

PCCD Board of Trustees  
Laney College Listening Session  
October 28, 2008

Present: Trustees Gulassa, González Yuen, and Withrow, Presidents Chong, Inclan and Adams, Tom Smith, Sadiq Ikharo, Wise Allen, Mary Beth Benvenuti, Debra Weintraub, Maisha Jameson, Eliza Chan, Inger Stark, Matthew Goldstein, Mark Resound, Tina Vasconsuellos, Rajeev Banerjee, Jim Bracy, Brenda Harker, Steve Salisbury, Angela Smith, Shirley Coaston, Jeanette Dong, Linda Sanford, Mike Orkin, Donald Moore, Judy Cohen, Karolyn Van Putten, Evelyn Lord, Eñora Webb, Wise Allen, Don Petrelli, Quindlin, David Jones, Mark Rauzon, Maggie Chung, Fawzi Si Tayeb, Jennifer Bowlin, and William Hanson.

Speaker Goldstein felt the career advancement and gateway to college program implementation has been rocky, with schedule changes for the departments. Clear lines of communications are needed between the departments and the program managers. Almost no communication exists now, just a schedule, but no curriculum, or which faculty needs to teach the program. Faculty need to be in on the discussion.

Speaker Weintraub wants faculty to be included from the ground level up at the beginning of programs. Jeanette Dong has been helping to assist with communications on these programs.

Speaker Cohen felt Regent was far-from-ready for Peralta. Dr. Herring had recommended more staff, and there hasn't been anything to help with staffing, as the numbers of students are growing. If we don't have an IT staff that can also help, then the process will stop, and added programmers are needed. Statistical data with the numbers of students and staff would be helpful, comparing Peralta to the Bay 10 for the Board review. This has been done in the past in many studies with no change to Peralta staffing.

Vice Chancellor Smith reported an emergency meeting will be held today at 1 pm at Merritt to speed-up the verification process, with our programmers, CIBER programmers, and IT to solve the system problems. They are working very hard to cure things. Evans consulting group of Financial Aid experts are reviewing the Financial Aid staffing, and will present reorganization ideas of Fi Aid to make it more efficient, perhaps with a Financial Aid coordinator.

President Chong suggested a Financial Aid audit review by a national agency. The goal is more uniformity at the 4 colleges, having them work together, and best practices in the industry. Similar-like districts should also be examined to learn their practices statewide.

Trustee González Yuen is glad we're proactively looking forward to see what we're doing. He's confused at what happened looking back to understand what went wrong at many levels with the Financial Aid disbursements. Communications, feedback,

consultation, coordination were not working. He wants to know where we went wrong at Laney and District-wide.

Trustee Gulassa asked that standard practices be examined.

Vice Chancellor Smith explained that we currently operate as four colleges with the Federal government. We could have gone with one system, but we receive more money for our students by going with a four college system. We'd lose 50% of our Financial Aid if went with one system.

Trustee Withrow feels we should have standard operating procedures (SOPs), and not four unique systems. SOPs at each college are substantially different, as each college has built their own system.

Trustee Gulassa wants to ensure that problems and different SOPs are examined.

President Chong shared that the crisis has forced the colleges to come together to find a solution.

Vice Chancellor Allen explained that Evans consulting will provide a check list of suggested changes to make.

Trustee González Yuen asked if people can identify if this is just too hard to do, realistically, and what has stopped us from making changes up until now?

Speaker Stark feels we don't plan well as a District, and communication between the four colleges, and a college and the District is not ideal. Software was purchased and put into place, but it was not communicated or problem-solved well to involve all of the decision-makers.

Vice Chancellor Ikhara feels that some of our problems are not unique to our organization. He recommends that we visit Ohlone, Newark center and De Anza colleges for ideas. Tablet chairs are not being purchased there, and are not used in smart classrooms. There is a cultural shift there, that hasn't yet occurred here for our facilities master plan. Some of our purchases may be obsolete by the time they are purchased. Faculty need to come to District facility meetings to give their input.

Speaker Weintraub feels end users need to be consulted more, and if issues are discussed earlier, it would cause less problems later.

Speaker Bracy commented on Regent and Passport. It is apparent that the evaluation component was lacking, with more energy needed into the implementation phase. Back-up plans of action are also needed if some major components fail. More simulated processes are needed to see performance levels.

Speaker Dong commented on the Grant process. She advocates stakeholder groups, with faculty, staff, and deans.

Speaker Van Putten reported that during the transition from PeopleSoft that the college was told that corrective actions would be taken into account. She feels that over and over again that the messages are not being heard and that the message goes no where.

Student spoke, sharing that one department does not talk to the other. She attends COA. She wants the library opened on weekends. She is thrilled to have received her Financial Aid. She feels signs should be posted if a system is not working.

President Chong feels that there are so many major projects going on simultaneously plus ones regular job, then some details will be dropped. The website caused a lot of hardship. The colleges need to be empowered to use their expertise, such as with open source software to design their own websites. This was suggested at SPPAC as a college-based solution. The Chancellor has encouraged the colleges to help to solve some of their own problems, as a positive sign for future change.

President Adams shared that when there are problems, communication is harder. We need to look at the past for lessons learned. We have room for improvement, but also need to problem solve for the future.

Speaker Cohen doesn't know why PeopleSoft pitfalls was still failing. She doesn't see a happy future with this system.

President Inclan feels the colleges put stress and demands on the District to solve all of their problems, and that a change of vision is needed. If the expert is at Laney college, then the college should be in charge, to work collaboratively on the mission with others. It is not possible for the District to be experts on every issue. The Chancellor encourages more flexibility from the colleges to problem solve.

Speaker Weintraub suggests that more programs and parallel systems be up and running prior to any new system implementations. Better planning is needed with our back-up systems.

Vice Chancellor Smith shared that there may be some added Regent modules that would be helpful to counselors and educators to give them more useful information. Tom has followed-up with counselors at COA who voiced concerns at their listening session.

Speaker Petrelli reported that turning grades in for faculty, with a grade roll book to A&R, hasn't been available yet. Faculty have to make their own excel roll sheets, or invent their own record until this feature is released. What can they do to get this module up by the Spring?

Speaker Salisbury feels this is a resource issue, as only a few people know the system as it's being developed, and that feature isn't ready yet.

Vice Chancellor Smith understands the faculty frustrations. They are trying to put in all of the adequate resources for the faculty needs.

Speaker Goldstein shared that the enforcement of pre-requisites is a crucial missing part of Passport and impairs faculty from effectively teaching their classes, and is bad for our students.

Speaker Petrelli shared that the requirement of roll sheet or a grade book is not being met.

Speaker Goldstein received e-mail from Gary Yee that prerequisites weren't going to be applied at this time, as it was felt it would hurt our enrollment.

Vice Chancellor Smith shared that they didn't want to implement prerequisites on the first semester with People Soft, and that the plan was to slowly introduce it in the future.

Vice Chancellor Allen feels we need to proper staffing to hardwire all of the classes prior to implementing the prerequisites. The roster is also tied to the correct census day. This issue also goes back to IT staffing, with just one programmer.

Speaker Quindlin is concerned that some meetings occurred with no strategic planning, and people weren't listening to each other. CTE will be folded into the DWEMPC process, so that they'll be better coordinated in the future, with not as many meetings.

Speaker Flint shared that A&R and its ambassadors need more staffing, and it's a bad business model to have such small staffing in AR and IT to help process our students.

Speaker Salisbury has been through these implementations before, and they are slow, painful processes to get accustomed to what works. Non-working issues will be addressed, but it's been more successful that not. Processes have been put into place, business teams get feedback from the faculty to take the information back to the organization. There is support on the Peralta website with tutorials and documentation on how to use the software tools. There are also student business teams to identify issues affecting our students and better organize student ambassadors. He sees that the District has pulled together well.

Respectfully submitted,

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