

## **IT Overview**

**June 2019**

Dale Vickers, Chief Technology Officer

### **IT Staff**

- New Senior Systems Analyst/Programmer starts July 1.
- Seven vacancies in various stages of refilling or recruitment.
  - One resignation last week and one retirement pending in July brings total vacancy count to nine.
- 12 IT staff members nominated at the Classy Awards Ceremony and one winner (Pedro Suarez, Innovative Thinker). Also had a couple of staff members involved in the dance production.
- Classified staff Marina Alkasas and Rowena Imes honored with the Starfish award.
- Beverly Heasley and Chuong Tran recognized for their work on the AQ. Thanks to Audrey and team for the recognition.
- Chuong Tran and the programming team recognized by the Honor's Program for their work on the new Honor's Program online application system.

### **Support for Start of Summer Term**

- First day of summer term is on Thursday, June 20.
- Campus closed for summer schedule on Friday, June 21.
- IT Help Desk will be open on Friday, June 21 from 7:00 am to 7:00 pm.
  - **Must call Help Desk direct at 909.274.4357.**
  - Staffed by IT Help Desk Technicians and IT Administrative Specialist with knowledge of academic processes.
  - Able to help with password resets, registration and payment questions, portal issues, etc.
  - All IT Managers on-call if technical issues arise and will contact their teams as needed.

### **Ellucian Case Study**

- Ellucian would like to do a case study about Mt. SAC's Assessment Questionnaire project.
- This project was submitted for Ellucian's Impact Award, but not selected.
- Ellucian may reach out to Student Services and Research and institutional Effectiveness for additional information about the project.

## **Academic Technology and Technical Support**

### **Security and Infrastructure**

**June 2018**

Ron Bean, Director Academic Technology

Chris Schroeder, Director Infrastructure & Data Security

Lee Jones, Manager Technical Support

### **Academic Technology and Technical Support**

- The 'Finish Faster' project with the CVC-OEI team started.
  - Phase 1 implementation will use the API for direct data access to schedule data from Banner allowing students across California near real-time access to open seats in online classes.
- IT is assisting the Promise Plus program with equipment specifications and setup.
  - 300 devices are on order now; 200 will be ordered after July 1.
  - The check-out process will be recorded in the Library database.
  - August 20 is the welcome and distribution event.
- The Library system will be converted from OCLC to ExLibris effective December 2019.
- The Academic Technology team is preparing to reimagine all classroom systems during summer.
- Mt. SAC's Adobe software licensing is via the FCCC (Foundation for California Community Colleges). Adobe announced sweeping licensing changes which require all community colleges to change how software is distributed effective November 2019. IT has finished testing a new deployment strategy and will roll out new Adobe software prior to the deadline.
- Working with Facilities on coordinating numerous construction projects that are in various phases of design, review, and build.

### **Security and Infrastructure**

- Information security AP/BP proposal presented and approved at ITAC.
- Two IBM P9 servers are on order. Estimated arrival is July 2019. Implementation planned for end of summer 2019.
- Backup and data protection system is being re-architected using the IBM Spectrum protect platform. System will include replicated data and cloud storage for backups for offsite data protection. Implementation planned for end of summer 2019.
- RAVE, the new emergency notification system, is on track for campus-wide implementation in August 2019. RAVE will replace Blackboard as the communication mechanism to call, email, and text the campus community during an emergency. It also integrates with the AlertUs beacon system.
- Researching transition of phone system to Session Initiation Protocol (SIP) for enhanced reliability and features.

## **Enterprise Application Systems**

### **IT Project Management**

**June 2019**

Antonio Bangloy, Director Enterprise Application Systems

Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

### **Web and Portal**

- The new student portal checklist was demonstrated for the Student Services Team.
- Updated the campus map with all-gender restrooms. Check the out the all-gender restrooms website at: <http://www.mtsac.edu/maps/restrooms.html> or see the [Campus Map](#).
- The new version of the Mountie App was demonstrated for Associated Students and the Student Services Team. It is available on the Google Play Store and Apple App Store. It now includes embedded links for students to register and pay fees via the App. The App can be downloaded from here: [www.mtsac.edu/mobile](http://www.mtsac.edu/mobile).
- A new version of the Canvas adapter was coded and deployed. This new adapter allows courses and enrollment to be synched between Banner and Canvas and gives Instructors who teach multiple sections the ability to have their sections cross-listed and managed from a single parent course.
- Completed photoshoots for some year-end events.
  - Art Gallery: <https://photos.app.goo.gl/6jiSLWVkfZsyJcHg8>
  - Stadium Girder: <https://photos.app.goo.gl/gS7TyZ9D2KuYhcry9>
  - Puttin' On the Hits: <https://photos.app.goo.gl/Sv9QWmti83tgfJCV7>
  - EOPS/CARE & CalWorks Recognition: <https://photos.app.goo.gl/y9wxPkgJqAHAUPqZ9>

### **Applications Development & Support**

- The new Continuing Education Banner forms for ESL are now live in Banner Production. These new forms integrate data collection and eliminate some shadow systems. Additional Banner forms are planned for other Continuing Education functions.
- Phase 2 of the Assessment Questionnaire went live on May 7. More than 5,000 students have completed the AQ2 as of June 12.
- More than 15,000 students updated or confirmed their contact information during summer registration.
- Created two APEX applications, Psychiatric Technician Program and Honor's Program, both enable students to apply online – replacing the paper process.

### **Project Management**

- ProVerify, the Financial Aid automated tax verification software, went live in April 2019, including Banner and OnBase integration. In June, 45 additional ProVerify generated forms were added to the OnBase integration component.
- IT implemented a new project management software that has allowed us to convert the current paper IT Project Request Form into an online form. In addition, we developed a new webpage

to assist campus users in identifying IT project requests vs. Help Desk service requests. Please visit [https://www.mtsac.edu/it/project\\_requests.html](https://www.mtsac.edu/it/project_requests.html).

- In collaboration with SCE, IT assisted with automation of updates to student registration statuses and grades. The automation will replace a manual process and allows for accurate reporting of noncredit apportionment each term to ensure that 320 attendance reports are submitted accurately for the School of Continuing Education.
- IT, in partnership with the Instruction Office, is offering Manager PIE training sessions starting June 13, 2019. Register to learn more about the improved functionality, which includes an enhanced Resource Allocation process. In addition, Nuventive Improve has been upgraded and is now WCAG 2.0 compliant. Check out the [PIE website](#) for training materials and videos or visit [POD](#) to register for a hands on training session.

### March 2019 through June 2019

