



NORTH CAROLINA COMMUNITY COLLEGE SYSTEM
Dr. R. Scott Ralls, President

July 9, 2008

MEMORANDUM

TO: Ms. Sue Marion
President, NCCCAEA

FROM: Sandra W. Williams
Sr. Vice President and Chief of Technology and Workforce Development

SUBJECT: Response to May 22, 2008 Executive Summary: Issues Related to Colleague Memorandum

Thank you for the opportunity to respond to your memorandum dated May 22, 2008, concerning issues related to Colleague. First, allow me to provide you some insight into current processes as well as recent updates on initiatives at the System Office that will enhance the mission of all our community colleges, including the Continuing Education staff. Then I will provide specific responses to the issues you raise concerning Continuing Education and Colleague. My staff has made some assumptions with respect to many of the issues stated in the memo. As I mentioned in my email to you, we are happy to engage you or a designee on any or all of these issues for clarification.

From a process perspective, our Request for Change (RFC) process allows us to track any requested changes by our colleges to our current CIS template, which is based on Datatel's Colleague system. Because of North Carolina's business and reporting requirements that vary from Datatel's Colleague system, we use the RFC process to track requested software changes. Once an RFC is approved, a Software Change Request (SCR) is created and changes are made to the CIS template. This high-level view of our change process is intended to clarify our detailed responses.

A requested change to the Combined Course Library (CCL) is an example of an RFC currently being addressed. The CCL RFC prompted a CCL Change Review group to be assembled in October 2007. That team was tasked with determining the business requirements for CCL. This inclusive team had representatives from areas such as Curriculum, Continuing Education, and Financial Aid. The Continuing Education participants for CCL were Heather Henson, Margaret Roberton, Unita Knight, Wayne Madry, and Barbara Boyce. The CCL Change Review group incorporated two assumptions into the business requirements document: "All business objectives and business requirements will follow guidelines set forth by the North Carolina Administrative Code (NCAC)" and "The term 'courses' implies both CE and CU courses." These CCL business requirements are currently being analyzed by our technical staff in preparation for a corrective action plan for our CCL. With input from the Continuing Education representatives on the CCL team and with the assumption the NCAC guidelines will be followed, the CCL changes will

enhance current processing needs for Continuing Education and will provide longer-term positive outcomes.

I am also excited to tell you we have hired seven of ten new Subject Matter Expert (SME) positions, who will be located at ten different community colleges across the state; five SMEs will be located in the western part of the state and five in the eastern part of the state. These SMEs are in my Division and will report to Annette Busby, Director of the College User Support Team. They will focus on five subject matter areas: College Financials, College Human Resources, College Financial Aid and Student Billing, College Curriculum Instruction & Student Records, and Colleges Continuing Education & Basic Skills. For Continuing Education & Basic Skills, Wayne Madry is the SME for the western part of the state and is located at Mitchell Community College. Unita Knight is the SME for the eastern part of the state and is located at Durham Technical Community College. These positions will provide user liaison, training support, and applications analysis for the college administrative information processing systems (CIS). The location of our SMEs at the community colleges will greatly enhance communication and help us better understand the needs of our community college staff.

Lastly, we are examining components of a new workflow application as a trial to streamline processes such as CE and Basic Skills registration. We are currently working with Datatel to acquire Workflow Management skills and will continue to investigate opportunities for improvement with current workflow processes within the CIS template.

Based on these updates, please find below high-level responses to your issues in the memo dated May 22, 2008. A more detailed response is available as an attachment. As mentioned previously, my staff made some assumptions based on the information provided.

Issue identified in memo	Associated RFC or SCR	Status
Data Integrity	RFC 100281	RFC opened 5/20/08
Administrative Code	RFC 100024 (CCL)	Need additional information
Fees and Refunds	N/A	Need additional information
Instant Enrollment	RFC 100009 & SCR 200162	RFC and SCR resolved and closed
Faculty pay roll	RFC 100043 RFC 100131 RFC 100250 RFC 100257	Assignment contract team developing business objectives and requirements (similar to CCL process)
New courses	RFC 100024 (CCL)	CCL should address this issue but additional information is necessary
Work around processes	N/A	Need additional information
Duplication of effort	RFC 100118 RFC 100029 RFC 100148 RFC 100224 RFC 100237	Need additional information
Training and support	N/A	Need additional information

We continue to emphasize training as a bridge to provide positive long-term outcomes of customer satisfaction and organizational effectiveness as well as short-term operational

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efficiencies at the colleges. Attached are several examples of our CE training that occurred this past fiscal year. Unfortunately, we had to cancel several classes because of low registration in the classes. Also attached is a graph that shows the number of participants we had in all CE training for this past fiscal year. There are probably a variety of reasons but our records show that many of our colleges are not taking advantage of the training opportunities available to them. In fact, fifteen of our colleges did not participate in CE training this past year. We realize the challenges our colleges face with limited resources and the difficulties involved with staff taking time out of their schedules for training, but we hope you will help us to champion the cause of more participation from our colleges with regards to training. These classes have evolved since the initial CIS training classes that were provided early in the lifecycle of the project. These classes are being taught by experienced NCCCS staff with insight into both CE processes and the CIS template, and who are able to focus on specific NCCCS needs. The following page provides you with our current schedule of CE classes for this fiscal year.

FY 2008-2009 CE training - Session Name	Planned Start	Instructor	Days
Communications Management for CE	TBD	Kara Bosch	3
Curriculum Management for BSP/AHS	TBD	Linda Brownshield	3
Curriculum Management for CE	TBD	TBD - outside source	2
ST CE/BSP Student Entry	7 /16/2008	Karen Saunders	0.5
Intro to CE	8 /4 /2008	Unita Knight	1
Curriculum Management for BSP/AHS	9 /3 /2008	Unita Knight	3
Degree Audit AHS	9 /29/2008	Amy Bruining	2
Curriculum Management for CE	10/1 /2008	Unita Knight	3
Transfers and Non-Courses - AHS	10/16/2008	Unita Knight	1
Academic Records CE	10/29/2008	Unita Knight	2
Academic Records BSP/AHS	11/6 /2008	Linda McComb	2
Registration for CE	11/18/2008	Unita Knight	2
Registration for BSP/AHS	11/19/2008	Unita Knight	1
Communications Management for CE	12/2 /2008	James Kelley	3
Transfers and Non-Courses - AHS	2 /16/2009	Linda McComb	1
Academic Records BSP/AHS	3 /17/2009	Unita Knight	2
Registration for BSP/AHS	3 /18/2009	Linda Brownshield	1
Registration for CE	3 /19/2009	Wanda Acklin	2
Degree Audit AHS	4 /16/2009	Unita Knight	2
Academic Records CE	4 /27/2009	Linda McComb	2

All our training opportunities are located on the CIS website. Another option to learn about training opportunities is by subscribing to the "CC CIS Training Contacts" list, which can be accomplished by requesting to be added to this list. Anyone at a college may make this request to their local college GroupWise administrator. Additionally, if you have questions on how to engage with our SMEs or on training, Annette Busby is your contact person. Her contact information is busbya@nccommunitycolleges.edu or she may be reached at 919-807-7049.

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In closing, the high-level analyses of the issues presented to us indicate that many of the issues have been or are being addressed with our current processes; however, your memorandum offers us the opportunity for continual process improvement. I ask for your help and the NCCCAEA's help with communication and collaboration in three areas: echoing the importance of CE staff attending on-going CE training offered by the System Office, echoing the importance of our Community College senior administrators to support their CE staff by allowing them to attend the CE training, and communicating any gaps in CE training that should be offered but is not currently being offered.

Thank you for the opportunity of working with you and the North Carolina Community Colleges Adult Education Association to enhance the mission of our entire Community College System. We will wait to hear from you if we have not answered your concerns appropriately. If you have any questions or would like further input, please contact me.

SWW: CC

Attachments

cc: Dr. Douglas Eason
Dr. Robert S. Shackleford, Jr.

Attachment 1: Detailed response to issues

Audit Issues:

Data Integrity

Our assumption is this refers to the inability of the CIS template to update student records when changes are made to the Section (class) that student is registered against. RFC 100281 was opened May 20, 2008 to begin the review process.

Administrative Code

Our assumption is this refers to PRISON classes. This may be a training issue or it may already be included in the CCL revision. We will need additional information to be sure of the exact issue.

Finance Issues:

Fees and Refunds

This may be a local configuration issue. A similar issue was addressed and corrected at Catawba Valley CC on June 11, 2008 during a Usage Assessment Survey visit from a CE Datatel Consultant and System Office CE SME. This could also be related to the four delivered ARCEOE rules missing from section billing, which is also a configuration and training issue.

Course Implementation:

Instant Enrollment

RFC 100009 was created and SCR 200162 was created and closed. As a result of SCR 200162, three colleges (Catawba, Mitchell & COA) were selected to BETA test instant enrollment. Based on their testing and responses, a System Office minor change was released to all colleges on May 15, 2008.

Faculty pay roll

RFC 100043, 100131, 100250 and 100257 have been opened. An Assignment Contract Review Team will be developing the business objectives and requirements, similar to the CCL business requirements process.

New courses

The CCL business objectives and requirements were completed and approved by the CCL Change Review group as well as Dr. Delores Parker, Sr. Vice President and Chief Academic Officer, and myself. High level requirements analysis is occurring now.

Productivity:

Work around processes

Work around processes can be cumbersome, but in some situations and based on North Carolina's business requirements, they are necessary. We continually work closely with Datatel to provide updated North Carolina needs to be considered in the Colleague software. If Datatel does not provide updates in a timely manner, the System Office staff does an analysis to see if it is prudent to make a change to the CIS template, which would be maintained by the System Office. Additionally, we have attempted to provide a collaborative site where colleges can share best practices, including queries. As our SMEs will play a critical role as liaison between colleges and the System Office for determining best practices for the colleges, these new positions should facilitate more communication between the colleges on best practices.

Duplication of effort

Reports associated with specific Help Desk Tickets (HDT's) are addressed, and in the majority of cases, modified and or corrected; e.g., CE Class Statistical, Grade Roster, Space Utilization, and Attendance Roster. Reports contained within Program Audit are being addressed under RFC 100118. Additionally, NEIT issues are being addressed in the following RFC's: 100029 – XNPP; 100148 - XSEM; 100224 – CIT Programs; 100237 – Corporate Contacts. Any other reports not mentioned above would need additional information provided to us for analysis.

Training and support

Of the older HDT's submitted by colleges regarding CE issues, a random sample of HDTs showed that the System Office is waiting for responses from those colleges submitting the HDT. For other HDT's, a random sampling showed that tickets have been closed. We do recognize that many HDTs are still open with no action taken thus far. Again, we expect our new SMEs to assist with research on these open tickets and they will be able to provide updates to outstanding tickets. Fortunately, the CE SMEs are able to assist with any open tickets now.

Training has been, is currently, and will be in the future offered for CE/BSP staff in the areas that have been requested. Training for newly hired staff is also available and can be requested through help desk ticket submission. Vice Presidents and Deans can also request a site visit from the CE SME in their area by submitting a help desk ticket specifically requesting assistance from a CE SME.

Attachment 2: CE Training Classes for FY 2007-2008

Session Name	Completion date	Trainer	Days
Curriculum Management for CE	8/1/2007	Heather Henson	3
Curriculum Management for BSP/AHS	8/9/2007	Heather Henson	3
Faculty Contracts - CE/BSP	8/16/2007	Claudia Fiest	2
Intro to Colleague for CE	9/18/2007	Unita Knight	1
Intro to Colleague for CE	10/2/2007	Unita Knight	1
Intro to Colleague for CE	10/4/2007	Unita Knight	1
Registration for CE	10/23/2007	Heather Henson	2
Registration for BSP/AHS	10/24/2007	Heather Henson	1
Academic Records BSP/AHS	11/2/2007	Heather Henson	2
Transfers and Non-Courses - AHS	12/14/2007	Linda McComb	1
Transfers and Non-Courses - AHS	1/8/2008	Heather Henson	1
Degree Audit CE/AHS	1/10/2008	Amy Bruining	2
Curriculum Management for CE	1/18/2008	Susan Barron	3
Degree Audit CE/AHS	1/25/2008	Karen Saunders	2
Curriculum Management for BSP/AHS	1/31/2008	Linda Brownshield Wayne Madrey, Margaret	3
Faculty Contracts - CE/BSP	3/19/2008	Roberton	2
Communications Management for CE	4/11/2008	James Kelley	3
Registration for BSP/AHS	4/18/2008	Linda Brownshield	1
Academic Records BSP/AHS	5/6/2008	Linda McComb	2
Academic Records CE	5/13/2008	Linda McComb	2
Communications Management for CE	5/16/2008	James Kelley	3
Communications Management for CE	6 /25/2008	James Kelley	3
Faculty Information - CE/BSP	Canceled	Wayne Madry	1
Faculty Information - CE/BSP	Canceled	Wayne Madry	1
Registration for CE	Canceled	Linda McComb	2

Attachment 3: Number of colleges that sent participants to CE training classes in FY 2007-2008

