it may provide us and our customers down the road. She then initiated several difficult conversations to bring others around to seeing the benefits of this alternative approach. She not only learned the framework quickly, but worked to enable others to quickly move forward with the new framework. Kira’s ability to productively engage in constructive conflict resulted in a stronger product, which pleased our customers while easing what would have been a significant burden on the Customer Success team had we continued with the initial technology.
Enable Customer Greatness
Cheers Award 5000 Points

Positioning a customer for success

Becker College successfully migrated its Colleague environment from Unidata to SQL, but was struggling with getting all of the needed reports converted. Although they had dedicated on-site resources, the volume and complexity of reports was too much for on-site staff to address. The lack of resources was undermining our customer’s experience of working with Ellucian. James stepped in from another account and diligently helped the customer convert reports. This occurred during the holiday season when many colleges are closed; the timing was advantageous for our customer, but required personal sacrifice from James. He worked nights and weekends to complete several key reports, including a very complicated 156 field extract for our Institutional Research office, which included the creation of many complex computed columns. As IR provides the President with numbers he uses for key decisions, these reports have very high visibility. Thanks to this James’ efforts we were able to get back on track with reports, arm the customer with the information they need to make informed decisions, and build a stronger relationship with the customer.
Always seeking smarter, faster, & better solutions

Grace is working on a project to streamline and make enhancements to the period based processing being delivered this year. She listens to all focus group calls and identifies specific requirements which she can convert into code. She does not just come up with any solution; she is always looking to improve current process and figure out how to do it smarter, better, with less code or more current code, and to reduce redundancies in the code set. In this project she is also focused on the impact to the clients. Specifically, she looked beyond the basics to determine how it can be made easier or how can we reduce the client’s daily workload. Her analysis is complete when it is turned over to the team. She does not take shortcuts and ensures she includes all impacts in her analysis. It is extremely rare that anything comes up later that was missed in the impact analysis. The results of this very detailed level of work includes the addition of algorithmic rules to batch posting, allowing clients to update many column values. This allows the client to write a rule to do this for all conditions instead of writing a number of individual rules for each scenario. Another significant time saving, streamlined process occurred in testing, allowing clients to tie 3 manual steps together in one process. Needless to say, the prior manual process was prone to error. Grace refuses to accept mediocrity and strives to always find better solutions.
A quick learner who helps others learn

Aryan acted as a subject matter expert in our internal software implementation. The project lasted 4 months, was very complex, time-consuming, and required him to learn new skills. The role in the project was in addition to his normal responsibilities. He readily supported all members of the team, encouraging them to come to him when they needed help to move the project forward and he consistently looked for ways to better support the team. Aryan consistently aids everyone on the team to do their best and he constantly takes on new assignments which stretch his skill set while delivering value to the department. His expertise and willingness to gain knowledge in new areas allowed us to go-live three weeks earlier than anticipated.
Leads and Inspires

As the technical team lead at Ellucian Live, Colin has consulted with the pre-conference tech team and staff to ensure that the infrastructure for the training classes (average of 14 two-day classes, with the majority being hands-on) is stable and ready for delivery. The team heavily relies on his knowledge and expertise to determine solutions to make the process run more smoothly. As a result, he has been requested to be the Technical Training Week team lead. He is a leader, a teacher, and he inspires others to take action. He challenges the team to explore new possibilities and is always willing to discuss new ideas and share his own. He is not afraid to do things differently if it is for the betterment of the clients, the project and the team. This attitude generates excitement among those with whom he works. Every year he challenges the team to consider ways to set up and support the training environments for the events in a more efficient manner. He works to always create a positive experience for attendees which allows them to focus on learning what they need to learn to get results at their institution.
Seamless Navigation was big effort for over a year and it was a long and difficult battle. It required coordination and tight inter-operation among 4 teams, with new processes set up to accomplish release goals. It took several attempts to develop the correct UI and to work out some other issues. Work had to be suspended, then resumed, in order to reassess the current progress and determine how to move forward. Alex continued to work with steady persistence, and through many spurts of intense activity after a new plan was set. The feature was released and is now reaching clients. Demand is strong, and it is a major factor in several key projects. This award is to recognize the effort and committed engagement over so many months to see this successfully out the door. Alex played a key role in making the overall solution a reality. He worked closely with the Framework team throughout the development lifecycle and voluntarily assisted with integration testing and test coordination. Most notably, he escalated an implementation issue that could have resulted in clients losing code changes, knowing that without the delay to get this right, we would not achieve the desired results. Alex consistently knows how to move forward in the smartest ways possible. He was part of a team that crafted a solution that automated the addition of the required code through our source check in process. The approach saved numerous hours of labor manually running scripts against our code to apply the changes to every form. He also ensured our forms coding standards were updated and he helped document the new procedures around the check in process for our developers. Alex stays true to the desired goal and makes the necessary adjustment, even when pressured to take short cuts, to create solid results.