



A monthly newsletter tracking Tennessee Tech's progress toward implementation of its new Enterprise Resource Planning (ERP) system

## SEPTEMBER 2025

Throughout the month of September, the Talon team has been busy with System Integration Testing (SIT2) sessions, as well as Business Partner Training (BPT). The Talon Business Partners have been actively involved in the project to this point, and BPT sessions are giving these individuals an opportunity for early training, testing the effectiveness and usability of training materials, and providing feedback to improve training ahead of End User Training.

### Welcome to Tech!

At the beginning of September, Tennessee Tech and the Talon team gained a valuable executive team member when Ms. Jennifer Chavez joined Tennessee Tech as our new Chief Information Officer (CIO).

Ms. Chavez has 27 years of experience in Information Technology in higher education working with the University of Wyoming.



She received her B.S. in Marketing and her M.A. in Higher Education Administration from the University of Wyoming. Having served in a leadership role for the last 15 years, Ms. Chavez intends to use the knowledge and experience she has to help build strong partnerships and collaboration across the institution to enhance IT services and support to align with Tennessee Tech's current and future goals.

We had the opportunity to ask Ms. Chavez a few questions about her experience with the Oracle system, as well as how this change initiative will benefit the campus community from her perspective.

### What is your experience with the Oracle system?

My experience with the Oracle system began in 2016 when I served as the Program Director for the University of Wyoming's implementation of Oracle Fusion. As one of the earliest adopters in higher education, UW was the second institution to implement Oracle's solution. I had the opportunity to work closely with Oracle during a pivotal time in their product evolution.

Over the past nine years, I've witnessed Oracle's ongoing commitment to enhancing its platform to meet the dynamic needs of higher education. This transformation requires institutions to embrace change, invest in process improvement, and demonstrate strong leadership to fully leverage the system's capabilities.

At UW, we experienced significant gains in operational efficiency and data accuracy. These improvements enabled real-time visibility into key data, which in turn supported more robust reporting and analytics. Our executive leadership benefited from these insights, allowing them to make more informed, data-driven decisions that helped shape the strategic direction of the university.

### What benefits do you see for the University after we switch to Talon Oracle?

The transition to Talon Oracle presents a significant opportunity for the University to modernize and streamline its operations. The platform offers a user-friendly and intuitive interface, which empowers employees to easily access and manage the information most relevant to them. On the administrative side, Talon enables improved workflows, eliminates paper-based processes, and provides real-time access to data—resulting in greater efficiency across departments.

One of the most impactful benefits is the enhancement of reporting and analytics capabilities. With more accurate and timely data, leaders at all levels of the institution will be better equipped to understand their financial positions and make informed decisions. Ultimately, this shift supports a more agile, data-driven culture that can adapt quickly to the evolving needs of higher education.

### In your experience, what can the campus community expect during this change initiative?

Implementations of this scale inevitably bring significant change, and it's natural for that change to feel disruptive at first. Many campus users may initially find the transition frustrating, especially as they adjust from familiar processes to new ones. However, with time and support, these new workflows will become the norm.

From my experience, the Oracle system is designed with the end user in mind. Its intuitive interface helps ease the learning curve, allowing employees to quickly find and interact with the information they need. For business operations, the shift to digital workflows and real-time data access will drive efficiency and transparency.

As the campus community adapts, they can expect improved access to data, more robust reporting tools, and greater insight into institutional performance. These enhancements will not only support day-to-day operations but also empower strategic planning and decision-making across the University.

*Thank you, Ms. Chavez, for your time and valuable insight into this transition, and welcome to Tech!*

## Talon Talks



In the September 2025 edition of "Talon Talks," Jennifer Chavez, Chief Information Officer, discusses her role in the implementation of Talon and what she is most looking forward to as the project moves forward. [Watch here](#) or by clicking the image at left.

### What's Ahead in October

As we finish BPT sessions in October, we will head into Business Partner+ Training (BPT+) for targeted individuals identified by the Talon project team. BPT+ is an opportunity for a broader range of targeted individuals who perform business, finance, HR, and related functions to receive early training ahead of End User Training.



This will primarily be focused on training courses to teach Talon content and ensure understanding ahead of implementation.

### Don't Forget

See the September edition of Talon Talks featuring Jennifer Chavez, Chief Information Officer, and visit the Talon project website at [www.tntech.edu/talon/](http://www.tntech.edu/talon/) that contains project information, news, and resources.

Please reach out to the Talon team members anytime with questions or feedback at [erptalon@tntech.edu](mailto:erptalon@tntech.edu). You can also stay apprised of our implementation timeline [here](#) and find a list of frequently asked questions [here](#).

Given the high level of resource requirements and the strategic importance of this project, we remind our campus customers that while we will strive to maintain and provide support and assistance to ongoing campus operations, there may be some delays as a result of project-related activities. We appreciate your continued patience and understanding.



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