

Campus Solutions Update

Miramar College

Academic Affairs Committee

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Background

- The District completed the initial transition to a new student system, Campus Solutions, in Summer 2019
- Students and staff are having various levels of difficulty with the new system for **two primary reasons**:
 - 1) Key processes are not intuitive for students to use
 - i.e. registration, class schedule search, processing permission numbers, waitlist, accessing the system (Password Self-Service)
 - 2) The system is unstable, causing disruption of business processes and service to students and staff

Main Components Impacting Students

- The design of the Password Self-Service (PSS) that students use to access the system is a barrier
 - Cumbersome process
 - Students must call or go to a campus to change their security questions
 - Security questions are so specific, students are not able to remember the answers

Main Components Impacting Students

- Students are struggling with the new system
 - Class Schedule search is difficult to use; not intuitive
 - Course titles do not show
 - Faculty emails not included
 - Waitlist is not intuitive
 - Must drop from waitlist to process permission number/add code
 - Students are struggling with multiple steps to register often forgetting the last step
 - Add to Cart
 - Review Cart
 - Register
 - Confirm Registration
 - Make Payment
 - Co-requisite courses must be added at the same time even when waitlisted; major shift in business process

Main Components Impacting Faculty

- Password Self-Service is too complex
 - Too many requirements and questions
 - Stuck in password reset loop
- Flex Login Issues
- Attendance Rosters not working
 - Currently paper process
- Sending emails to students (with attachments) not working

Main Components Impacting Faculty

- Class Rosters not working correctly; allowing faculty to submit the Census Class Roster after the census deadline
- Data disappearing randomly on the schedule of classes and electronic TAO
- EMS 3.1 not yet available
- Co-requisites not working properly
- Prerequisites not working properly

Completing the Campus Solutions Implementation

- The work that remains to complete the Campus Solutions implementation and to have a system that is **stable** falls into **five main categories**:

1) Current Needs to Stabilize

- 40 known active production issues to be resolved
- 50 reports and queries to be built/created

2) Major Processes Code Needs to be Rewritten

- R2T4
- Attendance Rosters for colleges and Continuing Education
- Grades processing; academic standing
- Registration: co-requisites, prerequisites with student groups
- Portal issues
 - Missing navigation on a few pages
 - Very poor mobile phone experience for students
 - Doesn't work well with Chrome books (all CCAP students)

Completing the Campus Solutions Implementation

Five main categories continued:

3) Remaining Implementation Items

- Research Datamart
- Drop for Non-payment
- 320 Reporting
- New state regulations/changes

4) Enhancements

- Class Schedule Search
- .edu email addresses for students
- Ad Astra full capability
- CCCApply for noncredit

5) Business Process Re-dos

- Veterans
- College Promise

THE NEW SYSTEM IS CHANGING THE WAY WE SERVE STUDENTS

Changing the Way We Serve Students

- With the introduction of Campus Solutions and mySDCCCD, staff will need to use new strategies to better serve students and help them transition to the new system



Changing the Way We Serve Students

- Learning the new system has been a challenge; responding to questions and troubleshooting problems takes longer as people learn the new system
- Many processes take longer in the new system
- This system requires staff to be in a **troubleshooting** mode; i.e. **find the answer**
- Students are going through the same learning curves

Challenges

- Students are not getting correct information
- Staff are not getting correct information
- Students are being redirected to other places for answers
- Students are frustrated
- Staff are frustrated
- Students are giving up
- The system is more difficult for students to use
- Some staff resistance to changing the way we do business to align with the system requirements

We need to pull together for our students...

Functional Cross-Training

- Campus Solutions is an integrated system that relies on staff having a basic knowledge of many functions to serve students
- This requires staff to understand how the system works together, along with some basic business processes in other offices
- Staff must be in a troubleshooting mode and investigate issues
- Basic functional cross-training is planned for October at each college



2019-2020 FOCUSED PLAN

2019-2020 Focused Plan

- Fix processes that aren't working properly
- Complete the remaining implementation process
- Create a User Group structure
- Prioritize system enhancements
- Focus on improving the student experience
- Institutionalize a training program

Other Concerns



Questions?