Memo

To: Calvin Madlock
Associate Vice Chancellor/ Information Technology

From: Counseling Functionality Team

Date: December 8, 2014

Re: Reinstating the PeopleSoft Resolution Team (PRT)

The Counseling Functionality Team is requesting that the PeopleSoft Functionality Team be reinstated and begin to meet monthly starting in Spring 2015.

Background:
In 2009, the four Peralta Community Colleges received the following recommendation from the Accrediting Commission for Community and Junior Colleges:

2009 District Recommendation 2: Management Systems
The team recommends that the district immediately resolve the functional issues associated with the implementation of the district-wide adopted software management systems for student, human resources, and financial administration. (Standards III.C.1.a, III.C.1.c, III.C.1.d, and IV.B.3.b)

In responding to this recommendation, all four colleges and the district office agreed to establish the PeopleSoft Resolution Team as a way of addressing functional issues associated with the PeopleSoft enterprise management system, as well as functions needed in PeopleSoft.

The charge of the PeopleSoft Resolution Team (PRT) was to facilitate the resolution of functionality issues related to the Peralta PeopleSoft system. The resolution of functionality issues is completed with the assistance of the District Office of Information Technology. In most instances, functionality issues can only be resolved through the Office of Information Technology. Functionality issues come to the PRT from the Functionality Teams. Functionality issues are either business process issues or technology issues.

In establishing the PRT, functionality teams were created. Those functionality teams included the following: Admissions and Records, Counseling, Scheduling, Financial Aid, Student Finance, Matriculation, Library, Human Resources, Instructional Faculty, and Students. The membership of these functionality teams was comprised of representatives from the four colleges and the district office. Each functionality team was chaired by a college or district administrator. Monthly each team bought issues or identified needs to the PeopleSoft Resolution Team.

The scope of the PeopleSoft Resolution Team was to --
- Identify and prioritize functionality issues for resolution and/or implementation;
- Create a list of those prioritized functionality issues to assist in tracking the resolution of functionality issues, as well as to be shared with the Peralta community;
- Create realistic timelines and accountability measures for the resolution of the functionality issues;
- Monitor the process and projects to ensure that functionality issues are being resolved and decisions are being executed;
- Receive ongoing and regular reports from the Office of Information Technology as to the status of resolution of functionality issues which are directly related to technology;
- Develop a communication plan for sharing this information with the Peralta community, including a web site, progress reports, and report cards;
- Develop a systematic assessment of what's working and what's not;
- Create a self-assessment process for the PRT and for the Functionality Teams; and
- Make monthly reports to the appropriate Vice Chancellors and the District Technology Committee.

The PeopleSoft Resolution Team was a sub-committee of the District Technology Committee. The work of the PRT throughout the time it did meet was to –
1. Identify issues/projects completed and/or timelines for completion;
2. Designate IT staff to complete the tasks;
3. Determine priorities and additional information needed to complete the tasks;
4. Communicate to key stakeholders regarding the progress-to-date, the next steps for resolving the issues, individuals responsible for assuring completion, and timelines and completion.

This process provided clarity as to the work being done with the PeopleSoft system and identified needed enhancements of the PeopleSoft system. Further it provided transparency since regular and ongoing reports were shared with the Peralta community.

Request:
As already noted, the Counseling Functionality Team, which continues to meet at least twice monthly, is requesting that the PRT, a sub-committee of the District Technology Committee, be reconstituted and begin to meet monthly starting in Spring 2015. It is clear that PeopleSoft issues and needs will be ongoing; it is the nature of an enterprise management system. It is clear that transparency and communication are essential in a multi-college district. It is also clear that maintaining and sharing various reports for the PeopleSoft system is good business practice.

As you are well aware, recently (December 5, 2014) Merritt College requested that the District Education Committee place on the agenda the issue of "positive attendance" and issues being experienced with PeopleSoft in this area. In the past, this would have been an issue for the PeopleSoft Resolution Team and by being addressed at the PRT would have provided all colleges and opportunity to provide input as to their experience and issues with this function.

We continue to say, even in our most current institutional self-evaluations for reaffirmation of accreditation, that we are using Functionality Teams and the PeopleSoft Resolution as our ongoing means of addressing PeopleSoft issues and needs.

The Counseling Functionality Team looks forward to your response to our request. Thank you.