



Peralta Community College District
District Technology Committee Minutes
April 9, 2021
10:30 a.m. – 12:00 p.m.
Via Microsoft Team

Antoine Mehouelley, Chief Technology & Information System – Chair
Matthew Goldstein, President of Senate COA – Co-Chair

COUNCIL MEMBERSHIP

Balamurali Sampathraj <i>College of Alameda IT Rep (COA)</i>	Rupinder Bhatia <i>Director of College IT Services (Laney)</i>
Nathan Pellegrin <i>Director of Research and Planning (Merritt)</i>	Mark Swiencicki <i>PFT Rep</i>
Didem Ekici <i>Distance Ed Rep (District)</i>	Vincent Koo <i>Berkeley City College IT Rep (BCC)</i>
Patricia Rom <i>IT Rep (Merritt)</i>	Natalia Fedorova <i>PCS Rep</i>
Silvia Cortez <i>Classified SEIU 1021 Rep (District)</i>	Violeta de Leon <i>Note-taker NON-VOTING MEMBER (District)</i>
Adil Ahmed <i>Finance Rep (District)</i>	

Total Number of Members: 12

Amount Needed for Quorum: 7

In attendance:

- | | |
|--|--|
| 1. Matthew Goldstein | 7. Joe Bay attending on Vincent Koo behalf |
| 2. Antoine Mehouelley | 8. Balamurali Sampathraj |
| 3. Rupinder Bhatia | 9. Silvia Cortez |
| 4. Patricia Rom | 10. Mark Swiencicki |
| 5. Natalia Fedorova | |
| 6. Glenn Van Straatum attending on Nathan Pellegrin behalf | |

Violeta de Leon – Note-taker **NON-VOTING MEMBER** (District)

Absent: Adil Ahmed and Didem Ekici

Guest: Mark Johnson

Agenda Item	Committee Goal	Strategic Plan Goal	Outcome	Action Items	Follow Up on Action Items
I. Standing Items					
A. Call to Order			<i>10:30 a.m.</i>	A quorum was recognized	
B. Adoption of the Agenda			The agenda was adopted as presented	Motion 1 st by Bay, 2 nd . by Fedorova Motion passed unanimously	Approved agenda will be posted on the PBIM website
C. Approval of Minutes			The minutes for March 5, 2021 were reviewed.	Motion 1 st by Van Straatum 2 nd by Bhatia Motion passed unanimously	Approved minutes will be posted on the PBIM website
D. Public Comment			N/A		
E. Committee/Council Reports (2 minutes each)			<p>Berkeley City College</p> <ul style="list-style-type: none"> BCC IT is assisting to purchase and refresh laptops for faculty and staff. BCC IT is providing loaner laptops to faculty and staff. BCC IT is providing technology purchasing 		

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I. Standing Items					
			assistance to various departments.		
			College of Alameda Sampathraj reports: <ul style="list-style-type: none"> • 		
			Laney College Bhatia reports: <ol style="list-style-type: none"> 1. The next Tech Tuesday session will be on April 13, 2021 and will focus on some of the Office 365 applications in your Peralta portal. Bring your questions! Zoom link: https://cccconfer.zoom.us/j/91047817603 2. The IT helpdesk system has been extended for class scheduling and web requests. For all PeopleSoft class scheduling questions, faculty should email Laneyscheduler@peralta.edu and a ticket will be assigned to staff members from the VPI's office. If you need assistance 		

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I. Standing Items					
			<p>with website changes, your website account or WordPress training please email laneywebhelp@peralta.edu and a ticket will be generated.</p> <p>3. As purchasing deadlines approach, please contact IT if you have funds and want to replace equipment in your area. All equipment ordered under general funds needs to be received by 6/30/2021</p> <p>4. Laney IT is working with facilities on clearing e-waste from campus. If you have old technology equipment in your areas, please let us know and we will pick it up.</p> <p>5. Laney IT Continues to provide remote tech support and limited on-site support. Please contact us at lanevhelpdesk@peralta.edu.</p>		

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I. Standing Items					
			<p>Merritt College Rom reports:</p> <ul style="list-style-type: none"> • More progress, on paper at least. for AC replacement or repair in network rooms. • Many security camera UPS (Uninterruptible Power Supplies) have failed and I had to reroute power cords to regular power outlets. • Meeting about how time-consuming and complicated the Peralta enrollment processes is. It was recommended that a discussion with District IT should take place. • Assisting faculty & staff to order new computers & printers. • Work on the Merritt Technology Plan is still in progress 		
			<p>Distance Education No report.</p>		
I. Carried-Over and New Items					

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I. Standing Items					
Department of Marketing, Communication & Public Relations			<p>Mark Johnson informed:</p> <ul style="list-style-type: none"> • District website update: Thanks for the design feedback last month. We have passed along the home page and interior page header/footer mockups to Marketing Migration Ltd for implementation in HubSpot. Currently still on schedule for new site launch in August 2021. • Summer/Fall 2021 Semester schedules: Marketing has been working with each of the Colleges on the PDF versions of the semester schedules. Summer for all four colleges should be posted today (4/9). Fall for Merritt, COA & BCC should also go up today, while Laney is still in progress and expect to post on Monday 4/12. We've refined the process of creating the PDFs, which are built by taking XML course data and importing into Adobe InDesign, and can turn around schedule updates with updated PDFs in one business day. 		

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			<ul style="list-style-type: none"> • PeopleSoft: held student focus group to discuss the college and district word press sites and how they link to Campus Solutions. Currently updating some of the How to videos for students. • HubSpot: We use HubSpot for student email and text communication. Dr. Jim Black of SEM Works has recommended we leverage HubSpot for lead capture and automation. For lead capture - gathering contact info for prospective students - we can provide HTML for WordPress sites to add a form that would create a record for the prospect in Hubspot. We can also use Hubspot for automation (example: send email to a student, if they don't open within 4 days, send a text message). If you're interested in exploring automation, let me know. 		

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Process Improvement Requests – Merritt College			<p>Van Straatum made a presentation regarding Process Improvement Request – Merritt College. This is the agenda for the presentation:</p> <ul style="list-style-type: none"> • Student Enrollment Process • Employee Enrollment (Fee Waiver) Process • Student Record Correction Process • Questions for the DTC • Next Steps <p>You may find it attached to these minutes.</p> <p>Mehouelley emphasized:</p> <ul style="list-style-type: none"> • The District hired SIG (Strata Implementation Group) to coordinate District’s projects. • The purpose of SIG is to map the student journey from the beginning to the end. Peralta CCD is looking to standardize the enrollment process across the four colleges. • It is important first to focus on the process with the four colleges to present to the Business Leader of the Campus Solution, VC Brown. She will evaluate it and 		

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			presents it to IT (Information Technology) for assessment and then VC Brown will present to the board.		
Board Study Session			<p>Mehouelley informed:</p> <ul style="list-style-type: none"> The Board Study Session will focus on the Technology Master Plan that will be held on April 13. 		
PeopleSoft Updates	In concert with college Technology Planning Committees, create a comprehensive technology plan	Strengthen Accountability, Innovation, and Collaboration	<p>Mehouelley informed:</p> <ul style="list-style-type: none"> Information Technology (IT) has started PeopleSoft Phase 2. The Functional Analyst at the District is working with the new module (Time & Labor, timesheet and so on). The Presidents will be hosting a workshop next week for the process's feedback. DTC members are urged to attend those meetings. Customization: Currently PeopleSoft has 1,500 customizations on all three pillars (HR, Finance, and Campus Solution) with only 3 		

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I. Standing Items					
			<p>programmers, basically one for each pillars. As a result, it is important to hire a contractor to work on the requests for customizations; however, the Presidents’ teams for each college, need to take responsibility to structure the process and look for the cost benefit analysis and so on, to present to the District administration (HR, Finance, and Campus Solution). After the leaders evaluate the process, they will present the analysis to IT for assessment.</p>		
IT Services updates			<p>Mehouelley informed:</p> <ul style="list-style-type: none"> • Working on Student Journey Mapping and Zoom Call Center projects 		
II. Adjournment			12:00 p.m.		
III. Next meeting			TBD		

Merritt Technology Committee

DTC Project Requests

*Student Enrollment Process ****

*Employee Enrollment (Fee Waiver) Process ***

*Student Record Correction Process ***

April 9th, 2021

CCC Hold Harmless will cost PCCD \$7-\$10M in short-fall in 2023

- Possible ways to reduce the short fall is by increasing student enrollment by about XX% annually (For Merritt from yyyy in S2021 upto xxxx in F2023)
- Our VPSS/team with support of our MTC team has identified the **Student Enrollment Process using workflow automation** as an essential solution to help manage the workload during critically short enrollment cycles
- Unfortunately, there are only few windows annually (Fall /biggest new#s, Spring/few new#s, Summer/smallest #s)

MC VPSS/Team is committed & MTC supports 100%

- Our VPSS (Dr Chavez) and her team have spent countless hours to document current processes to share with everyone
 - Student Enrollment Process (see [Charts](#) and [VPSS presentation](#))
 - [Core Student Enrollment Processes](#) (without exceptions)
 - Exception Processing
 - *Undocumented Students*
 - [AB540 California Non-Resident Tuition Exemption Request](#)
 - Employee Enrollment Fee Waiver Process ([Chart](#) and [Request](#))
 - Student Record Correction Process ([Chart](#) and [RequestDoc](#))
- Our MTC team can support with PM for District & Merritt Projects
 - Proper Project Management Tools/processes will be required
 - Financial support for project team incl. MTC/Ops staff & students

What's the Workflow Automation priority @ PCCD?

- PCCD is in the process of upgrading to PeopleSoft Campus Solution v9.2
 - Phase 2 is the Functional Upgrade and is in progress
 - Are **Student Enrollment apps** prioritized in the Phase 2 upgrade?
 - Are Colleges & business units responsible for system implementation and testing? What does a Project team look like?
- Other Key questions for the DTC
 - What are the core measurements by which Phase 2 projects will be prioritized, scheduled and completed? How will success be measured?
 - What tools exist for portfolio/project or task management and testing?
 - How can the risks be assessed and evaluated against other PCCD project goals/objectives? How can a Merritt's implementation aid other PCCD colleges using the same tools and process improvements.

Where are the GAPS in Ph2 delivery @ PCCD?

- **People**

- Who is Accountable for PeopleSoft Upgrade Success/Failure at PCCD?
How are colleges being included in the upgrade project ?
- Have testing teams been established @ District and @ each College?

- **Processes**

- Are stakeholders actively involved in the PS9.2 Ph2 project delivery?
- What core processes are in place for managing *Workflow Automation* implementations as part of the PeopleSoft 9.2 upgrade @ District?
- Project Management - What is the preferred PCCD project approach (agile or waterfall), are risks assessed, what mitigations are in place?
- Are test scenarios with specific use cases created by the business unit or is a dedicated project team in place for an agile sprint approach?

Next Steps

- Confirm when and how Merritt project requests will be assessed?
 - **Core Student Enrollment Process (HIGH PRIORITY)**
 - **Student Enrollment Exception Processes (HIGH PRIORITY)**
 - **Faculty Enrollment (Fee Waiver) Process (MED PRIORITY)**
 - **Student Record Correction Process (MED PRIORITY)**
- Confirm how the Merritt Technology Committee (or a subcommittee thereof) can be involved with Project Management, requirements gathering, workflow automation, use case definitions and/or testing?

Other questions ?

- What other question does DTC have for our VPSS & MTC team?