

Appendix D – Data Integrity Project Summary of Tasks

The Summary of Tasks in the following pages is presented in two sections. The first section is the Gap Recommendations presented in priority order and should be used by the Steering Committee to track the progress of implementation. The Steering Committee will need to identify a responsible party, set a target completion date, and track status per the definitions provided below.

The second section is organized by functional department and should be used by the departments to track their progress in implementing departmental changes. The department will need to set target completion dates and track status. Note that many of the departmental recommendations will rely on Gap Recommendations implementation – there is duplication in the two sections to allow departments to track all recommendations that affect the department.

The description for the use of each column is below:

Recommendation describes the action to be taken, based on research and analysis, that CWP feels will improve the process.

Timing and Effort identifies if the task is a one-time, annual or continuing activity. Many one-time tasks establish new processes and procedures that should be reviewed and updated on an annual basis.

Responsible Party identifies the individual or group assigned the responsibility to launch, oversee and complete the implementation of the recommendation. The Responsible Party may complete the recommendation individually or collaborate with others.

Target Completion is a date or timeframe within which the institution strives to initially complete the implementation of the recommendation. Some Initiatives will be ongoing.

Status describes the work accomplished and may identify what still needs to be completed.

The first recommendation is completed below as an example.

Summary of Tasks – Gap Recommendations in Priority Order

This summary of tasks includes all the recommendations for the Fit/Gap Analysis and puts them in priority order with those directly affecting funding with the highest priority. Then those that affect student success, which indirectly may affect funding, are listed. Finally, those items that will make the institution for effective/efficient finish out the priority list. Note that all of these are very important to ensure data quality.

Data Integrity Project		Summary of Tasks – Gap Recommendations – In Priority Order			As of April 15, 2021
Recommendation	Timing and Effort	Responsible Party	Target Completion	Status	
<p>Make the following changes to the Financial Aid MIS reporting:</p> <ul style="list-style-type: none"> • Report all students who enroll and whose drop date is after the first class meeting • Capture Federal Financial Aid reporting (Pell) as a trailer (Fall/Spring/Summer) • Capture Promise Grant Financial Aid reporting (CCPG) as a header (Summer/Fall/Spring) • Report all \$0 Promise Grants up to 7% of total students reported 	<p><u>One-time Task</u> – implement the appropriate logic in the MIS SQL reports</p>	Institutional Research	June 2021		
<p>Contact Los Rios CCD for advice on how to implement the sync process they have developed to create the fee waivers for all colleges when a student is granted a fee waiver at one college</p>	<p><u>One-time Task</u> – contact Los Rios and implement same or similar sync process</p>				
<p>Hire a consultant twice a year (or more if needed) who is familiar with PeopleSoft to train staff on performing aid year and semester setup, review system setup and validate processing will be done properly; consider using BFAP funding</p>	<p><u>Annual Task</u> – consultant on site to train FA staff on changes, practice setup and disbursement and aid year setup</p>				
<p>Streamline the Student Enrollment Survey to ask only what is needed. Consider the following:</p> <ul style="list-style-type: none"> • Ask to verify existing email and phone and only have student update if needed • Remove educational goal/major for each semester – consider once a year only • Move VTEA/Perkins questions to the top • Do not ask what is not necessary 	<p><u>Annual Task</u> – review and update the survey to ask only what is needed</p>				

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
Require all students to complete the “Student Enrollment Survey” regardless of how they register – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – determine how this will be done for walk-in students (possibly provide kiosks)			
Perform a detailed analysis of all CTE Degrees/Certificates to make sure all courses and pre-requisites to those courses are coded SAM A-D	<u>One-time Task</u> – review all CTE courses and update SAM coding to be A -D			
Collect and report WIA status by creating a student group for this population	<u>One-time Task</u> – develop process to collect WIA status using student group <u>Continuing Task</u> – maintain student group			
Continue development of reporting capabilities for staff to use in validating data prior to submission and involve departmental users in the collection of MIS data in all aspects of collection, validation, and reporting – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – set up validation/audit process for all MIS reporting areas and train staff in use and monitoring of the data			
Implement auto-awarding of degrees/certificates to maximize funding and service students	<u>One-time Task</u> – implement auto-awarding using PeopleSoft functionality			
Develop process maps of the student experience from the student perspective and streamline processes where possible, including standardizing processes across all colleges	<u>One-time Task</u> – develop process maps and analyze the processes to better serve students <u>Annual Task</u> – review and update the process maps to reflect changes in practice and identify further changes beneficial to students			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
<p>Create district quality analyst function for coordination of state reporting, federal reporting, and ad-hoc internal reporting</p>	<p><u>One-time Task</u> – select or hire staff to perform this coordinating function and reflect this in the appropriate job description(s)</p>			
<p>Develop a comprehensive set of data policies (Data Governance Policy) that addresses the following:</p> <ul style="list-style-type: none"> • Data Integrity including the quality of the data expected (Data Entry Standards), ethical use of data, and terminology standards regarding institutional data • Confidentiality including the privacy, sensitivity, and security of data • Availability of the data including retention, storage locations and the timeliness of data availability 	<p><u>One-time Task</u> – develop a set of Data Governance Policies (see example policy in this report)</p>			
<p>Use the Steering Committee for this project to be data stewards defined in the foundational Policy by:</p> <ul style="list-style-type: none"> • developing the operational guidelines mentioned above, • tracking the implementation of the recommendations in this report. <p>Further, consider having the person(s) filling the CWP recommended data quality analyst function as the chair of the committee.</p> 	<p><u>One-time Task</u> – identify group to develop data governance policies and track implementation of these recommendations</p> <p><u>Continuing Task</u> – review policies annually and evaluate use of data as needed</p>			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
<p>Develop subject matter experts in each department on system functions</p>	<p><u>One-time Task</u> – select or hire staff designated to be the subject matter experts in their respective departments and provide training; incorporate in the appropriate job description(s)</p>			
<p>Use the resulting process flows and data maps from this report to provide functional training for department staff including:</p> <ol style="list-style-type: none"> 1. Facilitating an annual review of processes with end users 2. Cross-training of existing departmental staff 3. Training of new staff 	<p><u>One-Time Task</u> – train all staff on the use the process flows and data maps</p> <p><u>Annual Task</u> – review, update and train staff on the flows and maps</p> <p><u>Continuing Task</u> – train and cross-train using the flows and maps as needed</p>			
<p>Examine current structure of departments at both District and campuses and optimize the structure to best support students and eliminate duplicate effort – see Summary of Tasks - Recommendations by Department for specifics</p>	<p><u>One-time Task</u> – conduct a thorough review of the structure of those departments that are duplicative at the District and campus and select the best structure; update job description(s) as needed</p>			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
Clearly define roles and responsibilities of the similar departments at District and campus and clearly communicate this to students and staff – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – define the roles and responsibilities of the duplicative District and campus departments			
Develop a methodology and assign responsibility for the maintenance of all student groups in PeopleSoft – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – develop methodology for maintenance of student groups; assign responsibility and incorporate in job description(s)			
Develop standards for Home Campus designation and adhere to the standard across the District – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – determine the standard for Home Campus designation			
Develop a methodology and assign responsibility for Enrollment and Residency status for the maintenance of these in PeopleSoft – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – develop methodology for maintenance of Enrollment Status and Residency; assign responsibility and incorporate in job description(s)			
Complete an analysis to determine if PeopleSoft is used to the fullest extent possible (i.e. Educational Planning, Degree Audit, Workflow, Absence Management, MIS, etc.)	<u>One-time Task</u> – hire consultant to review usage of PeopleSoft and identify functionality not used			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
Conduct a Cost/Benefit analysis of using consulting services versus in-house development of MIS reporting functionality	<u>One-time Task</u> – conduct in-house or hire a consultant to prepare analysis of the best and most cost-effective manner in which to create and maintain MIS reporting capabilities			
Select and implement a digital imaging system that is integrated with PeopleSoft – see Summary of Tasks - Recommendations by Department for specifics	<u>One-time Task</u> – review, select and implement a digital imaging system that will integrate with PeopleSoft			
Implement the use of workflow where possible to streamline processes and share information – see Summary of Tasks - Recommendations by Department for specifics	<u>Continuing Task</u> – identify functions that would benefit from the use of workflow capabilities in PeopleSoft and implement			
Eliminate manual entry where possible – use electronic data capture such as online forms and systems which interface directly with PeopleSoft – see Summary of Tasks - Recommendations by Department for specifics	<u>Continuing Task</u> – identify functions that would benefit from online entry; develop the capability and integrate data with PeopleSoft			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
<p>Develop staff FERPA/security/reporting training and conduct the training with all staff who request additional access</p> <p>After training, grant access to system functionality and reporting capabilities that will make staff more self-reliant when it comes to reporting using PeopleSoft and help to eliminate shadow systems (i.e. outreach reports, enrollment verifications, etc.)</p> <p>– see Summary of Tasks - Recommendations by Department for specifics</p>	<p><u>One-time Task</u> – develop FERPA/security/reporting training</p> <p><u>Continuing Task</u> – offer training as needed</p>			
<p>Use educational planning capabilities and system data to optimize course offerings based on need – see Summary of Tasks - Recommendations by Department for specifics</p>	<p><u>Continuing Task</u> – each semester collect and analyze educational plan and other system data to determine student demand and schedule accordingly</p>			
<p>Consider production of a single catalog and/or schedule of classes or online version that encompasses all four institutions – see Summary of Tasks - Recommendations by Department for specifics</p>	<p><u>One-time Task</u> – complete an analysis of the impact of producing one catalog and/or schedule on student success and retention</p>			
<p>Consolidate all data into one single source of truth using specialized consulting resources that can optimize performance and streamline maintenance</p>	<p><u>One-time Task</u> – consolidate all data into one production and one reporting system</p>			

Recommendation	Timing and Effort	Responsible Party	Target Completion	Status
Provide system functionality training either in person or online – see Summary of Tasks – Recommendations by Department for specifics	<u>Continuing Task</u> – provide training as needed			
Perform annual resubmission of the MIS data to capture changes and corrections in data as a normal course of business – see Summary of Tasks - Recommendations by Department for specifics	<u>Annual Task</u> – Perform annual MIS resubmissions			

Summary of Tasks – Recommendations by Department

Presented below are the recommendations by department. Note that many of the recommendations are duplicative of the Gap Recommendations which are to be implemented across the District and therefore the department will be participating in the implementation of those recommendations with other colleges and departments and may not be able to complete those recommendations independently.

This summary of tasks by department is not prioritized. Implementation of these recommendations will help to improve efficiency and effectiveness and result in cost savings for the department. This is designed to help departments monitor the implementation of all data quality changes affecting each department.

Data Integrity Project Summary of Tasks – By Department		
Recommendation	Target Completion	Status
ADMISSIONS & RECORDS		
Continue to use common forms for students to minimize confusion		
Develop roles and responsibilities for each department and clearly communicate this to staff and students to avoid confusion and double work (see Gap Recommendation 4)		
Consider providing kiosks for registration and training of students to perform online registration under the guidance of A&R staff		
Clearly define roles for maintaining student groups to ensure lists are regularly maintained and accurate; assign specific positions to maintain the lists (see Gap Recommendation 10)		
Clearly define the determination of Home Campus and implement (see Gap Recommendation 10)		
Put in place process and responsible party to make sure Special Admit students are correct each semester; automatically remove Special Admit status when student (see Gap Recommendation 10)		
Review access restrictions for A&R staff and train the on proper security; once training is completed grant access to make staff self-sufficient (see Gap Recommendation 9)		
Implement Degree Audit and auto-awarding of degrees to better serve students (See Gap Recommendation 6)		
Eliminate need for DB/Excel shadow systems to be needed for tracking challenge forms and changes; implement online forms that feed into PeopleSoft where possible (see Recommendation 6 & 11)		
Develop online graduation petition process that uses workflow to route and process petitions and store results in PeopleSoft (See Gap Recommendation 11)		
Review need for Counseling and Admissions & Records to evaluate Degree and Certificate Petitions for Graduation to more quickly process petitions for students		
Develop ability for campus Admissions & Records to award multiple Degrees and Certificates		
Select and implement a digital imaging system (See Gap Recommendation 11)		
Clearly define the Change of Major process including approval by Financial Aid and implement workflow to manage the process including student notifications		

Review the Continuing Student Survey with an eye towards streamlining (i.e. only ask change of major/goal annually; ask to verify info already on file rather than re-enter student information, move important items to top of survey) (see Gap Recommendation 2)		
Collect and report WIA status by creating a student group for this population (see Gap Recommendation 10)		
Create audit reports for early validation of data by the campuses (see Gap Recommendation 5)		
Conduct training on PeopleSoft functionality especially when new releases of the system are implemented (see Gap Recommendation 8)		
Add local additional questions to the online application to detect and direct students to the proper international applications (see Gap Recommendation 10)		
Create a two-way synchronization process between Terra Dotta and PeopleSoft		
COUNSELING & ASSESSMENT		
Continue District-wide effort to select and implement an Orientation system that will interface with PeopleSoft		
Review the Continuing Student Survey with an eye towards streamlining (i.e. only ask change of major/goal annually; ask to verify info already on file rather than re-enter student information, move important items to top of survey); use workflow to process the changes (see Gap Recommendation 2)		
Eliminate or streamline the manual entry of data reserving counseling time for students (see Gap Recommendation 11)		
Provide capability in PeopleSoft to capture all needed counseling data and eliminate the double entry and storage of data (see Gap Recommendation 6 & 11)		
Develop a direct interface from SARS to PeopleSoft to eliminate the double entry of data and regular verification		
Select and implement a digital imaging system (See Gap Recommendation 11)		
Review access restrictions for Counseling staff and train the on proper security; once training is completed grant access to use reporting and analytic capabilities to allow staff to be self-sufficient and better serve students (see Gap Recommendation 9)		
Create audit reports for early validation of data by the campuses (see Gap Recommendation 5)		
Complete the implementation of Degree Audit and Educational Planning modules in PeopleSoft including non-credit (see Gap Recommendation 6)		

CURRICULUM		
<p>Goal needs to be to input data once (Curricunet) then from there upload to COCI (once it is available) for state approval and then transfer to PeopleSoft once approved (system of record) to eliminate multiple manual entry PeopleSoft contains the official data about curriculum in order to schedule classes.</p> <p>Develop programming to allow PeopleSoft and CurricuNet to share curricular data</p> <p>When COCI mass upload becomes available (development is in progress) use it to upload all curriculum from CurricuNet for approval</p>		
Use CurricuNet to generate Board agenda items for curriculum (see Gap Recommendation 11)		
Evaluate the costs/benefits of producing a single catalog (see Gap Recommendation 3)		
Annually update the Process Flows and review the process with campus staff; develop any needed faculty and staff training (see Gap Recommendation 8)		
DSPS		
<p>Complete the implementation of AIM District-wide in a consistent manner to eliminate the use of Paper Files/Excel/Access/Microsoft Forms/Dropbox and other tools using a common set of forms and integrating directly with PeopleSoft. Fully leverage the functions of AIM.</p> <p>(see Gap Recommendation 6 & 11)</p>		
Select and implement a digital imaging system or use AIM to store DSPTS documents (See Gap Recommendation 11)		
Consider use of SAM District-wide for accommodation requests (if AIM does not provide this functionality)		
EOPS/CALWORKS/CARE		
Develop an online EOPS/CalWorks/CARE application that directly interfaces with PeopleSoft to store the data (see Gap Recommendation 11)		
Clearly define roles for maintaining student groups to ensure lists are regularly maintained and accurate; assign specific positions to maintain the lists (see Gap Recommendation 10)		

Capture all data from application directly into PeopleSoft and eliminate the need for Excel to track data eliminating the need to manually input data and reconcile PeopleSoft & Excel data (see Gap Recommendation 6 & 11)		
Develop an interface to import SARS data into PeopleSoft		
Continue training EOPS/CalWorks/CARE staff on the use of BI Tools Group Reports; provide security training & training on ability to create reports to check units enrolled/Financial Aid information to validate eligibility (see Gap Recommendation 5)		
Select and implement a digital imaging system (See Gap Recommendation 11)		
FINANCIAL AID		
Report all student who enroll and whose drop date if after the first class meeting For Pell, report Summer as a trailer For Promise, report Summer as a header Implement sync process for creation of fee waiver at each campus; consult Los Rios CCD for their process Report all \$0 promise grants up to 7% of total reported (see Gap Recommendation 1)		
Continue the implementation of this product consistently District-wide with the ability to share information; setup the storage of documents uniformly for easy access by all Financial Aid departments to better and more consistently serve students		
Hire a consultant twice a year (or more if needed) who is familiar with PeopleSoft to train staff on performing aid year and semester setup, review system setup and validate processing will be done properly (see Gap Recommendation 1)		
Develop roles and responsibilities for each department and clearly communicate this to staff and students to avoid confusion and double work (see Gap Recommendation 4)		
Develop online Financial Aid forms that directly interface with PeopleSoft (see Recommendation 11)		
Select and implement a digital imaging system for all document storage (See Gap Recommendation 6 & 11)		
Create audit reports for early validation of data by the campuses (see Gap Recommendation 1 & 5)		

Investigate the use of texting tools to communicate with students using texting in addition to email (i.e. QLess, etc) to better serve students		
Work with IT to develop logic to import awards where possible from funding sources and to post EOPS/Care awards when awarded (see Gap Recommendation 11)		
Eliminate the need for Excel to track awards and FWS students by using PeopleSoft functionality; develop ability to import FWS pay information into Financial Aid (see Gap Recommendation 6 & 11)		
Clearly define the Change of Major process including approval by Financial Aid and implement workflow to manage the process including student notifications		
Review and document the SAP process and validate that it is working properly		
HUMAN RESOURCES		
Develop ability to import data from PeopleAdmin into PeopleSoft		
Create online Personal Information Change Form and Personnel Action Form with ability to directly interface data to PeopleSoft (see Gap Recommendation 11)		
Develop ability to import data from Adobe Sign into PeopleSoft		
Streamline ePAF approvals in PeopleSoft (see Gap Recommendation 6)		
Implement Time & Labor functionality in PeopleSoft (see Gap Recommendation 6)		
Implement Absence Management functionality in PeopleSoft (see Gap Recommendation 6)		
Select a product to track evaluations and professional development and implement		
Regularly terminate Adjunct Faculty per the contract		
Create audit reports for on-demand early validation of data (see Gap Recommendation 5)		
SCHEDULING		
Evaluate and acquire scheduling software to develop the schedule, review the schedule and load the schedule into Peoplesoft eliminating double entry and manual processes		
Explore the use of the College of Alameda Enrollment Management process Districtwide		

Review the alignment of schedule format and offerings to best serve students; consider consistent format across the four schedules or one schedule for all colleges (see Gap Recommendation 3)		
Create audit reports for early validation of data by the campuses (see Gap Recommendation 5)		
SPECIAL POPULATIONS		
Convert the use of Excel to recording data in PeopleSoft which is currently stored in Excel by leveraging capabilities for data collection in PeopleSoft (see Gap Recommendation 6 & 11), conducting training on functionality in PeopleSoft/BI Tools which will make staff more comfortable using PeopleSoft and more trusting of the data captured and reported		
Evaluate the costs/benefits of case management software for special populations that will integrate with PeopleSoft		
Select and implement a digital imaging system (See Gap Recommendation 6 & 11)		
Eliminate the entry of SARS data into PeopleSoft by developing a direct interface		
Assign specific responsibility for maintenance of Student Groups to guarantee accuracy (see Gap Recommendation 10)		
Assign specific responsibility for maintenance of Special Admit students to guarantee accuracy; automatically remove Special Admit status of those over age 21 and maintain graduation dates (see Gap Recommendation 10)		
Continue training of special populations staff on the use of BI Tools Group Reports to validate MIS data early in the semester (see Gap Recommendation 5)		
Use the supplemental data feature of CCCApply to capture additional information about students to help identify those who may need or be eligible for additional special population services.		
Provide access and training for special populations staff (see Gap Recommendations) to be able to perform ad-hoc reporting for special populations such as: <ul style="list-style-type: none"> • Outreach reports • Class Drop reports • Tracking special population student progress Other needs as identified		

Develop and implement ability to capture veteran dependent information without impacting priority registration and to properly report this information in MIS		
Review and streamline the Continuing Students Survey to ask only what is needed (see Gap Recommendation 2)		
Develop and implement online applications for special population programs that directly interface with PeopleSoft (see Gap Recommendation 11)		
VTEA/PERKINS		
Eliminate the need to store data in two systems by determining where to store the data in PeopleSoft (see Gap Recommendations 6 & 11)		
Complete a review of all courses which are requirements or pre-requisite courses for CTE degrees and certificates; make sure all those courses are coded SAM A-D as appropriate (see Gap Recommendation 2)		
Consider providing kiosks for registration and training of students to perform online registration under the guidance of A&R staff (see Gap Recommendation 2)		
Create audit reports for early validation of data by the campuses (see Gap Recommendation 5)		