

Districtwide Handshake Implementation Meeting Tuesday, April 18, 2023 Meeting Notes

Summary of Action Items:

- Payment Functionality in Handshake
 - Handshake leads to meet with local accounting offices about past practices and what they are able and willing to support now
 - City, Mesa, and Miramar used to use CCN – which accepted payments; Credit colleges to explore how this was done locally
 - Amertah & Megan Soto to explore what options may be possible at the District level – one vendor payment and distribution of funds process options
- District Website - Colleges to provide feedback on [district handshake website](#) – see separate email communication
 - Colleges encouraged to provide text regarding free professional closing and other basic need services
- District Email - Colleges to provide feedback on district [email to students](#) – see separate email communication
- Tracking hires within Handshake - Colleges encouraged to discuss locally how best to increase employer engagement and reporting on who they hire within the tool
- Communication and promotion:
 - Colleges to develop local communication plans – for when to email students to encourage account activations, etc.
 - Colleges encouraged to develop local Handshake resource pages and incorporate promotion of handshake throughout local website

HANDSHAKE COUNTS

As of 4/14/23:

- Student Activations: 5,439
 - City - 1,152 (increase of 33 since 3/21)
 - Mesa - 1,548 (increase of 69 since 3/21)
 - Miramar - 999 (increase of 42 since 3/21) - *Just one more to go to meet your Spring 2023 goal!*
 - Continuing Ed - 747 (increase of 14 since 3/21)
- Approved Employers - 4,900 (increase of 134 since 3/21)
- Pending Employers - 0
- Job Postings - 7,619

NOTES

Student Uploads – District provided an update on student uploads

- Still working on automated process; implementation planned for 2023-24; committing staff to manual uploads monthly until full automation is possible
- Student uploads will be completed by District Student Services each month
- Both noncredit and credit files will be uploaded the first week of the month - May, June, July, August, September, etc.
 - Handshake leads will be notified when upload(s) are complete
 - **Recommendation: Colleges encouraged do develop local communication plans to new student uploads – to encourage account activations**
- No change to format or coding – students college of record will be included, students ID, student's emails, etc.

Priority topic: Payments– Colleges requested to focus on the ongoing need to accept payments from employers in Handshake

- Discussed options available through Handshake
 - Handshake allows for three options
 1. Touchnet
 2. CASHnet
 3. Stripe
 - [Payment Options in Handshake](#)
 - Stripe is the preferred / recommended option (from Handshake), but doesn't allow for multiple accounts.
 - Could utilize stripe if we had one district account with an internal distribution of funds process (centralized)
 - Most likely the fastest choice for getting up and running quickly
 - District staffing and workflow concerns may arise
 - [How to Setup a Stripe Account](#)
 - [About Stripe Fees](#)
 - [Multi Career Center Workforce Considerations](#)
 - CASHNet supports additional item codes to accommodate multiple career centers, and TouchNet supports multiple career centers as well, via adding a uPay URL and Site per career center.
 - District has a TouchNet account, but adding this feature would require a new contract, bid process, etc. and additional fees.
 - Would not be able to get up and running by Fall
 - The feature is called [Marketplace uPay](#)
 - Notes from TouchNet:
 - Marketplace uPay provides secure, PCI-compliant payment processing that moves campus-wide payments into one centralized, certified payment system
 - Marketplace uPay gives your campus a solution for integrating credit card and ACH payments with the departmental websites or existing web applications.

- uPay collects all relevant payment information in a secure environment that feeds directly to the TouchNet Payment Gateway, updates the G/L, and returns it to the original app.
- Along with uPay you have access to hundreds of TouchNet Ready Partners, including Handshake. This unique vendor partnership creates an environment where payment transactions arising from many campus software systems (e.g. Parking, Continuing Education, Housing, Fundraising, Ticketing, Event Management, etc.) are processed via one central, fully certified Commerce Management System.
- Handshake is a fully certified Ready Partner.
- In addition to the purchase of the software, there is a onetime implementation fee of \$1,250.00 to configure Handshake in your new uPay environment and an ongoing annual hosting fee of \$1,500.00.
- <https://partners.touchnet.com/english/directory/>
- There are several ways to license uPay (Limited - UnLimited). The software license cost depends on which option.
 - Process to explore will require a demo meeting and formal bid/contract process depending on cost
 - Would not be able to get up and running by fall
 - If this is the preferred option though we can begin the process for a future date of implementation
- Discussed the importance of each college working closely with local accounting office
 - Process is dependent on accounting office
 - Mesa shared that their office doesn't accept credit cards (checks only)
 - **Action: Colleges encouraged to talk with their local accounting office about what they are able/willing to support**
- Briefly discussed a centralized model (required if we use Stripe (vendor payment to go through the District and redistribute funds appropriately by college by event);
 - **Action: Amertah and Megan Soto to explore options**
- Briefly discussed past practices
 - Credit colleges mentioned that when they used CCN they accepted payments
 - **Action: Credit colleges to explore past practice; tied to local accounting offices**

Tracking hires within handshake – discussion postponed – will add to future agenda(s)

- Engagement of ERLs; how to increase employer reporting/use
- **Action: Colleges encouraged to discuss locally how best to increase employer engagement and reporting on who they hire within the tool**

District [Website](#) (student facing)

- District has incorporated feedback shared since last meeting

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- This page is meant as a basic landing page with the goal of getting folks out to your center pages as quickly as possible.
- **Action Items/Recommendations:**
 - Colleges encouraged to review the revised page [district handshake page](#).
 - Colleges are encouraged to provide key contacts, phone numbers, etc. to be included on the page
 - City and Continuing Ed – if you have content you would like to add to the section titled “Free Professional Clothing and Support for Students” please share (currently only Mesa and Miramar have provided content)
 - Colleges encouraged to develop local Handshake resource pages and incorporate promotion of handshake throughout local website
- Discussed request to add How to videos
 - Mesa working on local videos
 - <https://support.joinhandshake.com/hc/en-us/articles/219426877-Video-Search-for-Save-and-Apply-to-Jobs-in-Handshake>
 - <https://www.sdmesa.edu/student-services/career-center/job-internships/index.shtml>

Districtwide Email - Campus Solutions Email to all new uploads/new enrollments

- [Draft Text](#)
- **Action: Colleges to review and provide feedback on content**
- Once approved by all four colleges, District Student Services will build the email into the regular processes (see draft text for distribution notes)

San Diego Workforce Partnership – The workforce partnership is interested in learning more about handshake

- 4/26 agenda item at Joint Partnership Meeting
- Volunteer(s) were asked to provide an update during the 4/26 meeting; Miramar volunteered
- All colleges encouraged to participate via their Joint Partnership Committee leads

Round Table / College Updates

- Mesa – sending activation email out to Mesa students later today
- Miramar – child development career fair happening next Wednesday; districtwide opportunity; looking for more students to sign up; event is in handshake; flyer shared

REFERENCE:

- [November 2022 Handshake Update](#)
- Past meeting Notes and & Action Items
 - [3/21](#)
 - [3/7/23](#)
 - [2/7/23](#)
- [Teams Folder](#)