

IT Overview

March 2021

Anthony Moore, Chief Technology Officer

Preferred First Name

- IT is working with the Preferred Name Task Force to make it seamless for staff, faculty, and students to indicate their preferred first name and have it appear across multiple systems.
- Phase 1 and 2 complete
 - Class roster
 - Badges
- Phase 3 - Complete
 - CANVAS
- Phase 4 – nearly complete
 - Zoom
 - Email
 - SKYPE
- Combine announcement for phases 3 and 4 within a couple weeks.

Fake/Illegitimate Student Applications

- This is an issue affecting almost all CA community colleges.
- These applications are usually submitted because the end-user wants a .edu email account.
- IT's algorithms and processes have a 98.4% success rate of identifying the fake/illegitimate applications.
- Since May 2020, out of 87,297 applications submitted to Mt. SAC, 32,237 were identified as illegitimate (37%). Ultimately, 515 of the quarantined applications were determined legitimate and processed (1.6%).

Preparations for Summer 2021/Fall 2021

- Developing a plan and timeline for ensuring all technology is ready for staff and students to return to campus.
- Student Services, the Library, and IT continue to support the Student Technology Loan Program.

Other Items

- Investigating options for Zoom recordings. Current deadline of June 30.

Academic Technology and Technical Support Security and Infrastructure March 2021

Michael Carr, Director Academic Technology

Chris Schroeder, Director Infrastructure & Data Security

Lee Jones, Manager Technical Support

Academic Technology and Technical Support

- Based on current estimates, by the time on-campus work and classes resume, computers will not have been powered on in almost a year. IT will need eight to 10 weeks to perform standard updates and testing and even longer lead-time in classrooms where software needs to be upgraded to newer versions.
- Student Laptop Loaner program is growing and moving along well. This program is a collaborative effort between Student Services, Library and IT. So far, we have distributed the following technology to students.

Tablets (iPads): 250

Laptops: 3,012

Hotspot: 2,413

Security and Infrastructure

- CENIC through the CCC Tech Center reviewed the College's request to upgrade the secondary internet circuit from 1gbps to 10gbps and approved it. Crown Castle via the CCC Tech Center is doing a walkthrough 3/4/21.
- The College's phone system transition from PRI to SIP was completed in January 2021.
- Zoom subaccount meeting recordings are consuming 28tb out of 1tb provided by the CCC Tech Center. ConferZoom is requesting unnecessary videos be deleted to control storage consumption.
- Fixed Listserv mail routing issues for inbound mail to the system from list owners and outbound mail performance to list subscribers.

Enterprise Application Systems IT Project Management

March 2021

Antonio Bangloy, Director Enterprise Application Systems

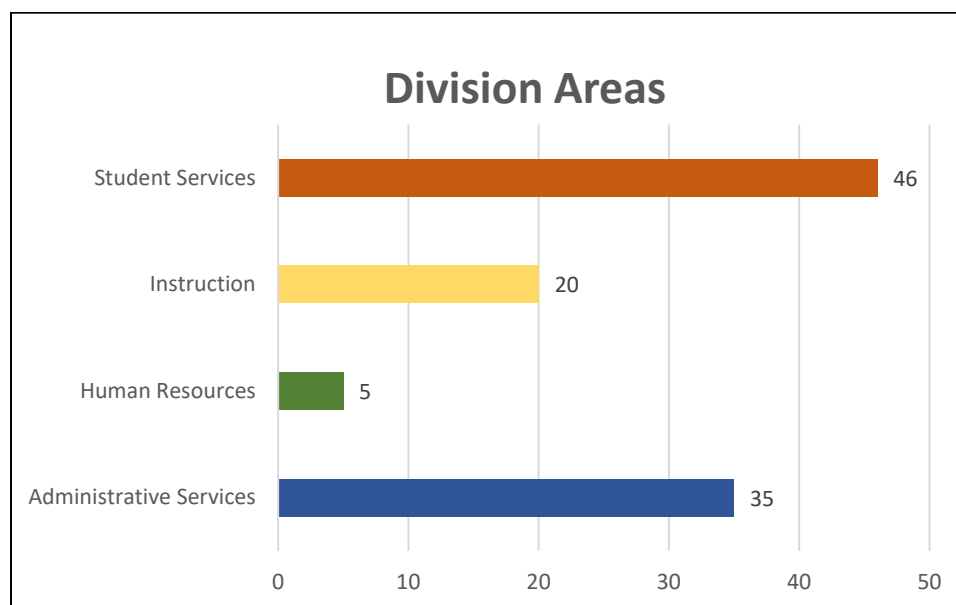
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

A Total of 106 Project Request and Support Activities

November 2020 through February 2021



- The [Scheduled Maintenance website and calendar](#) is updated with planned outages for quarter two.
- In partnership with Fiscal Services, the anticipated campus go-live date for Chrome River is April 27, 2021. Chrome River is an expense management solution for reimbursements, including travel and conference expenditures.
- In partnership with Counseling, IT is working to bring Arise, MMI, and EOPS into EAB Navigate by Summer 2021. We are working on training material to streamline the cohort process in EAB Navigate and Banner, while cleaning up cohorts/attributes that are no longer in use.
 - Updates to Academic Plans are complete.
 - IT is working to reinstate the student APIs required to complete the pending 14 test cases for One Click Registration. In addition, Counselor

training sessions were conducted on March 8, 2021 to re-introduce Navigate.

- We are closely working with Student Services to identify the go-live date for Academic Planning and One Click Registration. Check out the [Navigate website](#) for more information.
- The Transitioning to Online Forms task force selected Etrieve by Softdocs to move manual forms to an online format. IT has been working closely with the vendor to implement the product. We are currently working on Banner and OnBase Integration. The anticipated go live date for Softdocs is April 2021.
- The 2020-21 PIE Planning and Program Review is open. Training sessions are now available through POD most Friday's beginning March 5. To register for PIE Day: Unit PIE training, visit [POD Connect](#).
- IT, in partnership with Admissions and Records, is cleaning up old student gmail accounts. Student accounts that are older than five years and never attended Mt. SAC will be deleted. The account will receive a notice and have 30 days to respond before it is permanently deleted.
- Successfully implemented excused withdrawals (EW) and Pass/No Pass grade options for Winter 2021 intersession.
- The College's website content management tool, OmniUpdate, was upgraded to the latest version that includes a new easy-to-use graphical user interface. Several training sessions were held to prepare for the transition.
- Personal pronoun options and social media links were added to the email [Signature Generator](#). The output can be uploaded to Outlook for use as your email signature.
- Successfully completed a total of fifty-five (55) BANNER upgrades, implemented from November 2020 to February 2021.
- The DegreeWorks 5.0.1 upgrade is planned for the weekend of March 20th, 2021.
- TD Client for Financial Aid was successfully upgraded on February 3rd, 2021.
- In partnership with Research (RIE), IT completed the installation of Operational Data Store (ODS) 9.1 in production on January 2021. This upgrade replaced the discontinued Oracle Warehouse Builder (OWB) with Oracle Data Integrator (ODI) that will allow IT to populate ODS with external data, like SARS, MIS Data Mart, and others.