

1. Assessment Plan - Four Column



PIE - Administrative Services: IT - Enterprise Application Systems

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>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</p>		
<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. Status: Active Goal Year(s): 2016-17, 2017-18, 2018-19, 2019-20, 2020-21</p>	<p>In Progress - Professional Development - \$15,000 Describe Plans & Activities Supported: Ongoing OnBase training for staff business analysts to increase knowledge of modules and uses by other higher education institutions. Lead: Monica Cantu-Chan One-Time Funding Requested (if applicable): 15000 Type of Request: Professional Development Planning Unit Priority: Medium What would success look like and how would you measure it?: Campus user needs will be captured, developed, and implemented in a more efficient and effective manner; thereby increasing the number of implementations per year. In addition, the campus will experience</p>	

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

a reduction in paper needs and increased approval time.
Documentation Attached?: No
In Progress - Web programmer
Describe Plans & Activities
Supported: Some IT service areas are relying primarily on student assistants and/or professional experts to meet expected service levels. As requests for new technology projects are received, a Web programmer is needed to maintain and add new features for these new projects such as the Ask Joe Mountie help center, web portlets, and other special projects.
Lead: Eric Turner
On-Going Funding Requested (if applicable): 125000
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and how would you measure it?: The new systems are implemented and IT has staff to maintain and expand the functionality.

Full Funding Requested - Business Analyst (for division offices projects and support)
Describe Plans & Activities
Supported: Support instruction division offices with the use and implementation of systems, applications and special projects. Currently, the Instruction Office has one assigned BA, but with the number of division office, Federal and State mandates, and special projects being requested, there is a need to hire an additional BA to

Unit Goals

Resources Needed

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

support instruction office divisions.

Lead: Monica Cantu-Chan

On-Going Funding Requested (if applicable): 120000

Type of Request: Staffing

Planning Unit Priority: High

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

Collaboration between IT and division offices to ensure projects are completed in a timely mananer and withing budget; including an established timeline, project support team, and documentation.

Full Funding Requested - Quality Assurance Analysts (2)

Describe Plans & Activities

Supported: 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.

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

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

test cases.
 + Estimate, prioritize, plan, and coordinate testing activities.
 + Design, implement, and execute automation scripts.
 + Identify, log, and track bugs; identify risks.
 + Perform thorough regression testing.
 + Remain up-to-date with new testing tools and test strategies.

Lead: Monica Cantu-Chan, Antonio Bangloy

On-Going Funding Requested (if applicable): 220000

Type of Request: Staffing

Planning Unit Priority: High

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.

Full Funding Requested - Business Analyst (HR and SS support)

Describe Plans & Activities

Supported: Support Human Resources (HR) and Student Services (SS) 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

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

have a need to develop an IT subject matter expert that can provide guidance and support to HR. In addition, Student Services has a growing need for IT new project development and support, as a result of federal, state and local mandates, that require additional support.

Lead: Monica Cantu-Chan
On-Going Funding Requested (if applicable): 120000
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and how would you measure it?:
 Collaboration between IT , HR, and SS to ensure projects are completed in a timely mananer and withing budget; including an established timeline, project support team, and documentation.

No Funding Requested - Information Technology user knowledge base/blog

Describe Plans & Activities
Supported: Develop an IT blog to act as a knowledge base to internally store and distribute information related to technical support. The blog will act as a self-service system designed to let employees find answers to technical information independently of the IT department by building a central repository of relevant, organized content.

Lead: Antonio Bangloy, Monica Cantu-Chan, Eric Turner
Planning Unit Priority: High
What would success look like and

Unit Goals

Resources Needed

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

how would you measure it?: There will be a reduced phone calls to the Help Desk that is related to all fully documented issues. Self service model will allow all users to find resolutions to their issues much quicker, until a new help desk system is implemented.

Partial 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 and the new GDPR (General Data Protection Regulation) requirements.

Note: This position would be funded 50% by the Instruction Office/Business Division

Describe Plans & Activities

Supported: 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 training, and content.

Unit Goals

Resources Needed

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

Lead: Eric Turner

On-Going Funding Requested (if applicable): 41000

Type of Request: Staffing

Planning Unit Priority: High

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 2018 calendar year. Also, more frequent, customized, and up to date messaging can be delivered to the building digital signage throughout campus

Documentation Attached?: Yes

Full Funding Requested - Systems analyst/administrator

Describe Plans & Activities

Supported: Systems

analyst/administrator is needed by the IT Project Implementation team to perform advanced and complex tasks such as:

+ 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

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

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
- + 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
On-Going Funding Requested (if applicable): 150000

Unit Goals

Resources Needed

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

Type of Request: Staffing
Planning Unit Priority: High
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.
Documentation Attached?: No
Full Funding Requested - Data Engineer
Describe Plans & Activities
Supported: In supporting the needs of Research Department, a Data Engineer is needed to create sql scripts and processes to extract, transform, 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
On-Going Funding Requested (if applicable): 120000
Type of Request: Staffing
Planning Unit Priority: High
What would success look like and

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

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.

<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>Full Funding Requested - Professional services (third-party consultants) to conduct an accessibility audit. Describe Plans & Activities Supported: Consultant was funded by Information Technology general fund budget. Lead: Eric Turner Planning Unit Priority: High 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.</p>	<p>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>
	<p>Full Funding Requested - Conduct an on campus training session for all web site content owners on how to ensure their content is accessible. Describe Plans & Activities Supported: Training session will be funded by IT general fund budget. Lead: Eric Turner Planning Unit Priority: High What would success look like and</p>	<p>Reporting Year: 2016-17 % Completed: 50 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>

Unit Goals

Resources Needed

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

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.

Partial Funding Requested -

Professional services for DegreeWorks 5.0 required upgrade and training

Describe Plans & Activities

Supported: To stay current with the new Banner technologies, our Degreeworks 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

Type of Request: IT Support

Planning Unit Priority: Medium

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

Localization of Degreeworks will be

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

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.

Partial Funding Requested -

Professional services and training resources for required system upgrades

Describe Plans & Activities

Supported: Provide remote support and training for required system upgrades to applications, systems, and firmware/hardware.

- + Banner 9 Admin Pages
- + ODS
- + Evisions,
- + OnBase
- + Single Sign On
- + Banner 9 Self Service
- + DegreeWorks

Lead: Antonio Bangloy
Planning Unit Priority: High
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.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

ODS 9 - installed and implemented. Research will be able to start using Oracle Data Integrator. The Oracle Warehouse Builder has been deprecated.

Evisions - installed and implemented. Some of the features are, (1) Cloud Connector option that can be used to 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.

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

Describe Plans & Activities
Supported: 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, and good practices that

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

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

Lead: Chuong Tran

On-Going Funding Requested (if applicable): 10000

Type of Request: Professional Development

Planning Unit Priority: High

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.

Documentation Attached?: No

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

Describe Plans & Activities

Supported: 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

Type of Request: Professional Development

Planning Unit Priority: Medium

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

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

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

<p>Implement Innovative Systems - Research and implement new systems and modifications to existing systems as required by the College to support students, faculty, and staff.</p>	<p>In Progress - Hyland Professional Services for OnBase Unity Form development and training. Describe Plans & Activities Supported: In collaboration with</p>	<p>Reporting Year: 2017-18 % Completed: 25 Project was funded (50% IT, 50% Human Resources). Contracted services are to begin May 2018. (05/23/2018)</p>
--	---	---

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
<p>Status: Active Goal Year(s): 2018-19, 2019-20, 2020-21 Goal Entered: 05/22/2018</p>	<p>Human Resources, create an automated process for Hourly Non-Represented Temporary Employment Hiring Request. This include development of a Unity Form (within OnBase) that will allow a hiring manager to complete the form online, including populating key fields and workflow. Lead: Monica Cantu-Chan Type of Request: IT Support Planning Unit Priority: Medium What would success look like and how would you measure it?: Success is measurable by the number of hire forms processed and the time savings resulting from automation.</p> <p>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 Planning Unit Priority: High 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.</p>	<p>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.</p> <p>Currently, it is in the user acceptance testing phase.</p> <p>Goal was moved to Implement Innovative Systems from New Systems (inactivated in 2017-18).. (05/23/2018)</p>
	<p>Partial Funding Requested - Implement additional campus wide systems such as: Online Education</p>	<p>Reporting Year: 2017-18 % Completed: 50 ETHOS Identity (SSO) is in its testing phase. It is currently</p>

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
	<p>Initiative (OEI), Student Tracking System, single sign-on (SSO), SSO integration with other 3rd party services and Banner.</p> <p>Describe Plans & Activities Supported: Technical Training - Funded from New Resource Allocation Process New Hardware - Funded from New Resource Allocation Process</p> <p>Lead: Antonio Bangloy Type of Request: IT Support Planning Unit Priority: High 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. Single Sign On will allow students, faculty and employees to move between services in a secure and uninterrupted manner. OEI - Course Exchange will allow eligible students from different California Community Colleges who are active members of OEI to cross enroll with participating colleges.</p> <p>Full Funding Requested - Cloud computing services Describe Plans & Activities Supported: Cloud services initiative to allow for placement of various applications, systems, and other services on the cloud rather than maintaining them on site. Lead: Antonio Bangloy</p>	<p>being tested against Luminis, Banner 9 and Banner 8 self service. To be implemented by September.</p> <p>From Student Tracking System to Student Support System is in its architecture design phase.</p> <p>Online Education Initiative (OEI) - Course Exchange was implemented with out the prerequisite check on February 2018. (06/12/2018)</p>

On-Going Funding Requested (if applicable): 60000

Type of Request: IT Support

Planning Unit Priority: High

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.

Documentation Attached?: No

Full Funding Requested - Project management and collaboration tool

Describe Plans & Activities

Supported: 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
- + Security
- + Disaster recovery

Lead: Monica Cantu-Chan

On-Going Funding Requested (if applicable): 4000

Type of Request: IT Support

Planning Unit Priority: High

What would success look like and

how would you measure it?: Improve

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

communication and sharing of information across the various teams, resulting in maximizing productivity.

Partial Funding Requested - SIG professional services to assist in implementation and training of Banner Communications Management

Describe Plans & Activities
Supported: In collaboration with Marketing, and with other functional areas, IT to implement Banner Communications Management (BCM). This application will allow different departments to create, send and manage communications to constituents across campus.

- + Search the Banner database for constituents who should receive a communication
- + Define data fields that can be pulled from the Banner database and inserted into a communication to personalize the communication for each recipient.
- + Create communications that contain text, graphics, and personalized data fields.
- + Use familiar editing capabilities (such as copy, paste, search and replace) to create the template for a communication.
- + Generate PDF files and download for review.
- + View communications sent to a constituent from communications management and manually record interactions that occur outside of the application.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

+ Organize queries, templates, data fields and interaction types into folders to enhance findability.

Lead: Antonio Bangloy

One-Time Funding Requested (if applicable): 7500

Type of Request: IT Support

Planning Unit Priority: High

What would success look like and how would you measure it?:
Administrative users can use the BCM features to send and improve communications to constituents across MTSAC.

Partial Funding Requested -
Resources for marketing, training material preparation, etc. for the Questica implementation.

Describe Plans & Activities

Supported: In collaboration with Fiscal Services, the IT department is working on the implementation of Questica. Questica, Inc. offers a comprehensive budgeting application which will allow the College to automate the preparation, approval, and reporting of the District's operating, personnel and capital budgets.

Lead: Monica Cantu-Chan, Doug Jensen

One-Time Funding Requested (if applicable): 1500

On-Going Funding Requested (if applicable): 0

Type of Request: IT Support

Planning Unit Priority: Medium

What would success look like and how would you measure it?:
Successful implementation of the

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

budgeting software tool; 18-19 status quo, tentative, and adopted budget development using Questica budget.

Full Funding Requested - Guided Pathways mapping tool to allow for the auto export (XML) of DegreeWorks templates.

Describe Plans & Activities Supported: Currently, Guided Pathways website uses Omni Update software to import information in XML-format extracted from templates created in Degreeworks by counselors to display to students generic educational plans for degree and certificate programs offered at Mt. SAC. The process of extracting the template information from Degreeworks and import into Omni Update has been done manually. Therefore, information displayed on the website may not reflect the latest changes. To overcome this problem and to ensure that students will get the most accurate information, we'll need to look for a software that acts as an adapter to allow the seamless integration for this process.

Lead: Chuong Tran
On-Going Funding Requested (if applicable): 10000

Type of Request: IT Support
Planning Unit Priority: High

What would success look like and how would you measure it?:
 Students will be able to see accurate and up-to-date information about the educational plans for the degree and certificate programs offered at Mt.

<i>Unit Goals</i>	<i>Resources Needed</i>	<i>Where We Make an Impact: Closing the Loop on Goals and Plans</i>
-------------------	-------------------------	---

SAC which would help them making plans and decisions for their educational goals.

Full Funding Requested - Accessible, user friendly class search tool (Chuong/Eric to follow up)

Describe Plans & Activities

Supported: 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

One-Time Funding Requested (if applicable): 16000

On-Going Funding Requested (if applicable): 38000

Type of Request: IT Support

Planning Unit Priority: High

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

Full Funding Requested - Discovery

Unit Goals

Resources Needed

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

tool to identify and resolve duplicate records (duplicate PIDM) in the Banner ERP System.

Describe Plans & Activities

Supported: 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 experienced programmer to manually do it. It would be more efficient if this process can be automated using specialized software.

Lead: Chuong Tran

One-Time Funding Requested (if applicable): 75000

On-Going Funding Requested (if applicable): 5000

Type of Request: IT Support

Planning Unit Priority: High

What would success look like and how would you measure it?: Early detection of duplicate IDs for the same person in the system and

Unit Goals

Resources Needed

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

automatically merge them into the single ID. For existing duplicate IDs, the software can merge them much more faster than if done manually.

Documentation Attached?: No

Full Funding Requested -

Development and implementation of Certificate or Degree calculations. Identification of how many courses away a student from completing certificates or degrees.

Lead: Antonio Bangloy

Type of Request: IT Support

Planning Unit Priority: High

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

Personalized communication or guidance to individual students with regards to steps in completing possible certificates or degrees.