



**MARICOPA COUNTY COMMUNITY COLLEGE DISTRICT  
GOVERNING BOARD WORK SESSION  
MARCH 6, 2012**

**MINUTES**

A Work Session and Executive Session of the Maricopa County Community College District Governing Board was scheduled to be held at 6:00 p.m. at the Rio Conference Center in Tempe, Arizona, pursuant to A.R.S. §38-431.02, notice having been duly given.

**PRESENT**

**GOVERNING BOARD**

Doyle Burke, President  
Dana Saar, Secretary  
Don Campbell, Member  
Randolph Lumm, Member  
Debra Pearson, Member

**ADMINISTRATION**

Rufus Glasper  
Maria Harper-Marinick  
Debra Thompson  
George Kahkedjian  
Jim Bowers for Nikki Jackson  
Anna Solley  
Lee Combs  
Bryan Tippet for Ernie Lara  
Gene Giovannini  
Chris Bustamante  
Linda Lujan  
Ron Natale for Irene Kovala  
Shouan Pan  
Jan Gehler

**ABSENT:**

Paul Dale  
Shari Olson  
Steve Helfgot

**BOARD WORK SESSION – UPDATE ON INFORMATION TECHNOLOGY  
STRATEGIC PLAN & GOVERNANCE**

**CALL TO ORDER**      The work session on the Information Technology Strategic Plan & Governance was called to order at 6:22 p.m. by Governing Board President Doyle Burke.

**WELCOME & PURPOSE**      Vice Chancellor of Information Technology Services thanked everyone for their attendance, stated that a number of topics would be covered, and the information provided would be at a fairly high level. The three main topics covered this evening would be:

- Strategic Plan
- Governance

- Major Systems

Vice Chancellor Kahkedjian asked Lisa Young, Instructional Designer at SCC, and Mark Lierly, Cisco Networking Manager at SMC, to come forward to provide an update on the Academic Technology Alliance IT Governance Model. Ms. Young and Mr. Lierly stated this one of several alliances that is focused on learning technologies and fosters collaboration, coherent, and comprehensive leadership for learning technology development and planning throughout the Maricopa Community College District. The main objective of ATA is to identify and strategically implement effective learning technologies across all ten colleges in the district. Their stakeholders were listed as:

- Deans – IT
- Faculty
- Technology Trainers
- Instructional Designers
- Instructional Technologists
- Media Directors
- VPAA Technologists

Some of the projects they have implemented are:

- Plagiarism Detection
- Interactive Lesson Authoring
- Live Classroom
- Mail & Calendaring Migration
- Online Tutoring
- Student Technologies

It was mentioned that changes to SIS can have huge impacts. For example, migration to g-mail will enable us to work more efficiently. Also, students have indicated that connections are very important to them and they really make an impact on student success.

Learning Management Implementation: MCC classes begin March 19. There are 150 trained faculty and 500-1000 students.

IT Governance allows for collaboration, information sharing, and impact on instruction.

Mr. Burke asked about the timeline for implementing other colleges. Response: MCC will be done this summer. If implementations are staggered for other colleges, this would not be good for SSE. They need to be moved forward all at once. Vice Chancellor Kahkedjian commented that the Alliance work is a lot of work. They make it look seamless. We have major systems. SIS takes care of 300,000 students per year.

Information on the following topics was provided:

Email Migration for Employees:

- Production and development environments created
- User account data from all colleges loaded to Google
- Automatic user account updates from the HR system
- Email archiving component set up and being tested
- Support/reference materials created
- Coordinating with training services at PC and MCC
- Executing communication plan  
(<https://sites.google.com/a/maricopa.edu/google-apps-for-maricopa>)

Comments:

The e-mail migration is well underway, on time and on budget. There are 1.2 million student accounts and 17,000 accounts will be added. Pilot is in place at Phoenix College and MCC is next. Other colleges will roll out in twelve-to-eighteen months. District Office is scheduled for this summer and will be done by fall semester. The business process requires a long time to rollout. The account is for life. Mr. Lumm requested a copy of the plan.

Infrastructure:

- Databases
  - Standardization across major systems
  - Cost reduction from new technology
  - Example: College Identity Management System (CIMS)  
Comments: Replacements are needed every several years. Looking at opportunity to become more efficient. Second generation uses servers that are less expensive.
- Operations
  - ‘Verified’ disaster recovery for major central systems
  - Expanding disaster recovery to authentication and budget development
  - Provide a unique learning experience for students
  - Continue to collaborate with colleges to generate value from the resources  
Comments: There are now two data centers in place since end of June last year. Now will be able to recover HR information. These centers also provide education opportunities for students. Working with college partners to be able to recover their information.
- Network
  - Networking is increasingly important to student learning
  - Today we are expanding capacity through contract renegotiation and competition
  - The next step is to add intelligence to the network
  - The future is to explore creative opportunities for cost

savings

Comments: Doing the above three things to improve network. Question from Mrs. Pearson: As technology gets more complicated, are we holding vendors at same cost at current levels? Response: yes. Mr. Saar asked about bandwidth. Response: It is a big expense and the barrier is cost. No way to tell when it needs to be doubled but it is monitored. With Governance everyone is being involved. It used to take a lot of time but with Governance Model decision making is made quicker. Governance helping with this project. Going to main body in vetting and in hours decisions are made.

#### Student Information System

- Functional Areas impacted by SIS
  - SIS has ‘modules’ for
    - Student Records, Financials, Financial Aid, Admissions, Curriculum, Advising and Campus Community
  - Through the Student Center
    - Students search for classes, register for classes, review class schedules, check grades, make payments, check financial aid, request transcripts and much more
  - SIS affects most student-related college offices
    - Admissions and Records, Financial Aid, Testing, Advisement, Fiscal, Planning and Research
- Brief background of SIS at Maricopa
  - “New” Student Information System implemented in February 2008 based on Oracle/PeopleSoft Campus Solutions
  - SIS was a One-Maricopa ‘early-adopter’ by combining 10 separate student systems into 1
  - Original implementation goal was to leverage modern technology while replicating legacy functionality
  - Result was a single system with many different setups and customizations developed for individual colleges rather than a single common approach

Comments: We are very consistent with the industry regarding technology controls, managerial and operational controls. It is a constant balancing act protecting data. We cannot control adding cost to security. Operating and data security are problems because systems are not operating at full capacity. Students being impacted. Costs and corporate level controls need to be balanced. Security has been worked with very carefully. Managerial controls work with operations. Very good about where we are but we have a lot of work to do.

- Current structure of SIS

- Functional team
  - Responsible for application support and solution development
- Development team
  - Development support for the functional team, operations and users
- Database administration
  - Responsible for active database and application monitoring and administration
- Operations team
  - Responsible for job and print execution, incident response, and data center management
- Many others
  - Server team, reporting team, CIMS team

Comments: Modules impact in many ways. From student standpoint, everything goes through Student Center. SIS affects people and process. Goal is to make it easier to use. Most questions are basic types of things and all web based. In order to integrate outside agencies such as veterans, banks, financial aid, people are in place that are responsible for each area. We attend meetings with State Board of Education. The need to stabilize operations is long term. Goal is to implement more. State Board has a lot of data from us and more will be implemented. Students who indicated they have problems registering for classes may be encountering systems problems with bandwidth or network. Registration processes are complex. With SSE, we will look at all processes. Financial aid is difficult to work through. SSE is a joint effort. Calls are reviewed monthly. 80% of calls are basic questions. The help desk is manned 24 hours a day. Students who come in get helped or are referred to someone the next day. Trying to find the patterns to see if problems are systemic. People from colleges are consulted with who can help with processes.

The Chancellor commented that SSE is a business process. We will do a separate plan on SSE. We will look at what types of issues are on tickets and develop forums to talk to students. We have mind-mapped current business processes. System help desk that will be able to help address issues. Need to gather data on what problems are.

Mr. Kahkedjian stated we bought into Oracle and they changed with time. Product evolves. Does not have a life cycle. Implementation was tough. Customization problem among colleges. Oracle did not do them the same way. Current structure of SIS: 40 people fulltime that focus on SIS (financial, development, database, operations, many others). SIS improves the student experience. Help tickets help solve problems, new functionalities, ideas come from users. SIFT Program is big one we are working with. Long term goals include doing customizations the right way. Some are there for a variety of reasons – regulatory, functionality of organizations, upgrades needed.

Current plan for SIS: Financial Aid has been a bear. Most challenging. Regulation intensive and labor intensive, huge increase in number of student requests. It is the perfect storm with three different upgrades (tools, hardware, database application version 8.9 to 9.0)

Ongoing support of SIS includes starting to bundle, starting work with Oracle, doing research to answer questions.

Mr. Saar asked if MEID was the same at all colleges. Asked about one transcript for all colleges. Response was that goal was to get one transcript in place.

- SIS improves the student experience
  - Most students interact with Maricopa through their online Student Center in SIS
  - The online Student Center allows access to records and performs most common activities
    - “Register for classes, pay your bill, add a class, check your grades, perform ‘what-if’ degree checks based on the student’s major”
  - Communication will take place through Google and through the Message Center (part of the Student Center)
- Long-term goals for SIS
  - Participate in initiatives such as Seamless Student Experience which align our strategic goals around student success and administrative efficiency
  - Coordinate with the IT Governance structure/process to identify and prioritize business solutions
  - Reduce the level of support necessary by leveraging existing functionality, eliminating customizations and standardizing setups and processes
- Current Action Plan for SIS
  - Financial Aid Optimization
    - Challenging since go-live
    - Very regulation and labor intensive
    - Progress has been made much more remains
  - Application Upgrades
    - 3 related projects: Tools/Architecture, Database/Server, Application Version
  - Ongoing support of SIS
    - Testing, bundle implementation, questions/issues

**CHANCELLOR’S  
COMMENTS**

Chancellor Glasper commented that in SSE we are talking about what we are envisioning. In strategizing as we move forward with Financial Aid,

there will be one system. If we are still relying on people and each college does its own thing then we are going backwards. SSE based upon what we have determined after ten months of experience. Before we were going linear. New business models take into account how we have done business before, and we need to find out how to implement. We are having individual student forums and reaching out to individual groups. Not trying to segregate anyone. We cannot let cost be a barrier.

**CLOSING  
COMMENTS**

Vice Chancellor George Kahkedjian thanked everyone for their attendance and participation.

**ADJOURNMENT**

The retreat adjourned at 7:40 p.m.  
The Board moved into Executive Session.

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Dana G. Saar  
Governing Board Secretary