



Hosted by District Student Services

mySDCCD | Update



Impact of Campus Solutions on How We Serve Students

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BE A CHANGE INFLUENCER

- The Campus Solutions implementation is a major shift for faculty, staff and students
- As student services leaders, you can help with this transition by being advocates for change, providing the motivation for students, staff and faculty to learn the new system, and ensuring training is a priority



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SETTING EXPECTATIONS FOR STAFF

- Even with training, learning the new system has been a challenge; responding to questions and troubleshooting problems takes longer as people learn the new system
- This system requires staff to be in a **troubleshooting** mode; i.e. **find the answer**
- Remember, students are going through the same learning curves as your staff
 - We are seeing the impact in early enrollment and financial aid student numbers

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IMPORTANT FEATURES OF THE NEW SYSTEM

- 1) More integration between offices (e.g. hiring and assigning faculty, financial aid and student accounting)
 - Impact of errors more critical

- 2) Access to more data (*while still protecting student information*)
 - Real time data and transactions

- 3) New Self-Service Tools for Students:
 - Unofficial Transcripts
 - Electronic Education Plans
 - What-If Report
 - Online Graduation Petitions
 - Transfer Credit Reports

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IMPORTANT FEATURES OF THE NEW SYSTEM

- 4) More information accessible to students through mySDCCD
- 5) User-Friendly Interface - no more relying on “codes”
- 6) 24/7 Access for Students



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THE NEED FOR CHANGE MANAGEMENT

Organizational Change Management (OCM) is needed when any organization undergoes change in *day-to-day* processes

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



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EARLY 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 is 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

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WHAT CAN WE DO AS LEADERS? THE NEED FOR FUNCTIONAL CROSS-TRAINING

The system no longer works in silos



The Importance of Action

- Campus Solutions is an integrated system that relies on staff having a basic knowledge of many student services functions
- 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



Integration Between Offices

With integration comes an increased need for awareness of how one person's actions may affect other offices

Some examples:

- HR must complete faculty hiring process before Instruction can assign them to a class
- Financial aid is now being disbursed to Student Financials (Student Accounting) and paying charges before being sent to Finance for "refund" (new name for a check) to the student
 - Used to go directly to the student
- Admissions must enter residency information correctly so Student Financials can apply appropriate charges

TOOLS IN CAMPUS SOLUTIONS TO TROUBLESHOOT

- **Student Services Center** - Provides an overall view of student information
- **Enrollment Request Search** - Allows staff to troubleshoot enrollment issues
- **View Customer Accounts** - Show what charges and payments were made to the student's account

*Give a person a fish, and they're
fed for a day...*

*... teach a person to fish, and feed
them for a lifetime*

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TEACHING STUDENTS TO BE SELF-SUFFICIENT...

We must adopt a philosophy of teaching students:

- Registering for classes
- Showing how to view their own student history
- Updating their student information
- Viewing the class schedule
- Seeing if they have a hold
- Applying for college
- Applying for graduation
- Seeing their education plan they made with the Counselor

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SUCCESSFUL OUTCOMES

By taking the time to teach students the new system we:

- Create a bond with a student to encourage them to continue their studies
- Allow them to help themselves, freeing up more time for you to help those who need that additional hand-holding
- Create student “leaders” that can help other students learn about mySDCCD
- Reduce the amount of time that students keep coming back to ask the same questions

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TRAINING AND ONBOARDING

- We are offering Training Tuesdays - online webinars on 1-2 topics per area
- Contact Victor DeVore at vdevore@sdccd.edu if you want to schedule a Tuesday session
- Training Schedule: <https://www.sdccd.edu/mysdccd/training/training.aspx>

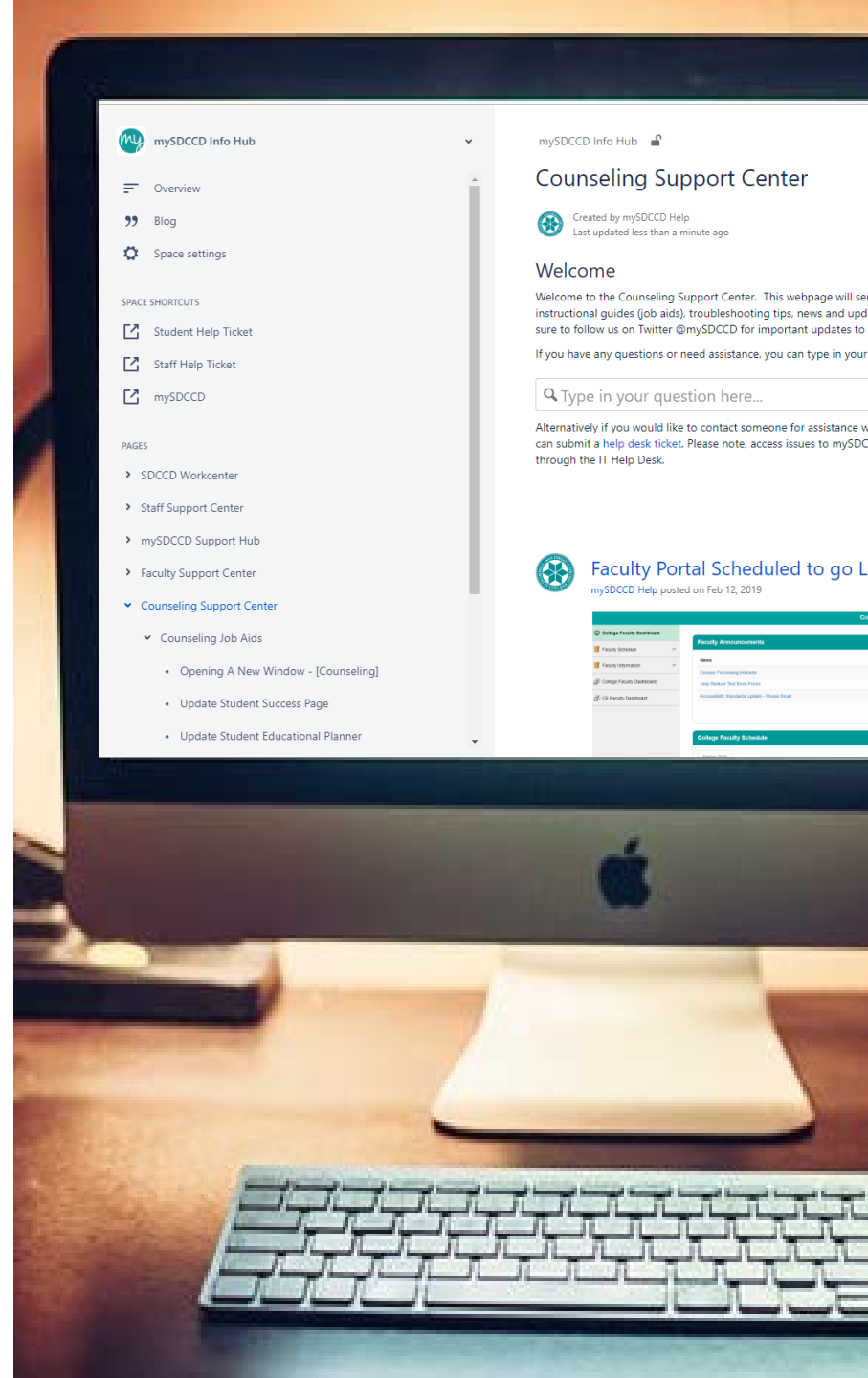
Onboarding

- Remember training is a key component to learning the new system
- All users must go through training in order to gain access to the system
- We will be offering training sessions for new staff the first Friday of each month
- Details to follow

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GO LIVE SUPPORT

- Staff and Faculty who have been on the team are the first line of support for others
- If staff need further assistance, or the issue needs further analysis they should submit a help desk ticket or email us at myhelp@sdccd.edu
- Call the Support Center x6800
Mon. to Thurs. | 7:00 a.m. – 7:00 p.m.
Friday | 7:00 a.m. – 5:00 p.m.



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QUESTIONS

