



21st Century Maricopa:

Implementing Improvements in Student Success
&
Greater Efficiency & Effectiveness

Chancellor's Update

Governing Board Meeting
April 27, 2010



21st Century Maricopa:

Update on Steering Team

- Met two times: February 12 & March 22, 2010
- Next Meeting: May 12, 2010
- Membership: Four internal and two external members, seeking additional external members with HR and IT experience
 - Challenges in making year-long commitment six hours per month

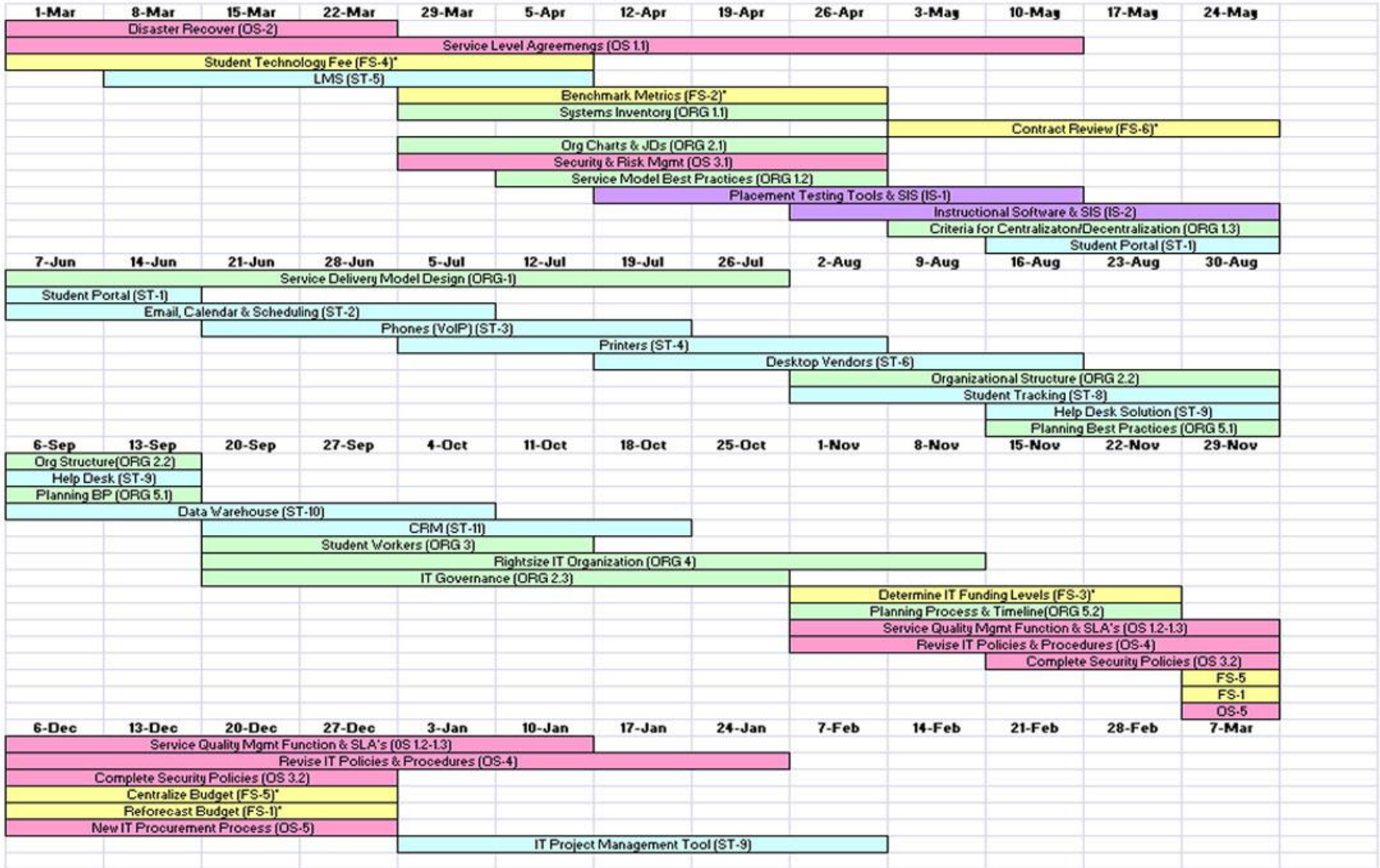


21st Century Maricopa:

Update on Project Strategies

- 18 strategies recommended to date
- Most strategies are to promote more effective operations
- One strategy results in savings (3.4 million from elimination of Active Retirement Program: Savings already taken to address budget cuts)
- 29.39% Implementation Planning Progress in four months

Information Technology Schedule



* NOTE: All IT Financial Planning items will be incorporated into District-wide Financial Planning by April 2011.



21st Century Maricopa:

Current Scorecard

Total Number of Maricopa staff working on the 21st Century Project:

- Work Team Members: more than 260
- Sponsors: 11
- Project Managers: 5
- Backup Project Managers: 4
- Support Staff: 10



21st Century Maricopa:

Key Areas Progress Update

- Student Success
- Business Systems
- Human Resources
- Information Technology



21st Century Maricopa:

Student Success Update

- **Transitioned Institutional Effectiveness Office:** This move to the Division of Academic and Student Affairs has been completed successfully.
- **Work Teams:** 20 groups worked diligently in February, March and April to review the recommendations and develop implementation plans.
 - Several strategies will be presented to the Steering Team in May for their consideration.



21st Century Maricopa:

Business Systems Update

- **Procurement** - The Procurement Team has been working on the varied recommendations concerning standardization of commodities, web information on vendors, purchasing card expansion, early payment discounts, etc.
- **Utility Management** - The Facilities work team has been analyzing the three recommendations around potential savings from more aggregation of metering, more consolidation of billing and volume purchases of natural gas.



21st Century Maricopa:

Human Resources Update

- **On-line Benefits:** Automation of Open Enrollment was successfully implemented and supported the benefits open enrollment period. Having the employees enter their selections saves weeks of staff time previously required to enter the data.
- **Self-Service:** Options were expanded to include the ability to update W4 information and to view tenure status and sabbatical eligibility. The on-line Personnel Action Request process is currently being setup and research is being conducted to identify additional self-service options.



21st Century Maricopa:

Information Technology Update

- **Disaster Recovery** – recommendation to Steering Team on 5/12/10. Progress is excellent, and completion of Phase I is expected by December 2010. Additional functionality is being planned as part of a Phase II planning effort.
- **SLA Team** – Recommendation to Steering Team on 6/7/2010. The team has reviewed best practices and identified three initial service areas where SLAs are needed and is completing the development of those SLAs.
- **Learning Management** – Recommendation to Steering Team on 6/7/2010. The team is completing an analysis of how LMS systems are currently being used within the Maricopa District, and documenting both the financial and non-financial considerations for consolidation.



21st Century Maricopa:

User-Friendly Invoice

Inadequate, Improvised, Inconsistent,
Inaccessible and Unsupported

- Printed Screenshots from Various Parts of SIS
- Limited Reports from College Shadow Systems
- Distributed Development
- Staff Assistance Required



21st Century Maricopa:

Student Account Statement

*Comprehensive, Consolidated, Accessible,
Consistent, Professional, and Supported*

- Single Point of Reference for Student Account Detail
- Not an Invoice or a Bill
- Self Service Access Through Common and Familiar SIS Student Center
- Centralized Project Representing All Colleges
- Personalized Letterhead for Individual Colleges

Charges
Account Balance: 0.00

Description	Class	Charges	Balance	Due Date	Refund Deadline
Registration Processing Fee		15.00	0.00	12/02/09	
County Resident Tuition	First-Year Composition	0.00	0.00	12/05/09	01/25/10
County Resident Tuition	Ideas & Values in Hum	213.00	0.00	12/05/09	01/25/10
County Resident Tuition	Introduction to Statistics	213.00	0.00	12/05/09	01/25/10
County Resident Tuition	Intermediate Algebra	284.00	0.00	12/05/09	01/25/10
County Resident Tuition	First-Year Composition	0.00	0.00	12/05/09	01/25/10
County Resident Tuition	First-Year Composition	213.00	0.00	01/18/10	01/25/10

Total Charges: 938.00
Payments and Credits

Charge Description	Class	Payment Type	Payment Amount	Payment Date
Registration Processing Fee		FA-Emergency Fund	15.00	01/06/10
County Resident Tuition	Ideas & Values in Hum	FA-Emergency Fund	213.00	01/06/10
County Resident Tuition	Introduction to Statistics	FA-Emergency Fund	213.00	01/06/10
County Resident Tuition	Intermediate Algebra	FA-Emergency Fund	284.00	01/06/10
County Resident Tuition	First-Year Composition	FA-Emergency Fund		01/18/10
County Resident Tuition	First-Year Composition	FA-Emergency Fund	213.00	01/18/10

Total Payments: 938.00
Course Schedule

Crse	Class	Description	Unit	Start Date	End Date	Instructor	Days	Start	End	Location
ENG 102	29022	First-Year Composition	3.00	01/19/10	05/14/10	David C Finley	.T.T...	9:00AM	10:15AM	Williams Engel Hall Rm 105
HUM 251	29158	Ideas & Values in Hum	3.00	01/19/10	05/14/10	Yvonne Reineke	.T.....	7:10PM	9:50PM	Pecos C Bldg Rm 207
MAT 121	29332	Intermediate Algebra	4.00	01/19/10	05/14/10	Wayne Gautreau	MTWT...	11:15AM	12:05PM	Pecos C Bldg Rm 208
PSY 230	29728	Introduction to Statistics	3.00	01/19/10	05/14/10	Joseph Martin Dicola	.T.T...	12:40PM	1:55PM	Pecos Jacaranda Hall Rm 102



21st Century Maricopa:

Questions & Answers