

Peralta Community College District

Change Leadership

Company	Peralta Community College District
Location	Oakland, California
Industry	Higher Education
Products/Services	Junior college in the East Bay area (Oakland, Alameda, Berkeley) for about 30,000 students.
Revenue	\$103 million operating budget
Employees	2,500
Web Site	www.peralta.edu
Solutions and Services:	Change Leadership

“Steve not only helped us prepare our organization for the tremendous change we were about to go through, he also helped us – the leadership team – understand that we were not yet ready to lead this change, and what we needed to do to prepare.”

Howard Perdue
Vice Chancellor, Enrollment Management and Student Services
The Peralta Community College District

Situation

- Implementing Oracle/PeopleSoft student administration systems.
- Four independent colleges supported by one central district office.
- Many skeptics among faculty and staff due to a failed HR and finance system implementation.
- Provide a single student view to enable improved interaction cycle from student registration, financial aid, student finance, and grades.

Approach

- Alignment activities to educate leaders on their sponsor role.
- Business readiness teams identified work processes that needed to change, and led much of the communication, testing, training, and go-live activities.
- Robust communication plan to engage all faculty, staff, and students in all four colleges and the district.

Results

- Disarmed a highly antagonistic faculty union.
- Redesigned business/IT support to implement and integrate solution.
- Solution implemented on time and within budget with minimal disruption.
- Chancellor heralded the implementation as “best ever” for the college.