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President's Response
Campus Issue 25-26-01

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Committee or Individual: Monica Souza
Date Submitted: 07/10/25

Issue or Concern: Outdated Directory System—Continuing Issue

Summary of Issue: Our directory system is outdated—or not kept up to date—so contact information for classified professionals is unreliable. This is true across multiple directory systems: Outlook, Teams, and the college website.

Action Taken:

09/04/25: The campus issue was presented to Executive Council, which directed President Garcia and Assistant Alma Mejia to begin conversations with SCC IT Department to discuss the situation.

09/08/25: The issue was presented to SCC IT Department, Dean Kirk Souza, for an initial assessment of the situation:
- SCC IT began working on updating Microsoft Teams.
- District Office IT is responsible for updating Outlook, tickets to be submitted through Service Central.
- SCC PIO and webmaster are responsible for website updates. Changes can be requested through Marketing and Website Support Request Form.
- All employees can update online using the web directory management tool.

9/19/25: The issue was referred to Gabe Ross, Associate Vice Chancellor of Strategy and Communications, informing him of the breadth of the issue.

10/22/25: Teams from SCC IT, District IT, and AVC Ross's office met to discuss potential solutions. Key discussion points:
- The directory needs a better mechanism for staying up to date, especially when employees leave or change roles.
- DO IT is investigating ways to automatically update the directory when employees leave or change roles.
- There is ongoing review and troubleshooting of the source systems (Active Directory and PeopleSoft) to identify possible improvements.
- Administrative assistants have requested access to update directory information. The request is being evaluated.
- Increased access for campus administrators to Active Directory was also requested but denied with focus on directory clean up instead.
- Next steps: DO IT will investigate how fields in the directory are populated from source systems and identify areas for improvement.

President's Response to Executive Council:

This is a complex issue, one that needs to be addressed by the right SCC and District personnel. While the problem hasn't been completely "solved," I believe we have made significant progress in clarifying the issue and involving the staff from SCC and District IT as well as the PIO, webmaster, and staff from the AVC of Strategy and Communication—all people who need to be involved to assess our systems and create processes so our several directories are up to date and reliable. Remaining steps will likely be iterative and may take some time, so I will close the issue now, knowing that it is in the right hands.

Campus Issue 25-26-01 is closed.

Albert Garcia   11/05/25
Albert Garcia, President   Date