

Section 1 and 3 - Analysis of Unit PIE & Updates on Goals

PIE - Administrative Services: Information Technology Manager

2018-19

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Division Mission Statement: The Information Technology (IT) team provides service and support to the students, faculty, and staff of Mt. San Antonio College by providing leadership in the implementation, integration, application, delivery, and support of information and instructional technologies. The IT team is committed to efficiently and effectively managing communication, academic and administrative computing, network services, web services, and related information resources that support and enhance teaching, learning, community development, and public service at the College.

1. Summary of Notable Achievements: Information Technology successes for 2018-19 were focused on upgrading campus infrastructure and adding functionality to provide better service to students and the campus community. Notable achievements include:

1. IT, in partnership with Purchasing, implemented a web-based procurement system by PlanetBids. The PlanetBids system allows suppliers, contractors, and service providers to register online and to receive automated email notifications of solicitations (Bids, RFPs, and Quotes) for goods and services pertinent to their business, as well as allowing registered vendors to download bid documents, receive addenda, submit electronic bids, and view bid results through the PlanetBids system.
2. IT, in partnership with Student Services and Marketing, deployed the new sticky 'Ask Joe' feature on every webpage. This feature allows a user to enter a natural language question like 'How do I apply?' and receive Joe's best answer. Help us build the database and ask a question at askjoe.mtsac.edu.
3. IT created several application systems for specific College programs so students can apply online and eliminate paper forms. These include EOPS/Care program, Honor's program, Psych Tech program, and Respiratory Therapy program.
4. IT, in partnership with Purchasing, implemented an automated solution for the submission of requisition back-up in OnBase. This new process is currently being piloted by three departments in Administrative Services.
5. IT, in partnership with Instruction, deployed more than \$190K of instructional equipment. These items improved technology in the Library, Humanities, Natural Science, and Technology and Health Divisions.
6. IT, with campus support, completed the upgrade to Banner 9. This included moving some Continuing Education functions, like ESL, out of shadow systems and into new Banner 9 pages, and implementing a function in the portal to display, on every page, a student's current major.
7. IT upgraded 103 internal Aruba wireless access points in Buildings 7, 11, 12, 13, 28, 30, 45, 61, 66, 67, and 80.
8. IT, in partnership with Financial Aid, implemented the ProVerify automated tax verification software. More than 50,000 documents have been electronically received and indexed in OnBase, eliminating the need to keep paper files.
9. IT participated in the campus-wide effort to develop an effective multiple measures assessment tool. At this point, more than 15,000 have completed the College's online AQ (Assessment Questionnaire) process. Students enter their AQ information and are immediately shown their recommended placement along with automatically having their placement information updated in Banner to allow them to register for courses.
10. In 2018-19, IT blocked more than 1.5 million incoming email messages as spam or virus messages and prevented them from entering @mtsac.edu email boxes.

Closing the Loop - Analysis of Progress on College Goals: IT made significant progress in the implementation of Banner 9, which is a major system upgrade. IT continues to meet with Associated Students and respond to their requests for items related to the MountieAPP and wireless. In 2018-19, IT focused on supplying technology solutions for various campus departments like the APEX application for the EOPS/Care program, the paperless Students of Distinction nomination process, and the Honor's Referral process.

Tracking Conditions and Trends: a. External Conditions Analysis: IT strives to stay ahead of legislative and policy changes and work with campus departments to ensure compliance and reporting needs. The Chancellor's Office continues to implement major initiatives that have a technology component like the OEI Finish Faster program, multiple measures as a method of assessment, and the new funding formula. An external condition that affects IT is the change in perception and expectation for technology as being a 'utility' that should be available and always work - like flicking a light switch. IT strives to ensure limited campus interruption and ongoing support for all software and hardware. Many changes in technology force upgrades in hardware and software, and also create training challenges for IT staff.

Tracking Conditions and Trends: b. Internal Conditions Analysis: The IT Department was impacted by the difficulty in recruiting staff especially in several IT classified positions like Senior Systems Analyst/Programmer and Systems Administrator positions. This impacts the number of projects IT staff are able to support during a given time period. IT is continuing to work with HR and established College processes for job description changes and possible compensation recommendations.

Tracking Conditions and Trends: d. Critical Decisions Analysis: Two critical decisions that affected IT were:

1. The decision to continue to use external partners to contract with to gain expertise to complete IT projects such as Ganesh Consulting for the degree completion project, Accessibility OZ for document conversion, SIG and Ellucian for Banner 9 assistance, and OmniUpdate for continued development of web features.
2. The decision by the state to move from assessment testing and instead to consider multiple measures to determine student placement. Countless hours were spent by IT and many portions of the campus community to develop and program a tool that encompasses the values of faculty, the institution, and other members of the campus community.

Tracking Conditions and Trends: e. Progress on Outcomes Analysis: IT managers and staff are regularly involved in assessment. We measure our success by monitoring social media, help-desk contacts, and dialoging with staff and faculty members via regular meetings to ensure that we are meeting expectations.

Training sessions provided by the department always include evaluations.

Analysis of Division's Plans, Activities, and Resources: IT's major plans for 2019-20 include:

1. **Hardware Currency:** IT strives to maintain a five year computer replacement cycle. In addition to computers, IT infrastructure must be maintained including wiring, servers, switches, security appliances, and Voice over IP infrastructure. IT's technology committee, ITAC, recently approved a recommended infrastructure replacement cycle of 7 to 10 years and IT was funded \$250K in new resource funds to replace the oldest network hardware, which is more than 10 years old. All of these projects include partnering with Facilities Planning & Management Team.
2. **Network Security:** Mt. SAC is one of the few CA Community Colleges to maintain a dedicated security team that focuses on monitoring and incident response. This endeavor requires funding for hardware, security tools, training to keep pace with the rapid evolution of threats.
3. **New Software and New Functionality:** New software includes upgrades to Banner Self-Service to version 9, EAB Navigate for a more streamlined degree planning and registration process for students, expanded use of OnBase for document imaging and workflow, and cloud computing initiatives for storage and backup of College data.