

- Email Project
 - A combination of 16 faculty, classified, and managers were invited to participate in the task force. Plus, an open invitation was given to the members of ITAC to add people to the list. Of 16 invited, 11 have confirmed participation. *Now 13 participants*
 - Task force duration is expected at 3 months. Objectives include:
 - Pilot of Google and Office 365
 - Pro's and con's analysis of each email platform from a user's perspective
 - Feedback on key features (ease of use and functionality)
 - Collaboration tools
 - System integration
 - Support and training*Implementation goal: Summer 2017*
- Text Messaging Project
 - Design and development phase *Now using # in Banner tables*
 - Opt-in/opt-out options for students and employees in self-service
 - Telephone type codes in Banner
 - IT department procedures for handling of new requests and student/employee inquiries
 - Finalizing second draft of text messaging policy and procedure
- Help Desk Software
 - Began trial for Heat Service Management (selected vendor from round 3)
 - Configuration of Mt SAC trial to be completed in December
 - Tech review and testing is anticipated in January 2017. Expectation is to run parallel to SCSM for 2 weeks to determine if the system will meet the needs of Mt SAC users and IT staff.
- Budgeting Software for Fiscal Services
 - Completed demos with Questica (12/1/2016) and XLerant (12/5/16). Fiscal would like to regroup with their staff to analyze features of both platforms. Also, they have requested we coordinate reference calls with other Banner schools and a possible demo of their configured system.
 - Arranging demos with Global Software Inc. to look at their Budget Accelerator product, and MSXGroup to look at their budgeting software and reporting products.
- Computer Replacement
 - Beginning to replace first round HPs
 - About 200 Academic computers being replaced over Winter Session
 - Student Services About 50 systems being replaced – Regan Room, Career Transfer, Job Placement
- WiFi Expansion
 - Have allocated and begun installation of access points to expand coverage in the following buildings:
 - 26A, B, C, & D – 40 APs allocated - 30 already installed
 - 40 – 10 allocated and installed
 - 23 – 4 replaced/upgraded
 - Warehouse – replaced/upgraded

- All paperwork in order and equipment ordered to do the following over winter break
 - Interior upgrades from HP to new Aruba equipment in buildings
 - 4, 6, & 10
 - New Exterior installations on listed buildings per attached map (Note: this is a very aggressive schedule it is possible not all will be done during break – focus will be on areas that would disrupt instruction)
 - 1A, 2M, 2T, 3, 6, 9B, 27A, 28A, 69, the Baseball Field and the Softball Field
- Two Factor Authentication (2FA)
 - Two Factor Authentication adds a second layer of protection that mitigates vulnerabilities related to traditional username and passwords. IT's data security plan includes adding this requirement to systems that contain and store sensitive information.
 - Winter 2016 – Still waiting for SSO components to be finalized before 2FA project can start. Ordering 100 licenses with Duo for departmental testing.
- Streaming Data for Backup and Recovery
 - Supplement to current TSM backup solution.
 - Winter 2016 – Complete. Using Azure storage blobs for approximately \$810/mo. Will evaluate StarWind virtual tape library on Azure for backup enhancements.
- Upgrade Fiber Channel Switches
 - This is the long term solution to upgrade the high speed interface to integrate the College's storage area network (SAN) into the other campus systems.
 - Fall 2016 – Bid completed and hardware purchased. Awaiting shipment of hardware. Planning upgrade method and schedule.
 - Winter 2016 – Completion by end of year. Proof of concept as part of the purchase agreement appears successful. Will move forward with final phase of purchase and acquisition of hardware after existing hardware is 100% decommissioned.
- Implement centralized logging and event correlation
 - New open source software exists for this solution. Will require testing and research.
 - Winter 2016 – 7 network sensors installed. 2 replacements/upgrades planned. 8 additional new sensor deployments planned. Centralized logging and correlation component changes (preview Siemonster v2)
- Implement CIS Top 20 Security Controls
 - After discussion with other community college IT teams, will start moving to the Center for Internet Security (CIS) Critical Security Controls (CSC).
 - Winter 2016 – Attended ITAC on November 6 to discuss need to update AP3270 and BP3270. Updated policies will provide framework for CIS CSC Top 20 Controls. Topic was well received by committee members.

MT. SAC CAMPUS

Exterior WiFi Implementations



Enterprise Application Systems

12/12/2016

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Eric Turner, Manager, Web and Portal Services

Reminder: Enterprise Application Systems will be performing system maintenance over the Winter Break. Banner will be unavailable 12/22 – 12/24 and 12/26 – 12/28; MAP will be unavailable 12/29 and the Portal will be unavailable 1/2/17.

Banner:

The FTES 320 Evaluation tool was developed to project our annual FTES submission based on the current enrollment, uncollected positive attendance in the current term, and projected FTES for upcoming terms based on average FTES collected over the past 2 years in similar classes. These spreadsheets have been posted to the FTES Analysis Dashboard (<https://prodweb.mtsac.edu:4443/prodapex/ws?p=117:home:>) every Monday morning beginning on 11/21/16.

Financial Aid Summer as a Trailer Implementation. Coordination and assistance were provided to Financial Aid, Fiscal Services, and Bursars for testing the impact of implementing “Summer as a Trailer” for the Financial Aid Year. This involved the creation of future terms (from Summer 2017 to Summer 2018) to be used for testing, setting up of registration appointments, setting up the registration eligibility for students, setting up the eligible registration codes, awarding students with Financial Aid, registering students, processing student payments, and finally submission of the nightly processes to feed transactions all the way to finance. This planned collaborative exercise resulted in a successful outcome. Both Finance and Financial Aid agreed to apply and configure PROD to use summer as a new trailer for the Financial Aid Year.

A total of 11 major BANNER upgrades and patches were applied (Web General, Faculty and Advisors Self-Service, Employee Self-Service, Student Self-Service, CALB HR, Finance, Position Control, Human Resources, Financial, Student and Accounts Receivable) and about 20 objects required for local modifications. These upgrades fulfill the prerequisite for Mobile App Registration, enhance the way test scores are recorded in BANNER, and ensure that both State and Federal Regulatory requirements for Financial Aid are always met. Installation of upgrades, patches and application of local modifications require a lot of user coordination, testing and planning to assure success of implementation.

Touchnet Authorized User Activation. This feature allows parents or any authorized user (on behalf of the student who owns the account) to pay any outstanding balance that the account holder has. The activation of this feature required a coordination with Touchnet, configuration setup, transaction testing and notification testing.

Implemented several student email notification processes to help improve registration counts and student success outcomes.

Distance Learning Students upon Registration. Per Meghan Chen, Dean of Library & Learning Services, this effort supports Student Success in Online and Hybrid Classes by connecting them to the videos and Distance Learning resources. This enables the college to show to the accreditation

visiting team MTSAC's intention to reach out to the Distance Learning students, beyond a more passive way.

Honors Program Referral. This notification provides information regarding the application process to all students who received the Honor's Program Referral.

Student Athletes' Faculty Feedback. This notification reminds instructors who are teaching Short Term Classes to provide feedback for the student athletes registered in their classes.

Registration Reminder for Unregistered Eligible Students. This notification reminds unregistered students about their registration appointments, and lets them know that there are still lots of classes available to register for.

Implementation of Nomination Process for Students of Distinction via Self Service BANNER. Per Andrea Sims, Director of Student Life, "the nomination process is innovating to a paperless system with the nomination, eligibility checks, and notification process through self-service..... The beauty is the interface with Banner and the ability to verify criteria for eligibility."

Online Class Search Enhancements. Modified the online class search and baseline lookup courses to add text to indicate if a course is transferable, degree applicable and has an available grading mode option. IGETC, CSU and IC search options were also added to improve the search process for transferable classes.

Real-time Past Due (PD) Hold Release. Banner Baseline only allows the manual release of PD holds through the help of the Bursar's Office, or via scheduled process to release it in batch every 15 minutes. The creation of the Real-Time Hold Release process frees the Bursar's office from manual updates and gives students the ability to add and drop immediately after completing their payment.

Improved Hold Check List via Banner Self Service. This enhancement provides students with a brief description of the hold type, a link to an explanation about the hold, and an action link for the student to make a payment to resolve a financial hold.

Noncredit SSSP. Implementation of noncredit elements were completed for SSSP MIS reporting in the Adult Basic Education and English as a Second Language areas. Temporary processes that included ARGOS reports, local packages, and a modified SS MIS file extract to accommodate the additional reporting elements were developed. Ellucian Banner will deliver an official release to support noncredit SSSP reporting sometime this academic year.

Academic Progress and BOGW. Applications team has been providing support to the Financial Aid department with respect to students affected by the loss of BOGW as a result of new rules effective this academic year. Local modifications were made to the BOGW process to exclude noncredit classes from accidentally marking students as a loss of BOGW and additional reports were developed to help identify students impacted by the new process.

Web, Portal:

New Web Templates. In collaboration with the Instruction Office, the new web templates have been rolled out, covering nearly all departments and divisions. In addition, a hands-on course was offered to

staff that demonstrates how to use the new templates and drag-and-drop snippets. Due to the large response, two encore performances were also held.

Marketing & Web RFP. Interviews with the top three vendor respondents to the Marketing & Web request for proposal (RFP) will be held with on December 12. The scope of the RFP has been narrowed to focus on growing enrollment.

Portal Upgrade. The Portal will be unavailable on January 2, 2016 as we upgrade it to version 5.3. Though content and links will stay the same, the new upgrade will allow the Portal to be viewed easily on mobile phones as well as on desktop computers.

Adoption of Canvas LMS. As we prepare to switch to Canvas, all courses were pushed into both Moodlerooms and Canvas for the Winter term. This was done to encourage faculty to get started using Canvas early (before the complete cutover in Summer 2017 when Moodlerooms will go away). In other words, for Winter faculty can choose to teach their courses in either Canvas, Moodlerooms, or a mixture of both. A script was also created and run to give all faculty six sandboxes to use to build out trial versions of their courses in Canvas.

Accreditation. A proof-of-concept version of the Mt. SAC Accreditation Self Study Narrative for Standard I was created. It confirms we can convert the narrative from Word into pdf and HTML formats, and make versions available on both the web and on thumb drives for the visiting team. The Web Team worked with the Research Team to make PDFs, graphics, and tables more ADA accessible.

Online Course Catalog. A new design for the filtering of the Online Course Catalog has been finalized. We worked with DSPS to make sure the contrast meets ADA Accessibility AA standards.

Campus Directory. Reviewed the latest version of the Campus Directory (http://www.mtsac.edu/sandbox/directory_betty) with our Integrations Specialist to get compliance input. The Campus Directory is scheduled to debut on Spring Flex Day 2017. This includes an extraction process created by the programmers for both Staff and Faculty from Banner. The extraction process uses rules defined by Human Resources and Payroll so on-campus information of certain individuals who opted not to be seen will remain confidential.

Web Version of Class Schedule. Created and formatted web version of the Winter Schedule of Classes: http://www.mtsac.edu/schedule/schedules/2017_winter_schedule.pdf.

Career and Technical Education Program Pages. Completed coding of the CTE program pages in preparation for demonstration on 12/15/2016. Using these pages: <http://www.mtsac.edu/cte/>, students are able to print hard copies of their eBrochures which now contain a list of Required Courses linked from the Online Course Catalog

Campus Map. Created versions of the Campus map with special overlays of key areas for the Honors program, Public Safety, and the Alumni Association.

Staff Development and Training:

A new Business Analyst has been recommended for hire at the January meeting of the Board of Trustees. This highly-qualified individual will be working on document imaging and workflow processes for Fiscal Services and the President's Office.

Consulting visit on DegreeWorks and Operational Data Store reporting. On November 7 a consultant from Strata Information Group visited Mt. SAC for 4 days to teach programmers and researchers how to use the information from the Operational Data Store (ODS) to improve reporting, especially with regard to DegreeWorks data.

Strengthening Student Success Conference: Beverly Heasley, Dave Dieckmeyer and Matthew Bidart attended the Strengthening Student Success Conference October 11 – 13 to learn how to better support Mt. SAC in the SSSP initiatives.

Higher Ed Web Conference: Eric Turner and Rick Nguyen attended the annual Higher Ed Web Conference October 16 – 19 to learn the latest techniques in web design for Higher Education.

Educause 2016: Bob Hughes, Eric Turner, Antonio Bangloy, Heather Zhang, Betty Zhao and Beverly Heasley attended the Educause 2016 annual conference. Topic included Machine Learning and Artificial Intelligence; Cloud-based Computing and Software as a Service; and Data Science and the use of Big Data in Predictive Analytics.

Upcoming:

JAVA training: Beginning on Feb. 7, Mary Johnson (retired CIS instructor) will conduct classes on JAVA for our Banner Programmers over a period of 12 weeks. This training will save the college approximately \$20,000 over the cost of training from a commercial vendor.

2017 CISOA/3CBG Conference: Six team members from Enterprise Application Systems will be attending this conference. A presentation entitled **“Tales from the Field: Moving from Paper and Pencil Program Application to an Online System”** has been accepted for the conference, and it highlights the collaboration between the Bridge Program and Enterprise Application Systems in the development of an APEX system to support Bridge. According to Sandra Padilla, the project sponsor and Educational Advisor for Bridge, the new system:

- reduces the time between student application and placement in the program;
- it improves accessibility as staff and students can access the system off-campus;
- it improves reporting;
- it improves accuracy; and
- it streamlines the office resulting in fewer expenses for temporary staffing, printing and mileage reimbursements

Eliminating the impact of Past Due holds on Non-Credit classes

Disaggregating the opt-in for text messages based on type (Fin Aid, A&R, staff info, etc.)

Wait List notifications via Text Message

Banner Integration to Canvas – Automated File Extract process

6 Banner year-end updates

Automation of time sheet recording for Hourly Employees

Submission of Employee MIS files, IPEDS and other state and federal reports

Release of the new Mountie App (Ellucian Mobile version)