

October 2013

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Moving Right Along!

The UL Compass Project Team is making great progress in the design and development of the new Portal.

In this issue, we share details about our Customer Engagement efforts and information about an exciting system change.

We will continue to provide more details through this newsletter format, as well as the University Lands' website at <http://www.utlands.utsystem.edu/Compass.aspx>.

Please check the site for updates and news you can use.

You Are In the Driver's Seat

With the launch of the new Compass Portal, University Lands is putting more control in the user's hands! For the first time, Customers will be able to administer their own user accounts. This means, you will be able to designate a System Administrator who can create or disable user accounts and request and/or reset user passwords. These types of requests will no longer be submitted to UL and user access and account changes will be immediate.

Additionally, Customers will be able to have multiple user accounts. Currently, there is a restriction to one account (login/password) and users are forced to share access. There will not be a limit on the number of users each Customer can assign. The Customer System Admin role will also be able to assign specific roles to each user and designate who has access to certain data and functions.

In the coming months, the Compass Project Team will request each Customer's System Admin registration information. We will ask each Customer to designate one Admin and provide their name and contact information.

Keep an eye out for more detailed information!

Please feel free to contact the UL Compass Project Team with questions or suggestions via ULNews@utsystem.edu.



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Compass Friends of the Family Program

University Lands launched a Friends of the Family (FoF) Program to engage Operators and Payors in the Compass Portal development and implementation efforts.

The goal of the FoF Program is to ensure early adoption of the new Compass tool and reporting process changes.



FoF Program Structure

The UL Compass Project Team selected representatives from 10 companies to participate in the FoF Program. Companies were selected across the entire spectrum of the customer-base to provide a diversity of end-user perspectives.

The role of the program participants is to:

- ◆ Be engaged as the representative “voice of the customer” - not only for their organization and interests but for all those similar to their own.
- ◆ Provide input and feedback to the Compass Project Team on system design, end-user communications, and training needs.
- ◆ Be a catalyst and advocate for the new tools and process to assist in the transition.

FoF Program participants meet monthly with the Compass Project Team to discuss proposed system design and business process changes.

Access to FoF Meeting Materials

All FoF Program meetings are recorded and the playbacks and materials/minutes are posted on the UL Compass website at <http://www.utlands.utsystem.edu/CompassFof.aspx> for all to see.