

From: <http://www.yosemite.edu/trustees/M-NOVEMBER2004-Final.pdf>

Interim Chancellor Williams reported that in recent weeks major issues had surfaced regarding CampusWorks (CWI) and Datatel. In response to these issues, he said CampusWorks has deployed a team of experts from the corporate office to investigate these issues and develop an accelerated action plan. CampusWorks representative Joan Day said she hoped to represent the solution to the concerns recently presented to CWI. Ms. Day said that once they were notified that there were severe registration performance issues, CWI put together a response team. They have conducted staff interviews and are moving forward to improve performance. She assured the Board that CWI and Datatel are providing their best resources and are already seeing results. She indicated that there are bugs in the system that need to be resolved. She said they also have enlisted other Oracle clients that have similar systems to assist. Louise Miller-Finn, a second member of the CWI team, shared some history of the process of moving from the DSK system to the new Datatel software. She reported that CWI staff came in and worked side by side with YCCD staff. They began by leading the District through the RFP (Request for Proposals) process and helped define the requirements needed (over 3000 ) for this project. Three vendors were identified: People Soft, Banner and Datatel. Initially the colleges were divided on which software to chose, and finally decided on the Datatel system with Oracle as the database. CWI then assessed the District's IT environment. A helpdesk was created, reengineered the data center to receive the new systems, incorporated best practices in IT and implemented a disaster recovery plan and site in Sierra Hall. Cross-functional teams were developed to help educate everyone on how each unit handled data. Ms. Miller-Finn said staff worked hard and successfully carried out one of the best data conversions CWI has seen. As a result, the financial system was deployed in July of 2003 under the leadership of Deborah Campbell. They were able to immediately go live with online purchase orders and then deployed electronic approvals for those purchase orders. She pointed out that many colleges that have Datatel in place today have not had the success YCCD has attained. The Payroll/HR system went online for the first payroll of 2004. This was done under the leadership of Sandy Mesenhimer and Erika Hatfield. She said that there are issues still to be resolved, but that is normal, and they continue to work on those. The student system went live during the summer of 2004, new web interfaces were deployed, including the Pirates Net and Connect Columbia, and a student hotline. Ms. Miller-Finn said no performance problems were experienced until fall registration when students returned in greater numbers. CWI has compiled a list of things that need to be addressed and are prioritizing that list. Ms. Miller-Finn concluded by saying that it

has been a long hard road that has seen the successful implementation of the financial module and the HR/Payroll module. She added that the student module has had success, and is not a failure as the Board might believe. She said that with each semester they will improve more and more, and will evolve much the same way that the DSK system did.

***In summation, Ms. Joan Day (CampusWorks representative) stated that the performance of the system and CWI's response time has been unacceptable, and that CWI should have recognized that early in the fall and should have started corrective action at that time. She stated that the CWI team is here to do that. Some of the performance issues will be taken care of immediately with completion by the middle of January. Ms. Day pointed out that there are some Oracle/Datatel bugs which the Datatel team will work on, as well as provide training. She said that they have compiled a list of items to address, with the performance issues at the top of the list. The last item on their list is the transition plan development which is usually done in the last year of a contract. Ms. Day stated that a proposal has been made to the District for an accelerated resource allocation, wherein additional resources will be put in place for a shorter period of time, at no extra cost to the District. She said that they will continue to work with Datatel and do what is needed to get the job done. She recommended that the consulting team report to an oversight committee and suggested the committee be comprised of the college presidents, Executive Vice Chancellor Scott, and anyone else the Board deems appropriate. Ms. Day assured the Board that CWI is allocating the resources necessary, they are accountable, and are putting their best experts on campus. It is CWI's and Datatel's goal to make YCCD a model Datatel/Oracle operation in California. Ms. Day said she hoped that the Board would make the right decision and allow them to go forward with their proposal.***

***Susie Agostini, Dean of Admissions and Matriculation, stated that she was surprised to hear that set up problems had occurred, and that implied that college teams were not doing their jobs. Dean Agostini said that assumption is unacceptable because staff have worked extremely hard for the last year and a half. She said training was not provided to them, rather, they were provided information about the systems and were given alternatives on how to set up a single database at a multi campus system. Dean Agostini indicated that their expectation of the new system had been much higher than what the new system provided. She said they expected the system to be fully automated like the old DSK system.***

***Trustee Dean assured Ms. Agostini that trustees had only heard good things about staff's efforts. Trustee DeMartini stated that***

**Dean Agostini's comments reflect what she had heard. She was perplexed as to how things got so bad, and she asked to hear any other comments from the audience. Trustee Rojas said that he heard that the major problem was lack of communication.**

**He said if staff had not complained, the Board would have been ignorant about the problems. Ms. Day said she agreed with everything said, and she did not want anyone to think that anything was done incorrectly by the college staff. She suggested that staff are doing a lot of extra work because the system is not working properly. She reiterated that there had been a breakdown in communication and it was CWI's fault. It was their responsibility to manage the vendor throughout the implementation process. They want to rectify the problem and Ms. Day asked that the Board allow them to do that. She said the vendor needs to address the software issues, and CWI needs to address the communication and vendor management issues.**

**Trustee Neumann said he wanted to concentrate on resolving the issue of low morale which has existed for over a year. He said he expected CWI to manage the vendors throughout the process. He now wanted to know if CWI would be able to go from managing the project to operating as a consultant only. Ms. Day stated that they would be able to work in the capacity that the Board saw most appropriate. She repeated that CWI's goal is to leave the District in the best possible shape.**

Trustees Flores and Schrimp asked about an accountability plan and how many resource people would be working on the project. Ms. Day explained that a proposal has been made to add resources and accelerate the process to finish the project by the end of February as opposed to the end of June.

**Some students shared specific problems they have encountered while trying to register for classes. Some faculty voiced their concerns with the lack of adequate training, the difficulty in accessing the system, and the consultant fees.**

**Chair Schrimp said that many negative things had been voiced, and explained that the Board wanted CWI to hear the frustration staff were going through. She thanked Ms. Day, Ms. Miller-Finn, and Mr. Hemsteger for their presentation and professionalism. Student Trustee Cerritos commented that she had concerns with CWI's departure in February. She felt they should stay through the semester to see the whole registration process through. Executive Vice Chancellor Scott explained that the Board of Trustees had asked CWI for a plan of departure earlier than June. She said the original agreement ends in June. Trustee Hallinan commented that if CWI serves in a lesser capacity that their fee should be lower as well. Chair Schrimp stated that CWI fees will be discussed under the purchase orders section of the**

*Consent Agenda.*