North Carolina Community College System

Destiny One:
Short Term Workforce Development's Business Solution

September 24, 2021

System Office
    Nate Humphrey, Product Owner & AVP
    Janet Worthington, Project Manager
Modern Campus
    Jeremy Fleming, VP Professional Services
    Mike Cheng, Business Analyst

ERP Guiding Principles

Students First
- Develop a reliable, accessible, sustainable and affordable community college system designed around *serving our students first*

Business Transformation
- Unify people, processes, and technology to *support student needs* and lead us to a more competitive posture in the higher education and continuous learning space
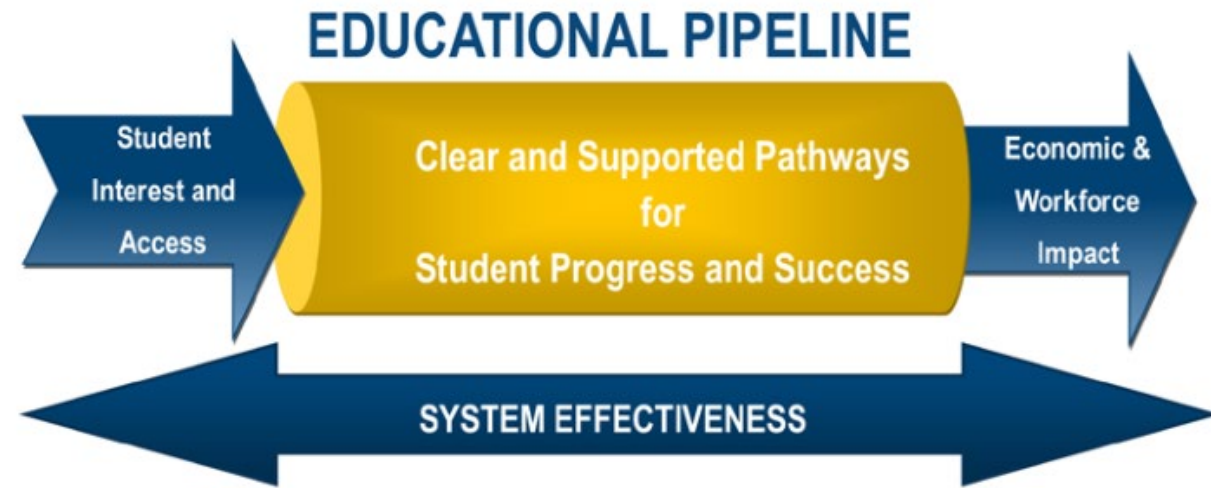
Shared Vision
- Be transparent in our coordination, communication, and decision-making throughout the process to *improve outcomes for our students*

Strategic Plan

Goal: System Effectiveness

– Advance organizational effectiveness, operations, and decision making to support a cohesive system of nimble, empowered, and community-driven colleges.

EDUCATIONAL PIPELINE

Student Interest and Access

Clear and Supported Pathways for Student Progress and Success

Economic & Workforce Impact

SYSTEM EFFECTIVENESS

Objective:

– Ensure colleges and the System have access to technology and related infrastructure to meet student and institutional needs.

Agenda

- **Welcome & Introductions**
- **Project Summary**
- **Demonstration: Development & Integration Work Completed**
- **Pilot College Perspective**
- **What's Next: Release Candidates & Schedule**
- **Questions & Answers**

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Short Term Workforce Development Project Team

Service Definition: *Develop and implement NCCCS STWD solution using Destiny One as primary platform.*

Business Owner
Dr. Kimberly Gold
Patrick Fleming

Stakeholders
Margaret Roberton, Felicia Crittenden, **Janice Heller**, **Barbara Boyce, Kara Bosch, Lorraine Blahnik,** Cindy Robinson, **Craig Lamb**, **Ken Ingle**, Teronda McNeill-Hueitt, Mona Owens, **Cynthia Martens**, **Manju Shah**, Data & Reporting, Process & Workflow, Technology & Interoperability Task Forces
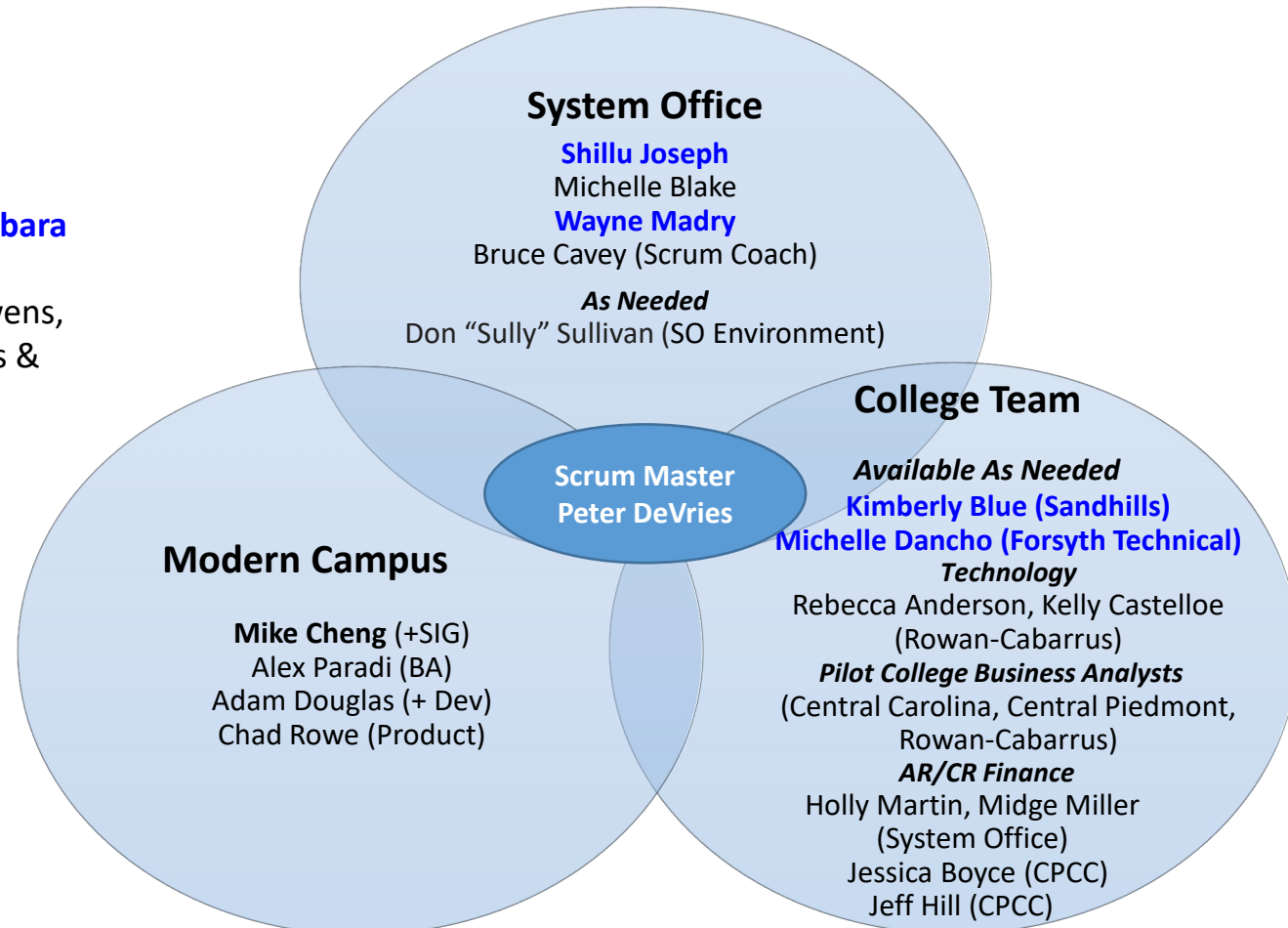
Governance
ERP Executive Steering Committee

Product Owner
Nate Humphrey

Project Management
Janet Worthington (System Office)
Jeremy Fleming (Modern Campus)

System Office
Shillu Joseph
Michelle Blake
Wayne Madry
Bruce Cavey (Scrum Coach)

As Needed
Don "Sully" Sullivan (SO Environment)

College Team
Available As Needed
Kimberly Blue (Sandhills)
Michelle Dancho (Forsyth Technical)
Technology
Rebecca Anderson, Kelly Castelloe (Rowan-Cabarrus)
Pilot College Business Analysts
(Central Carolina, Central Piedmont, Rowan-Cabarrus)
AR/CR Finance
Holly Martin, Midge Miller (System Office)
Jessica Boyce (CPCC)
Jeff Hill (CPCC)

Scrum Master
Peter DeVries

Modern Campus
Mike Cheng (+SIG)
Alex Paradi (BA)
Adam Douglas (+ Dev)
Chad Rowe (Product)

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Short Term Workforce Development Cohort 1 Colleges

Pilot Colleges

CENTRAL CAROLINA COMMUNITY COLLEGE

CENTRAL PIEDMONT COMMUNITY COLLEGE

Rowan-Cabarrus COMMUNITY COLLEGE

Non-Pilot Community Colleges

Beaufort County CC	**Piedmont CC**
Forsyth Technical CC	**Sandhills CC**
Haywood CC	**Surry CC**
Lenoir CC	**Wake Technical CC**

Comprehensive Guided Pathways

Intake & Barrier Removal
- Food & Insecurity
- Advising

Continuing Support Processes
- Credit where credit is due
- Student Needs Assessment

College & Career Readiness - HSE
- **Basic Skills Plus**
- Integrated Education & Training

PS Certifications
- State Regulated & Industry Recognized Credentials
- Employer Defined
- NC Workforce Credentials

A.A.S. Public Safety Administration
- Employer defined Competencies
- Credit for Prior Learning

B.S. Leadership Public Sector
- Articulation & Transfer
- Involved in development of A.A.S.
- Admission Requirements

Master Public Administration
- Senior Partner Relationships
- Admission Requirements

Partnerships
- Regulatory Boards & Credential Issuers
- Employer Advisory Boards

Partnerships
- Senior Institutions
- Employers

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Destiny One's value is managing the business of continuing education and professional development for your entire institution, delivering an Amazon-like e-commerce experience modern learners expect.

Grow & Manage Non-Traditional Programs

- Amazon-Like Personalized Student Experience
- Student Discover Programs, Enroll, and Pay
- Agile Curriculum Management & Student Support
- Non-Degree SIS Student Lifecycle Management

Single Platform for All Non-Traditional Offerings

- Continuing Education & Workforce Development
- Professional Education & Training
- Corporate Partnerships & Conferences

Lifelong Learner Engagement

- Manage Non-Traditional Student Lifecycle
- Student-First Experience
- Personalized Pathways to Lifelong Learning

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Radical Change Required in Higher Ed

Massive Shift to Engage Modern Learners

THEN
Traditional Learners

2- or 4-Year Program

Career Longevity

Retirement at 65

Short-Term Student Relationships

Disconnected Degree and CE Departments

Low-Priority Career Centers

DISRUPTION

Changing Demographics

Lower Public Spending

Crushing Student Debt

Changing Labor Market

Netflix/Amazon-Like Experiences

Bootcamps & Alternatives

NOW
Modern Learners

Constant Upskilling · Digital-First

3-Year Job Changes · Coaching & Guidance

60+ Year Careers · New Learning Models

Digital Destination · Customer Service Excellence

Clear Pathways · Career Center Focus
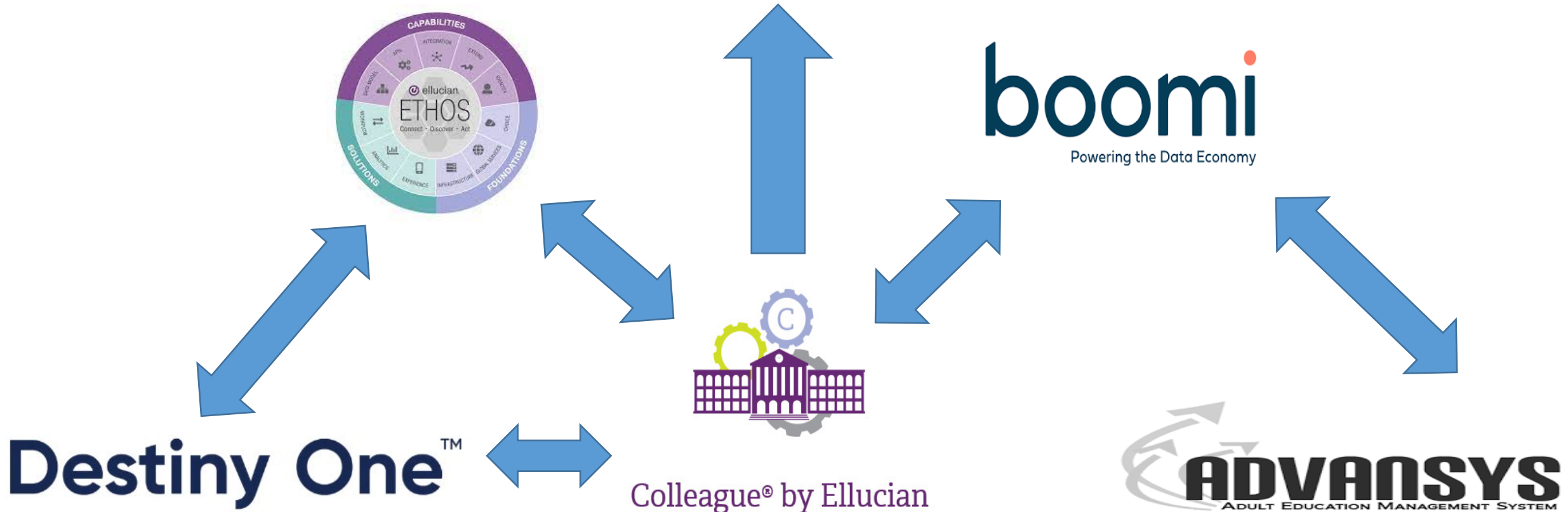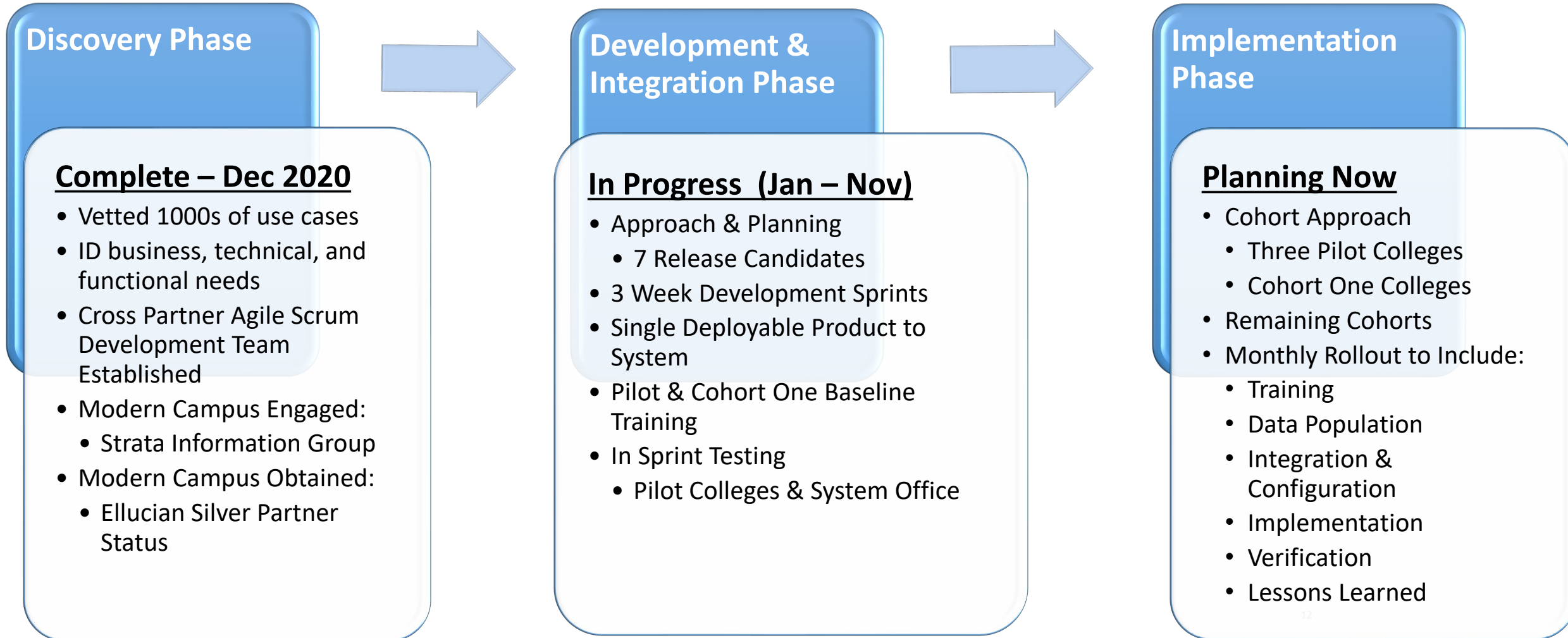
Highly Personalized

Summer Camps, Corporate Training & Senior Enrichment

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Destiny One - ADVANSYS – Colleague Integration Development

Data Warehouse

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Project Timeline: How are we tackling this work

Discovery Phase

Complete – Dec 2020
- Vetted 1000s of use cases
- ID business, technical, and functional needs
- Cross Partner Agile Scrum Development Team Established
- Modern Campus Engaged:
  - Strata Information Group
- Modern Campus Obtained:
  - Ellucian Silver Partner Status

Development & Integration Phase

In Progress (Jan – Nov)
- Approach & Planning
  - 7 Release Candidates
- 3 Week Development Sprints
- Single Deployable Product to System
- Pilot & Cohort One Baseline Training
- In Sprint Testing
  - Pilot Colleges & System Office

Implementation Phase

Planning Now
- Cohort Approach
  - Three Pilot Colleges
  - Cohort One Colleges
- Remaining Cohorts
- Monthly Rollout to Include:
  - Training
  - Data Population
  - Integration & Configuration
  - Implementation
  - Verification
  - Lessons Learned

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Baseline/MVP Development Phase

- **Release Candidate 1 (RC1) – Release Candidate 7 (RC7)**
  - **Delivered** to NCCCS > In Sprint Testing > Pilot College Business Systems Analysts (BSA) Engaged: Knowledge Transfer
  - **Deployed** to Pilots > Pilot Validation of Functionality by local BSAs
  - **Approved** by the STWD Pilot CORE Team Leads
  - **Accepted** by the Product Owner

- **Pilot Colleges**: Central Carolina, Central Piedmont, Rowan-Cabarrus
  - Assist with the technical development, test, and validation of release candidates
  - Over 100 people from colleges engaged to provide business expertise to ensure the solution meets NCCCS needs

- **System Office:** Driving the development of a System solution
  - Facilitating development with Modern Campus
  - Engaging business and technical expertise of college SMEs and other system resources

- **Sprint Lifecycle:** Daily Stand Up > Sprint Review (Friday) > CORE Debrief (Monday) > Stakeholders (Wednesday)

Destiny One: Release Candidates & Schedule

Release Candidate (RC) / Expected Delivery	Capability Summary	
RC1 - Curriculum Management and Marketing • Delivered	• Create new non-credit curriculum in Destiny One • Publish enriched catalog information to the Destiny One Public View • Facilitate students browsing catalog on Destiny One Public View, selecting section and being redirected to registration system • Utilize Colleague integration for core Curriculum support • Setup Credly Badges	
RC2 - Student Profile Management • Delivered	• Create new students and prospects in Destiny One to allow for prospect tracking and profile management	
RC3 – Instructors • Delivered	• Add instructors to the section for publishing on web to improve student experience	
RC4 - Enrollment, simple pay, and schedule location • Expected August 13th Delivery to SO	• Add self-service registrations (credit card payments only, others directed to Colleague)	• Integrate and publish section schedule to web • Waivers • Post charges to Colleague
RC5 - Grading and Attendance • Expected September 24th Delivery to SO	• Submit grading and attendance via Destiny One instructor portal • Enable Credly Badge Issuing	
RC6 – Organizations • Expected October 15th Delivery to SO	• Organizations / Group profile management	
RC7 - Advanced Payment • Expected November 15th Delivery to SO	• Advanced payment scenarios (non-credit card) • **Refunds**	• Sponsorships

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Short Term Workforce Development – College Team Roles

College Champion/Primary Contact
- Leadership role at college (~ local college 'product owner')

UI/UX developer (Public View)
- Intermediate CSS, beginner JSP / HTML
- Enable's Marketing SME's vision

Business Analyst
- Destiny One expert for all functionality except security/technical features
- May not be actively involved in agile development of baseline implementation
- Implements Student Profile Templates
- Implements Email Template changes as required

System Administrator
- System expert for all security/technical features within Destiny One
  - Authentication Adaptors
  - Config Editor property changes
  - Staff User Roles/Permission

Finance/Accounting personnel
- Assisting agile team with determining financial integration solutions and financial gap-resolution
- Assisting agile team with determining future state purchase/refund/GL account management processes
  - Assisting agile team with related data/property configuration decisions

Marketing Assistance (role often combined with UI/UX expert or Marketing Director)
- Manage Label Editor and Content Management Blocks (Public View static text)

Registration SME
- Assisting agile team with determining future state enrollment/drop/student-management processes when requested
- Assisting agile team with related data/property configuration decisions and integration requirements

IT/Technical SME
- Providing IT support at College for implementation. Includes (but not limited to):
  - Integration configuration on College systems (providing endpoints etc.)
  - Configuring single sign-on IDP for integration with Destiny One

Curriculum/Program SME
- Program Director/ Course Manager
- Assisting agile team with determining future state course/section/certificate/other program creation and management processes
- Assisting agile team with related data/property configuration decisions and integration requirements

Reporting
- Responsible for creating report from Destiny One Archive/Reporting Database
  - Ad hoc reporting
  - Institutional (repeat) formal report development
- Responsible for managing Destiny One Dashboards

Marketing Director SME

- Assisting agile team with determining future state processes when requested
- Provide direction for how Course/Section/Certificates are to look in public view
  - Program Directors to configuration in Destiny One required to meet public view
  - Template for public view fields like Public Description

- Providing instruction to UI/UX developer/designer with respect to Destiny One Public View
  - Determine site map
  - Determine colors, fonts and look/feel of UI elements
  - Determine Analytics strategy
 - Determine SEO strategy within Destiny One using Destiny One features

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Three Active Work Streams

Development & Integrations (Sprint Testing)

- Fall 2021
- Underway with STWD Agile Scrum Team
- Seven Release Candidates / Three Week Sprints

Release Candidate Testing
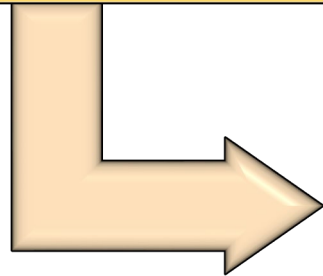
- Fall 2021
- Underway with STWD College BSAs
- Using testing plan written during development
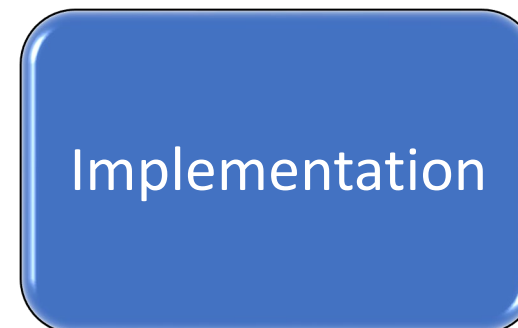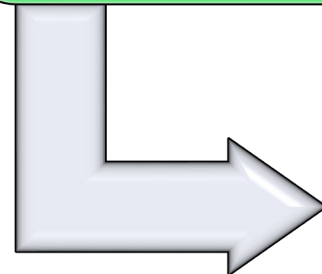
Implementation

- Late Fall 2021 - Until All 58 Live
- Planning underway now
- Simplified Implementation based on Pilot College learning

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Demonstration: Development & Integration Work Completed

Staff View

Build a new course copy
- Includes advanced marketing content

Build a new section
- Assign an instructor
- Schedule a room
- Associate attestation (application)
- Fee setup includes a waiver (discount)

Public View: Register into the section
- Search for the section
- Checkout and create a new student
- Select a discount and complete attestation
- Pay using a credit card

Instructor Login
- See the class roster
- See where grading and attendance would be entered

Log into Colleague to Display Integrations
- Course (CRSE)
- Section (SECT)
- Student (NAE)
- Registration (RGN)
- Payments / Charges (ARAI)

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Pilot College Perspective

College Business System Analysts

- Janice Heller, Barbara Boyce

- Lorraine Blahnik, Cindy Robinson

- Cynthia Martens, Teronda McNeil-Hueitt

19   Denotes Speaker

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Questions?