Closing the Loop on Feedback

Updates from Business Processes Meeting & SIG Report

Reports

- [Strata Information Group](#) assessed our Colleague implementation in early 2020
- Loic Audusseau, CTO, held a [Business Process Improvements](#) meeting in 2022

Color coding in docs:

Orange – not started

Blue – in progress

Green – Complete

Purple – Abandoned: either new direction taken or request no longer needed

Updates

Student Services – A&R

- Add Authorization move to Self-Service

- Batch update process implemented

- Thorough review of the waitlist process

- Programs are update on cycle

- Updated priority reg cycle

- Students can see place on waitlist

Student Services – Financial Aid

- Built custom process and reports for fee eligibility waiver
- Have Title IV credits now show up on a report next to credits
- Have exception reports now to expedite review
- Updated training and information sharing among staff

Administrative Services - Fiscal

- Most of the recommendations were training related for internal staff and those have been completed.

- Evaluated self-service for Finance, didn't work, used Simpler

- Fixed Sponsored Billing issue

Administrative Services – ITS

- Fixed time out issues

- Implemented a new ID system

- Use a test environment now

- Send out communications when the system is down or maintenance is being preformed

- Created a catalog of customized screens

- Have nearly sunset WebAdvisor for self-service (only remaining items are Drop for No Show and Active Enrollment – to be sunset FA 2025)

Academic Affairs

- Included removing obsolete courses as part of the curriculum process
- Developed locations for different types of course modality

Remaining Items

In Process or Not Started

Remaining Tasks – A&R

- Has the welcome letter been revised to make it more welcoming and clearer?

- UG Error when students apply for semesters out of order

- K-12 Dual Enrollment Fee issues – will hopefully be resolved by Dual Enroll – In progress

- Remaining communication challenges with getting change of process info out to non-A&R staff

Remaining Tasks – A&R

- Transcripts should be evaluated and added to Colleague as soon as possible for Financial Aid reasons

- Investigate how level and requisites are cleared; create standard practices; course equivalences should be reviewed as well

- Major updates still need to be made to clearance levels.

Remaining Items - ITS

- Link Support section with its parent class to make it easier for students to see the connection

- Go back to "Vanilla" Colleague – In progress

- Change to PIN instead of last 4 digits of SSN for student passwords – In progress

- Add a message to the home screen on MyECC to make it apparent when students have fee holds, same if they have a registration hold, so they don't start the process to register and then find out they can't at the end of the process

Remaining Items - ITS

- Did we automate removing the fee hold once fees were paid or cleared?

- Review imported fields from Recruit to Colleague to make sure all useful data is being imported

Remaining Tasks – Counseling

- Note: These tasks impact Counseling but they do not have the ability to solve the issues themselves

- Probation registration holds for students returning in good standing are still cleared manually

Academic Affairs

- Review CIP codes with Financial Aid to make sure they are the newest standard and are up to date
- Training for any changes on CRSE screen

Next Steps and Ways Forward

Collecting New Systems Issues

[List of Systems Issues for Prioritization](): This is a live list

Evolve

- Establish a Colleague User Group with sub committees on Change Management and CORE updates
  - ○ Support Data Governance efforts on campus
  - ○ Create a Data Dictionary for campus
  - ○ Create a list of available reports and what data is in them
  - ○ A list of screens in Colleague and their uses
  - ○ List of fields that are pushed to ODS
  - ○ Identify processes that would benefit from Business Process Analysis

Administrative Services - Fiscal

- Upon reviewing this document with the Director of Procurement, Director of Accounting, and Business Manager their recommendation was to move Procurement, Fiscal, and Accounts Payable functions from Colleague directly into LACOE's BEST system. Currently staff in fiscal are entering into both systems which is time consuming, costly, and introduce errors.

- It would require retraining of office staff, but it would allow us to set up approver chains for departments, save time, and make everything faster

Administrative Services - Fiscal

Los Angeles County Office of Education
Accounting and Budget Development, ECW #165
9300 Imperial Highway, Downey, CA 90242

CONTRACT FOR BEST ADVANTAGE SYSTEM
NEW SERVICES (ONE-TIME COST, IF APPLICABLE)
Fiscal Year 2024-2025
EXHIBIT B (continued)

Large - ADA up to 30,000 (count = 40, average ADA 14,045) **Excludes LBUSD and LAUSD	FY2023-24 FIN Implementation Charges		FY2024-25 FIN Implementation Charges with CPI
Module	Amount	CPI % Change*	FY2024-25 Charges
Fixed Assets	$ 8,656.76	2.40%	$ 8,864.52
Accounts Receivable	$ 6,600.78	2.40%	$ 6,759.20
Procurement:			
Purchase Orders only	$ 16,231.43	2.40%	$ 16,620.98
Requisition only	$ 9,738.86	2.40%	$ 9,972.59
Purchase Orders & Requisition	$ 25,970.28	2.40%	$ 26,593.57
Inventory	$ 21,100.85	2.40%	$ 21,607.27

Administrative Services - Fiscal

- Need time keeping/leave tracking system

- Better system to update CWS earnings of FWS students

- Add start and end date for BPO/POs to put dates in a place that is usable

- Mass dis-encumberance

Student Services – Financial Aid

- Desperately need net disbursement

- Need Fiscal to take over running Bill for audit purposes

- Create automatic alert for Financial Aid when a student's residency changes

- Can Financial Aid get set up in ECC Connect to schedule appointments?

Student Services - Counseling

- Need consultant to connect Starfish to Self-Service Planner
- Review Archive feature in Self-Service Student Planning (may need a consultant)

Student Services –A&R

- Take over dereg process from Academic Divisions

- Better communication about change of student information process

- Implement the Graduation Module

- Turn on Drop for No Show, Active Enrollment Report, and Faculty Pre-Req clearances in Colleague

Academic Affairs

- Schedulers moving to non-customized screens
- Move to AA doing schedule roll over
  - Review and update. Small adjustments to batch section copy could save hours of data entry for schedulers
- Move to AA doing Program updates
- Evaluate whether the custom "re-money" can be accommodated in baseline Colleague
- Add Session Cycles and Yearly Cycles on the COFF (Course Offering) Screen

Administrative Services – ITS

- Process for checking for and resolving Duplicate records

- Update Countries list, integrate with SEVIS

- Need a "not registered for next term" report

- Ensure CASC custom process meets California Academic Standing requirements