



mySDCCD

Update

District Student Services



Impact of Campus Solutions on How We Serve Students

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Background

- The District completed the initial transition to a new student system, Campus Solutions, in Summer 2019
- The Campus Solutions implementation is a major shift for faculty, staff and students
- 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

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Main Components Impacting Students

- 1) 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 remembers the answers

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Main Components Impacting Students

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

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SETTING EXPECTATIONS

- 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
- 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 as your staff
 - We are seeing the impact on enrollment and financial aid student numbers

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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

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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
- 7) Mobile Compatibility



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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



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

We can no longer work 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, and the last minute changes/requests

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*

We must adopt a philosophy of teaching students:

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

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 additional assistance
- 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

- 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

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TRAINING AND ONBOARDING

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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ONGOING 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. | 8:00 a.m. – 6:00 p.m.
Friday | 8:00 a.m. – 5:00 p.m.



