Pike's Peak College: EAB Feedback from Dr. Homer Wesley, Vice President Enrollment Services
Interviewed by Joumana McGowan and Michelle Sampat

1- **Implementation (was it good, difficult?):** Pike's Peak is one of 3 colleges in Colorado participating in the EAB Pilot. They have 2 years of collaboration with EAB. Dr. Wesley shared that Pike's Peak wanted a system tailored to the way the college does things. He believes that this process of adapting to Pike's Peak needs slowed implementation significantly. Pueblo Community College, another Colorado EAB pilot college is much further along because they adopted more of the EAB features as-is. Dr. Wesley stressed that EAB was incredibly responsive to Pike's Peak's demands and that the relationship with the vendor has been positive through the entire process.

2- **Usability of employees (simple and user friendly?):** The system is user-friendly for students and employees. Dr. Wesley noted that the system is attractive, intuitive, easy-to-use, and provides enhanced communication features. He thought benefits include the ability for students to build schedules, register for classes, and receive Early Alert notifications. He did mention only 2/3 of students are using EAB for registration while 1/3 of students are still using Banner for registration. He anticipates 100% of students moving to EAB by Spring or Fall 2019.

3- **Would they recommend it?:** Unequivocally, yes.

4- **Do they get any scheduling reports that shows the classes needed for the next semester? Are the reports user friendly?:** No, not yet. Dr. Wesley believes this is on EAB's radar and that they will be developing this functionality in the future, but it does not exist now.

5- **Can they provide us with an example report for classes needed for scheduling purposes**?: No, as none exists.

Dr. Wesley recommended the following:

a. Flexibility: If the timeline for implementation is critical, consider adopting the EAB package rather than making specialized requests
b. **Be Inclusive:** Ensure that the EAB adoption team includes a broad range of college-wide participants. Faculty involvement is critical from Instruction and Student Services.
c. **Staffing:** Hire or provide dedicated staff solely to work on EAB implementation. Expecting people to add this to their other duties has slowed implementation at Pike's Peak. The college just dedicated staff to Early Alert development and implementation as well as Degree Works updating.
d. **Backups:** Maintain parallel systems. Banner registration was maintained and EAB was offered as an alternative as kinks were worked out.

Positives:
a. EAB has been responsive. Positive relationship maintained over 2+ years of development
b. EAB interfaces with Degree Works and Banner
c. Students can see degree requirements, build a schedule, and register for classes
d. Students can enter availability parameters and EAB provides "matches" between student availability and courses offered at those times.
e. Early Alert: Functionality allows for a feedback loop between users and students. Early Alert is not where Pike's Peak wants it to be, but it is an improvement over what they had before. With an additional staff member hired to work on focused development, Dr. Wesley feels there is the potential for a robust Early Alert system.

Negatives or Considerations:
a. Time needed for development
b. Staffing needed for development
c. No scheduling data analytics capability at this point.