CSU SAN BERNARDINO MYCOE STUDENT TRACKING, MILESTONES AND COMMUNICATION

FOCUS ON EFFICIENCY

Cal State University San Bernardino's College of Education created MyCOE, a software program that manages information and database processes. The initiative improves security, increases accuracy, reduces timeframes, enhances communication and eliminates paper waste.

Educator preparation is one of the primary missions of the CSU. To respond to accrediting agencies — such as the California Commission on Teacher Credentialing — the CSU monitors and surveys applicants, candidates and graduates. Historically, each college of education within the CSU creates and maintains its own independent database with little CSU systemic support, which leads to data entry errors, inconsistencies, and the need to check multiple sources and verify accuracy.

CSU San Bernardino's College of Education (COE) responded to this challenge by designing and implementing customized bolt-on modules in PeopleSoft — referred to as MyCOE — to meet the needs of admissions, student progress monitoring, program completion evaluation, and to facilitate communication with faculty, staff and students. This three-year project resulted in effective and efficient workflow and decision-making, successful elimination of duplicate data entry in redundant independent databases, and data security and integrity is greatly improved. All communications are now electronic with a mechanism to track history.

Previous work with two external third-party vendors over a four-year period did not meet the needs of the COE, and numerous independent databases needed to be consolidated. To bring this project in house required campus collaboration, dedication and partnerships to create a single, campus-supported system integrated with the campus's PeopleSoft system.

A campuswide team included members from the College of Education, Information Technology Services, Administrative Computing and Business Intelligence, and Institutional Research. This cross-campus solution met the needs of the college and Institutional Research for mandatory reporting. The team worked with all end-users (faculty, staff, students) to ensure data collection accuracy and efficient workflow. All constituents participated in numerous brainstorming and workflow design sessions, and professional-development workshops introduced MyCOE and aided rollout.

CSUSB hopes to share this system with other CSU campuses. The MyCOE team has received several inquiries expressing interest in this customized solution, and it was presented to the CSU Center for Teacher Quality, the CSU Credential Analysts, and the colleges of education at CSU San Luis Obispo, CSU Long Beach and San Diego State University.

MILESTONES

Apr 2009
- Solutions from external software vendors do not meet the college's needs and do not integrate with the university's content management system.

Dec 2015
- Consultation with other CSUs reveals there is not a common solution across CSU campuses.

Apr 2016
- Decision is made and resources are allocated for an in-house solution leveraging CSUSB's content management system.

Aug 2016
- Discovery phase includes meetings with all end-users, one-on-one desk audits, workflow analysis, and identification of documentation and reporting requirements.

Nov 2016
- Phase 1 build and testing commences with input of historical data.

Sep 2016
- Workshops and professional-development series are held.

QUANTIFICATION AND RESULTS

Successful elimination of duplicate data entry in redundant independent databases has been achieved.

Improved data security and integrity is established.

Workflow design was improved and redundancies removed. Processing times, evaluation time, time to decision, etc. are all tracked.

All communications, including standardized email letter templates across all programs, are now electronic with a mechanism to track history. More than 15,000 communications have been sent since launching MyCOE system.

The program reduced 100 program-specific versions of the same letters down to 23 templates (with merge fields) across all MyCOE modules.

Accreditation reporting is streamlined. Previously, reports would take approximately two months of data collection, merging and validating from more than five databases. Now, reports are completed with one or two queries from the MyCOE system; all data values are standardized, and no data validation errors are incurred.

MyCOE customizations:
- 144 fields, 73 pages, 30 components, six processes and 199 queries
- Paperless communications include three application decision letters, three student academic standing letters, eight intern/fieldwork evaluation letters, four student teaching/intern placement letters, eight comprehensive exam letters, one credential evaluation summary and four credential recommendation decision letters.

MyCOE technologies:
- PeopleSoft Pure Internet Architecture, PeopleTools (PT 8.55), Application Designer, Data Mover, PeopleCode, Application Engine, Oracle SQL and Oracle PL/SQL for source, and target analysis of data structures to create transformation requirements, data-cleansing plans, and aggregation needs.

MyCOE customized bolt-on modules have significantly improved data accuracy and reporting for accreditation – including Title II, California Commission on Teacher Credentialing, etc. – and the CSU enrollment reporting system.

Nov 2016
- Phase 1 admissions, evaluation and communications procedures are launched

Dec 2016
- Phase 2 build and testing commences

Sep 2017
- Weekly drop-in sessions are held for debugging and professional development

Nov 2017
- Phase 2 modules for program plan, communications and enrollment procedures are launched.

Mar 2018
- Phase 2 modules for fieldwork evaluation, fieldwork placement, supervisor/supervisee look-up and comprehensive exam procedures are launched.

Dec 2018
- Phase 2 modules for credential evaluation procedures are launched.

June 2019
- Student self-service modules are launched.

June 2019
- Monthly team meetings are held for review, updates and to address fixes/bugs.

IMPACT AND BENEFITS

MyCOE fully integrates with the campus content management system, and there is no need for external software vendors. Bugs and fixes are addressed immediately. This also allows for continued revision and development.

Real-time program information is available for strategic planning. Real-time program information is available for strategic planning.

Real-time student data is available to staff and faculty for advising and decision-making.

Students are able to see in real-time their progression toward program milestones, evaluations and communications.

Workflow design was improved. By having all staff and faculty use the MyCOE system instead of independent standalone databases, duplication of work was eliminated. Roles and responsibilities were clarified and streamlined.

LESSONS LEARNED

1 A core team with varying expertise and skills is necessary along with balancing many voices and making sure all are heard.

2 It's vital for core team members to meet with end-users in small groups or one-on-one, which results in understanding unique needs and best designing the workflow. The core team is responsible for evaluating and prioritizing needs, design and functionality build, bug fixes, and requests for change.

3 Conducting the roll-out as modules were built fostered immediate successes. End-users saw and used the solutions, allowing in situ testing and feedback. This encouraged end-users to consider their workflow and needs as part of a system.

4 Project champions, while not members of the core team, were early adopters who provided input, testing feedback and assisted with professional-development training.

5 A core team meeting schedule – twice per week early in the process, then every two weeks and now monthly – with timelines and deadlines assures continual progress. Core team meetings are supplemented with end-user meetings and professional-development workshops. A defined workspace in a large conference room equipped with smart technology and whiteboard space facilitates discussion and problem-solving.

July 2019

- Communication functions are updated.

PROJECT TEAM

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