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GROSSMONT-CUYAMACA  
COMMUNITY COLLEGE DISTRICT

## Student Information System (SIS) Upgrade Project Charter February 1, 2022

### Project Description

The Student Information System (SIS) needs significant improvement in order to better serve the needs of students and faculty and ensure compliance with applicable regulations. This project has two major components: 1) create and implement a plan for moving off of WebAdvisor and 2) create and implement a plan for adopting the full functionality of Colleague Self-Service and the Experience portal in order to optimize their use. There will be three phases to the project, with the first Phase focused on two interdependent elements. It is also important to note that there are connections between Phase I and Phase II and as a result, timelines may overlap.

#### Phase I - Part A: Phase Out WebAdvisor

WebAdvisor is a product maintained by Ellucian. Ellucian has announced that sustaining support will end on June 30, 2022. Due to support ending, WebAdvisor functionality must be migrated to Colleague Self-Service. The goal of this phase of the project is to migrate all functionality from WebAdvisor and retire WebAdvisor. This project reviews the current usage of WebAdvisor, collaborates with stakeholders, and migrates functionality to Colleague Self-Service / Experience. Functionality that have a clear and simple migration will be transitioned first. Highly customized applications will be reviewed and a determination made on whether customization is an option or if there is another viable solution, such as updating internal business processes. Customizations often require significant work and time for migration. In addition, some functionalities currently residing on WebAdvisor may need to be migrated to Ellucian Experience. As a result, the timelines between Phase I and Phase II may be interconnected. Thus, the impact of decisions made during Phase I will be considered in the planning of Phase II. This phase of the project is expected to be completed June 30, 2022.

#### Phase I - Part B: Fully Implement Self-Service

As we phase out WebAdvisor we will implement more features in Self-Service to ensure there is no lapse in service to students and faculty. Self-Service will serve as the student facing portal until we are able to implement Experience (Phase II). Self-Service can also serve as the landing page for faculty. The timing and details of this change and other changes in features must be clearly communicated to faculty in a timely manner along with training and support. Regular messaging and a website with the timeline and resources will be provided.

## **Phase II: Implement Ellucian Experience Portal / Ethos**

Ellucian Experience provides a personalized dashboard experience for students and faculty where key tasks and timely information can be quickly accessed with minimal training and support. This phase of the project will involve fully implementing key functionalities identified by the steering committee and operational team. The phase of the project is expected to be completed by August 1, 2022.

## **Phase III: System Maintenance**

Once Ellucian Experience is implemented, it will be important to regularly check in with end users to determine whether more functionality should be implemented or if additional training and support is needed.

## **Project Goals**

- Create a better end user experience for students.
- Ensure compliance with applicable regulations.
- Provide clear, easy access to information real-time 24/7 for students, faculty and staff.
- Maintain sound business processes that enhance services to students and faculty.
- Data owners assigned and role permissions / security classes implemented.
- Complete all phases of the project as described.

## **Guiding Principles**

- Student and Equity Centered
- Adoption of native functionality of the system when possible, with minimal customizations
- Full utilization of system functionality from the beginning as possible
- College alignment
- Data Integrity and Data Governance

## **Keys to Success**

- Executive and Management Support
- An understanding of the importance of the work; sense of urgency established
- Open minded with regards to change in process and structure
- Availability of resources when needed to complete the project
- Communication

## **Key Staff Who Will Need to be Available During the Project**

- A&R Deans, Directors, Supervisors and Staff at both Colleges
- Faculty
- Instructional Operations Supervisors and Staff
- Information Technology Department
- Others as Identified

## Assumptions

1. Members of the Operational Group will meet weekly and/or as needed to keep the project on track.
2. Steering Committee Members will meet monthly to monitor progress.
3. Documentation of meetings will be kept (example: OneDrive share folder) and available to both Steering Committee members and Operational Group members.
4. Training on the Colleague Experience system will be available to those who need it in a timely manner.
5. Dedicated support from in-house Programmer and Information Systems Business Analyst will be available.
6. Access to Colleague Experience Consultant will be available.
7. A&R Staff to be available for project work per the timeline.
8. Communication with DIT (Date Impact Team) is critical.
9. Support for interface with other critical programs will be available as needed.

## Timeline Overview

Phase I needs to be complete by June 30, 2022 as sustaining support will no longer exist from Ellucian. Significant pieces of Phase II should be completed by August 1, 2022. The Steering Committee and Operational Team need to determine the best timeframes for changes to certain functionality (before Fall registration, start of semester, etc.). A draft Implementation Master Schedule / project plan needs to be created. Further discussion needs to occur to assess minimum staffing requirements for A&R, Instructional Operations and IT during the implementation.

## Steering Committee Role & Composition

Vice President of Student Services, Cuyamaca College  
Vice President of Student Services, Grossmont College  
Vice President of Academic Affairs, Grossmont  
Vice President of Instruction, Cuyamaca  
Associate Vice Chancellor of Educational Support Services (vacant)  
Associate Vice Chancellor of Technology (interim)  
Dean of A&R, Grossmont College  
Director of A&R, Cuyamaca College  
Supervisor of A&R, Grossmont College  
Project Manager  
Project Lead

- Guide the transition away from WebAdvisor to Colleague Self-Service / Experience to completion.
- Make strategic decisions regarding the project.
- Help ensure that resources are available when needed to complete the project.
- Provide feedback on the effectiveness of the transition.
- Act as advocates for the project and report out to others in the institution regarding the project.

## **Operational Project Team Role & Composition**

Dean of A&R, Grossmont College

Academic Dean, Cuyamaca College

Academic Dean, Grossmont College

Director of A&R, Cuyamaca College

Supervisor of A&R, Grossmont College

Academic Senate President, Cuyamaca College

Academic Senate President, Grossmont College

Project Lead, Colleague Financial Aid

Project Manager

SIG Consultant with expertise in the Self-Service Colleague System

Information Systems Business Analyst (IT)

Programmer Analyst, Senior (IT)

Others as Needed:

- A&R Systems Specialists, Grossmont and Cuyamaca
  - Student Representatives
  - Other IT Representatives as Needed
  - Representatives from Instructional Operations, Cashiers, Accounting
- Make recommendations to TAC and the interim AVC of Technology on specific tasks to be completed in support of the move to Self-Service.
  - Make recommendations on the prioritization of these tasks and timelines for completion. The task force will report out to SISC, TAC and other councils and committees as needed.
  - Perform the work to make the transition to Colleague Self-Service.
  - Make operational decisions regarding the project.
  - Elevate issues and practice decisions, specifically those that could potentially impact budget and timeline, to the Steering Committee
  - Identify resources needed to complete the project and communicate those needs to the Steering Committee.
  - Provide feedback on the effectiveness of the transition.
  - Regularly report out to Steering Committee regarding the project.

## **Project Roles**

**Project Lead: Wayne Branker**

Working collaboratively with staff and faculty at both colleges and the district:

1. Lead the assessment of the functionality of Self-Service / Experience portal and the identification of gaps to meet current business processes.
2. Lead business process analyses for A&R; map business processes to the functionality of Self-Service / Experience.
3. Lead the identification of current business processes that could change to improve efficiencies and/or better align with the functionality of Self-Service / Experience.
4. Identify system modifications that may be needed.
5. Identify and build out new workflows based on the process analyses.

6. Recommend training to employees on Self-Service / Experience and any new business processes.
7. Oversee the documentation of workflows, processes, training, meetings, etc.
8. Ensuring good communication among project team members and the colleges.
9. Oversee and draft student communications; work with the PIOs on communications such as standardizing verbiage.
10. Facilitate a collaborative decision-making process around the new system.
11. Work with the Project Manager to plan and coordinate the testing of Self-Service / Experience.

**Project Manager Role: Shari Waters**

1. Serve as the interface between the district and the implementation partner (Ellucian).
2. Schedule all the meetings and made sure everyone / the right people attend.
3. Monitor Budget and Billing: matching invoices, raise concerns/impacts to AVC of Technology.
4. Work with the Project Leads to plan and coordinate the testing plan.
5. Communicate deadlines and ensure they are met. Escalate issues that will result in delays.
6. Provide status report to AVC of Tech and escalate any issues as needed.

**SIG Implementation Partner: Eric Lane**

1. Take recommended practices from Ellucian Multi-College Districts and fit it into GCCCD's culture and practices.

**Ellucian Implementation Partner(s): Names TBD**

2. Serve as Implementers of record.
3. Provide recommended practices on implementation and compliance that will help with decision points on configuration.

**District IT: Laura Murphey, John Saric (others TBD)**

1. Help translate current processes into new system.
2. Support testing.
3. Work closely with the operational team.

**Associate Vice Chancellor of Technology: Kerry Kilber Rebman (interim)**

1. Develop initial scope and project charter.
2. Provide sponsorship and financial support.
3. Govern change management and escalation processes.
4. Participate in stakeholder management; consult with stakeholders to gain consensus when difference of opinion takes place.
5. Evaluate the project's success on completion.

**Next Steps**

- Create a master schedule / detailed project plan.
- Report out to various committee and councils on the status of the work.