

1. Assessment Plan - Four Column



PIE - Administrative Services: IT - Enterprise Application Systems

Where We Are Now: Analysis and Summary

2018-19

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External Conditions, Trends, or Impacts (Student Services): 1. Changes to CA laws and federal Financial Aid laws that affect IT programming requests.
2. Chancellor's Office mandates that require IT programming assistance to implement.

Internal Conditions, Trends, or Impacts (Student Services): 1. Difficulty finding qualified IT staff to fill vacant positions.

Critical Decisions Made by Unit: 1. Focus on the implementation of the AQ process.

Notable Achievements for Theme B: To Support Student Access and Success: 1. Completed real-time enrollment integration between Canvas and Banner.
2. Made significant improvements to the accessibility of the College's website -<http://www.mtsac.edu>- and documents and forms used by campus departments.
3. Implemented a function in the portal to display on every page students' current major, and in each registration term prompts the students to verify if major is still correct.
4. Worked with Continuing Education and a SIG consultant to develop many of the Continuing Education outside systems into Banner 9 functionality.
5. Released the new version of the MountiApp that included embedded links for students to register and pay fees via the app.
6. Added additional information for student holds in Banner self-service. Students can now see the detail behind a hold, what needs to be done to clear a hold, and contact information for the department that can assist with removing the hold. See it at <http://www.mtsac.edu/holds>.
7. Created numerous APEX applications for specific programs like EOPS/CARE and Honors so students can apply online to these programs.

Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: 1. Offered more than 50 training classes during 2018-19 covering topics like Banner 9, and Forms Accessibility, OmniUpdate web site maintenance.
2. Completed the upgrade to Banner 9 INB.
3. Assisted Fiscal Services with the phase 1 implementation of Questica.
4. Partnered with Purchasing to implement an automated solution for the submission of requisition backu-up materials in OnBase.

Notable Achievements for Theme D: To Foster an Atmosphere of Cooperation and Collaboration: 1. Chuong Tran, Beverly Heasley, and Antonio Bangloy received a '10+1' award from Academic Senate for their work on the interdepartmental collaboration in preparation for the implementation of multiple measures.

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Unit Goals

Resources Needed

Where We Make an Impact: Closing the Loop on Goals and Plans

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New Systems - Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.
Status: Archive
Goal Year(s): 2016-17, 2017-18, 2018-19

<p>Provide excellent customer service to the campus community. - Provide training and learning opportunities for IT and campus staff on new and emerging technologies. Provide advanced and real time communication on system events to the campus community.</p>	<p>Report directly on Goal</p>	<p>Reporting Year: 2018-19 % Completed: 50 Several trainings were offered to the IT team. The acquisition of five programmers and a business analyst were added to the IT team for 2018-19. (08/12/2019)</p>
<p>Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<p>Request - Full Funding Requested - Web Programmer Describe Plans & Activities Supported (Justification of Need): Multiple service areas, including Credit and Noncredit, are requesting real-time dynamic webpages that pull data from multiple sources to provide viewers with a rich and updated experience. Construction of these pages is not trivial and requires advanced knowledge to manipulate Application Programming Interfaces (APIs). A Web programmer is needed to create these connections and pull in the data. Once the connections are made this same programmer is expected to maintain the Web services and add new features. Lead: Eric Turner What would success look like and how would you measure it?: The new dynamic pages are created and connected with interesting real-time data. The IT Web Team has staff to</p>	<p>Reporting Year: 2018-19 % Completed: 0 Not funded in 2018-19. Will request 2019-20. (08/12/2019)</p>

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maintain and expand the functionality.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 140000

Request - Full Funding Requested - Quality Assurance Analysts (2)

Describe Plans & Activities Supported (Justification of Need): A Quality Assurance Analyst is needed to perform testing and validate IT has developed a quality product and is ready to be placed in production. The QA Analyst is needed to ensure all developemnt/configuration is tested for problems, documenting any issues and ensuring errors are corrected. They are a crucial component to any software development process.

Reporting Year: 2018-19
% Completed: 0
 Not funded in 2018-19. Will request 2019-20. (08/12/2019)

This person would be responsible for the following tasks:

- + Reviewing requirements specifications and other technical documents to provide timely and meaningful feedback.
- + Create detailed, comprehensive, and well-structured test plans and test cases.
- + Estimate, prioritize, plan, and coordinate testing activities.
- + Design, implement, and execute automation scripts.
- + Identify, log, and track bugs;

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identify risks.
 + Perform thorough regression testing.
 + Remain up-to-date with new testing tools and test strategies.

Lead: Monica Cantu-Chan, Antonio Bangloy

What would success look like and how would you measure it?:

Decrease in production related support as deliverables are tested and vulnerabilities are documented and corrected prior to being released to the campus user.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 220000

Request - Full Funding Requested - Business Analyst (HR)

Describe Plans & Activities

Supported (Justification of Need):

Support Human Resources (HR) with the use and implementation of systems, applications and special projects. Currently, Human Resource project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Human Resources as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to HR.

Lead: Monica Cantu-Chan

Reporting Year: 2018-19

% Completed: 0

Not funded in 2018-19. Will request 2019-20. (08/12/2019)

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What would success look like and how would you measure it?:

Collaboration between IT and HR to ensure projects are completed in a timely manner and within budget; including an established timeline, project support team, and documentation.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High
On-Going Funding Requested (if applicable): 120000

Request - Full Funding Requested -

A Project /Program Specialist is needed to ensure webpages and online documents are compliant with the refreshed accessibility regulations of the Office of Civil Rights.

Describe Plans & Activities

Supported (Justification of Need):

This person would be responsible for the following tasks:

- + Perform scans of the website and online documents
- + Identify non-compliant pages and documents
- + Fix non-compliant pages and documents and/or coordinate fixes with document owners and the Web Team
- + Create compliant pages and documents for campus departments and programs
- + Format and post messaging to the digital signage around campus
- + Assist faculty and campus departments with web accessibility

Reporting Year: 2018-19

% Completed: 0

Not funded in 2018-19. The knowledge and skill to make the thousands of pages that make up the Mt. SAC website accessible is not within the scope of duties or skillsets of most college employees. These are the duties and skills of web designer and developer professionals. The solution, then, is for a campus-wide commitment to developing a Web Team staffed by professionals who can serve the campus community and, most importantly, the students, to ensure visitors to the web site not only have a well-designed, easy to navigate web site but one that is also accessible to all people regardless of ability. Will request for 2019-20. (08/12/2019)

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training, and content.

The knowledge and skill to make the thousands of pages that make up the Mt. SAC website accessible is not within the scope of duties or skill sets of most college employees. These are the duties and skills of web designer and developer professionals. The solution, then, is for a campus-wide commitment to developing a Web Team staffed by professionals who can serve the campus community and, most importantly, the students, to ensure visitors to the website not only have a well-designed, easy to navigate website but one that is also accessible to all people regardless of ability.

Lead: Eric Turner

What would success look like and how would you measure it?: The large number of non-compliant pages and documents would diminish and new documents and pages would be posted without error. Mt. SAC will be able to achieve our certificate of accessibility compliance by passing the automated scans by the end of the 2020 calendar year.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

Documentation Attached?: Yes

On-Going Funding Requested (if applicable): 82000

Request - Full Funding Requested -
Systems analyst/administrator

Reporting Year: 2018-19
% Completed: 50

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Describe Plans & Activities Supported (Justification of Need): Systems analyst/administrator is needed by the IT Project Implementation team to perform advanced and complex tasks such as:</p> <ul style="list-style-type: none"> + Designs business processes for the maintenance, access, and retrieval of assigned department's data; prepares detailed flow charts and diagrams outlining system capabilities and processes; defines data rules and relationships and develops methods for quality control of the database system; reviews and evaluates database access and reporting software applications to streamline and enhance the assigned department's system; creates documentation of processes. + Maintain a secure, accessible, and recoverable OnBase operating platform installed in multiple environments (development, test, production, etc) + Administrators plan, schedule, test, and execute OnBase software version upgrades on a regular basis + Apply a strong understanding of OnBase technology, OnBase Community input, and best practices to insure the health and operational readiness of the OnBase platform. + Installs and configures database access applications and troubleshoots database connectivity issues 	<p>Pending on update from the reclassification committee. Will request for 2019-20. (08/12/2019)</p>

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+ Creates complex custom queries and programs for a variety of assigned department's management needs and reporting requirements; creates queries to analyze and identify data integrity issues.
 + Configures real-time monitoring to identify and resolve service outages and critical resource shortages in a timely and efficient manner

Currently OnBase is on premise but does not have a dedicated resource assigned and is handled by a DBA and Business Analyst.

Lead: Monica Cantu-Chan

What would success look like and how would you measure it?: Ongoing maintenance and support for OnBase and new systems implemented. Ability to support the campus and IT business analyst to maintain and expand the functionality of OnBase projects in the continuous effort to become a paperless campus.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

Documentation Attached?: No

On-Going Funding Requested (if applicable): 150000

Request - Full Funding Requested -
Data Engineer

Describe Plans & Activities Supported (Justification of Need): In supporting the needs of Research Department, a Data Engineer is needed to create sql scripts and processes to extract, transform,

Reporting Year: 2018-19
% Completed: 75
 Waiting for HR to recruit for the position. Has been funded and anticipating a September 2019 position to be posted.
 (08/12/2019)

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clean and move data and metadata so they can be loaded into a data warehouse or operational data store. Reads and analyzes what MTSAC wants to accomplish with its data, and designs the best possible ETL processes around those goals. This position will also gather, collect, store, do batch or real time processing on the data and serve it via an API for open and easy access. Evaluates Big Data tools, incorporating them into MTSAC's process and educates others on how best to use them.

Lead: Antonio Bangloy

What would success look like and how would you measure it?:

Increased usage of MTSAC's Operational Data Store for better and efficient reporting. Decrease use of BANNER production database for reporting, thus improving its transactional performance. Resident expert in MTSAC's participation in the state-level data warehouse. Creation of different analytics in support of MTSAC's enrollment, 320 Reporting, Guided Pathways and MIS.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 150000

Request - Full Funding Requested -

Business Analyst (SS support)

Describe Plans & Activities

Supported (Justification of Need):

Support Student Services (SS) with

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the use and implementation of systems, applications and special projects. Currently, project support is split amongst 2 BAs, who primarily support other areas. There is a need to have a resource assigned to Student Services as there are legal, federal, and state laws that are critical to their work; therefore, we have a need to develop an IT subject matter expert that can provide guidance and support to SS.

Lead: Monica Cantu-Chan

What would success look like and how would you measure it?:

Collaboration between IT and SS to ensure projects are completed in a timely manner and within budget; including an established timeline, project support team, and documentation.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 120000

Request - Full Funding Requested - Add wayfinding to the Campus Map.

Describe Plans & Activities

Supported (Justification of Need):

The ACCESS Center and others have approached IT about adding wayfinding to the Campus Map. The Mt. SAC building are not sequentially ordered, making it difficult for students and staff to find their way around campus. Wayfinding would give walking and driving directions from one building to another via the

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Campus Map.
Lead: Eric Turner
What would success look like and how would you measure it?:
 Students and staff, including those with disabilities, can find their way around campus using the Campus Map with turn by turn wayfinding directions both driving to campus and walking around campus.
Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.
Planning Unit Priority: Medium
On-Going Funding Requested (if applicable): 1200

<p>Compliance with Federal, State, and Vendor Mandates - Ensure campus systems meet mandated Federal, State and Vendor mandates. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<p>Request - Full Funding Requested - Professional services (third-party consultants) to conduct an accessibility audit. Describe Plans & Activities Supported (Justification of Need): Consultant was funded by Information Technology general fund budget. Lead: Eric Turner What would success look like and how would you measure it?: The report will show significant improvement over time with the goal of achieving a score of less than 5% (which is in acceptable range) identifiable accessibility issues. Type of Request: OTHER OPERATING</p>	<p>Reporting Year: 2018-19 % Completed: 50 Was funded and is ongoing. (08/12/2019) <hr/> Reporting Year: 2017-18 % Completed: 75 The last automated scans shows tremendous progress and most of the level A and AA errors have been remediated. (06/12/2018)</p>
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	<p>EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.</p> <p>Planning Unit Priority: High</p> <p>On-Going Funding Requested (if applicable): 8000</p> <p>Request - No Funding Requested - Conduct an on campus training session for all web site content owners on how to ensure their content is accessible.</p> <p>Describe Plans & Activities Supported (Justification of Need): Training session will be funded by IT general fund budget.</p> <p>Lead: Eric Turner</p> <p>What would success look like and how would you measure it?: At least 50 members of the campus community attend the workshop. Future audits of the campus website reveal that all content is accessible.</p> <p>Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.</p> <p>Planning Unit Priority: High</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 100</p> <p>Multiple training sessions were conducted through Professional Development. Training will continue to be offered. (08/12/2019)</p> <hr/> <p>Reporting Year: 2016-17</p> <p>% Completed: 50</p> <p>Multiple training sessions were held, some were customized for faculty, and other were customized for staff, including Division Admins and other website editors. In total more than 100 faculty and staff were trained on how to make their webpages and online documents accessible. (06/12/2018)</p>
	<p>Request - No Funding Requested - Professional services for DegreeWorks 5.0 required upgrade and training</p> <p>Describe Plans & Activities Supported (Justification of Need): To stay current with the new Banner technologies, our Degreeworks</p>	<p>Reporting Year: 2018-19</p> <p>% Completed: 0</p> <p>Hasn't been started but planning has commenced. (08/12/2019)</p>

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system will need to be upgraded to the latest version as soon as possible. The latest version of Degreeworks, version 5.0.1-2, has provided new tools and features that will significantly improve system performance and maintenance, user accessibility, and seamless integration with Banner system as well as other third-party vendors. For example, Composer is a tool in Degreeworks 5.0.1-2 that enables the localization of Degreeworks much simpler, much more efficient, and more user-friendly. More significantly, Degreeworks 5.0.1-2 is now integrating with Banner 9 registration seamlessly which would enable students to automatically bring in classes on their Student Educational Planner to register for a particular term.

Lead: Chuong Tran

What would success look like and how would you measure it?:

Localization of Degreeworks will be more efficient. Future upgrades will be done much easier. Less system interruptions as changes applied during the day don't require system downtime as they do now. This version of Degreeworks will be more compliant with user accessibility requirements. It would help students register for the classes on their Ed Plan much easier, and would help the college to forecast course demand more accurately.

Type of Request: IT SUPPORT:

Requests for projects related to the

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implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: Medium
One-Time Funding Requested (if applicable): 20000

Request - Full Funding Requested - Professional services and training resources for required system upgrades

Describe Plans & Activities Supported (Justification of Need): Provide remote support and training for required system upgrades to applications, systems, and firmware/hardware.

- + ODS
- + OnBase
- + Banner 9 Self Service
- + DegreeWorks

Lead: Antonio Bangloy
What would success look like and how would you measure it?: Banner 9 - Admin Pages - installed and implemented before 12/31/18. Users will be well versed and comfortable using the new Banner 9 Admin Pages and all its new features.
 ODS 9 - installed and implemented. Research will be able to start using Oracle Data Integrator. The Oracle Warehouse Builder has ben deprecated.
 Evisions - installed and implemented. Some of the features are, (1) Cloud Connector option that can be used to

Reporting Year: 2018-19
% Completed: 50
 Ellucian was hired to do the Banner 9 local form modifications/ transformation. Development Environment ODS is complete and hired a SIG consultant for implementation of the new upgrade. ETHOS Identity installation and implementation in December. Banner 9 Self Service and DegreeWorks and Evisions and OnBase are currently in the planning phase. (08/12/2019)

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pull data from 3rd-Party web applications. (2) Removed legacy support for the Java launcher. OnBase- Users will have the ability to leverage new tools and features provided with OnBase 18. Single Sign On - ETHOS Identity installation and implementation. Password recovery and support for Microsoft Authenticator. Banner 9 Self Service - installed and implemented. Users will be able to easily use the new look/feel and features of Self Service. DegreeWorks - installed and implemented. Users will be able to easily use the new features.

Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

Planning Unit Priority: High

On-Going Funding Requested (if applicable): 50000

Request - Full Funding Requested - Funding for IT staff to attend training, conferences, and workshops pertaining to regulatory requirements for community colleges

Describe Plans & Activities Supported (Justification of Need): It's essential for IT staff to attend conferences and workshops such as Federal Student Aid Conference, CACCRAO, CCCApply Workshop, National Clearing House workshop, etc.. to learn new legislative information, knowledge, skills, ideas,

Reporting Year: 2018-19

% Completed: 50

Hired three Student workers to assist in the remediation of documents to meet WCAG accessibility standards. Staff was sent to attend CACCRAO and CCCApply workshop. IT also attended the 3CBG conference and Ellucian Live. (08/12/2019)

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and good practices that would enable them to provide support for the college to meet Federal and State regulatory requirements.

Lead: Chuong Tran, Monica Cantu-Chan, Eric Turner

What would success look like and how would you measure it?:

All mandated reports are submitted promptly and the college is in full compliance with all regulatory requirements and receive full funding from the state and federal.

Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

Planning Unit Priority: High

Documentation Attached?: No

On-Going Funding Requested (if applicable): 40000

Request - Full Funding Requested -

Attend the different conferences sponsored by Vendors, Chancellor's Office and 3CBG.

Describe Plans & Activities

Supported (Justification of Need):

Attend the following conferences:

- + Ellucian Live
- + 3CBG Conference
- + Hyland
- + Chancellor's Office Technology Center (MIS Reporting, 320 Funding Formula, Security and OEI)
- + Instructure (Canvas)
- + OmniUpdate
- + Educause

Lead: Antonio Bangloy

What would success look like and

Reporting Year: 2018-19

% Completed: 50

Attendance to: Instructure, OmniUpdate, 3CBG and Hyland.

No attendance for Educause for 2018-19. (08/12/2019)

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how would you measure it?: +

Ellucian Live - both functional users and technical personnel will be able to implement the new features delivered in baseline Banner. Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other schools.

+ 3CBG Conference - both functional users and technical personnel will be able to implement the new features delivered in California Banner (CALB). Allows collaboration and networking with peers in Higher Education which leads to application/code sharing with other California Community Colleges.

+ Hyland - allows collaboration and networking with peers from other Higher Education institutions, learn new skills/techniques for implementation of OnBase features, best practices, tools/features for OnBase 18, etc.

+ Chancellor's Office Technology Center - both functional users and technical personnel will be able to implement and learn about the new rules in MIS, 320, OEI and other State related matters in Higher Ed.

+ Instructure - new features and best practices for CANVAS.

+ OmniUpdate

+ Educause

Type of Request: PROFESSIONAL & ORGANIZATION DEVELOPMENT (POD): Requests that provide professional learning opportunities for Mt. SAC employees.

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Planning Unit Priority: Medium
One-Time Funding Requested (if applicable): 80000

Implement Innovative Systems -
 Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.
Status: Active
Goal Year(s): 2018-19, 2019-20, 2020-21
Goal Entered: 05/22/2018

Request - No Funding Requested - In collaboration with Fiscal Services (Purchasing and Accounts Payable), create an automated process for the retrieval or request/purchase order backup and workflow for invoice approvals. This include development of workflow to allow the campus community to approve invoices within OnBase, as well as retrieve back up related to the purchase.
Lead: Monica Cantu-Chan
What would success look like and how would you measure it?: Success is measurable by the increased number of invoices processed and the time savings resulting from automation.
Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.
Planning Unit Priority: High

Reporting Year: 2018-19
% Completed: 75
 From an IT perspective, development was completed and is pending user testing. (08/12/2019)

Reporting Year: 2017-18
% Completed: 75
 Project was funded by IT to assist with complex workflow development. In addition, Outlook integration was added to the scope of the project.

 Currently, it is in the user acceptance testing phase.

 Goal was moved to Implement Innovative Systems from New Systems (inactivated in 2017-18).. (05/23/2018)

Request - Partial Funding Requested - Implement Student Tracking System (EAB)
Describe Plans & Activities Supported (Justification of Need): Soft application funded from Student Services. Support required for content management, training and ongoing maintenance.
Lead: Antonio Bangloy

Reporting Year: 2018-19
% Completed: 50
 SSO was implemented. SSO Integration was also implemented. OEI was implemented but was changed due to Tech Center revisions. Student Tracking System aka EAB is in the implementation stages. (08/12/2019)

Reporting Year: 2017-18
% Completed: 50
 ETHOS Identity (SSO) is in its testing phase. It is currently

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	<p>What would success look like and how would you measure it?: Functional areas that support students (example: Counseling, Admissions and Records and Special Programs) will be able to effectively counsel and guide students to become successful in achieving their goals.</p> <p>Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.</p> <p>Planning Unit Priority: High</p> <p>Request - Full Funding Requested - Describe Plans & Activities Supported (Justification of Need): Cloud computing services Cloud services initiative to allow for placement of various applications, systems, and other services on the cloud rather than maintaining them on site.</p> <p>Lead: Antonio Bangloy</p> <p>What would success look like and how would you measure it?: This will allow IT to run various applications and systems on the cloud service's platform, eliminating the need to purchase and/or perform maintenance on hard drives and servers.</p> <p>Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for</p>	<p>being tested against Luminis, Banner 9 and Banner 8 self service. To be implemented by September. From Student Tracking System to Student Support System is in its architecture design phase. Online Education Initiative (OEI) - Course Exchange was implemented with out the prerequisite check on February 2018. (06/12/2018)</p> <p>Reporting Year: 2018-19 % Completed: 0 No progress to make, will request for 2019-20. (08/12/2019)</p>

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travel and conference that does not require the assistance of POD.

Planning Unit Priority: Medium

Documentation Attached?: No

On-Going Funding Requested (if applicable): 60000

Request - Full Funding Requested -

Project management and collaboration tool

Describe Plans & Activities

Supported (Justification of Need):

Cloud based application to allow for collaboration between IT and the campus community. The tool allows us to create a space for every major project to share knowledge, information and keep work organized. In addition, the tool allows for storage of meeting notes, project plans, project requirements, etc. Other key features include:

- + Knowledge Base
- + Team documentation
- + Flexible platform that can be customized
- + Dashboards
- + Reports
- + Web forms
- +SSO
- +Security (2FA)

Lead: Monica Cantu-Chan

What would success look like and

how would you measure it?: Improve communication and collaboration of IT project statuses across the various teams through the use of a cloud based tool. Will allow campus users a self service tool to submit IT project requests and view project request

Reporting Year: 2018-19

% Completed: 75

Implemented Airtable for a one year trial. Will require funding for ongoing enterprise licensing. (08/12/2019)

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statuses.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High
Documentation Attached?: Yes
On-Going Funding Requested (if applicable): 18000

Request - Full Funding Requested - Accessible, mobile friendly class search tool

Describe Plans & Activities Supported (Justification of Need): The current class search tool is not accessible, is not user friendly, and will not fit aesthetically with the new look and feel of Banner 9. The search tool demonstrated by one vendor satisfies all these criteria and more.

Note: Reliance on the Class Search website has increase significantly since the removal of the online Schedule of Classes, which was deprecated due to an abundance of accessibility issues.

Lead: Eric Turner, Chuong Tran
What would success look like and how would you measure it?: All students, even those who use assistive technologies, would be able to search for classes on the website. The class search webpage would have a consistent look and feel with the rest of the website and with Banner

Reporting Year: 2018-19
% Completed: 50
 Not funded. Did view several options from CourseLeaf who is the primary vendor for the online catalog. (08/12/2019)

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9. The Marketing Office and IT Help Desk would get less complaints from students.

Type of Request: IT SUPPORT:
Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 68000
On-Going Funding Requested (if applicable): 48000

Request - Full Funding Requested -
Discovery tool to identify and resolve duplicate records (duplicate PIDM) in the Banner ERP System.

Describe Plans & Activities Supported (Justification of Need):
The Banner system has tens of millions of existing records. Students are typically required to fill out the admission applications if they have not been attending classes for two years. Since Social Security Number, which can uniquely identify a student, is not required on the admission application by California State law, many students did not provide it. In such cases, if the check of matching existing records is not performed thoroughly, there is a good chance that a new record for an existing student is generated, and hence, duplicate IDs are created for the same student. Merging these duplicate records are very tedious and time consuming, and typically requires several hours from an

Reporting Year: 2018-19
% Completed: 25
Still evaluating different systems. Still have not located one that meets our needs. (08/12/2019)

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
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experienced programmer to manually do it. It would be more efficient if this process can be automated using specialized software.

Lead: Chuong Tran

What would success look like and how would you measure it?: Early detection of duplicate IDs for the same person in the system and automatically merge them into the single ID. For existing duplicate IDs, the software can merge them much more faster than if done manually.

Type of Request: IT SUPPORT: Requests for projects related to the implementation, integration, application, delivery, and support of information and instructional technologies.

Planning Unit Priority: High

Documentation Attached?: No

One-Time Funding Requested (if applicable): 75000

On-Going Funding Requested (if applicable): 5000

Request - Full Funding Requested - Consultant

Describe Plans & Activities

Supported (Justification of Need): Development and implementation of Certificate or Degree calculations. Identification of how many courses away a student from completing certificates or degrees.

Lead: Antonio Bangloy

What would success look like and how would you measure it?:

Personalized communication or guidance to individual students with

Reporting Year: 2018-19

% Completed: 25

Hired a consultant to work on this initiative of Auto-Award. Currently being developed. (08/12/2019)

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regards to steps in completing possible certificates or degrees.

Type of Request: OTHER OPERATING EXPENSES AND SERVICES: Requests for contracted, legal/ audit, personal/ consultant, rent/ leases, repairs/ maintenance, and other misc. services. May also include request for travel and conference that does not require the assistance of POD.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 50000

Request - Full Funding Requested -

Cohort Tracking Consultant

Describe Plans & Activities

Supported (Justification of Need):

Consultant will be required.

Lead: Antonio Bangloy, Barbara McNiece-Stallard

What would success look like and how would you measure it?:

Functional areas that support students (example: Counseling, Admissions and Records and Special Programs) will be able to effectively counsel and guide students to become successful in achieving their goals.

Type of Request: STAFFING: Requests for permanent employee positions or temporary/hourly employees.

Planning Unit Priority: High
One-Time Funding Requested (if applicable): 25000

Request - Full Funding Requested -

Camera Equipment, including camera body and flash kit

Describe Plans & Activities

Supported (Justification of Need): IT

Unit Goals

Resources Needed

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is regularly asked to photograph the campus. A new camera, flash kit, and lens would give our staff increased storage, faster shutter speeds to capture movement, mark pictures with their GPS location and reliable flash. Also, the built-in Wifi would allow the sharing of an event in real-time as the event is happening. IT has one functioning camera, this would give us a second camera with different lens allowing us to capture different aspects, or allow two IT staff members to take photos at the same time, which is needed in larger events such as Commencement.

1. Canon EOS 5D Mark IV DSLR Camera Body - \$2,799
https://www.bhphotovideo.com/c/product/1274705-REG/canon_eos_5d_mark_iv.html
 - Increased megapixels
 - faster shutter speeds
 - GPS Location
 - Built-in Wifi, to share event photos to Phone or Wifi network for immediate sharing.
 - Current camera shutter is stuttering since repair.
 - Ideal to have second camera for important photoshoots like Commencement when using multiple lenses.
 - (Currently includes Battery Grip for easier portraits)

2. Canon Speedlite 600EX Wireless Two Flash Kit - \$1,168.50
https://www.bhphotovideo.com/c/product/1274705-REG/canon_eos_5d_mark_iv.html

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Resources Needed

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com/c/product/1304453-REG/canon_speedlite_600ex_ii_rt_essential.html

- Current Flash is old and not always reliable.
- New camera model compatibility
- Lighting in Marketing Studio is mounted, heavy, and fragile, requires AC power

Lead: Eric Turner

What would success look like and how would you measure it?: A back up camera would be available in case the primary camera is in service or is unavailable due to a second person needing to take photos at the same time.

Type of Request: INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

Planning Unit Priority: Medium

One-Time Funding Requested (if applicable): 4000

Request - Full Funding Requested -
Camera Lens

Describe Plans & Activities

Supported (Justification of Need): IT is regularly asked to photograph the campus in specific low light situations. This lens would allow photography in those situations. Such as commencement and other special events indoors. Such as close-up photos of board members

Unit Goals

Resources Needed

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and other staff.

Canon EF 400mm f/2.8L USM Lens
\$7,999.00

- Low light Telephoto
- Ideal for Commencement, close-ups of Board Members, President, speakers, etc.
- Very good optics for telephoto.

Lead: Eric Turner

What would success look like and how would you measure it?: Would allow spectacular photography indoors and special events.

Type of Request: INSTRUCTIONAL SUPPORT PROGRAM FUNDING (INSTRUCTIONAL EQUIPMENT): Equipment, library material, or technology for classroom instruction, student instruction or demonstration, or in preparation of learning materials in an instructional program, equal or over \$500.

Planning Unit Priority: Medium

One-Time Funding Requested (if applicable): 8000