

## **IT Overview**

**June 2021**

Anthony Moore, Chief Technology Officer

### **IT Staffing**

- Enterprise Application Systems Team
  - Data Engineer: Hiring Committee formed.
  - Senior Systems Analyst Programmer (Web): Offer accepted.
- Project Management Team
  - Business Analyst: Hiring Committee formed.
- Academic Technology Team
  - Two IT Support Technicians: Interviews scheduled.
  - Help Desk Coordinator: Hiring Committee formed.
  - Help Desk Technician: Hiring Committee formed.
  - Computer Facilities Assistant: Position recruiting.
  - Coordinator, Computer Facilities: Recent retirement.

### **Discontinuing Skype for Business / Moving to Microsoft Teams**

- Skype for Business ends on July 31.
- Chat is transitioning to Microsoft Teams.
- IT is working with POD to schedule training classes for Microsoft Teams.

### **Preparations for Summer 2021 and Fall 2021**

- The Academic and Technology Support Teams are on track to complete the updates of desktop and laptop computers in preparation for return to campus.
- Student Services, the Library, and IT continue to support the Student Technology Loan Program including a potential refresh of some hardware.

### **Other Item**

- Collaborating with Cal Poly CIO, John McGuthry, on intersecting IT initiatives like wireless.

## Academic Technology and Technical Support

June 2021

Michael Carr, Director Academic Technology

Lee Jones, Manager Technical Support

- The Academic and IT Support staff have completed 65% of the computer updates and technology refreshes for the return of staff and faculty on July 1<sup>st</sup>. In addition, the Academic and IT Support staff completed the return to campus work for Instructional managers and their support staff returning on June 14<sup>th</sup>.
- The Student Laptop Loaner Program (SLLP) has grown at a good pace since the last quarter. This program is a collaborative effort between Student Services, Library, and IT. The existing Library IT staff provide the repair, maintenance, imaging, inventory, and technical support for the SLLP. To keep up with the student technical support demand, the Director, Academic Technology submitted a request via PIE for three full-time CFA positions to support the SLLP as the Library IT staff will have to resume their original duties of supporting the Library labs in the Fall. For example, during the Spring term, there have been 775 helpdesk tickets submitted by students using SLLP technology. The Academic IT Support team also supports an average of 100 students per week via 1-1 support appointments on campus that use SLLP technology. This does not include students using SLLP technology who happen to drop by the Help Desk area in Building 23 who receive support.

The SLLP technology we have distributed has increased from last quarter.

<b>Q3: 2021</b>	<b>Q4: 2021</b>
Tablets (iPads): 250	Tablets (iPads): 250
Laptops: 3,012	Laptops: 4,300
Hotspot: 2,413	Hotspot: 3,600

Also, having the additional three full-time CFA's would help maintain the level of support students need for SLLP technology during the Library hours of operation for the Fall and Spring Semesters.

**Monday – Thursday:** 7:30 a.m. - 9:30 p.m.

**Friday:** 7:30 a.m. - 4:30 p.m.

**Saturday:** 9:00 a.m. - 4:00 p.m.

**Sunday:** 1:00 - 9:30 p.m.

## Support Statistics

- Technology Inventory

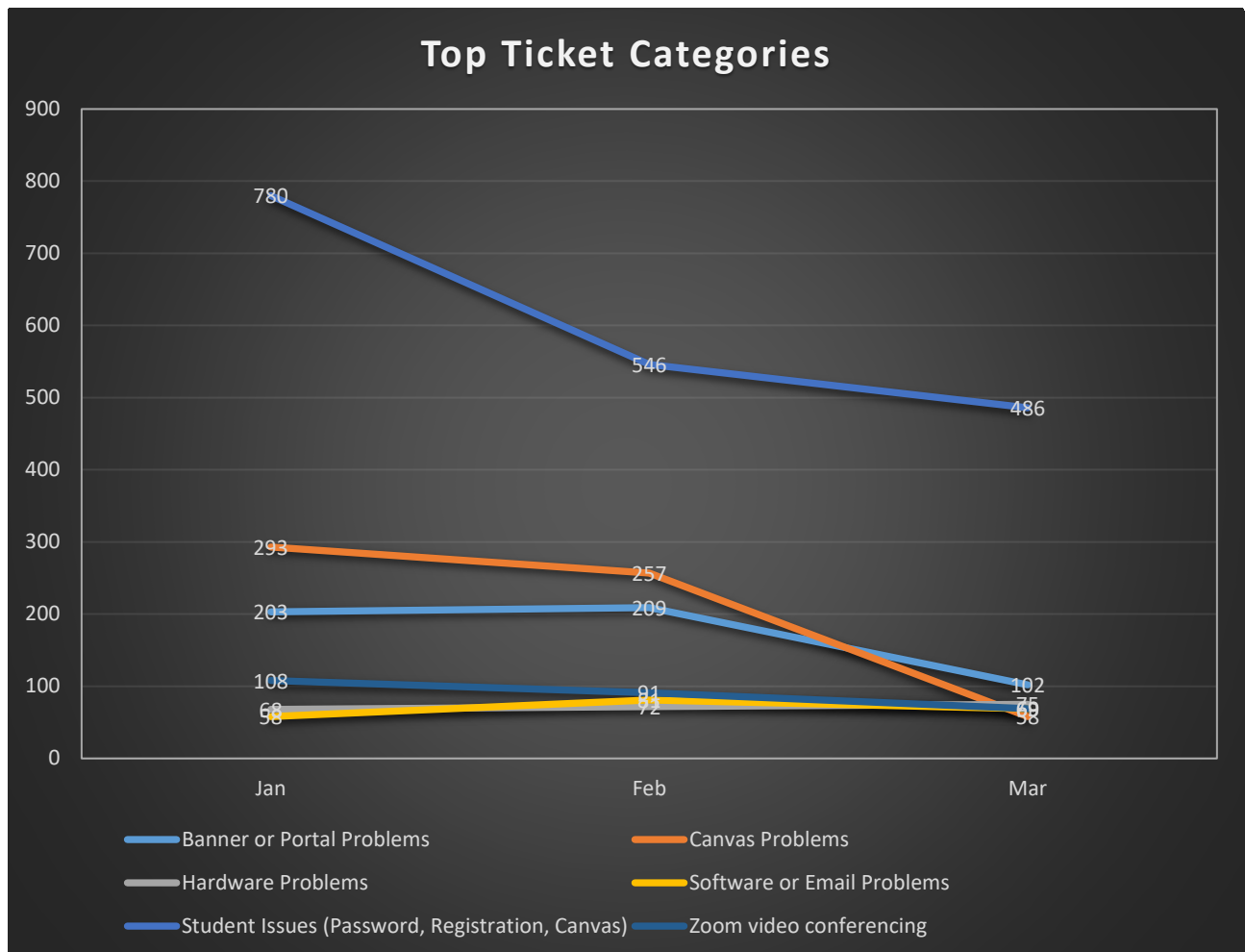
DEVICE	COUNT
Desktop and Laptops	6639
Employee Loaners	604
iPad/Phone	669
Student Laptops	4600
Student Hotspots	3600

- IT Help Desk: Tickets by Department

Administration	January	February	March
Facilities	39	32	32
Fiscal	27	21	42
IT	146	157	136
Police & Campus Safety	2	8	5
Risk Management	0	2	3
Technical Services	4	4	7
VP Admin Services	3	2	4
<b>HR</b>	January	February	March
Human Resources	17	7	16
POD	9	8	8
<b>Instruction</b>	January	February	March
Arts	54	43	32
Business	87	83	58
Grants	2	4	1
Humanities	175	185	74
KAD	29	35	19
Library	53	37	40
Natural Science	117	132	65
SCE	80	55	58
Tech & Health	79	65	58
VP Instruction	16	13	21
<b>Student Services</b>	January	February	March
Counseling	37	23	25
Student Services	81	94	87
VP Student Services	5	4	13
<b>STUDENT Support</b>	January	February	March
EXTERNAL	1312	1025	845

- IT Help Desk: Top Ticket Categories

Category	Jan	Feb	Mar
Banner or Portal Problems	203	209	102
Canvas Problems	293	257	58
Hardware Problems	68	72	75
Software or Email Problems	58	81	69
Student Issues (Password, Registration, Canvas)	780	546	486
Zoom video conferencing	108	91	69

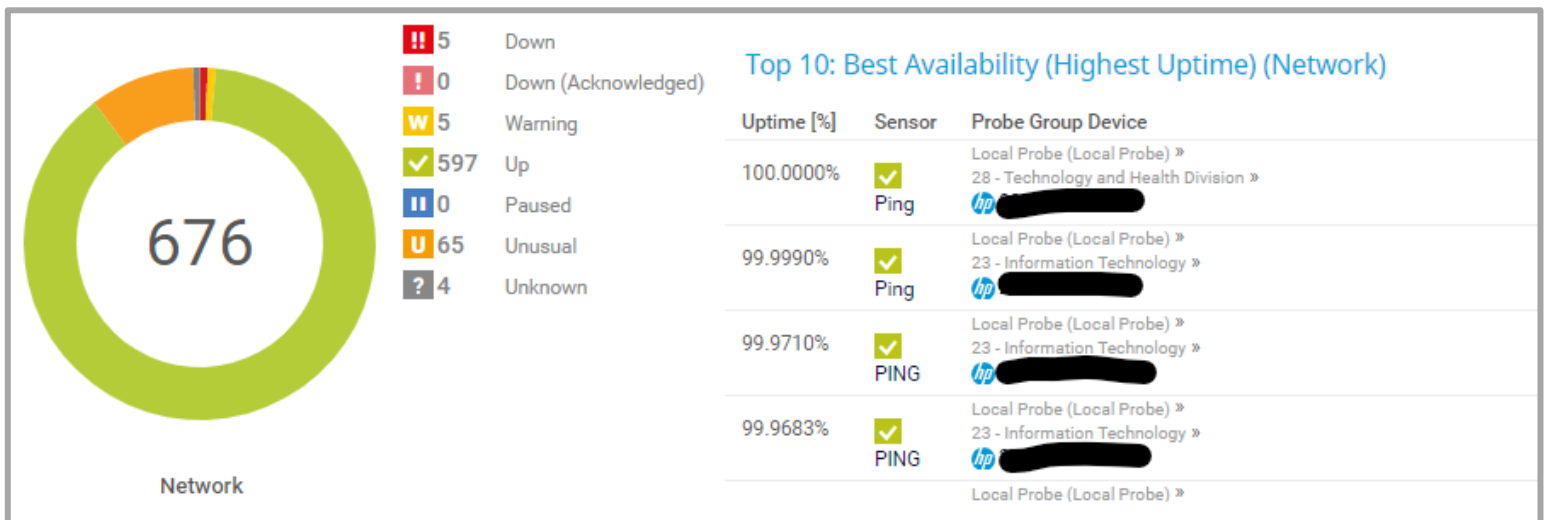


## Security and Infrastructure

June 2021

Chris Schroeder, Director Infrastructure & Data Security

- The fiber for the College's second 10gbps internet circuit was terminated in the IT Data Center in Building 23A. The next step is for CENIC to activate the circuit currently scheduled for 6/9/21.
- 800 Mitel Unified Communication and Collaboration (UCC) licenses were purchased to facilitate the ease of transferring phone extensions between on-campus and off-campus telephones.
- A campus-wide wireless assessment and expansion project is in the planning phase. IT is working with Facilities to survey existing wireless infrastructure and plan for future upgrades to expand coverage additional exterior locations.
- Expanding licensing for network monitoring was submitted for purchase. System was originally designed to provide outage alerts. Increased licensing will provide ability to create reports on infrastructure performance and uptime. See example of tracking wireless access point availability.



## Enterprise Application Systems IT Project Management

June 2021

Antonio Bangloy, Director Enterprise Application Systems

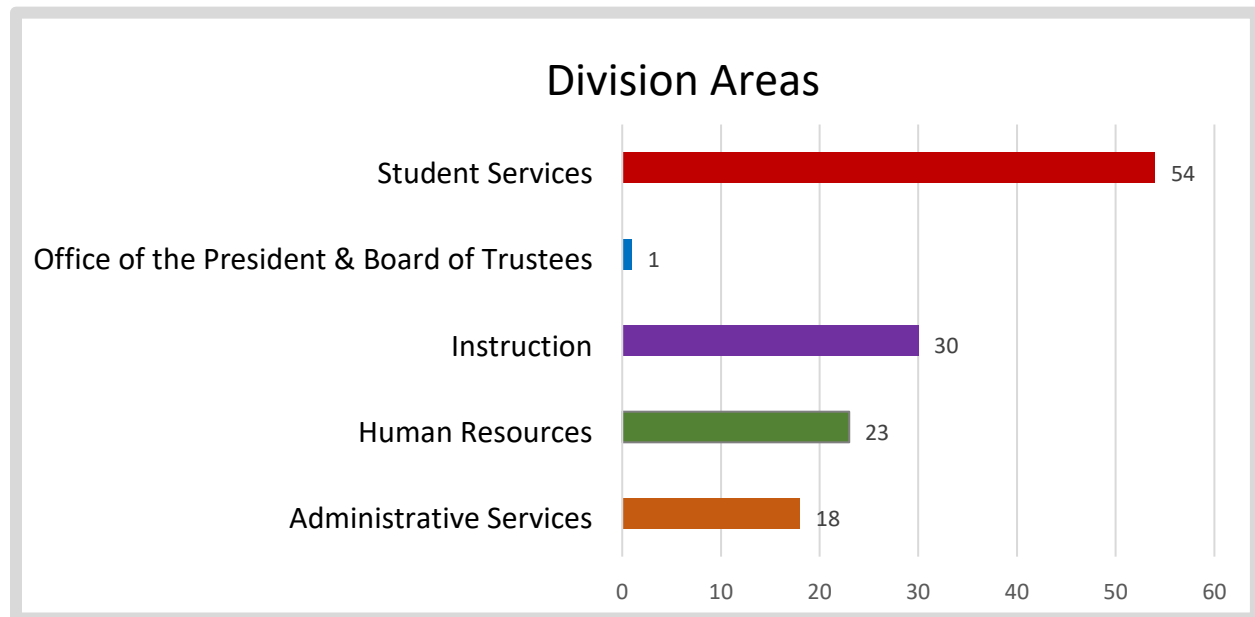
Monica Cantu-Chan, Director IT Projects

Chuong Tran, Asst. Director Application Support and Development

Eric Turner, Asst. Director Web and Portal Services

### A Total of 126 Project Request and Support Activities Completed

March 2021 to May 2021



- The [Scheduled Maintenance website and calendar](#) is updated with planned outages for quarter three.
- Chrome River, the College's new expense management solution for reimbursements, including travel and conference expenditures and pcard allocations, is live. Training is available via POD. For on demand training material, FAQs, and contact information, please visit the Chrome River webpage at <https://www.mtsac.edu/training/chromeriver/index.html>.
- Etrieve by Softdocs is officially live. The Commencement Ceremony Registration was the first form made live and was used to register 1,239 students for commencement. We are currently testing the Omni CMS User Request and the IT Email Request forms.

- Skype for Business will be retired by Microsoft on July 31<sup>th</sup>. Skype for Business will be replaced by Microsoft Teams. IT and POD are working on a training, deployment, and support plan for Teams.
- CADMUS coming soon. This product allows end users to generate their own reports without having SQL knowledge. This means users will now have the ability to create and modify their own reports whenever they need it, and however they want it without waiting for an available programmer to write and design the report.
- In partnership with School of Continuing Education (SCE), IT implemented the following:
  - Account claim process for the 15,000 students that belong to Summer High School programs. Majority of these high school students did not provide their personal email addresses where account claim information is sent. Instead, they were able to claim their accounts through Mt. SAC's Single Sign-On (SSO) page by answering five questions correctly that are based of the information they provided to SCE.
  - Priority registration process for noncredit students. A total of 18,889 noncredit students received time ticketing assignments during Spring 2021, and 29,447 for Summer 2021.
  - Online application process for noncredit students using APEX. A total of 8,164 students already applied using the application.
  - An automated process that handles applications and enrollments by students attending an Adult School and pursuing a High School Diploma or Equivalency.
- From March 8, 2021, a total of 22 upgrades and 25 local modifications were applied in Banner system.
- Evisions Suite was upgraded to the latest version. This version is no longer dependent on Internet Explorer which was de-supported by Microsoft a long time ago.
- DegreeWorks was upgraded from 4.1.4 to 5.0.1 in PROD. This version is no longer dependent on Adobe Flex, which was de-supported back in December 2020. Some of the notable features for this version are:
  - In 4.1.4, installing Scribe required an Oracle client that made the installation process cumbersome. With the new version, Scribe is deployed as a web application that can be accessed easily by rightful users.
  - Also before, applying simple or cosmetic local modifications required a technical person. Now, a deployed web application called Composer was introduced in this version to allow authorized users to make simple changes without a need for programmer.

- The Portal operating system and web application software were upgraded and patched to the latest versions to avoid security threats.
- PDF documents continue to be fixed to comply with accessibility standards. Complicated multi-page documents, including Case Study Major Sheets, Basic Needs Survey, and Grad Fest, were remediated.
- Successfully completed the Student of Distinction award process for academic year 2020-2021: application, documentation and recommendation letters submission, committee ranking, and communication to students about the results.
- Implemented Recommendations 51, 53, and 55 for the math AQ. The Assessment & Matriculation Committee (A&M), Student Preparation, Equity, and Achievement Council (SPEAC), and Academic Senate approved the recommendations.
- Implemented a process that notifies faculty of the date grades are due immediately after their classes end instead of doing this at the end of the term.
- Automated Monthly and Quarterly New Hires report sent to CSEA 262, CSEA 651, and Faculty Association.
- Emailing all currently enrolled Honors students after grades have posted each semester to inform them how many honors units they have completed to date and to encourage them to pursue Honors certification.
- In partnership with Instruction office, IT implemented a process that will enable the updates from Degreeworks Templates to be automatically reflected in the Guided Pathways' website.