FAQ’s

Q. **What is CUNYfirst?**
A. CUNYfirst stands for Fully Integrated Resources and Services Tool and for CUNY it means a upgrade in how we’ll do things in the future. The following CUNYfirst Applications are live: Human Capital Management (HCM-Human Resources)/Talent Acquisition Management (TAM – Recruiting), General Ledger, Line Item and Position Budgeting, Faculty Workload and Course Catalog.

We’ve also launched Student Administrative tools (Campus Solutions) at seven colleges – Bronx CC, CUNY Law, Hostos CC, Kingsborough CC, LaGuardia CC, Lehman College, the New Community College, Queens College and Queensborough CC and Financial Aid and Work Study Payroll at Queensborough and the New CC.

The following applications are live CUNY-wide, unless noted (newest on top):

- **Campus Solutions (CS)** - the base academic system for students, faculty and staff
  - Kingsborough CC, LaGuardia CC (Launched July 9, 2012)
  - Bronx CC, CUNY Law, Hostos CC, Lehman College, New CC (Launched April 9, 2012)
  - Queens College and Queensborough Community College (Launched Nov. 2010)
- **Procurement (Purchasing/Accounts Payable)** – Community Colleges, Hunter College Campus Schools, Central Office - (Launched June 11, 2012)
- **Work Study Payroll** - QCC - (Launched June 11, 2012)
- **CUNYfirst Financial Aid** - QCC and NCC (Launched May 21, 2012)
- **Planning and Budgeting – Position Budgeting** - (Launched March 5, 2012)
- **Faculty Workload** - System for capturing instructional, research and other responsibilities for reporting purposes - (Launched November 2009)
- **Talent Acquisition Management (TAM)** - CUNY's recruiting system - (Launched September 2009)
- **Human Capital Management (HCM)** - Base Human Resource/Personnel System - (Launched June 2009)
- **Planning and Budgeting – Line Item Budgeting** - System for capturing approved budget data - (Launched June 2009)
- **General Ledger (GL)** - Base system for all CUNY financial transactions - (Launched July 2008)
- **Identity Management (IMS)** - The front door to access CUNYfirst - (Launched March 2008)
- **Enterprise Learning Management (ELM)** - Supporting CUNYfirst Training - (Launched March 2008)
- **Customer Relations Management (CRM)** - For entering and tracking all help desk requests - (Launched March 2008)
Q. What is this survey we are doing?
A. The CUNYfirst Project Community Survey is designed to gauge insights and reactions from the CUNY community to ensure we manage the implementation well. Your opinions, ideas and reactions are needed to keep the project on the path to success and to assist in the successful planning and execution of future CUNY projects. We need to continue to understand your expectations, communication needs and opinions about how you believe CUNYfirst will affect your particular campus. This is a follow-up to surveys conducted in 2007, 2008 and 2010 which had a 36% response in 2007, a 31% response in 2008 and a 47% response in 2010 – all respectable results for survey research.

Q. What is the goal of this Survey?
A. In many large organizations, a survey is conducted to gather insights from people who will be impacted by a transformation, like the CUNYfirst Project. A survey like this is one tool used to gather information. Other tools include face to face interviews and focus groups. The findings from your completed survey responses will help us address needs and create a plan that will move us toward a successful implementation.

Q. How was I chosen to take part in this survey?
A. The survey is being sent to all members of the CUNY community who have been or are likely to be directly impacted by the changes that will come about when CUNYfirst processes “Go Live”. If you are invited to take part in this survey, you are more than likely performing crucial administrative or support services in the areas of Finance, Human Resources, Student Services, Information Technology and faculty chairs and academic deans.

Q. How much time will this take?
A. The survey will take 10-20 minutes to complete, depending on how many comments you include.

Q. What will happen to my answers?
A. First, we want to make clear that all individual replies are totally confidential and anonymity will be respected. No one will be identified with his or her answers. This web survey is managed by the highly respected Baruch College Survey Research Unit (http://www.baruch.cuny.edu/spa/centers/BaruchSurveyResearchUnit.jsp). Only they, and nobody at CUNY, will know individuals who have completed the survey. When you receive a survey, personal identification is stripped from the data, so answers cannot be connected to any individual. The responses will be tabulated and reported as grouped data. The CUNYfirst Project Team will use the results to update and strengthen implementation plans.
2012 CUNYfirst Community Survey Communication Plan

Q. **Will anyone at my college see my responses?**
A. All responses will be reported to your campus leadership as grouped data only. The assessment is hosted externally on-line; therefore names are not communicated or associated with answers in any way.

Q. **Why should I take part?**
A. This is a chance for you to give feedback directly to the leadership of the CUNYfirst project and to your Campus Teams. Is it an opportunity for you to make a difference in how CUNYfirst is implemented.

Q. **How will the data be used?**
A. The data will be reported to the CUNYfirst Project leadership and to the teams at each college. Understanding the reactions and suggestions of people impacted by CUNYfirst will be helpful guidance to communicate effectively with you and support you during the change.

Q. **What was learned from past surveys and how were our comments implemented?**
A. We learned from the past that CUNY faculty and staff believe strongly in serving students and each other, and that they are willing to embrace change, as long as it is clearly shared what will happen, when and explain “how will it affect me?”. Recommendations from the past two surveys included sharing the results, taking responsive action by communicating more, being up front about the challenges facing the project, having patience, respecting the time and participation of campus experts, sharing best practices, enhancing leadership visibility and follow up.

Q. **Will I hear about the results?**
A. Yes. As with the last two surveys, a summary report of the general findings will be sent to everyone who was invited to take part. There will also be a follow-up in our weekly memo called CUNYfirst on Fridays, and on the CUNYfirst web site – [http://cuny.edu/cunyfirst](http://cuny.edu/cunyfirst)