



Carnegie Mellon University

Working with Vendors: a discussion

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Agenda

- Welcome!
- Selecting
- Partnering
- Separating
- Questions?

Welcome and Introduction

- John Papinchak, University Registrar, Carnegie Mellon University
 - MSACROA Vice President of Communications
 - 30+ years as Registrar
- Have worked with over a dozen various vendors, including Credential Solutions, CollegeNet, CourseLeaf, Gap Technologies, Infosilem, Iron Mountain, Jostens, KI Furniture Solutions, Maroadi Storage & Transfer, Parchment, Paradigm, ScriptSafe, Shamrock Solutions, Spacesaver & Stellic, just to name some
- Thank you for joining us today!

Selecting

- Choose the right partners
 - What is their point of view to help solve our problems? Our students' problems?
 - Consider their experience and how they can meet your institution's needs
 - What is their commitment to data ownership & privacy and information security?
 - Demo – demo – demo!

Selecting

- Review your current partnerships for unused modules and features
 - Do we already have a partner that might do what we need?
 - Have we not implemented updates, upgrades or features?
- Set clear and realistic expectations
 - Establish business goals & priorities
 - With deliverable dates

Selecting

- Look for a long-term partnership
 - Will they grow with your future needs?
- Check references and benchmark usage
 - Ask your colleagues, especially MSACROA members
 - Review previous cost increases
 - What hidden costs might there be?

Selecting

- Involve your Contracts and Information Security teams and/or Purchasing/Procurement
 - Data ownership?
 - What is their commitment to data privacy and information security?
 - Exit requirements
- Communicate constantly during the process
 - Avoid surprises

Partnering

- Review and clarify expectations
 - Growth opportunities
 - Request those features that you really need
 - Ask for how it could be?
- Measure Performance
 - Are you constituents enchanted?
 - Assess costs, annually
- Keep an eye on their competitors
- Look for what might be new in this service area

Partnering

- Communicate continually
 - Establish frequent touch points
 - Involve your team
 - Discuss what is great
 - Discuss what's not going well
 - Discuss what they are planning and new features and functionality

Separating

- What happens when the partnership is not working out?
 - Sharing the pain points and measures of success
- How do we recover, gracefully?
 - Plan ahead with LOTS of time
- Contract exit requirements
- Implementing new partnerships
- Contingency planning to prevent service disruptions and interruptions

Discussion Topics

- What suggestions do you have?
- What has worked for you?
- Strategies that have worked?
- What might I have missed?

Thank you!

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