

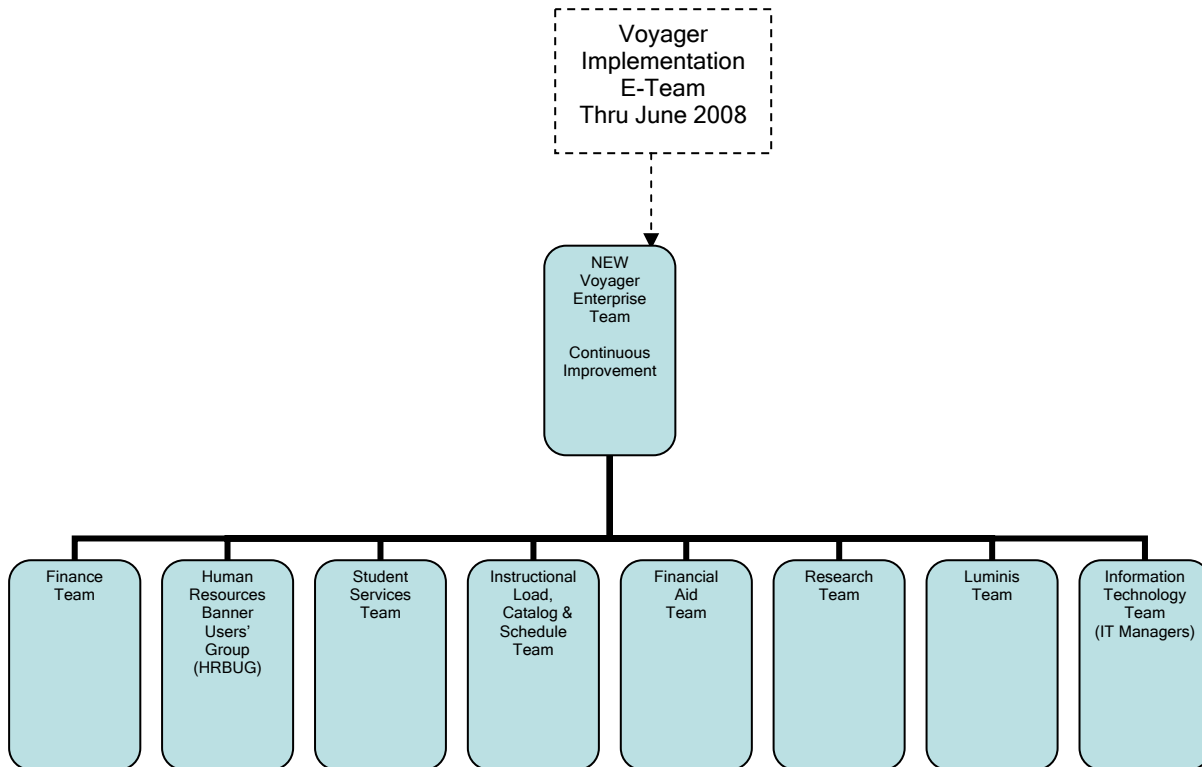
Coast Community College District Continuous Improvement Teams - Voyager Systems Suite

The Voyager Continuous Improvement Teams will be composed of members of the User, Technical and Management Communities and required technical experts and consultants responsible for the operational processes that use Banner, Luminis, Workflow, Operational Data Store and other third party products known as the Voyager System Suite (VSS).

Committee members will work from a constituent-centered view to ensure that the VSS and related procedures are updated in a timely and least intrusive manner to the operation of the district and colleges.

The committee membership rotates yearly; members may serve for several years depending on workload and need. The committees select a chair on a yearly basis.

All meetings held by the Voyager Continuous Improvement Teams will have agendas and summaries including action items. The agendas and summaries will use an agreed upon format and be posted on a shared storage drive.



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ESTABLISHED TEAMS

The Voyager Enterprise Team (“E-Team”)

The Voyager Enterprise Team meets bi-weekly and is comprised of the functional and technical team leads. The E-Team guides the overall VSS continuous improvement process from a district-wide point of view, including policy, organization resources, and process or system changes that may affect multiple areas. The E-Team meets to communicate progress, discuss issues, decide policy and make recommendations to keep the Voyager systems up to date. Written status reports are the standard outputs from these meetings.

The team’s overall responsibility is to ensure that the system being updated supports the institution’s processing requirements, while continuously evaluating new processes in support of more efficient practices. The team helps to foster decision consensus among and between functional teams to support integration within the VSS.

Members of the Voyager Enterprise Team are in a position that will allow them to speak for the institution in areas of priorities, policy and direction in terms of District and colleges requirements.

Voyager Enterprise Team responsibilities include activities such as:

- Oversee the continuous improvement of VSS.
- Monitor the interaction of VSS among the departments.
- Define data fields that will be used district- wide.
- Set rules on the design and construction of data fields.
- Set standards for the communication and business processes to be used district-wide.
- Monitor business processes standards to ensure compliance with district-wide standards.
- Support proper communication of the VSS changes and improvements.
- Set priorities for allocation of resources.
- Expedite decision-making.
- Make recommendations for policy decisions.
- Recommend acceptance or rejection of baseline changes.
- Ensure timely resolution of problems, issues and change requests.

Team Representatives	Position Title	Member Name
Finance Team	Administrative Director, Fiscal Services, DOC	<i>Kim Allen – thru June 2008</i>
Human Resources Team	Manager Employment Services & Records, DOC	<i>Geri Wile – thru June 2008</i>
Student Services Team	Director Administrative Records & Enrollments, GWC	<i>Shirley Donnelly</i>
Instructional Load, Catalog and Schedule Team	Supervisor, Instructional Services, CCC	<i>Ann Hickey – thru June 2008</i>
Financial Aid Team	Director, Financial Aid, OCC	<i>Melissa Moser – thru June 2008</i>
Luminis Team	Director, Web Services, OCC	<i>Dave Thompson</i>

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Team Representatives	Position Title	Member Name
Finance Team	Administrative Director, Fiscal Services, DOC	<i>Kim Allen – thru June 2008</i>
Research Team	Research Systems Analyst, DOC	<i>Steve Webster</i>
Technical Team Lead	Administrative Director, District Information Services, DIS	<i>Jeff Arthur – thru June 2008</i>

Functional Teams

The Functional Teams work closely with VSS to gain a thorough understanding of the capabilities of the systems, and more specifically:

- Provide detailed knowledge of the required processes in each affected area.
- Participate in all aspects of the VSS solutions.
- Create work groups as needed to focus on specific topics.
- Develop tasks and assign responsibilities to the work groups.
- Review issues and make recommendations to the Voyager Enterprise Team.
- Maintain communication among team members and the rest of the user community.
- Identify upgrades and modification requirements. Support upgrades and modification efforts including definitions, procedures, end-user training, interfaces, security and testing.
- Provide written status reports to the Voyager Enterprise Team.

Functional Team Construct

The following Functional Team descriptions represent the types of knowledge (by position) required in continuous improvement of VSS. Recommended qualifications for Functional Team members are:

- Detailed knowledge of their application area.
- Ability to work in a team and interact regularly to accomplish specific tasks.
- Commitment to and involvement in clear, shared goals.
- Ability to freely express ideas and participate in discussions and decisions without fear of negative consequences.
- Ability to value and listen to each and every other member of the team.
- Openness to volunteering when leadership needs arise.
- Ability to lend support to all final decisions.

Finance Team - The Finance Team meets monthly.

Role	Position Title	Member Name
Finance Team Lead	Administrative Director, Fiscal Services, DOC	<i>Kim Allen</i>
Campus Finance	Director, Budget & Finance Operations, OCC	<i>Daniela Thompson</i>
Campus Finance	Director Fiscal Services, OCC	<i>Helen Rothgeb</i>
Campus Finance	Fiscal Services Director, CCC	<i>Christine Nguyen</i>

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Role	Position Title	Member Name
Campus Finance	Director of Fiscal Services, GWC	<i>Louise Comer</i>
Budgeting	District Accounts Payable / Budget Manager, DOC	<i>Wanda Doty</i>
Purchasing	Director of Purchasing, DOC	<i>John Eriksen</i>
Accounting & Travel	District Accounting Manager, DOC	<i>Cheryl Blocker</i>

Human Resources Banner Users Group (“HR BUG”) - HRBUG meets bi-weekly.

Role	Position Title	Member Name
District Human Resources E-Team lead	Manager Employment Services & Records, DOC	<i>Geri Wile</i>
Campus Human Resources	Director of Personnel Services, GWC	<i>Crystal Crane</i>
Campus Human Resources	Staff Assistant Sr., GWC	<i>Diane DePretto</i>
Campus Human Resources	Staff Assistant Sr., OCC	<i>Sheryl Area</i>
Campus Human Resources	Director of Personnel Services, CCC	<i>Carolyn Loy</i>
Campus Human Resources	HR Specialist, CCC	<i>Debbie Nibeel</i>
Benefits	Manager Employee Benefits, DOC	<i>Martha Coyne</i>
Payroll	Payroll Systems Manager, DOC	<i>Vicki Wilder</i>
Human Resources	Human Resources Analyst, DOC	<i>Cathy Mesenbrink</i>
Campus Finance	Director Fiscal Services, GWC	<i>Louise Comer</i>
Campus Finance	Fiscal Services Director, CCC	<i>Christine Nguyen</i>
Budget	Budget Coordinator, DOC	<i>Tim Baker</i>
Budget	Budget Coordinator, DOC	<i>Sloane Greenough</i>

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Student Services Team - The Student Services Team meets weekly.

Role		Member Name
Admissions & Records	Associate Registrar, OCC	<i>Jim West</i>
Admissions & Records	Administrative Director of Student Services, GWC	<i>Shirley Donnelly</i>
Admissions & Records	Director, Student Services, CCC	<i>Jennifer McDonald</i>
Admissions & Records	Director of Admissions, Records & Enrollment Technology, OCC	<i>Efren Galvan</i>
Military and Contract Education	Director Contract Development & Operations, CCC	<i>Joycelyn Groot</i>
Admissions & Records	Systems Analyst Specialist, OCC	<i>Geoff Hurst</i>
Admissions & Records	Systems Analyst Specialist, GWC	<i>Julie Nguyen</i>
Admissions & Records	Systems Analyst Specialist, CCC	<i>Debe Tetnowski</i>
Technical Support	Systems Analyst Specialist, DIS	<i>Paula Fullerton</i>
Applications Programming	Manager, Application Development Information Systems, DIS	<i>Richard Patterson</i>
Applications Programming	Applications Project Coordinator, DIS	<i>Kathie Thayer</i>
Applications Programming	Applications Project Coordinator, DIS	<i>Tim Rigney</i>
Applications Programming	Applications Project Coordinator, DIS	<i>Rick Jones</i>

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Instructional Load, Schedule and Catalog Team – meets monthly.

Role or Area of Representation	Position Title	Member Name
Instruction	Vice President of Instruction, CCC	<i>Cheryl Babler</i>
Instruction	Vice President of Instruction, GWC	<i>Lois Miller</i>
Instruction	Vice President of instruction, OCC	<i>Melinda Nish</i>
Schedule	CCC Military, CCC	<i>Rozanne Capoccia</i>
Schedule	Instructional Info Tech, OCC	<i>Nathalie Ferrero</i>
Schedule/Catalog	Supervisor of Inst. Services, CCC	<i>Ann Hickey</i>
Schedule	Staff Aide, CCC	<i>Jeanette Nash</i>
Catalog	Staff Assistant, Sr., OCC	<i>Harriet Ouellette</i>
Catalog	Hourly/Temp Clerical, GWC	<i>Norma Pollaro</i>
Schedule	Staff Assistant , GWC	<i>Karen Rokes</i>
Research	Associate Dean, GWC	<i>Dwayne Thompson</i>
Human Resources	Manager Employment Services & Records, DIST	<i>Geri Wile</i>
Human Resources	Staff Assistant Sr., GWC	<i>DianeDePretto</i>
Human Resources	Staff Assistant Sr., OCC	<i>Sheryl Area</i>
Human Resources	Director of Personnel Services, CCC	<i>Carolyn Loy</i>
IT – Web, Blackboard and Luminis	Director Web Services, OCC	<i>Glen Profeta</i>

Financial Aid Team – meets monthly.

Role	Position Title	Member Name
Financial Aid Team Lead	Director, Financial Aid, OCC	<i>Melissa Moser</i>
Financial Aid Director	Director, Financial Aid, GWC	<i>Steve Woodyard</i>
Financial Aid Director	Director, Financial Aid, CCC	<i>Cynthia Pienkowski</i>
PowerFAIDs	Student Financial Aid Supervisor, OCC	<i>Kathie Tran</i>
“ “	Student Financial Aid Supervisor, GWC	<i>Adrienne Burton</i>
“ “	Accounting Clerk Intern, CCC	<i>Tammy West</i>
DOE	Information System Tech, Senior, OCC	<i>Ilona Viragh</i>
IT	Application Proj, Coord, DIS	<i>Rick Jones</i>

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Research Team – Meets bi-weekly.

Role	Position Title	Member Name
Institutional Researcher	Research Systems Analyst, DOC	<i>Steve Webster</i>
Institutional Researcher	Associate Dean, GWC	<i>Dwayne Thompson</i>
Institutional Researcher	Director, Library and Institutional Research, OCC	<i>Sheri Sterner</i>
Institutional Researcher	Director of Research, CCC	<i>Jorge Sanchez</i>
District Student Systems Analyst	Systems Analyst Specialist, DIS	<i>Paula Fullerton</i>
OCC Student Systems Analyst	Systems Analyst Specialist, OCC	<i>Geoff Hurst</i>
GWC Student Systems Analyst	Systems Analyst Specialist, GWC	<i>Julie Nguyen</i>
CCC Student Systems Analyst	Systems Analyst Specialist, CCC	<i>Debe Tetnowski</i>
Research	Programmer II, GWC	<i>Jason Parsons</i>
Research	Research Assistant 3, OCC	<i>Elliot Ikuta</i>
Research	Research Assistant I, OCC	<i>Lynn O'Neal</i>
Research and Web	Multimedia Development Specialist Sr., OCC	<i>Eric Hobbs</i>
Research	Research Assistant 2, CCC	<i>Shanon Gonzalez</i>
Instruction	Instruction Coordinator, CCC	<i>Pat Arlington</i>
Application Programming	Military/Contract Ed Application Coordinator, CCC	<i>Janell Keough</i>
IT	GO Bond Application Manager, DIS	<i>Rick Forsberg</i>
Coordinator	Computer Operations Lead, DIS	<i>Joanne Cooper</i>

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Luminis Team – meets bi-weekly.

Role	Position Title	Member Name
Distance Education	Director Online Instruction, GWC	<i>Jorge Ascencio</i>
Distance Education	Director Web Services, OCC	<i>Glen Profeta</i>
Distance Education	Administrative Dean, CCC	<i>Dan Jones</i>
Distance Education	Dean Independent Studies, CCC	<i>Ted Boehler</i>
Content / Web	Multimedia Development Specialist, Sr., OCC	<i>Eric Hobbs</i>
Content / Web	Computer Support Specialist I, GWC	<i>Sean Glumace</i>
Content / Web	Computer Operator, CCC	<i>Peter Maharaj</i>
Content / Web / Seaport	Director of E-Learning, CCC	<i>Dave Thompson</i>
Luminis Systems Administrator	Systems Network Analyst II, DIS	<i>Bobby Ostovarpour</i>

Information Technology Managers (“IT Managers”) - The IT Managers meet monthly.

Role	Position Title	Member Name
Technical Team Lead	Administrative Director, District Information Services, DIS	<i>Jeff Arthur</i>
Applications Support Manager	Manager Application Development / Information Systems, DIS	<i>Richard Patterson</i>
Technical Support Manager	Manager Technical Support & Operations, DIST	<i>Don Cock</i>
GO Bond System Manager	Supervisor Application Development, DIS	<i>Rick Forsberg</i>
Campus IT Director	Director of Computer Services, OCC	<i>Ed Waterman</i>
Campus IT Director	Director Online Instruction, OCC	<i>Tony Salas</i>
Campus IT Director	Information Systems Technician Sr., OCC	<i>Sandy Whiteside</i>
Campus IT Director	Director Web Services, OCC	<i>Glen Profeta</i>
Campus IT Director	Director Technical Support Services, GWC	<i>Anthony Maciel</i>
Campus IT Director	Director of Computer Services, CCC	<i>Josh Conry</i>

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AD HOC TEAMS

(Convene as needed)

Banner Upgrades Testing – Involves all of the functional and technical teams, plus a cadre of supporting team members depending on the size of the release.

Each Banner functional module typically has a minimum of two releases per year and Financial Aid has four. In April 2008, Banner will be releasing, Banner 8, which is a major upgrade that will affect all modules. Major upgrades require integrated testing like the Mock Registration acceptance testing process (multiple modules, campuses, locations, onsite, offsite, etc...).

Data Standards – Requires representation from all of the functional and technical teams.

Data Standards team encompasses data migration as new systems are added, standards between systems and modules, data control on new modifications, data clean up, and duplicate PIDs.

Security – Requires representation from all of the functional and technical teams.

Security team covers access and security for all systems, coordinates staff, faculty and student Access.

Voyager Response Team – See separate team document and process. Response Team has representation from all of the functional and technical teams.

Response Team convenes via e-mail when system is down or performance is seriously degraded.