

MERRITT COLLEGE

Minutes of the Merritt Technology Committee,

March 11th, 2021 @ 10:30 AM

Held via Zoom

Meeting Recording:

[Recording for Zoom Mtg Mar 11th -10:30-Noon](#)

Special Topics - presentation by Merritt, VPSS Lilia Chavez, Ph.D. Also, in attendance was PCCD, CTO Antione Mehoulley

Presentation from Dr Chavez:

Link:

Meeting Agenda

Link:

Attendance

Attendees:

Name	Technology	Merritt Student Services / Merritt Leadership	PCCD Technology
Courtney Brown (F)	X		
Glenn Van Straatum (F)	X		
Derrick Ross (F)	X		
Mitra Mofidi (F)	X		
Tom Renbarger (F)			
Dale Nabeta (C)	X		
Doris Hankins (C)	X		
Patricia Rom (C)			
Nathan Pellegrin (A)	X		
Jason Holloway (A)	X		
Henry Mai (A)	X		
Lilian Chavez, Ph.D. VP of Student Services		X	
Denise Richardson (A)		X	
Antione Mehoulley (PCCD/CTO)			X

Quorum	Yes (9)	N/A	N/A

AGENDA ITEM	DISCUSSION	FOLLOW UP/ACTION
Call to order	10:35 AM	
I. Agenda Approval	Minutes from the meeting was discussed and suggestion was made to attend presentation by Dr Chavez first as PCCD CTO Antoine M had another meeting; This approach was agreed upon by all including guest Admin leadership Dr. Denice Richardson.	No objection to approving the agenda as amended
II. Approval of (insert date) Minutes		
III. New Business	<p>VPSS Lilia Chavez, PH. D presentation on technology need in Student Services:</p> <ul style="list-style-type: none"> • Dr. Chavez noted from her first 11 months in the VPSS position, that Merritt really needs to have a better alignment and flow in our processes across the division, as it results currently in what she calls “systemic challenges”. • An introduction of the VPSS team counts 4 admin, 11 FT faculty, 22 PT faculty, 24 Classified, 2 ADA support, 1 special assignment • A big challenge is that the VPSS assistant is serving the division, and not the VPSS. This was a result of the hourly positions being eliminated a couple of years ago. • A new Enrollment Dean will be coming soon with a staff assistant who is currently in training. (It is however, the special assignment position converted into the Enrollment Dean position) • One staff assistant supports 18 programs including A&R, Adelante, Athletics, Career Center, Centro Latino, Counseling, Financial Aid, Fruitvale, FYE, Health Services, Outreach, Orientation, PTK, Puente, Sankofa, Transfer Ctr, VPSS Budget, SEA Budget. 	<p>Follow up:</p> <p>Next Steps:</p>

	<p>“This understaffing will undoubtedly result in many mistakes.”</p> <ul style="list-style-type: none"> • The only solution would be in automation of different systems in which technology and software supports a more efficient and effective operation. • Representation in Participatory Governance is important for Student Services and all constituency parties within the division to look after the priorities and needs of the division • New Initiatives (New Projects or New Institutional Processes) take up time and resources to implement. E.g Chromebooks for students and staff, the Cares Act implementation for 2020, Hunger Free grant, • We need a Team Approach to problem solving - we need to be on the same platform collectively with a “properly defined problem”, we need to “explore to have an action plan” and we need to “evaluate what we've done”. (It’s more like a Project/Process Management Program/Office) • Student Complaints – should be ideally be on the same platform. We’ve paid for a product named MAXIUM and we are still awaiting implementation and training. These complaints cost time and money in student grievances and law suits. • Why is it important? <ul style="list-style-type: none"> ○ the scale has tipped over and fundamentally at the core of our infrastructure needs fixing including “data, technology and funding” and holds up our college from progressing. ○ Issues and problems are really opportunities to come together as a college and solve problems in a collective manner with the student in mind at the center. <ul style="list-style-type: none"> ▪ we've done a lot of great work we just finished accreditation ▪ We have upgraded to PeopleSoft 9.2 successfully ▪ We've pivoted with DE courses ○ Next, we need to upgrade the antiquated processes and truly understand where all data is coming from college-wide (Power BI – 	<ol style="list-style-type: none"> 1) Create a Requirements Document for Student Services (especially enrollment services) 2) Setup a Project Management Office (PMO) group to monitor and manage all active projects within Merritt College starting with projects within Student Services 3) Setup a Demo for the PeopleSoft 9.2 CRM for Merritt Technology Group. 4) Create a Technology Task Force for the Merritt Technology Plan (with the inputs from Student Services presentation) to create a Merritt PMO/Solutions Group. & Assess an annual budget
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	<p>MS Office 365, DataMart-MIS, BI Tools – Data Warehouse, Raw Data etc.)</p> <ul style="list-style-type: none"> ○ Also, what are the College-Wide KPIs to focus on and how does Student Services data feed into those KPIs (Glenn’s input here) ○ All touch points of Student Services need to be represented and captured. <ul style="list-style-type: none"> ● Data - Ultimately, data is needed to measure our success to make data informed decisions that helps us improve the college's efficiency and effectiveness and efficiencies throughout. ● Infrastructure – use of technology for helping students navigate the system (video for help in all aspects), ● Funding – What we spend on tells us what we value most!! <ul style="list-style-type: none"> ○ Do our FTES Support our funding? Are we meeting our FON? Are our allocations being received timely? Do they mirror the calendar timelines or If not, how is this sustainable? ○ Are state and fed funding allocations properly measured within the budgeting process and timelines? ○ ● Active Projects are not properly managed without any internal control e.g. <ul style="list-style-type: none"> ○ SAS project in AIM is lingering - It's supposed to help them track and really the information for records ○ Orientation with Cinal Sure??? - ○ EconicsEd – with Cranium Café ○ Financial Aid in Campus Solutions – implementing Ocelot ○ Potential implementation of the Call Center CRM? ● First time we have an active and engaged MTC to leverage ● Technology will play a major role in improving the enrollment goals and objectives of the college (not just student services). It’s important that all parts come together with technology being a very critical one in the success of our increase in enrollment and 	<p>5. Adopt /incorporate Dr. Chavez’s presentation into the Technology Plan (as proposed by VP D Richardson.</p> <p>6. Share Dr Jim Black and Debra Little report to the MTC</p>
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in meeting our goals throughout the College in support of our unity as a collective team.

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Discussion around Drs Chavez' presentation, clarifications and possible next steps

- Courtney Brown noted **Technology solutions that have been applied to different parts of the processes you, and that would be a really good place for this MTC committee to start.**
 - **1) To understand what technology was brought in**
 - **2) what part of the process they were able to address and**
 - **3) what the desired outcome in improving conditions for our students and staff are.**
- **Questions to the District CTO are**
 - **1) whether we are fully licensed for PeopleSoft 9.2 CRM?**
 - **2) Would we be able to directly use this CRM software to address some of these process issues or do we need a middleware like Hexaware to wrap it all together?**
 - **3) more correctly mirror what our goals are for serving students.**
- **Potential Starts would be to**
 - **providing to us a list of the technology solutions that have been applied in the past that you know about.**
 - **then we can take them to look at what are some of the better ways to solve this and interface with a district on.**
 - **Do we have what we need is there something more that we need, and what would be a plan for Implementing either a trial before we go district wide or a college specific trial, given that there are different programs of the colleges that might need just a different spin on an off the shelf solution.**
 - **So, one of the key action items to begin with information coming from Student Services would be**
 - **An overview of all processes by program**

	<ul style="list-style-type: none">▪ identifying what we have is it fully implemented,▪ is it actually making a difference or not?▪ we can tackle the problem of whether these solutions are working in silos or are working separate from each other.▪ is there a more integrated solution so that people do not have to reenter information▪ there are quite a few touch points in student services and instruction.▪ From the very beginning of the process can we enrolled students in the courses▪ do they know what courses, they need, and what are the process implementation that might provide for challenges or issues▪ We see this every Semester and it's not a distant you know memory.▪ And so, when I really think of what we can do and accomplish to improve that's almost like number one from the instructional side▪ <ul style="list-style-type: none">• Drs Chavez also wants a sense of Project Management involvement to keep track of the status of what the status is of all initiatives<ul style="list-style-type: none">○ this work, how can we improve it, but if that's not in place, then this is where to me is important to create that new system of communication and accountability and transparency for all.• What might be the number one process, you would like to see accelerated through automation? and the plan.?<ul style="list-style-type: none">○ if we could be a pilot for the call Center because I feel that the calls are scattered we don't have an operator at the College.○ And when I look at enrollment and you know, I have three staff members in a&r and if I if they each spend one hour with a	
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	<p style="text-align: center;">student, we would only able to serve 24 students/day that does not include faculty staff, the access points are multiple</p> <ul style="list-style-type: none"> ○ ● CTO Antoine Mehoulley noted that he feels the presentation was on point and now you're speaking for the gap that we've been having for a long time, with the focus on the student experience. <ul style="list-style-type: none"> ○ I will find a technology that we have inventory and say let's use this to improve the student experience, so I think we need to work together and get that done and i'm willing to. ○ point of view and i'm willing to give you a you know use your example to move to other colleges, to the same direction so. ● Glenn Van Straatum also advises to document existing processes and any new processes that are recommended. In addition, to create online monitoring tools to measure improvements associated to KPIs (Key Performance Indicators expected for each process) aligned with the College or the PCCD District goals/objectives. ● Also, creation of a project management structure to keep track of ongoing projects for communication, status, and accountability aspects including documentation of requirements, testing of the solution, providing training for users, implementation of monitoring tools for improvements over time, calculation of the TCO over the life of the solution. ● Dr Chavez notes an Example of new product that did not work (like StarFish) <ul style="list-style-type: none"> ○ A good example I would like to add is that we had starfish it was an awfully expensive software and IT just not it's gone no it disappeared, but it was very costly. ● Courtney Brown notes <ul style="list-style-type: none"> ○ We're looking for integrated solution based on Student Experience needs ○ or the different uses so in a sense, even though we're starting with our hands dirty on specific problems, we need a vision of this committee being integrated resource for solutions for different constituencies 	
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	<p>utilizing the resources that are provided from the district.</p> <ul style="list-style-type: none">• Dr Chaves notes<ul style="list-style-type: none">○ Because we have a small team and I don't think they have the bandwidth to do everything we would like to, but I think that Technology Committee can be very much a support to this new shift that we're trying to implement. • Dr Denise Richardson notes that the Information presented by Drs Chaves was helpful. She requests that her presentation with goals and objectives are incorporated into the Merritt Technology Plan.<ul style="list-style-type: none">○ Courtney Brown notes to address our high education needs would this be something that the district would support us in utilizing to get to the goal of improve student services faster once we know what we need○ When it comes to doing the HOW, we might be able to just tap some outside expertise like we tap tassel software for the program maps or lyra for the website update○ to really do the integration for us and gets us that much closer to a solution quickly, so I just wanted to say that there are a lot of things on the table and how we address what we define as our goal, once we work with constituents like student services to define what that goal is○ Dr Denise Richardson notes it would be wonderful if we could have this Merritt technology plan completed by the end of the Semester○ I know it is ambitious, but if we work together, I am confident that we can do it.<ul style="list-style-type: none">▪ Consider adding Drs Chavez presentation as part of the Technology Plan.▪ Action Plan and identifying tasks by the key business sponsors as part of the Technology Plan	
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	<ul style="list-style-type: none">▪ Business Owners to manage the project▪ There is more to be done in committee meetings▪ Task Force for the Plan▪ We need something ongoing to support the projects▪ It may take a potential EPAF for the task-force for the MTC Solutions Technology Group▪• Nathan notes• Courtney Brown notes MTC Committee needs to understand the vision of different uses of software and technology and function as an integrated resource for “solutions for different constituencies” utilizing the resources that are provided from the district.• Antoine M confirms that the District buys a lot of technology, but it does not go through the application lifecycle as that process is owned by the colleges.<ul style="list-style-type: none">○ The appropriate approach used in Application Development is to first understand the use-cases and the detailed requirements from the user-end, prior to assessing which software or technology platform will best serve the need.○ Based on the requirement documents, the district will then provide the resources to see what applications, software or other technology would best serve as an appropriate solution for the solving the problem.• Dr Chavez recommended to share the report from Jim Black and Debra Little on the processes and use that as starting point for a set of new projects or initiatives across all four colleges.• Antoine, mentioned that a PO is already cut with a chosen vendor to perform Process Mapping of the Student Experience and all their touch points. He just needs the okay from the Merritt College to move on getting the company to start with Merritt and work	
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	with the MTC and Dr Chavez's group as the Business Owners in Student Services.	
IV. Review of resource allocation and prioritization list	<p>Review of allocation and prioritization list for technology projects:</p> <ol style="list-style-type: none"> 1. Review a potential pilot of the PS 9.2 CRM as an option for the use by Merritt Student Services 2. Evaluate the Student Enrollment Onboarding process / Student (Onboarding) Experience as potential first project with ideally a Fall 2021 pilot 3. Student Record Correction Process 4. Employee (Fee Waiver) Enrollment Process <p>Review of allocation and prioritization list for facilities and technology:</p>	NT/MS/U To approve the resource request allocation list as modified
V. Future Meeting		
Meeting Adjourned	12:30 p.m.	RP/CJ/U