Blue Mountain Community College
Administrative Procedure

Procedure Title: **Maintaining the Integrity of Integrated Software Systems**
Procedure Number: **01-2007-0004**
Board Policy Reference: **IV.A. General Executive Direction**
NWCCU Standard:

Accountable Administrator: **Executive Vice President**
Position responsible for updating: **Institutional Reporter and AIS Programmer**
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Purpose/Principle/Definitions:

BMCC's electronic integrated software (including, but not limited to, Outlook, AIS system or WolfTrax, Compass, IPSI, R25 Resource Scheduling, StaffWeb, WolfWeb, TAMS, and Degree Audit) are valuable and necessary parts of college operations. As such, it is vital that college staff take the utmost care is taken regarding management and usage of these resources to ensure that the college maintains the most accurate and useful information possible.

In order to facilitate that goal, it will be important to ensure that all new/transfer employees receive appropriate training upon hire or reassignment. These trainings will be documented on the form "Completed Employee Training Documentation" (available in the Human Resources (HR) office and on the Staffweb), and that documentation, with signatures, will be retained by the HR office in the Professional Training files.

Module managers are defined as the primary contact person for any given software or module.

Guidelines:

Module Managers will ensure that all processes required of staff members will be clearly outlined and available in electronic form on the BMCC Staffweb. Module Managers, in cooperation with the Web Coordinator, will also ensure that the processes on the Staffweb are the most current and up-to-date available.

On the basis of their annual schedules for their business practices, Module Managers refrain from making major changes in their modules and/or forms at any time during the year; instead, they will evaluate and modify processes and/or forms on a schedule compatible with the module's annual work flow per the following schedule:

Financial Aid	January/February
AdminView, Advisor, Student Management, Course Management	July/August
A/R, A/P, RaPS, GL, Authorize, Budget	May/June

If "emergency" changes are deemed necessary to correct processing errors, those changes may be made at any time; the Module Managers will ensure that all affected users receive notification of the process change via staff e-mail. In all cases, the Module Manager will ensure the process is updated in the Staffweb version of the written process.

Annual retraining or refreshing of existing users of a module will outline all annual changes made to the module, process(es), and/or form(s) and will take place in whatever form the Module Managers feels is appropriate.

In the event that, after initial training, a user of a module habitually encounters/makes errors, and corrective actions are required, the following steps will be followed:

1. Depending on the severity of the error, and at the discretion of the Module Manager, up to three corrective conversation(s) will take place between the Module Manager and the user making the mistake.
   a. This conversation, at a minimum, will cover what the error was, how it needs to be corrected, and the impact of the error.
   b. This conversation may take place via email or telephone and will be documented in the Module Manager's personal working files.
   c. At the Module Manager's discretion, the employee's supervisor may or may not be included in this corrective conversation.
2. If the situation is not corrected by the corrective conversation(s), or if the Module Manager determines that the error is flagrant or of a critical nature, mandatory retraining is required.
   a. The Module Manager will ensure the individual in question has had the appropriate training within the module.
   b. The Module Manager will arrange for that user to be retrained in the affected module(s).
   c. This retraining will be documented with form "Completed Employee Training Documentation" (available in the HR office), and that documentation, with signatures, will be retained in the HR office, with a copy also being sent to the user's supervisor.

3. If the situation is still not corrected, the user's supervisor will be asked to perform an investigation of the habitual situation. The conference summary of the results of that investigation will be presented to the user, who, if they are a member of a bargaining unit, may be given the opportunity to have union representation present.
4. Subsequent to that conference summary, the following steps will be followed if the situation is still not resolved:
   a. Written warning
   b. Final written warning
   c. Analysis of position responsibilities with potential reassignment of job duties consistent with position description
   d. Suspension without pay
   e. Termination of employment

Forms:

Completed Employee Training Documentation