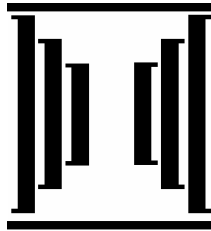


NORTH CAROLINA COMMUNITY COLLEGE SYSTEM



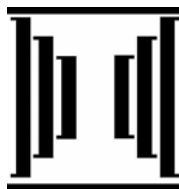
House Bill 1414, Section 8.1.(b) College Information System (CIS) Project Implementation Status (October 2005 – December 2005)

**Report to
Joint Legislative Education Oversight Committee**

H. Martin Lancaster
President

Dr. Saundra W. Williams
Vice President for Administration

March 8, 2006



North Carolina Community College System College Information System (CIS) Project

BACKGROUND AND HISTORY

- Section 9.9 of Session Law 1999-237 directed the State Board of Community Colleges to implement a comprehensive management information system for the 58 community colleges, and provided \$8 million in the first year and \$15 million per year thereafter in recurring, non-reverting funds. (1998)
- The Appropriation recognized full scope and time line for full implementation could not be determined at that time, as this type of “standardization” project had never been undertaken in higher education anywhere in the country.
- The original contract Award in 2000 was for \$42 million over five years.
- The Contract was awarded to Affiliated Computer Services (ACS) for Datatel’s Colleague integrated software plus enhancements and implementation services at 58 colleges and the System Office.

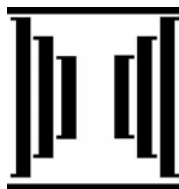
WHAT THE CIS SYSTEM INCLUDES

Datatel Colleague Modules (Base System):

- Financial (Budgeting, Accounting, Purchasing & Accounts Payable, Finance Reporting) (approximately 20% of system)
- Human Resources (Personnel, Benefits, Payroll, Reporting) (approximately 20% of system)
- Student (Admissions, Financial Aid, Registration, Grading, Graduation, Reporting) (approximately 60% of system)

System Enhancements

- State and Federal Legislative and Regulatory Mandates
- Literacy/Adult Education
- Course & Program Standards, Program Design & Approval, Combined Course Library and Program Auditing
- Small Business Center
- New & Expanding Industry Training
- Human Resource Development
- Developmental Education reporting
- Fire Certification
- Regional Calendar (Continuing Education)
- E-Procurement
- College Equipment Inventory, Facilities, Parking, Safety & Career Planning & Placement



North Carolina Community College System College Information System (CIS) Project

FOUR PHASES OF IMPLEMENTATION

Phase 1 Colleges

Pitt CC
Wayne CC

Phase 2A Colleges

Cape Fear CC
Carteret CC
College of Albemarle
Wilson TCC

Phase 2B Colleges

Beaufort CC
Edgecombe CC
Lenoir CC
Nash CC

Phase 2C Colleges

Coastal Carolina CC
Craven CC
Halifax CC
Martin CC
Roanoke-Chowan CC

Guilford TCC
South Piedmont CC

Fayetteville TCC
Randolph CC
Robeson CC
Rockingham CC

Brunswick CC
James Sprunt CC
Johnston CC
Sampson CC
Wake TCC

Bladen CC
Pamlico CC
Southeastern CC
Vance-Granville CC

Catawba Valley CC
Central Piedmont CC

Davidson Co. CC
Rowan-Cabarrus CC

Piedmont CC
Richmond CC
Sandhills CC
Stanly CC

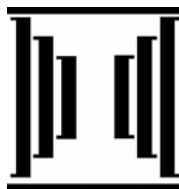
Alamance CC
Central Carolina CC
Durham Technical CC
Montgomery CC
Surry CC

Caldwell CC & TI
Mayland CC

Asheville-Buncombe
Blue Ridge CC
Mitchell CC
Western Piedmont CC

Forsyth TCC
Gaston College
Haywood CC
Isothermal CC
Wilkes CC

Cleveland CC
McDowell CC
Southwestern CC
Tri-County CC



North Carolina Community College System College Information System (CIS) Project

Project Status Executive Summary

The following information will be presented for each Phase (1, 2A, 2B, 2C, and post-implementation):

- Services that have been completed for software, documentation & training, and support.
- Providers of the services (vendors, System Office staff, college staff).
- Colleges who have received or will receive the services.
- Summary of the costs of the services.
- Key outcomes/achievements/benefits.

1. Phase 1: Fall 2000 through Summer 2002

Services that have been completed for software, documentation & training, and support

Software Services Completed

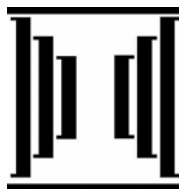
Datatel Colleague Modules (Base System):

- Financial (Budgeting, Accounting, Purchasing & Accounts Payable, Finance Reporting) (approximately 20% of system)
- Human Resources (Personnel, Benefits, Payroll, Reporting) (approximately 20% of system)
- Student (Admissions, Financial Aid, Registration, Grading, Graduation, Reporting) (approximately 60% of system)

Third-party software for reporting and analysis, security, data exchange, voice registration, student Web portal, interfaces for bookstore point-of-sale system and event and room scheduling software.

System Enhancements Developed

- State and Federal Legislative and Regulatory Mandates
- Literacy/Adult Education
- Course & Program Standards, Program Design & Approval, Combined Course Library and Program Auditing
- Small Business Center
- New & Expanding Industry Training
- Human Resource Development
- Developmental Education reporting
- Fire Certification
- Regional Calendar (Continuing Education)
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- College Equipment Inventory, Facilities, Parking, Safety & Career Planning & Placement



North Carolina Community College System College Information System (CIS) Project

Training

Over 200 staff members from eight Phase 1 Colleges were trained as a part of the 22 hierarchical Build Teams and Work Groups that determined the standard configuration of the CIS template. The training was integrated with the planning and decision-making that resulted in a standard template for all 58 colleges.

Software support

Software was installed at each of the Phase 1 colleges and questions or problems with software were resolved.

Service Providers

ACS and Datatel provided:

- Overall project management.
- Leadership and staff for Build Teams including training Build Team and Work Group members.
- Software design, programming, testing, documentation and integration for customizations and enhancements to the base Colleague software.
- Technical assistance, including software installation and problem resolution.

Colleges

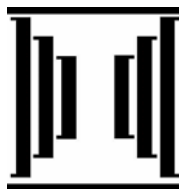
Eight Phase 1 colleges, including Caldwell Community College and Technical Institute, Catawba Valley Community College, Central Piedmont Community College, Guilford Technical Community College, Mayland Community College, Pitt Community College, South Piedmont Community College and Wayne Community College.

Costs

Project Costs	Budget
Phase I Costs	
Contractual Services	\$21,115,650
Hardware, Software & Maintenance	\$11,190,168
Miscellaneous	\$605,787
Phase I Subtotals	\$32,911,605

Key outcomes/achievements/benefits

- The CIS template, including customizations and 17 major enhancements, were developed, tested and implemented at the pilot Phase 1 colleges.
- Financial, human resources and student subsystems are operational.
- Consistent reporting of college data for State-level reporting is completed.
- Identified need for significant enhancement of accounts receivable cash reporting capability to comply with community college and State requirements.



North Carolina Community College System College Information System (CIS) Project

2. Phase 2: Summer 2002 through Spring 2004

Services that have been completed for software, documentation & training, and support

Software Services Completed

- Software: CIS Template, consisting of Datatel Colleague Modules, third-party software and 17 system enhancements (as identified for Phase 1, above), provided to each of the remaining 50 colleges in Phase 2 (A, B and C).
- Training: Staff members from fifteen Phase 2A Colleges were trained in financial, human resources and student applications.
- Training: Staff members from 35 colleges in Phases 2B and 2C were trained in financial and human resources applications.
- Software support: Software was installed at each of the Phase 1 colleges and questions or problems with software were resolved.
- ARCR project provided required processing and reporting to conform to State of North Carolina and Community College System requirements.

Service Providers

ACS and Datatel provided:

- Overall project management.
- Leadership and staff for continuing work of Build Teams on enhancements and issues resolution.
- Training for Phase 2A colleges.
- Software design, programming, testing, documentation and integration for customizations and enhancements to the base Colleague software, including the ARCR enhancement.
- Technical assistance, including software installation and problem resolution.

Staff at Community Colleges provided:

Training of the Phase 2B and 2C college staff for the implementation of the financial and human resources applications. This training was provided through community college staff at CIS Training Centers that were established at and by Central Piedmont and Wayne Community Colleges. Technical training was provided by System Office staff (Information Services Section) and by Guilford Technical Community College.

Colleges

<u>Phase 2A</u>	<u>Phase 2B</u>	<u>Phase 2C</u>
Cape Fear CC	Beaufort CC	Coastal Carolina CC
Carteret CC	Edgecombe CC	Craven CC
College of Albemarle	Lenoir CC	Halifax CC
Wilson TCC	Nash CC	Martin CC
		Roanoke-Chowan CC



North Carolina Community College System College Information System (CIS) Project

Fayetteville TCC
Randolph CC
Robeson CC
Rockingham CC

Brunswick CC
James Sprunt CC
Johnston CC
Sampson CC
Wake TCC

Bladen CC
Pamlico CC
Southeastern CC
Vance-Granville CC

Durham TCC
Davidson Co. CC
Rowan-Cabarrus CC

Piedmont CC
Richmond CC
Sandhills CC
Stanly CC

Alamance CC
Central Carolina CC
Montgomery CC
Surry CC

Asheville-Buncombe
Blue Ridge CC
Mitchell CC
Western Piedmont CC

Forsyth TCC
Gaston College
Haywood CC
Isothermal CC
Wilkes CC

Cleveland CC
McDowell CC
Southwestern CC
Tri-County CC

Cost

Phase II Costs	
Contractual Services	\$25,579,960
Hardware, Software & Maintenance	\$2,121,146
Miscellaneous	\$535,000
Phase II Subtotals	\$28,236,106

Key outcomes/achievements/benefits

- CIS template, including customization, third-party software and 17 major enhancements, installed and implemented at the 50 Phase 2 colleges.
- Financial system operational at all 58 Phase 1 and 2 colleges.
- Human resources system operational at 41 Phase 1 and 2 colleges.
- Consistent reporting of college data for State-level reporting.
- Issues management and problem resolution provided to all 58 colleges.
- Significant enhancement of the accounts receivable cash reporting (ARCR) capability to comply with community college and State requirements.



North Carolina Community College System College Information System (CIS) Project

3. Contract Extension: July 2004 through December 2007

Services that have been completed for software, documentation & training, and support

- Training for financial and human resources application for Phase 2C colleges (see chart below).
- Training for student application for Phase 2A, 2B and 2C colleges (see chart below).
- Technical training for Phase 2A, B and C colleges (see chart below).

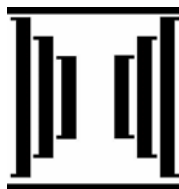
Days of Training by Phase and Application

	2004-2005	2005-2006	2006-2007	2006-2007	Totals
Phase 2A Core	-	-	-	-	-
Phase 2A Technical	-	16	-	-	16
Phase 2A Student	<u>391</u>	<u>229</u>	<u>-</u>	<u>-</u>	<u>620</u>
	391	245	-	-	636
Phase 2B Technical	-	2	8	-	10
Phase 2B Student	<u>74</u>	<u>753</u>	<u>230</u>	<u>-</u>	<u>1,057</u>
	74	755	238	-	1,067
Phase 2C Technical	34	-	4	8	46
Phase 2C Financials	152	-	-	-	152
Phase 2C HR	124	-	-	-	124
Phase 2C Student	<u>-</u>	<u>96</u>	<u>757</u>	<u>278</u>	<u>1,131</u>
	310	96	761	286	1,453
Total	<u>775</u>	<u>1,096</u>	<u>999</u>	<u>286</u>	<u>3,156</u>

- Implementation support for student application for Phase 2A, 2B and 2C colleges.
- Software support for the CIS template, including Colleague sub-systems, third-party software and NCCCS-specific enhancements for all colleges, including customer service (help desk) and minor releases.
- Enhancement of the CIS template to meet community college and State requirements for reporting accounts receivable on a cash basis.
- Enhancement to the CIS template to improve student access to services and optimize registration resources was developed to provide capability to override course blocks for online student registration.

Service Providers

- ACS and Datatel provided the majority of the training for the student application for Phase 2A, 2B and 2C colleges.
- ACS provided eight project managers to support implementation of the student application for Phase 2A, 2B and 2C colleges along with four Datatel subject-matter experts to support training, implementation and software support in the Colleague financial, human resources and student applications.



North Carolina Community College System College Information System (CIS) Project

- ACS provided staff for the minor release processes and managed the minor release service through December 2005.
- ACS and Datatel provided staff to the ARCR enhancement.
- ACS provided project management and Datatel provided technical programming support for the enhancement to improve student access to services and optimize registration resources.
- CIS Training Centers (community college system staff) provided training for human resources application for Phase 2C colleges and some student application training for Phase 2B and 2C colleges along with training for college new hires.
- System Office Information Services staff provided technical support, customer support (help desk) and staff for minor release processes beginning in July 2004.
- System Office Information Services managed the minor release service beginning in January 2006.

Colleges

Phase 2B		Phase 2C	
Beaufort CC	Piedmont CC	Alamance CC	Coastal Carolina CC
Edgecombe CC	Richmond CC	Durham TCC	Craven CC
Lenoir CC	Sandhills CC	Central Carolina CC	Halifax CC
Nash CC	Stanly CC	Montgomery CC	Martin CC
		Surry CC	Roanoke-Chowan CC
Brunswick CC	Forsyth TCC	Cleveland CC	Bladen CC
James Sprunt CC	Gaston College	McDowell CC	Pamlico CC
Johnston CC	Haywood CC	Southwestern CC	Southeastern CC
Sampson CC	Isothermal CC	Tri-County CC	Vance-Granville CC
Wake TCC	Wilkes CC		



North Carolina Community College System College Information System (CIS) Project

Costs

		CIS Contract Extension		
		<u>Total</u>	<u>Implementation & Training</u>	<u>Minor Rel. & Cust. Svc. Ctr.</u>
FY 2004-05	Phase 2 Implementation	\$ 4,510,806	\$ 4,510,806	
	Phase 2 Training	\$ 1,649,320	\$ 1,649,320	
	Minor Releases	\$ 2,499,394		\$ 2,499,394
	Customer Service Center	\$ 173,814		\$ 173,814
	Fiscal Year Total	\$ 8,833,334	\$ 6,160,126	\$ 2,673,208
FY 2005-06	Phase 2 Implementation	\$ 4,079,220	\$ 4,079,220	
	Phase 2 Training	\$ 2,763,195	\$ 2,763,195	
	Minor Releases	\$ 1,835,413		\$ 1,835,413
	Customer Service Center	\$ 155,503		\$ 155,503
	Fiscal Year Total	\$ 8,833,332	\$ 6,842,415	\$ 1,990,917
FY 2006-07	Phase 2 Implementation	\$ 4,838,081	\$ 4,838,081	
	Phase 2 Training	\$ 1,876,004	\$ 1,876,004	
	Minor Releases	\$ 1,931,091		\$ 1,931,091
	Customer Service Center	\$ 188,158		\$ 188,158
	Fiscal Year Total	\$ 8,833,334	\$ 6,714,085	\$ 2,119,249
Totals	Phase 2 Implementation	\$ 13,428,107	\$ 13,428,107	
	Phase 2 Training	\$ 6,288,520	\$ 6,288,520	
	Minor Releases	\$ 6,265,898		\$ 6,265,898
	Customer Service Center	\$ 517,475		\$ 517,475
	Grand Total	\$ 26,500,000	\$ 19,716,626	\$ 6,783,373

Key outcomes/achievements/benefits

- Human resources application operational at Phase 2C colleges.
- Student application operational at all Phase 2 colleges.
- Enhancement of CIS template to meet State and college requirements was completed.
- Consistent reporting of college data for State-level reporting.
- System Office staff assumed responsibility for customer support and software support.
- IT Project office established to provide IT project management methodologies and project tracking for 58 colleges.



North Carolina Community College System College Information System (CIS) Project

4. CIS Support, Maintenance and Enhancement: July 2007 and beyond

Services for software, documentation & training, and support post 2007

- Software support for the CIS template, including Colleague subsystems, third-party software and NCCCS-specific enhancements for all colleges, including customer service (help desk) and minor releases.
- Major upgrades of Datatel and third-party software.
- Enhancement of the CIS template to meet evolving community college and State requirements.
- Training for college new hires and for new software functionality (from Datatel product enhancement and NCCCS enhancements).

Service Provider

System Office Information Technology/Services staff will provide:

- Software support for vendor and NCCCS-provided enhancements and problem resolutions, including customer support (help desk) and minor release process.
- Management of major software upgrades.
- Management of training for college “new hires” and for new software functionality (from Datatel product enhancement and NCCCS enhancements) provided by college staff (CIS Training Centers), System Office staff members and/or vendor employees contracted to provide training.

Colleges

All 58 colleges in the NC Community College System.

Costs

Currently the NC Community College System is collaborating with the Office of State Budget and Management and Information Technology Services to complete the development of the CIS Budget for post 2007.

Key outcomes/achievements/benefits

Standard system used by all colleges will ensure:

- Consistent reporting of information.
- Maintenance of the CIS “template,” including all vendor-supplied enhancements and resolution of problems integrated with NCCCS-specific customization and enhancements, for all colleges.
- Development, testing and support for enhancements to meet college needs.
- Training and application assistance for CIS “template” for all colleges.