



Hosted by District Student Services

mySDCCD
Training Series

**Campus Solutions Presentation:
Mesa Student Services Council Retreat**



Presenter:

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Vice Chancellor Student Services

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Student Services Analyst

BEFORE WE BEGIN: BE A CHANGE INFLUENCER

- The Campus Solutions implementation is a transformational shift for faculty, staff and students
- As leaders, you help with this transition by being our advocates for change, provide the motivation for your staff to learn the new system
- You, as their leader, provide the most influence to your staff. It's important to keep your staff updated and offer encouragement.



CAMPUS SOLUTIONS BACKGROUND

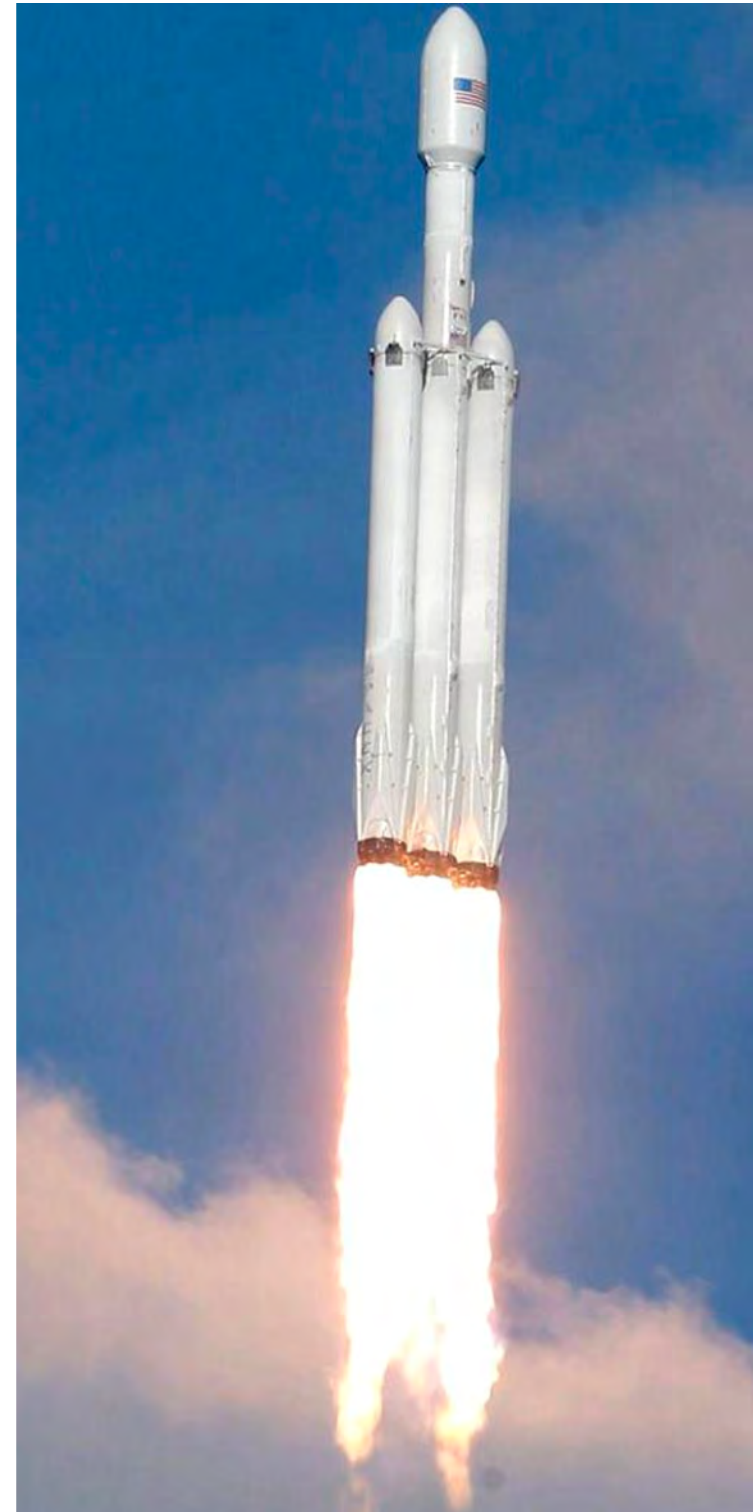
- Implementation started in 2014
- Initial team of 15 staff, grew to over 90+
 - Faculty and Staff from District, City, Mesa, Miramar and Continuing Education
- Go-Live started in April 2018 for all processes related to Fall 2018
- Multiple phase launches
- Dual-System Use in Fall 2018
 - Financial Aid – Campus Solutions
 - Registration, paying classes, class schedule, parking permits – ISIS/Reg-e

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2018 Mesa Student Services Council Retreat

LAUNCH 1

- April 2018
 - Processing Financial Aid Applications for 2018-2019 aid year
 - Conversion of Student Data (2.4 million records!)
 - Duplicate ID Management
 - Course Catalog (Dual Entry)
 - Academic Structure & Maintenance (Dual Entry)



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2018 Mesa Student Services Council Retreat **LAUNCH 2**

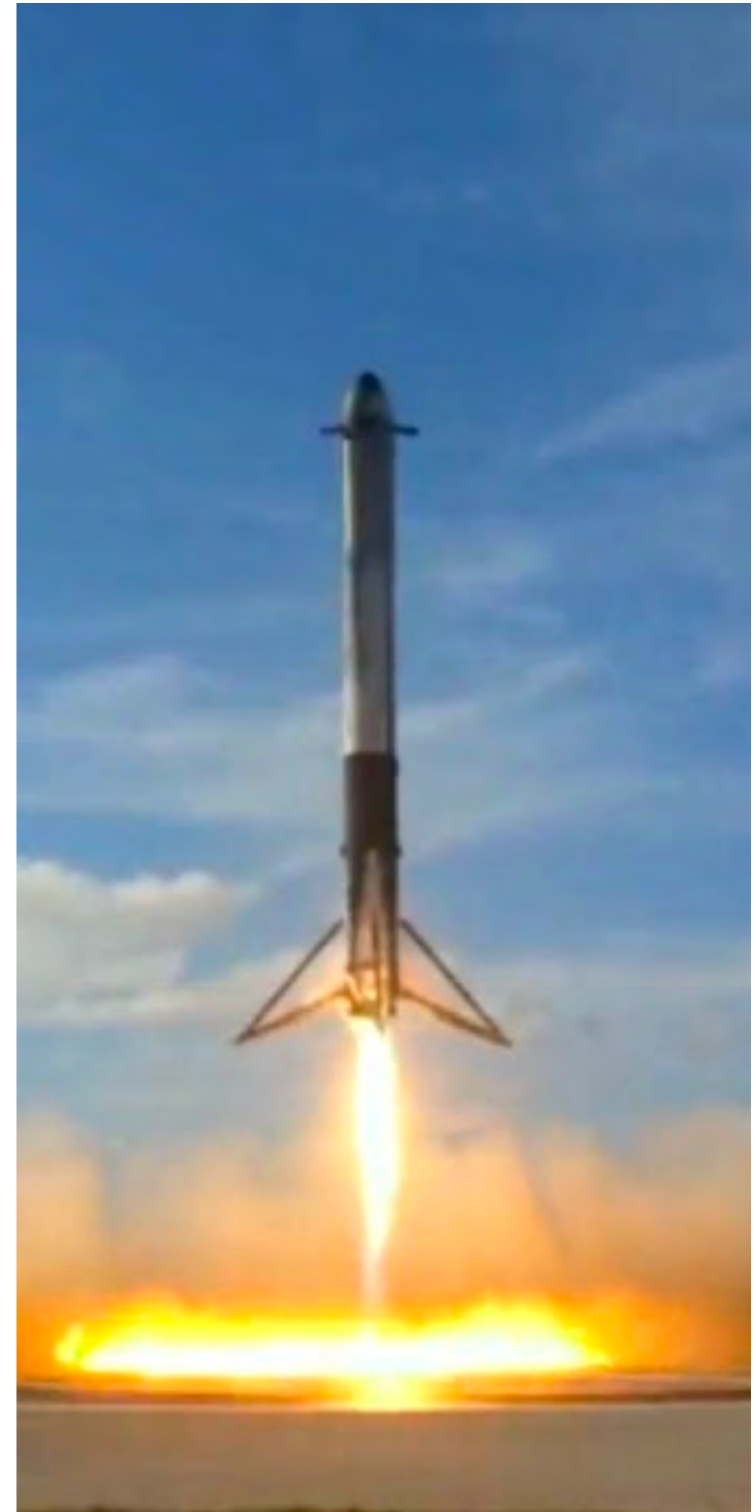
- Begins July 2018
 - Financial Aid Packaging, Awarding Aid and SAP
 - San Diego Promise
 - EOPS/CARE



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2018 Mesa Student Services Council Retreat **LAUNCH 2.1**

- July/August 2018
 - Course Catalog Maintenance
 - Ad Astra (Room Scheduling)
 - Disbursement of Fall 2018 Financial Aid
 - Bookstore Accounts for Financial Aid Students
 - FINANCE System Integration
 - Faculty TAO (Tables Only)
 - Class Schedule Build (Spring 2019)
 - Nebraska bookstore



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2018 Mesa Student Services Council Retreat **LAUNCH 3**

- Begins October 2018
 - All Spring 2019 Enrollment Activities
 - Student Accounting
 - Fee & Non-Resident Tuition Calculation (Spring 2019)
 - Touchnet (credit card interface)
 - CE Schedule of Classes for Spring 2019
 - FA Return to Title IV
 - Canvas (Learning Management System)
 - Academic Advising



2018 Mesa Student Services Council Retreat **LAUNCH 4**

- Begins December 2018
 - CCCApply for Spring 2019
 - Cutover to Campus Solutions for all business processes Spring 2019
 - 320/321 Reporting
 - Transcripts through Credentials beginning January 2019



2018 Mesa Student Services Council Retreat **COMMUNICATION PLAN**

- Go Live Tool Kit:
 - Will be distributed for each release
- Go Live Took Kits contain:
 - What functions will be going live
 - What emails and other communications are being sent to students
 - How best to help students during the go live
 - Contains FAQs and a matrix of issues with appropriate responses
 - Business process changes
 - Impacts to the colleges and offices
 - Production Support for each Release



INTRODUCTION TO CAMPUS SOLUTIONS

- WHAT'S IN A NAME?
 - What is **ERP**?
 - Enterprise Resource Planning
 - Name of the project
 - What is **PeopleSoft**?
 - Name of software owned by Oracle
 - ❖ Campus Solutions
 - ❖ Human Capital Management
 - ❖ Finance

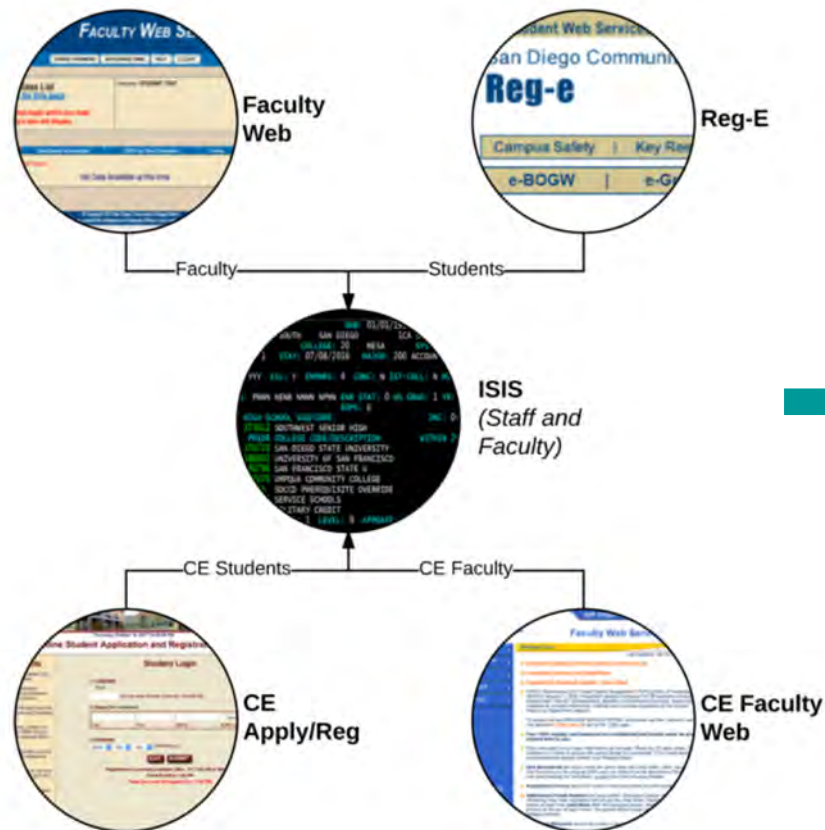


INTRODUCTION TO CAMPUS SOLUTIONS

- What is **Campus Solutions**?
 - Student Information System
 - Replaces Current Integrated Student Information System (ISIS)
 - Similar to the relationship between Microsoft Office and Microsoft Excel
- What is **mySDCCD**?
 - How faculty and students will access Campus Solutions
 - Replaces Reg-E, Faculty Web Services and CE Faculty Web Services

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OUR CURRENT LEGACY SYSTEM



Users: Faculty & Students



Campus Solutions

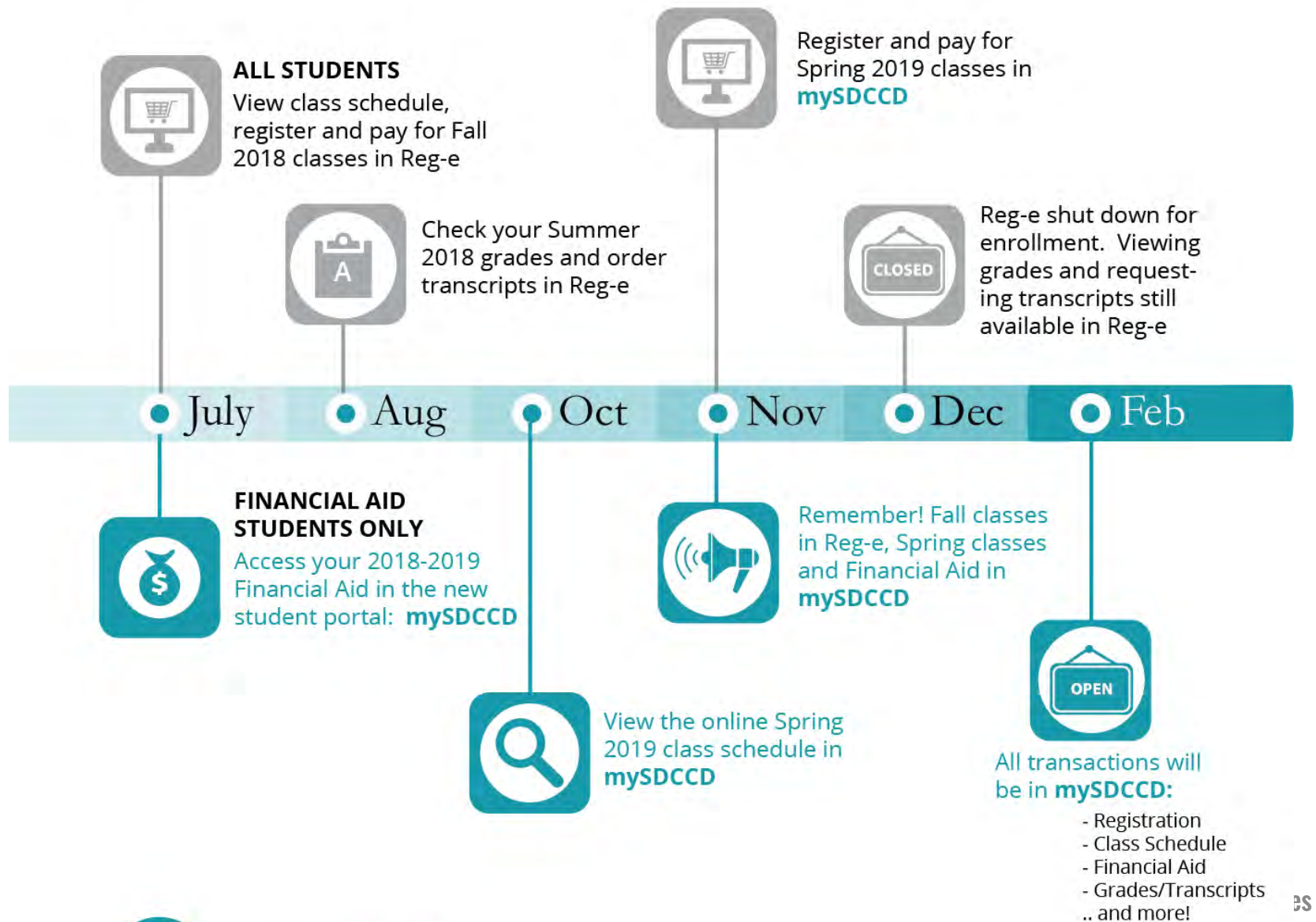


**Users: Students, Staff
& Faculty**

Campus Solutions is the new student information system that will replace our current legacy system **ISIS**.

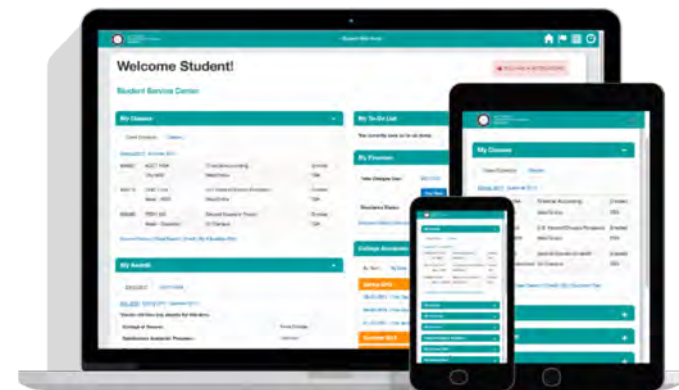
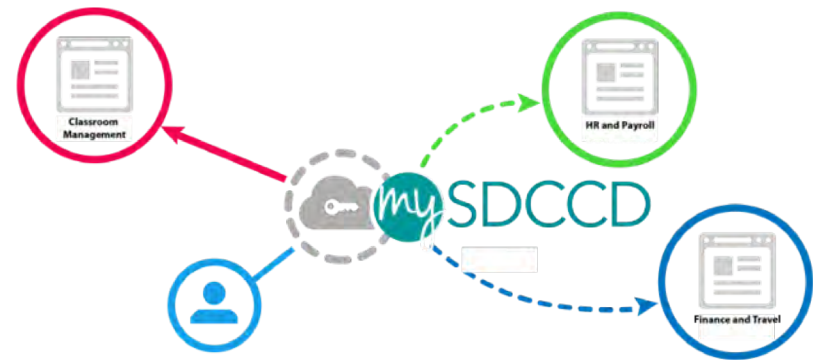
mySDCCCD is the front-end interface that faculty and students will use to conduct business with **Campus Solutions**

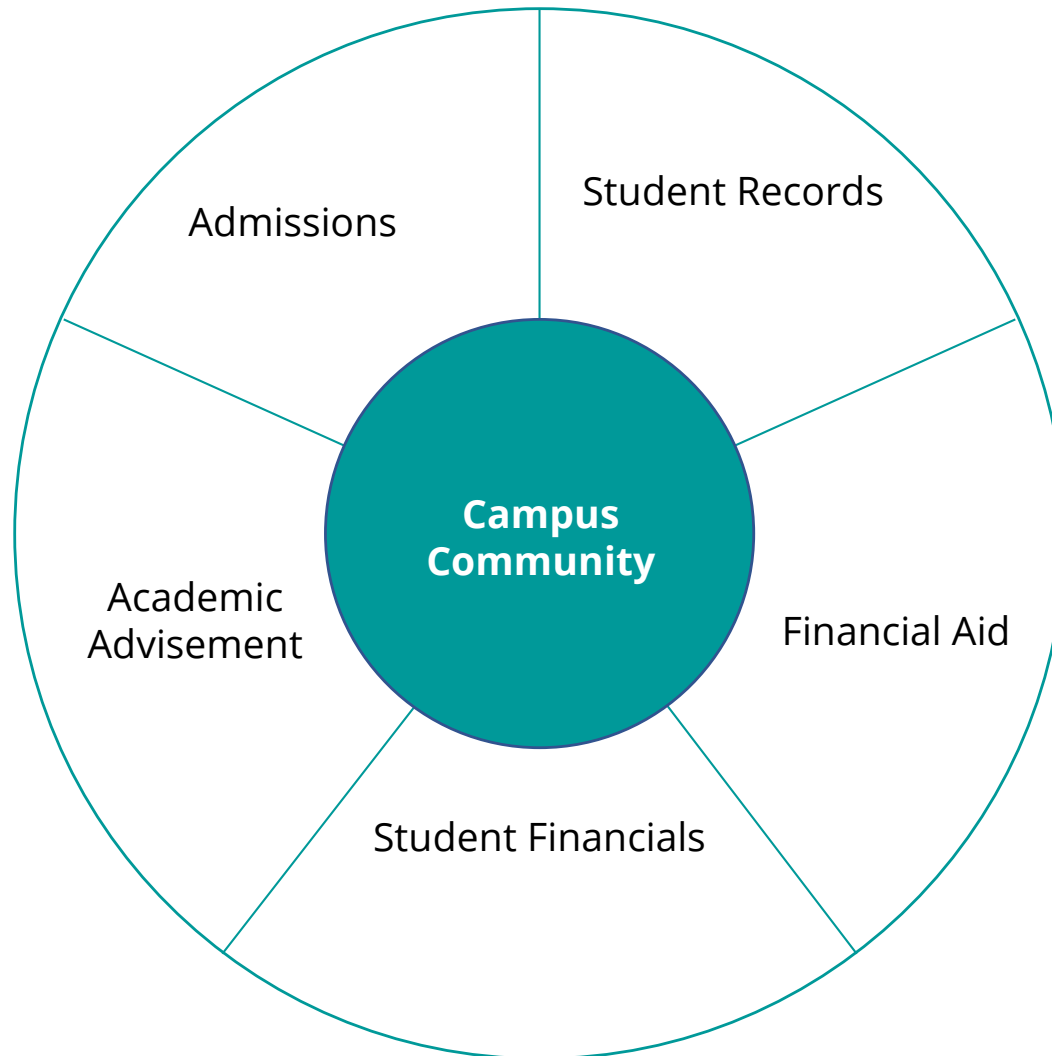
HOW WILL THE FALL TRANSITION IMPACT STUDENTS?



mySDCCD – THE NEW FACULTY AND STUDENT PORTAL

- mySDCCD provides faculty with a single interface where they can:
 - Manage rosters
 - View waitlists
 - Enter grades
 - Access payroll
 - Submit travel authorizations
- Benefits of mySDCCD include:
 - Mobile format
 - Expanded hours of operation
 - Easy navigation



CAMPUS SOLUTIONS MODULES



Module	Business Processes	ISIS Equivalent
Campus Community	<ul style="list-style-type: none"> • Student Demographic Information • Residency, Citizenship 	<ul style="list-style-type: none"> • SQSA, SQSD, • SQNR, SQCE
Admissions	<ul style="list-style-type: none"> • Processing student applications (CCCApply) 	<ul style="list-style-type: none"> • Homegrown Online Application • Homegrown CE Apply/Register • SQSA
Student Records	<ul style="list-style-type: none"> • Registering students in classes • Posting transfer credit • Viewing course history, GPA, unit totals • Clearing prerequisites 	<ul style="list-style-type: none"> • SQRB • SQH1, SQH8, SQH9 • SQHE • SQHD
Financial Aid	<ul style="list-style-type: none"> • Processing/disbursing financial aid 	<ul style="list-style-type: none"> • SAM



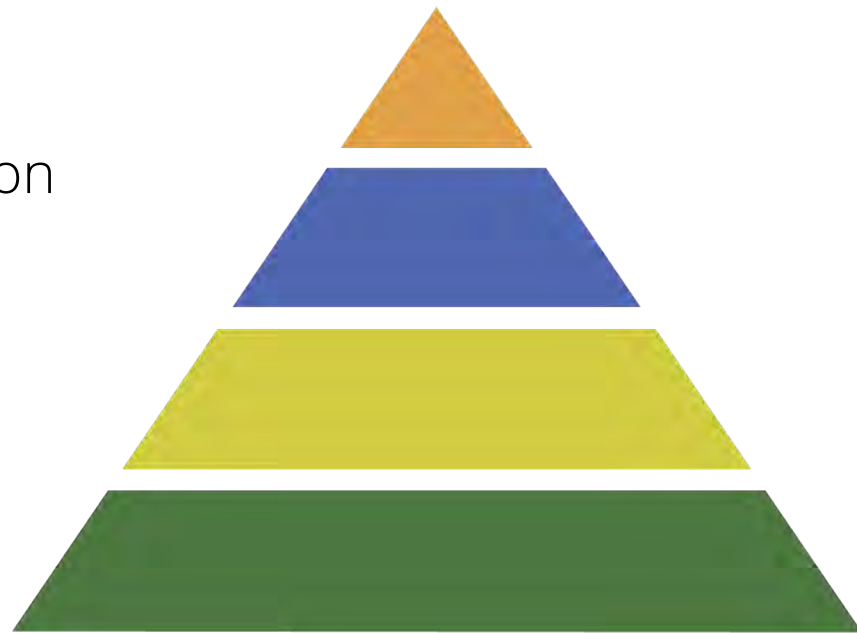
Module	Business Processes	ISIS Equivalent
Student Financials	<ul style="list-style-type: none"> • Student cashiering functions • Posting third-party payments 	<ul style="list-style-type: none"> • RQAR, RQSA
Curriculum Management	<ul style="list-style-type: none"> • Scheduling classes • Assigning instructors • Building the course catalog 	<ul style="list-style-type: none"> • SQCI, SQCC
Academic Advising	<ul style="list-style-type: none"> • Creating student education plans • Degree audits (advisement reports) • SSSP 	<ul style="list-style-type: none"> • DQSE, DQSD • SQSS, SQMC

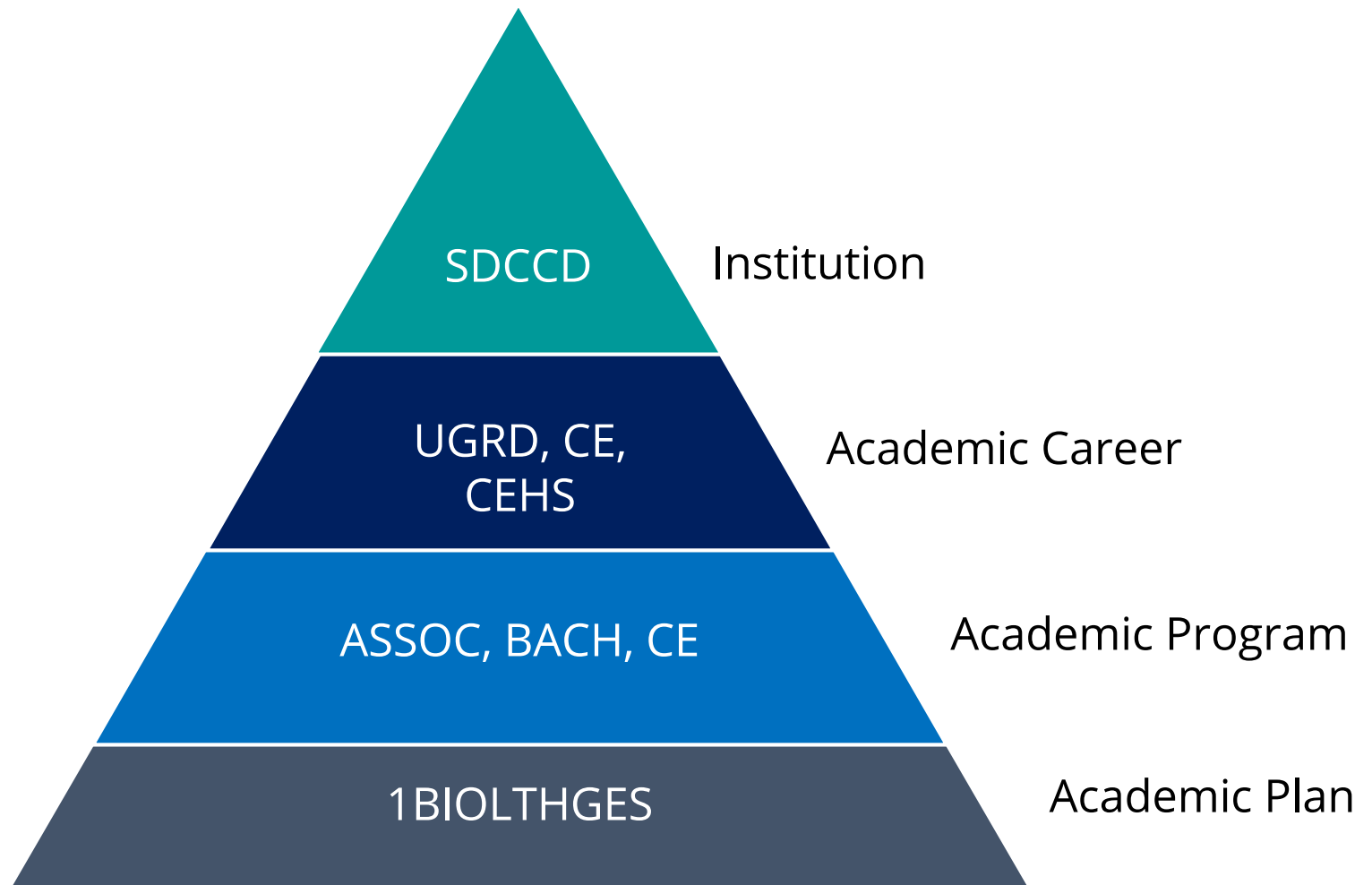
ISIS/SAM	Campus Solutions
Screen (SA)	Page (Maintain Application)
CSID (7 digits)	ID (10 digits)
Education Plan	Advisement Report
Hold	Service Indicator
Major	Plan
Add Codes	Permission Numbers
College 1, 2, 3, 4 (10/20/30/40)	CITY, MESA, MIRA, CE
Term 161, 162, 164 1 = Spring 2 = Summer 4 = Fall	Term 2163, 2165, 2167 3 = Spring 5 = Summer 7 = Fall



ORGANIZATION

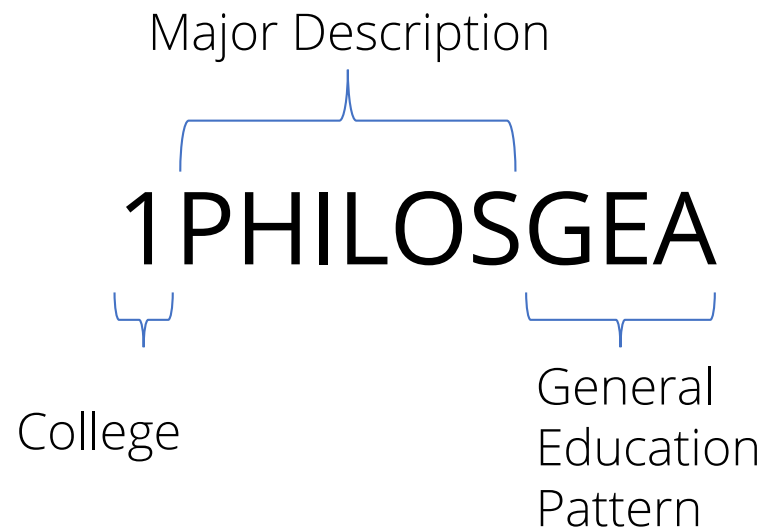
- **Campus Solutions** is organized in a hierarchical structure that is different than the way **ISIS** is organized.
- Key Hierarchies:
 - Academic Structure
 - Academic Career
 - Academic Organization
 - Security
 - Role Level Security
 - Row Level Security



ACADEMIC STRUCTURE - ACADEMIC PLANS

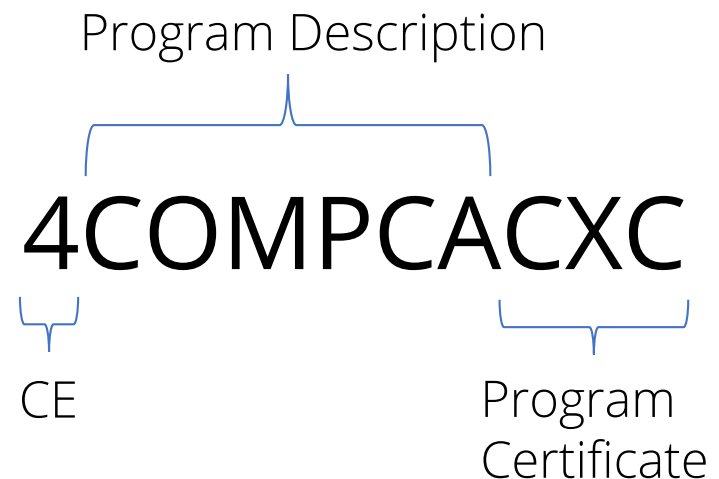
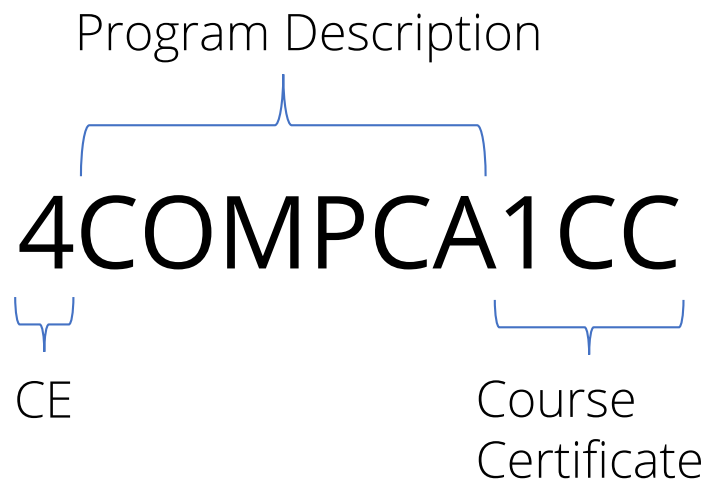
THE MAKEUP OF THE PROGRAM (College)

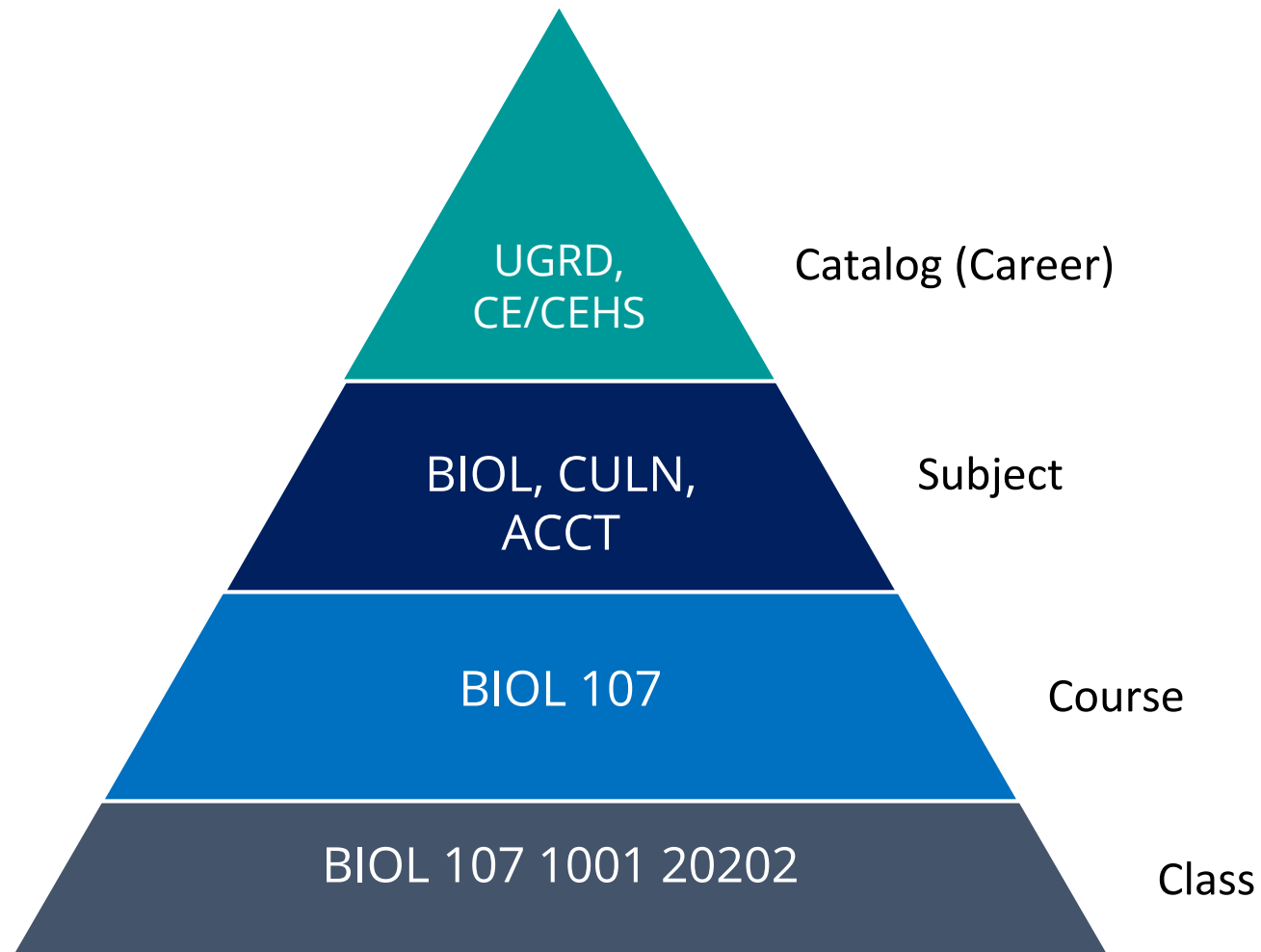
- 1/2/3 (City/Mesa/Miramar)
- Description of the Program
- GE Pattern
 - IGETC
 - CSU GE
 - IGETC (STEM)
 - Option 4 for LAS degrees
 - District GE Pattern
 - Bachelor's GE



THE MAKEUP OF THE PROGRAM (CE)

- Leading character is always 4 = CE
- Description of the certificate
- Last 3 characters determines if program is a Course or Program Certificate



ACADEMIC ORGANIZATION

COURSES AND CLASSES

- Courses exist at the Catalog Level
- Classes exist at the “class schedule” level
- Section number determines the location of the class (e.g. 1XXX is City, 2XXX is Mesa, 3XXX is Miramar and 4XXX is Continuing Education)

Course Section

ACCT 116A 1001 18514

Subject Class Nbr
(CRN)

The diagram illustrates the structure of a course identifier. It shows the string 'ACCT 116A 1001 18514' with four distinct parts. 'ACCT' is labeled as the 'Subject'. '116A' is labeled as the 'Course'. '1001' is labeled as the 'Section'. '18514' is labeled as the 'Class Nbr (CRN)'. Blue brackets are used to group the characters under each label. Additionally, the words 'Course' and 'Section' are placed above the '116A' and '1001' respectively, with small blue lines pointing to their first digits.

OVERVIEW OF SECURITY

- Security in Campus Solutions is based on “**permission lists**” and “**roles**”
 - **Permission Lists** = Controls access to particular or combination of page(s)
 - Page(s) = Screen(s)
 - **Roles** = Collection of Permission Lists for a particular job function
 - Examples:
 - ❖ General Counseling Role
 - ❖ Financial Aid Officer Role
 - **Row Level Security** = Controls who has access to specific data elements by department



NEW FEATURES AND SOME NEW FACES

- Campus Solutions provides SDCCD with new features to enhance job processes
 - Student Groups
 - Service Indicators (formerly known as holds)
 - 3C's – Checklists, Comments and Communications
 - Queries/Reports

STUDENT GROUPS

- Counselors will use student groups for clearing prerequisites
- District Student Services will use student groups for priority registration appointments, reporting, etc.
- Examples:
 - Student Athletes
 - San Diego Promise
 - Foster Youth



SERVICE INDICATORS (HOLDS)

- Service Indicators are similar to holds in ISIS
- Service indicators either restrict or provide services to students
- **Positive** – provides a special service
 - Drop for non-payment – prevents BOGW students from being dropped if they still owe the health fee
- **Negative** – restricts a service
 - No course registration
 - No transcript privileges
 - Policy 3100
 - Academic Standing/Progress



3C's – CHECKLISTS, COMMUNICATIONS, COMMENTS

- **Checklists** – New “To-Do” lists that are assigned by staff or “automagically”
 - Communicates specific items for students to complete
 - Examples: Complete Orientation, Submit Official Transcripts
- **Communications** – Emails generated by Campus Solutions to students that can be audited and contain student specific information
 - Emails will be sent to the student message center in mySDCCD (will show later) and sent to the email address on file
- **Comments** – Similar to the AC screen, this allows staff to keep notes on students.
 - Not viewable by students

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COMMUNICATIONS AND CHECKLISTS

- Once a student applies, they will receive a personalized welcome email that will be sent to their email address on file and to the new **message center**.
- New students will be directed to student success services through the new “to-do” functionality in mySDCCD

EMMA [REDACTED]

Message Inbox		Personalize	Find	View All	First	1 of 1	Last
Department	Description	Date Sent	Method	Message	Date Read		
Admissions Program	Admissions Application Confirm	10/12/2017	Email	View	10/30/2017		



CITY COLLEGE

Admissions and Records
[Admissions Website](#)
 Counseling Office
[Counseling Website](#)
 Financial Aid Office
[Financial Aid Website](#)

October 30, 2017

Dear EMMA [REDACTED],

Congratulations on taking the first step in your educational pathway towards success. San Diego City College is one of three colleges within the San Diego Community College District. When you submit an application to one of our colleges, you gain access to enroll in classes at all three colleges within the district.

You have indicated on your application your goal: Transfer to a 4-year institution without an associate degree with your major of: Philosophy.

RESIDENCY INFORMATION

Your responses on your application have classified you as a California Resident.

FINANCIAL AID SHOPPING SHEET

As part of our commitment to the Principles of Excellence, of San Diego City College provides all prospective students with a standardized federal notice designed to simplify financial aid information and cost of attendance at San Diego City College. The shopping sheet is intended to provide families and prospective students with a tool to compare the “Net Cost” (total cost minus grants and scholarships) at each institution.

[Please click here](#) to access the shopping sheet for San Diego City College. Students who apply for federal student aid and complete the application process will receive an individualized shopping sheet.

mySDCCD

Your email address reddy@sdccd.edu, will be the primary method of communication from the college. Please note that most college business can be completed online through mySDCCD. Students can login for the first time using their CSID and their six-digit birthdate.

Your CSID is [REDACTED]

In the next few hours you will receive a second email indicating your mySDCCD account is ready to be activated. Please be sure to follow the directions in that email to activate your account. The mySDCCD portal is your one-stop shop for registration, financial aid, class schedule, grades, transcripts and other student related activities.

My To-Do List

To Do	Due Date
Parent 2015 Tax Return Trans	10-26-2017
Adoption Papers	10-27-2017

Red = Past Due

THE STUDENTS

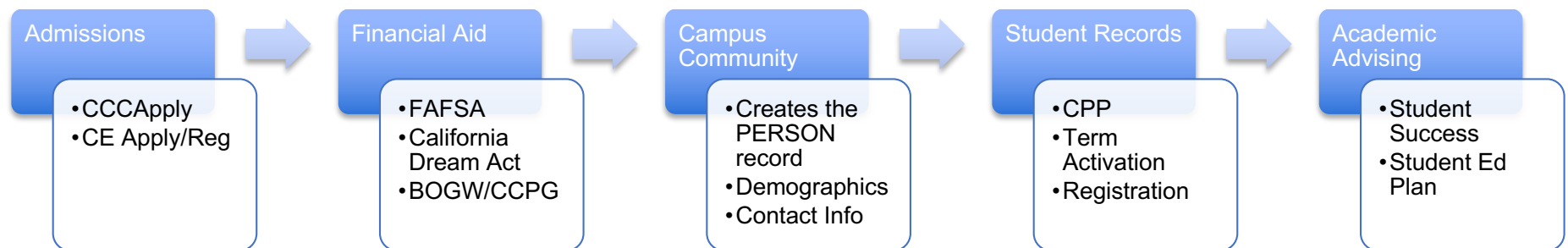
JOURNEY



STUDENT JOURNEY APPROACH

- The best way to understand the system is to approach it from the student's perspective

- ✓ Admissions
- ✓ Financial Aid
- ✓ Student Success (SSSP)
- ✓ Register
- ✓ Follow-Up
- ✓ Graduation



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ADMISSIONS - CCCAPPLY

- Effective December 17, 2018 Students will apply using a state common application called CCCApply

 **SAN DIEGO CITY COLLEGE**  **SAN DIEGO MESA COLLEGE**  **SAN DIEGO MIRAMAR COLLEGE**

Application to College

Before applying to college you must first have an OpenCCC account.

The OpenCCC single sign-in account allows you to access the online services of the California Community Colleges.

OpenCCC is a service of the California Community Colleges Chancellors Office. The information in your account is kept private and secure.

[Create an Account](#) or [Sign In](#)

Note: OpenCCC is a new systemwide account. Accounts from our previous application system are not available. Please create an account if you have not already done so.

 OpenCCC is a service of the
CALIFORNIA COMMUNITY COLLEGES
CHANCELLOR'S OFFICE

Copyright 2012-2017 by California Community Colleges Chancellor's Office | [Terms of Use](#) | [Privacy Policy](#) | [Accessibility](#) | [Help](#)

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ADMISSIONS - CCCAPPLY

- Let's take a tour! <http://apply.sdccd.edu>



SEARCH/MATCH AND SUSPENSE MANAGEMENT

- Both College and CE applications goes through a process called “**Search/Match**” before being loaded into Campus Solutions
- What is **Search/Match**?
 - Search/Match is a process within PeopleSoft that “searches” for a student’s PERSON record based upon a set of specific information.
 - If it finds a “Match” the application will be tied to the PERSON record and updated.
 - Is used by admissions, financial aid and student records
- CE and College will use **Search/Match** to find existing students in mySDCCD

SEARCH/MATCH AND **SUSPENSE MANAGEMENT**

- What is **Suspense**?
 - When applications are held in “suspense” it means that search/match found a possible match, or more than one possible match that requires a person to verify the identity
 - This can happen if a name changes, SSN or DOB was entered incorrectly (or missing)
- Will be different than current business process
- Students will not be notified if an application is held in suspense
- Business Process:
 - If a student is inquiring about the status of their application and you do not see an application for that semester:
 - Refer students to admissions
 - CE Refer students to CE Student Services at each campus



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COMMUNICATIONS AND CHECKLISTS

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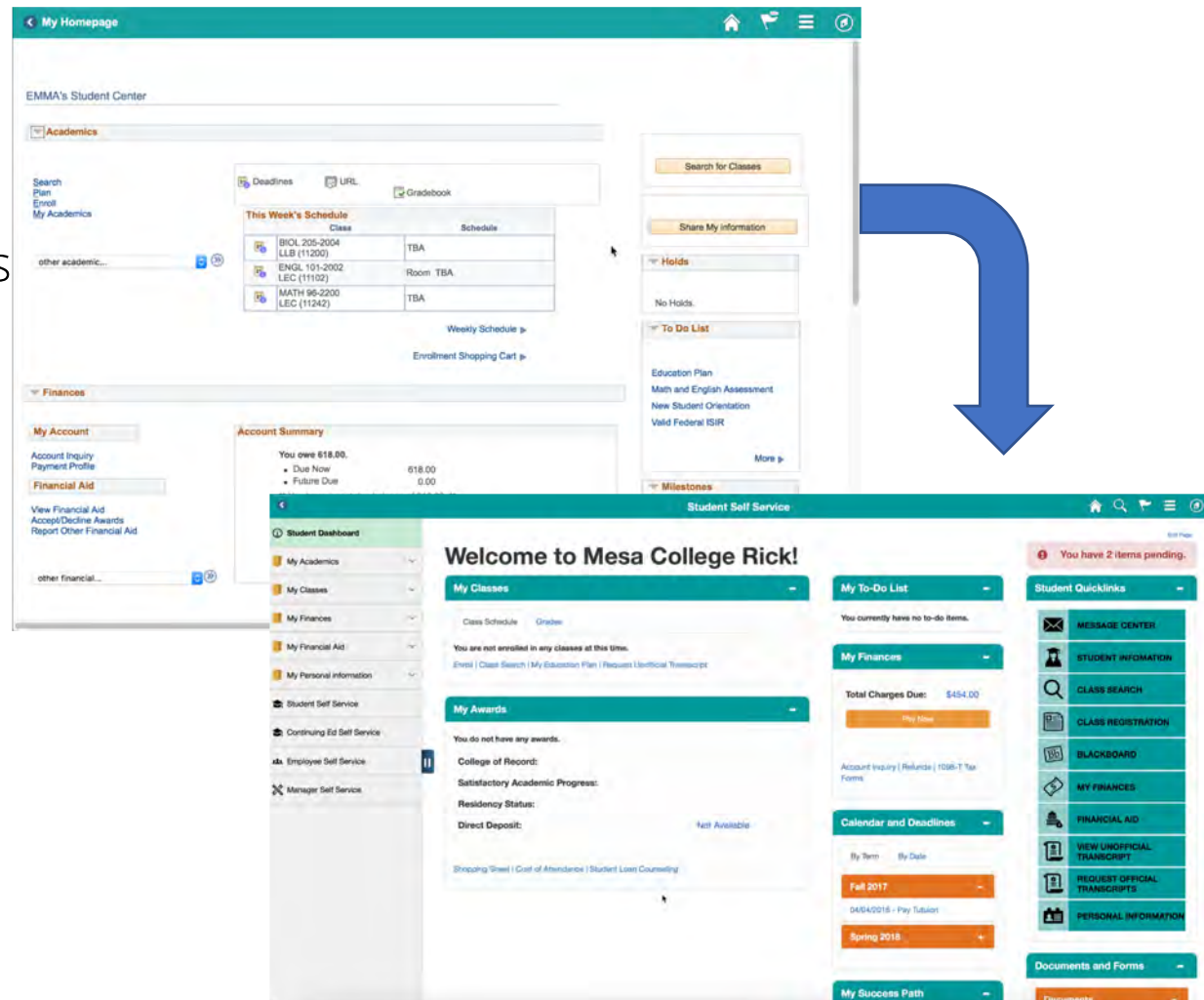
Red = Past Due



STUDENT SELF-SERVICE, COUNSELOR CENTER, AND STUDENT SERVICES CENTER, OH MY...

Student Self-Service is a PeopleSoft “delivered” page that shows various information for the student in one screen.

SDCCD will be using the portal: **mySDCCD** in lieu of Student Self-Service



STUDENT SELF-SERVICE, COUNSELOR CENTER, AND STUDENT SERVICES CENTER, OH MY...

Student Center Student Services Center

EMMA DROLL ID 5000042626

Student Center General Info Admissions Transfer Credit Academics Finances Financial Aid

EMMA's Student Center

Academics

My Class Schedule Shopping Cart My Planner

Deadlines URL Gradebook

other academic...

This Week's Schedule	
Class	Schedule
BIOL 205-2004 LLB (11200)	TBA
ENGL 101-2002 LEC (11102)	Room TBA
MATH 96-2200 LEC (11242)	TBA

Weekly Schedule ►

Finances

My Account

Account Inquiry

Financial Aid

View Financial Aid

other financial...

Account Summary

You owe 618.00.

- Due Now 618.00
- Future Due 0.00

** You have a past due balance of 618.00. **

This may not reflect recent changes to your tuition and fees. For an updated balance, click on Account Inquiry.

Currency used is US Dollar.

Search for Classes

Holds

No Holds.

To Do List

Education Plan
Math and English Assessment
New Student Orientation
Valid Federal ISIR

More ►

Milestones

No Milestones

Enrollment Dates

Open Enrollment Dates

Student Services Center is used by staff to assist students. Staff will be able to see what the student sees on the portal.

Certain tabs/pages will be locked down by security as per federal/state privacy laws.

STUDENT SELF-SERVICE, COUNSELOR CENTER, AND STUDENT SERVICES CENTER, OH MY...

Counselor Center is used by Counselors to help advise the student on their advisement report, enrollment, transfer credit and other academic information.

Personal Information

EMMA DROLL

Faculty Center | **Advisor Center** | Search | Learning Management

My Advisees | **Student Center** | General Info | Transfer Credit | Academics

Advisee Student Center

EMMA DROLL

Academics

My Class Schedule
Shopping Cart
My Planner

other academic...

This Week's Schedule

Class	Schedule
BIOL 205-2004 LLB (11200)	TBA
ENGL 101-2002 LEC (11102)	Room TBA
MATH 96-2200 LEC (11242)	TBA

Weekly Schedule ▶

Personal Information

Demographic Data
Emergency Contact

Contact Information

Permanent Address None	Billing Address None
Primary Phone 530/545-0125	Email None

Holds

No Holds.

To Do List

Education Plan
Math and English Assessment
New Student Orientation
Valid Federal ISIR

More ▶

Milestones

No Milestones

Enrollment Dates

Open Enrollment Dates

2018 Mesa Student Services Council Retreat

ONLINE CLASS SCHEDULE

- Students will use mySDCCD to search for their classes using the new online class schedule search.
- This replaces our current online class schedule:
schedule.sdccd.edu

CLASS SCHEDULE CITY-MESA-MIRAMAR
SAN DIEGO COMMUNITY COLLEGE DISTRICT

District Home City | Mesa | Miramar Resources | Reg-e | Online Application Help

Term: FALL 2017 College: CITY Subject: AGRICULTURE
Days: ANY Start Time: ANY Course: ALL
Location: ALL Session: ALL Keyword:

Limit Search To ... Fully Online Partially Online
Classes Not In Printed Schedule Open Classes Only

Printer Friendly Export File Class Schedule is Current as of 11:15 AM on 10-30-2017 5 Classes Found

// AGRI 100 - PRINCIPLES OF SUSTAINABLE AGRI (3.0 Units)

CRN	DAYS/START-END TIME	LOCATION	INSTRUCTOR	START/END DATE	SEATS LEFT	STATUS
96728 details Book\$	MW 01:45 PM-03:10 PM	CITY S113	FERRIERI, A	08-21 to 12-16	7	PAST ADD DATE

You Must See Details For This Section Before Enrolling

// AGRI 102 - SUSTAINABLE URBAN AGRICULTURE (3.0 Units)

CRN	DAYS/START-END TIME	LOCATION	INSTRUCTOR	START/END DATE	SEATS LEFT	STATUS
85781 details Book\$	TTH 08:00 AM-11:00 AM	CITY S306	MCCONNELL, E	08-21 to 12-16	10	PAST ADD DATE

You Must See Details For This Section Before Enrolling

// AGRI 116 - DRIP IRRIGATION BASICS (2.0 Units)

CRN	DAYS/START-END TIME	LOCATION	INSTRUCTOR	START/END DATE	SEATS LEFT	STATUS
85784 details	TTH 01:45 PM-03:50 PM	CITY S306	STAFF	08-21 to 10-18 (8 Weeks)	26	CANCELLED

You Must See Details For This Section Before Enrolling

// AGRI 125 - INTRODUCTION TO SOIL SCIENCE (3.0 Units)

CRN	DAYS/START-END TIME	LOCATION	INSTRUCTOR	START/END DATE	SEATS LEFT	STATUS
85801 details Book\$	M 08:00 AM-10:20 AM	CITY S306	FERRIERI, A	08-21 to 12-16	11	PAST ADD DATE
	W 08:00 AM-11:00 AM	CITY S306				

You Must See Details For This Section Before Enrolling

// AGRI 270 - AGRICULTURE WORK EXPERIENCE (3.0 Units)

CRN	DAYS/START-END TIME	LOCATION	INSTRUCTOR	START/END DATE	SEATS LEFT	STATUS
63024 details Book\$	TBA	CITY CLSRM	MCCONNELL, E	08-21 to 12-16	1	PAST ADD DATE

You Must See Details For This Section Before Enrolling

district portal | studentweb | registration | resources | legal
© 2007 San Diego Community College District....

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ONLINE CLASS SCHEDULE

- The new Online Class Schedule tool is still in development
- Some enhancements include:
 - More selection criteria will be available for students
 - Students will be able to search by transferability
 - NEW: The course catalog is now available online
- Students can search for classes offered through the online course catalog

Search for Classes

Institution: San Diego Community Coll Dist

Term: Fall 2017

Select at least 2 search criteria. Select Search to view your search results.

Class Search

Course Career: Undergraduate

Campus: City College

Subject: Mathematics

Course Number: is exactly

Location:

☒ Show Open Classes Only

Additional Search Criteria

Meeting Start Time: greater than or equal to

Meeting End Time: less than or equal to

Days of Week: include only these days

☐ Mon ☐ Tues ☐ Wed ☐ Thurs ☐ Fri ☐ Sat ☐ Sun

Instructor Last Name: begins with

Course Keyword:

Session: All Session

Minimum Units: greater than or equal to

Maximum Units: less than or equal to

Course Attribute:

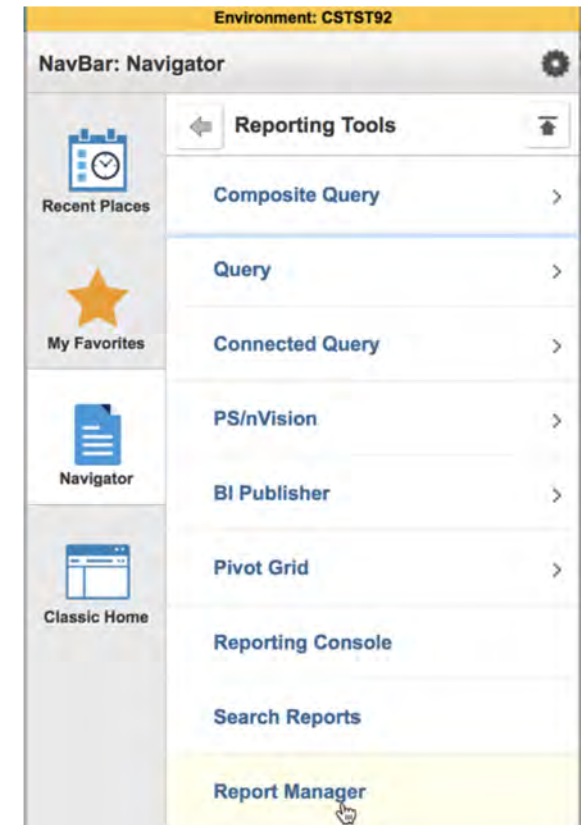
Course Attribute Value:

Requirement Designation:

Clear Search

REPORTS AND QUERIES

- Reports will be distributed to users through the new “Report Manager”
- Users will be able to access their reports at any computer
- Most reports will be in excel format with some in PDF depending on the content



List Explorer Administration Archives

View Reports For

Folder Instance to Refresh

Name Created On Last 1 Days

Report	Report Description	Folder Name	Completion Date/Time	Report ID	Process Instance
1 X_PRKPMT_AE	PARKING PERMIT ADDRESS LIST	General	01/05/18 10:20AM	46665	4572508
2 X_PRKPMT_AE	PARKING PERMIT ADDRESS LIST	General	01/05/18 10:19AM	46664	4572506

REPORTS AND QUERIES

- List of all reports will be posted to the mySDCCD website:

REPORTS			
25			
records per page			
Search:			
acc			
Module	Report Name	Legacy Name	CS Name
SF	A/R Detail Acctg Feed Transactions	PSAR161D	
SF	A/R Totals by Transaction Type Fed to Acctg	PSAR161D	
SF	Daily Accounts Receivable Transactions	PSAR101D	
SR	Accuplacer Placement & Test Data	PSACCP1D	
SR	CE Access Codes by CRN	PSCEAD1O	CE_PERM_BY_CLSNO
SR	Classes with Accounting Method B, K, L	PSCDCL1O	CLS_ACMTH_DIL

REPORTS AND QUERIES

- REPORT

Report			
Report ID	46665	Process Instance	4572508
Name	X_PRKPMT_AE	Process Type	Application Engine
Run Status	Success		
Parking Permit Address List			
Message Log			
Distribution Details			
Distribution Node	PSUNX	Expiration Date	01/12/2018
File List			
Name	File Size (bytes)	Datetime Created	
AE_X_PRKPMT_AE_4572508.stdout	293	01/05/2018 10:20:19.352331AM PST	
PARKING_PERMIT_ADDRESS_LIST_050118-102004.log	806	01/05/2018 10:20:19.352331AM PST	
PARKING_PERMIT_ADDRESS_LIST_4572508.txt	512	01/05/2018 10:20:19.352331AM PST	
Distribute To			
Distribution ID Type	*Distribution ID		
User	VDEVORE		

2018 Mesa Student Services Council Retreat

REPORTS AND QUERIES

OLD

CAMP	SUBJ	CRSE	CRN	SDATE	EDATE	WKS	DAY1	DAY2	DAY3	ADD_DRP	RFND	CR_NOCR_D	WITHDRAWL
1	ELCT		194	44191	8/7/17	12/16/17	18 TR			8/28/17	8/21/17	9/13/17	10/19/17
3	AUTO	056T		62557	8/14/17	9/23/17	6 MTWR			8/18/17	8/21/17	8/25/17	9/7/17
3	EXSC		227	67477	8/14/17	12/2/17	15 MTWR	F		8/31/17	8/21/17	9/13/17	10/13/17
1	EXSC		224	66357	8/14/17	12/9/17	16 M	TWR	F	9/1/17	8/28/17	9/15/17	10/18/17
3	EXSC		215	67367	8/14/17	12/9/17	16 MTWR	F		9/1/17	8/28/17	9/15/17	10/18/17
1	EXSC		214	66278	8/14/17	12/9/17	16 MWF	TR		9/1/17	8/28/17	9/15/17	10/18/17
2	COMS		103	47383	8/21/17	9/16/17	4 F	S	S	8/25/17	8/28/17	8/28/17	9/6/17
3	CBTE		114	93505	8/21/17	9/16/17	4 TBA			8/24/17	8/28/17	8/28/17	9/6/17
3	FIPT		340	76580	8/21/17	9/16/17	4 TBA	M	F	8/24/17	8/28/17	8/28/17	9/6/17
3	LEGL	100A		46614	8/21/17	9/23/17	5 R			8/30/17	8/28/17	8/30/17	9/8/17
3	LEGL	100A		76675	8/21/17	9/23/17	5 S			9/1/17	8/28/17	8/30/17	9/8/17
1	CBTE		114	4252	8/21/17	9/23/17	5 TBA			8/25/17	8/28/17	8/30/17	9/8/17

NEW

SAN DIEGO COMMUNITY COLLEGE DISTRICT													
Classes with Accounting Method D, I, L													
Report ID: X_SR_CLS_AM										Term: Fall 2017 2177			
Campus	Subject	Catalog Number	Class Number	Start Date	End Date	Weeks	MTG1	MTG2	MTG3	Add Drop Date	Refund Date	Pass/No Pass Date	Withdrawal Date
CITY	ACCT	44	11104	2017-08-01	2017-08-05	16	F	S		2017-08-03		2017-08-02	2017-08-03
CITY	BIOL	44	11343	2017-08-01	2017-09-30	8	MTW						
CITY	BIOL	44	11342	2017-08-01	2017-11-22	16	MTW			2017-08-18		2017-08-31	2017-10-05
CITY	ACCT	44	11353	2017-08-01	2017-12-31	16	MTW			2017-08-25		2017-09-11	2017-10-19
CITY	ACCT	44	11319	2017-08-01	2017-12-31	16	MTW			2017-08-25		2017-09-11	2017-10-19
CITY	ACCT	44	11318	2017-08-01	2017-12-31	16	MTW			2017-08-25		2017-09-11	2017-10-19
CITY	ACCT	44	11340	2017-08-01	2017-12-31	16	MTW			2017-08-25		2017-09-11	2017-10-19
CITY	ACCT	44	11336	2017-08-01	2017-12-31	16	MTW			2017-08-25		2017-09-11	2017-10-19
MESA	JOUR	200	11289	2017-08-01	2017-12-31	16	W			2017-08-25		2017-09-11	2017-10-19
MIRA	ADJU	310C	11320	2017-08-01	2017-12-31	16	W			2017-08-25		2017-09-11	2017-10-19
CITY	MATH	151	11255	2017-08-07	2017-08-18	16							
MIRA	ADJU	310C	11324	2017-08-07	2017-12-16	18				2017-08-29		2017-09-13	2017-10-19
CITY	ACCT	44	10007	2017-08-07	2017-12-17	16	MTRF	TRF		2017-12-10			2017-12-11
CITY	ENGL	42	10044	2017-08-07	2017-12-17	16				2017-12-10			2017-12-11
MIRA	ADJU	310C	11107	2017-08-21	2017-08-25	16	W			2017-08-22		2017-08-22	2017-08-23

QUERIES

- Managers and staff, will have access to run pre-built queries that will allow you to pull information (in real time) from Campus Solutions
- Queries are meant to be used to pull information quickly and do not contain any formatting
- Queries can be exported to:
 - Excel
 - Comma Separated View (csv)
 - XML (useful for feeds)

SAMPLE QUERY: Student Lists by Course Number

Waitlist Report by Subject:

This query will provide you with a list of all students in a particular subject (example: BIOL)

Query Viewer

Enter any information you have and click Search. Leave fields blank for a list of all values.

*Search By begins with

[Advanced Search](#)

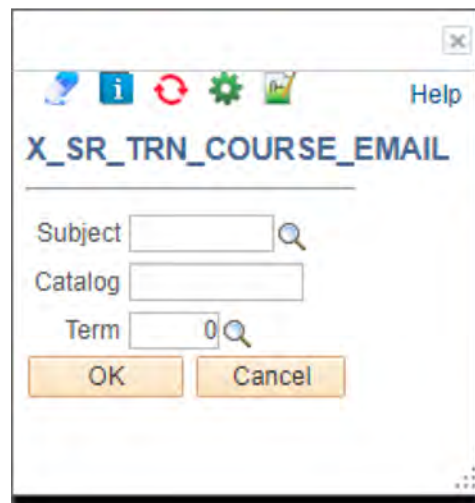
Search Results

*Folder View

Query										
Personalize Find View 100 First 1-30 of 103 Last										
Select	Query Name	Descr	Owner	Folder	Edit	Run to HTML	Run to Excel	Run to XML	Schedule	Definitional References
<input type="checkbox"/>	X_SR_TRN_COURSE_EMAIL	Query to pull email addresses	Private		Edit	HTML	Excel	XML	Schedule	Lookup References
<input type="checkbox"/>	X_SR_ACAD_CUM_PROG_PERCENT		Public		Edit	HTML	Excel	XML	Schedule	Lookup References
<input type="checkbox"/>	X_SR_ACAD_STANDING_ERRORS	to check acad standing errors	Public		Edit	HTML	Excel	XML	Schedule	Lookup References
<input type="checkbox"/>	X_SR_ACAD_STANDING_RULE	Academic Standing Rule	Public		Edit	HTML	Excel	XML	Schedule	Lookup References
<input type="checkbox"/>	X_SR_ACAD_STAND_FIELDS		Public		Edit	HTML	Excel	XML	Schedule	Lookup References

SAMPLE QUERY: Student Lists by Course Number

Users will complete the prompted fields:



X_SR_TRN_COURSE_EMAIL

Subject

Catalog

Term

OK Cancel

Subject = ENGL,Catalog=%205,Term=2183

[View All](#) | [Rerun Query](#) | [Download to Excel](#) | [Download to XML](#)

First 1-6 of 6 Last

	ID	Career	Institution	Term	Class Nbr	Subject	Catalog	Status	Name	Last	First Name	Email	Offer Nbr
1	5550000056	UGRD	SDCCD	2183	18046	ENGL	205	E	AVERY ALCORN	ALCORN	AVERY	cstst92@sdccd.edu	1
2	5550000068	UGRD	SDCCD	2183	18046	ENGL	205	E	JAYDEN HEBREO	HEBREO	JAYDEN	cstst92@sdccd.edu	1
3	5550000092	UGRD	SDCCD	2183	18046	ENGL	205	E	Emily Expel-Smith	Expel-Smith	Emily	cstst92@sdccd.edu	1
4	5550000054	UGRD	SDCCD	2183	18046	ENGL	205	E	SILVIA VELIZ	VELIZ	SILVIA	cstst92@sdccd.edu	1
5	0005578588	UGRD	SDCCD	2183	18046	ENGL	205	E	Bianca Rendon	Rendon	Bianca	cstst92@sdccd.edu	1
6	5550000081	UGRD	SDCCD	2183	18046	ENGL	205	E	GALILEA HERRERA	HERRERA	GALILEA	cstst92@sdccd.edu	1

2018 Mesa Student Services Council Retreat

CLASS ROSTER

- With the Campus Solutions "Class Roster" faculty and managers have the ability to quickly email all students in a section
- The Class Roster functionality provides managers with the ability to notify students on the waitlist if a new section is going to open, or if a class was cancelled

Class Roster

Class Roster

Spring 2018 | Dynamically Dated Session | San Diego Community Coll Dist | Undergraduate

MATH 104 - 2012 (14843)

Trigonometry (Lecture)

Days and Times	Room	Instructor	Dates
MoTuWeTh 9:35AM-11:35AM	Mesa MS-211	Juan Bernal	04/16/2018 - 05/26/2018

*Enrollment Status

Enrollment Capacity 46 Enrolled 20

Enrolled Students Personalize | Find | First 1-20 of 20 Last

Select	ID	Name	Grade Basis	Units	Program and Plan	Level	FED
1	<input type="checkbox"/>	0005616598 Aguayo, Julie	Graded	3.00	Associate - Certificate - Undeclared	First Year	<input type="checkbox"/>
2	<input type="checkbox"/>	0005564809 Alamo, Matthew Thomas	Graded	3.00	Associate - Certificate - Business Admin for Transfer	Second Year	<input type="checkbox"/>
3	<input type="checkbox"/>	0005440553 Brower, Justin W	Graded	3.00	Associate - Certificate - Cert of Achievement-CSU Gen Ed	Second Year	<input type="checkbox"/>
4	<input type="checkbox"/>	0002059974 Donahue, Teresa	Graded	3.00	Associate - Certificate - Communication Studies	First Year	<input type="checkbox"/>
5	<input type="checkbox"/>	0000612076 Ford, Theresa	Graded	3.00	Associate - Certificate - Paralegal/Undeclared	Second Year	<input type="checkbox"/>
6	<input type="checkbox"/>	0000753452 Foster, Cheryl	Graded	3.00	Associate - Certificate - Comm Radio & TV-Multimedia	First Year	<input type="checkbox"/>
7	<input type="checkbox"/>	3330000027 Horner, Amanda Marie	Graded	3.00	Associate - Certificate - ABC-Electrical Apprenticeship	First Year	<input type="checkbox"/>



- Training includes three components:
 - Changes in nomenclature
 - Changes in business processes
 - Introduction to the mechanics of Campus Solutions

TRAINING ROLLOUT

- Mix of Online and In-Person Training
- Training conducted by your colleagues on-campus
- Financial Aid:
 - Rolling trainings from March to August
- Schedule Development:
 - July to September
- Counseling:
 - Mesa: October 1 – October 5
- Most Student Services will receive their trainings in the months of September and October. To be held on Fridays at the new training center at Miramar.

TRAINING ROLLOUT

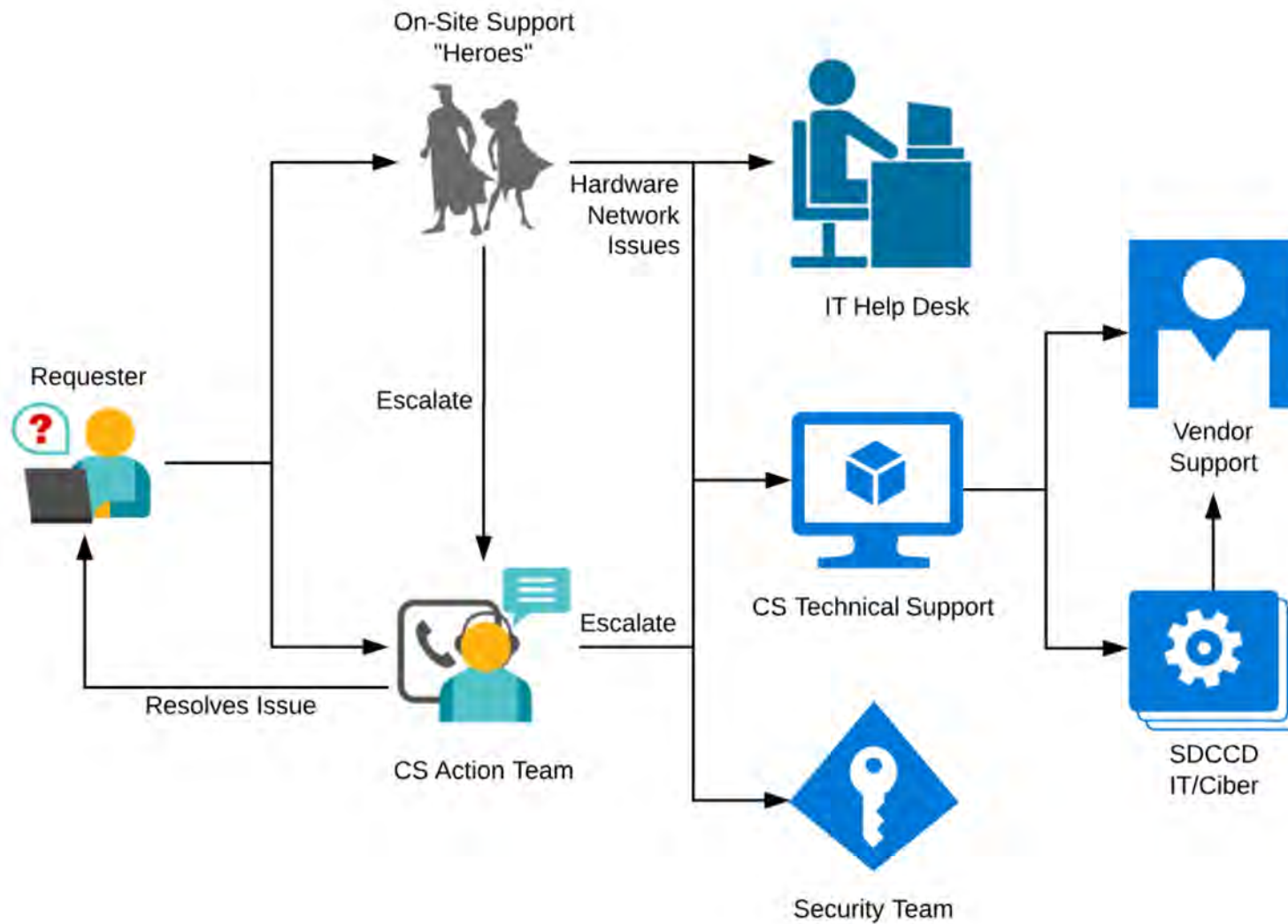
- Staff Training
 - Just-in-Time Training
 - On-Campus
- Student Training plan
 - Currently doing presentations with student leaders and student orgs.
 - Road shows to begin in late Spring 2018
 - mySDCCD Help Stations to be setup during registration and opening week for Fall 2018

SETTING EXPECTATIONS

- Even with training, learning the new system will be a challenge
- Responding to questions and troubleshooting problems will take longer as people learn the new system
- Help Desk will be available for staff (phone, email, ticket system)
- Remember that it took us 30+ years to get ISIS to the point it's at today. Our approach to this implementation has been to make sure we have the "must haves" initially in Campus Solutions and deal with the "nice to haves" post go-live.

POST GO LIVE SUPPORT

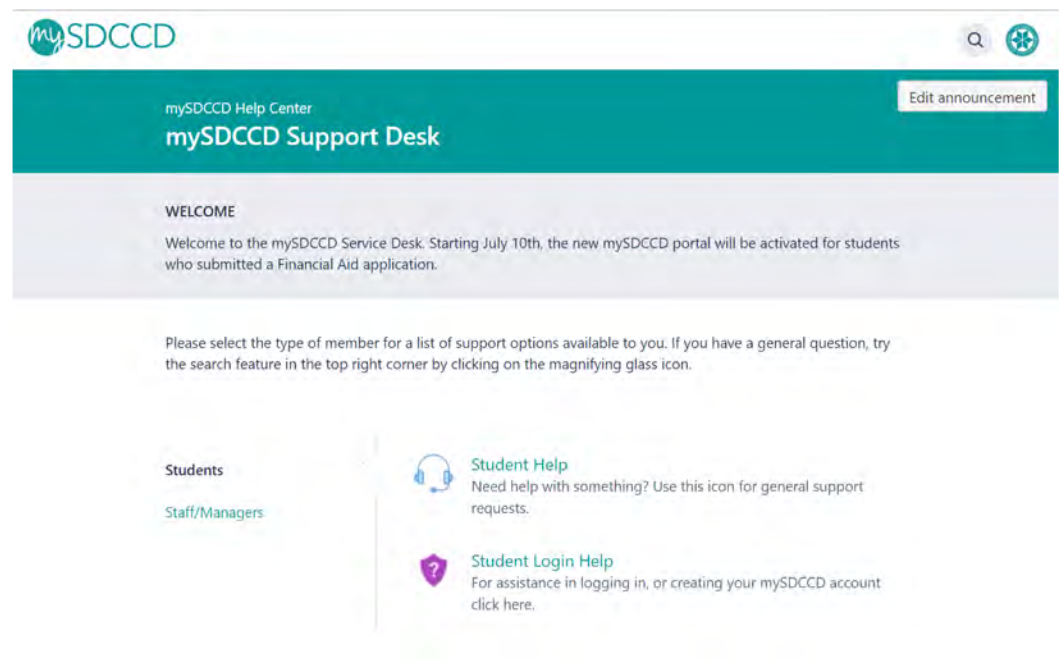
- As we ramp up post go live support staff will be encouraged to contact their supervisors or other members from the Campus Solutions team for tier-one support
- Escalated issues are brought to our business analysts for review
- Eventually, each office will have a designated On-Site Support “Heroes” who are staff that have a firm understanding of the new system and business process changes
- We will also have a “Campus Solutions Action Team” that will be able to assist offices as well

POST GO LIVE SUPPORT

2018 Mesa Student Services Council Retreat

MYSDCCD SERVICE DESK

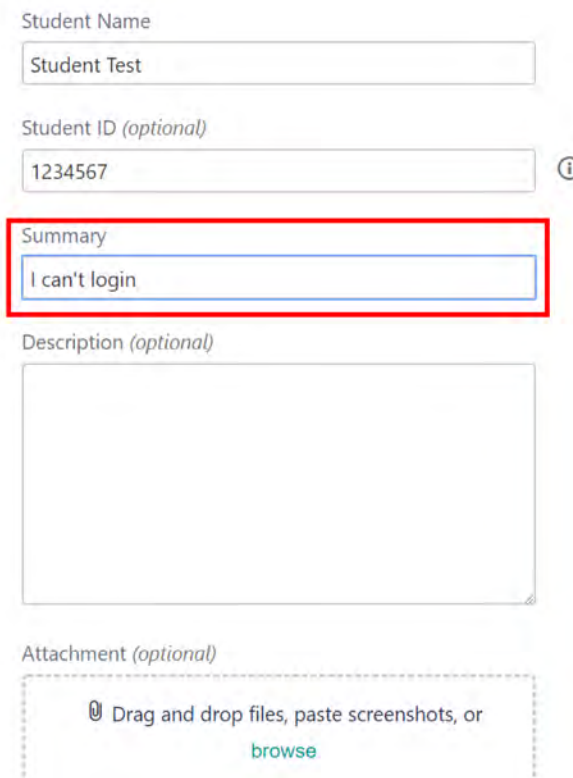
- To help support the mySDCCD implementation, the district has implemented a new online ticket system to handle requests
- Students can submit an online help ticket at <http://www.sdccd.edu/mySDCCD/support> or email us at myhelp@sdccd.edu
- This will also be available for staff to submit issues as well.



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MYSDCCD SERVICE DESK

- When a person tries to submit a help desk ticket, the system will try to find a solution if the problem has been solved previously.
- Our analytics indicated that this deflected about **42%** of help desk tickets. This means that students were able to find the solution to the issue they were experiencing themselves!



The screenshot shows a web form for submitting a help desk ticket. It includes fields for 'Student Name' (containing 'Student Test'), 'Student ID (optional)' (containing '1234567'), and a 'Summary' field (containing 'I can't login'). There is also a 'Description (optional)' text area and an 'Attachment (optional)' section with a file upload icon and a 'browse' link. A red box highlights the 'Summary' field.

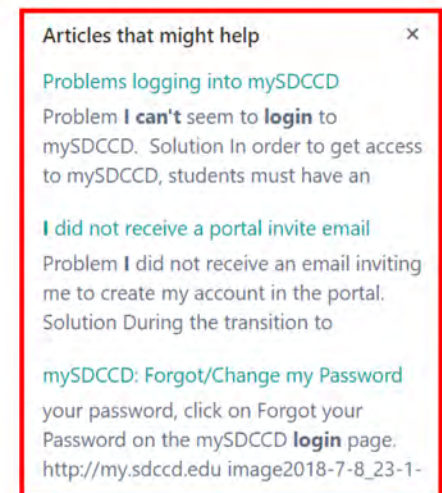
Student Name
Student Test

Student ID (optional)
1234567

Summary
I can't login

Description (optional)

Attachment (optional)
Drag and drop files, paste screenshots, or
browse



The sidebar titled 'Articles that might help' lists three articles. The first article, 'Problems logging into mySDCCD', is highlighted with a red box. It describes a problem where a user can't login and provides a solution. The second article is 'I did not receive a portal invite email'. The third article is 'mySDCCD: Forgot/Change my Password'.

Articles that might help

[Problems logging into mySDCCD](#)
Problem I **can't** seem to **login** to mySDCCD. Solution In order to get access to mySDCCD, students must have an

[I did not receive a portal invite email](#)
Problem I did not receive an email inviting me to create my account in the portal. Solution During the transition to

[mySDCCD: Forgot/Change my Password](#)
your password, click on Forgot your Password on the mySDCCD **login** page. http://my.sdccd.edu/image2018-7-8_23-1-

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2018 Mesa Student Services Council

VISIT US AT CAMPUS SOLUTIONS CENTER

- The Campus Solutions team has launched the new Campus Solutions Center website.

www.sdccd.edu/mysdccd

- Follow us on Twitter and Facebook:

@mySDCCD

