

## **2013-11-12 Focus Group Summary**

### **Data and Business Processes**

1. Data coordination and integration
  1. Some examples of information flows:
    1. EMS <-> CX (room reservations)
    2. Reports to APT
    3. CX data <-> 5Cs
    4. Reports to outside agencies
2. Data interfaces and forms
  1. Significant lack of e-forms for data submission and editing
  2. Lack of convenient platform for workflow
  3. Examples of forms needed:
    1. Submission for printing
    2. Applications for foreign study
3. Silos
  1. Each office tries to solve its data problems on its own.
  2. Too much data is on paper or personal spreadsheets. Includes budget and spending data by offices
4. Reporting
  1. Access to reports can be limited. Either by privilege, or by the lack of documentation on the exact interpretation of data.
  2. CX and Cognos require training to use. Documentation is lacking
  3. Data Warehouse, for longitudinal reporting, is missing.
5. One system to rule them all
  1. Solution -- one single database to coordinate everything. Impractical.
  2. Solution -- standards for coordinating independent databases. Standards for data as well as process.

### **Communications**

1. We are not careful or coherent about communication modes. E.g. when to use email, txt, etc.
2. Communications with students in foreign countries should be examined.
  1. Academic advising long distance
  2. Letting Pitzer students take Pitzer classes while traveling
  3. Involving students in CA interact with teachers in foreign countries, e.g. language instruction
3. General documentation for various business processes and related forms is hard to find
4. Poor general information about what software or IT resources are used by other offices.
5. Poor general information about what options might exist for various IT needs by offices
6. Poor information on best practices at Pitzer for various office needs
7. Web pages updates require approval, and sometimes timeliness an issue. And follow through needed.
8. Not always easy to find the right Pitzer info on our web site. People tend to keep personal bookmarks, which break when changes are made.

### **Training**

1. General need for increased training, for staff and faculty to better use what is available.

2. Some training might be provided by commercial sources, e.g. lynda.com
3. Other training is Pitzer-specific.
  1. Onboarding and orientation for faculty and staff
  2. FAQs, videos for how-to regarding Pitzer processes and resources

#### **Resources, Efficiencies, Service Levels**

1. Concern that IT does not have enough resources to manage improvements.
2. Services can be fragile, breaking in unanticipated ways. This lowers service levels, frustrating users and IT staff, and causes IT to spend excessive time reacting to emergencies.
3. Excess maintenance effectively reduces efficiency, and reduces resources for making improvements.
4. Overall resources need to adjusted for anticipated projects and ongoing needs of the College.