IT Overview
August 2020
Dale Vickers, Chief Technology Officer

COVID-19 Projects

- Adjusting to this as The New Normal not just something temporary.

- All requests for equipment, VPNs, and technical assistance are going to Help Desk.
    - Supporting 113 hotspots for staff/faculty use. Receiving 2 to 3 requests a week for hotspots.

Preparations for Fall 2020

- Supply Chain Issues
    - Computer/Laptop Orders
        - Vendors are still reporting shortages and long lead times for delivery.
    - Related Peripherals
        - WebCams and Headsets
        - Printers/Scanners – Question on College Supplying these for home use?

Other Items

- Trend of software vendors increasing fees by double-digits. Extensive and drawn out negotiations to reduce fees to reasonable level given current budget situation.
- IT staffing update.

Academic Technology and Technical Support
Security and Infrastructure
August 2020
Ron Bean, Director Academic Technology
Chris Schroeder, Director Infrastructure & Data Security
Lee Jones, Manager Technical Support

Academic Technology and Technical Support

- Some older Academic Technology servers need to either be replaced or made virtual.
- Working with the FCLT and rather than have the campus community request Otter.ai accounts, IT created accounts for 1,258 unique faculty email addresses. An Otter single sign-on (SSO) project is pending that will automate the account creation.
- Student Technology Distribution
  - August 11 is summer equipment return.
  - August 17, 18, 20 and 26, are fall equipment distributions.
  - IT, Library, and Student Services reconciling inventory records; there are 2,016 computers and 858 hotspots with an additional 250 hotspots on order.
- Adobe Student License Issue – Coordinating with Instruction/Arts Division
  - Free student licenses expire August 15; currently have 52,022 students licensed.
  - Current Adobe Enterprise Agreement only covers Adobe software run on college computers on the college network.
  - Three options:
    - Buy students seats for home use at a cost of $39.99 each for a 6-month subscription
    - Students buy their own subscription at $39.99 per 6 months.
    - Use virtual technology to have students connect to computers on campus running Adobe software. This uses Shared Device Licenses that are already included with our Adobe Enterprise Agreement.
- The Emergency Operation Center was prepared in March 2020. Four laptops and six phones are in a state of readiness for use and last equipment check was 08/10/2020.

Security and Infrastructure

- Hiring Committee to replace vacant Network Administrator position is proceeding. Welcomed System Administrator Tim Chu to the team in July.
- Migrating backups to IBM Spectrum Connect; in the planning process to cancel Iron Mountain daily pickup and storage services and recall all existing tapes.
- CENIC through the CCC Tech Center reviewing its second internet circuit currently at 1gbps. The first circuit is already at 10gbps. Rationale and requested information supporting an upgrade of the second circuit was remitted.
- Upgraded remote temperature monitoring of IDFs and BDFs.

- Bldg. 61 IMPO is running out of fiber. The network circuit will be upgraded to 100gbps to free up additional fiber.
- A fiber vault is in the way of the new pedestrian walkway. Major pathway changes will be required.
- Blackbaud Breach – Service 'Raisers Edge' used by Foundation. Determined Foundation exposure from Blackbaud's reporting did not disclose personal information. Sent Foundation information to provide update statement to their website.
- Enrolled College in MS-ISAC Malicious Domain Blocking and Reporting Program. Service uses Akamai's Enterprise Threat Protector to stop malicious DNS requests and block malware.
- IT's Appstream test in AWS is working well. IT will start working with CIS on AWS for their students.
- IT is in the process of configuring a ConferZoom subaccount that will allow the College to integrate and manage many aspects of Zoom for various uses, and provide SSO to the migrated accounts and resources.

Enterprise Application Systems
IT Project Management
August 2020
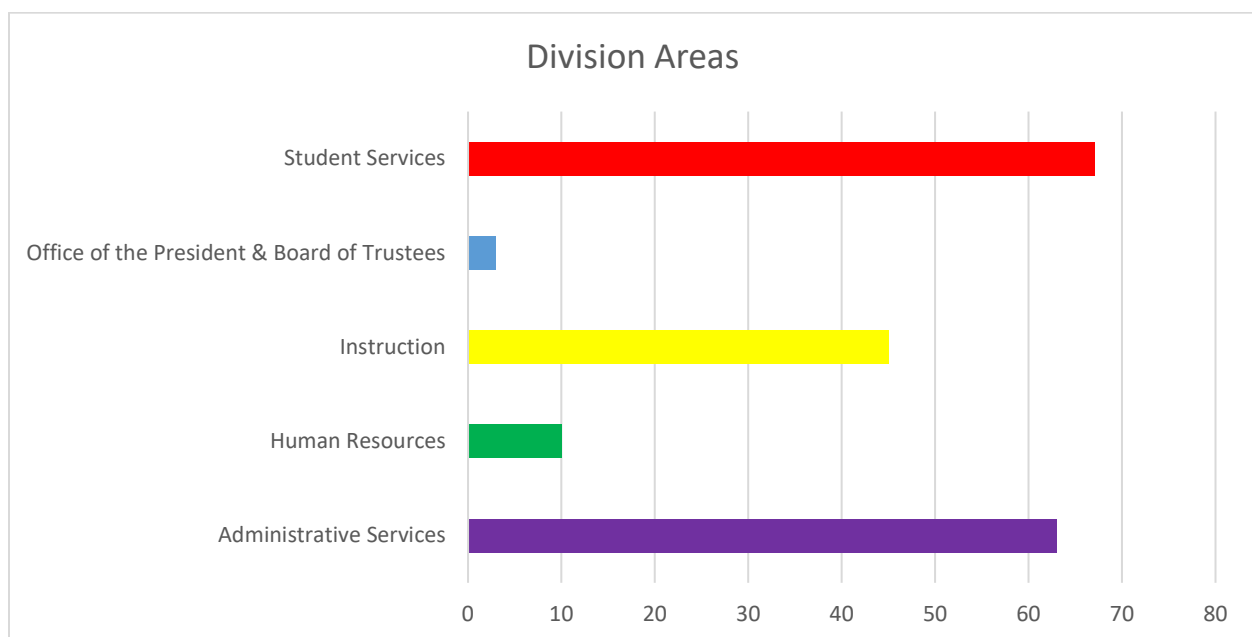Antonio Bangloy**,** Director Enterprise Application Systems
Monica Cantu-Chan, Director IT Projects
Chuong Tran, Asst. Director Application Support and Development
Eric Turner, Asst. Director Web and Portal Services

A Total of 188 Completed Project Requests and Support Activities

May 2020 to August 2020

- Successfully completed the final grades submission, Pass/NoPass selection, and grades roll for Spring 2020.
- Completed the MIS submission for Spring 2020.
- Successfully completed and submitted the 2019 Compensation Report to State Controller Office.
- Worked with Fiscal Services to complete the year end process for FY 19-20.
- Enhancements made to the Final Grade submission such as sending notifications to faculty when all grades are submitted successfully, or telling faculty how many grades are still missing, and displaying error message on the records that need to be corrected.
- Collaborated with Financial Aid to create reports of prospective Promise+Plus Program students so that they can assist them in submitting their FAFSA or CA

Dream Act applications. Completing the fin aid process is a state requirement of all Promise Programs.

- Customized and applied programming change on the class section form (SSASECT) to allow division admins to schedule faculty who is taking or has completed FOMAR training to teach online classes.
- IT is tracking illegitimate applications in an effort to decrease the issuance of .edu email accounts. There were 28,959 applications, 9139 were determined to be illegitimate (31.56%) using a combination of extensive an extensive algorithm and human scanning. Ultimately, 50 were reinstated for processing.
- Designed and launched the Career Education (formerly Strong Workforce) site, featuring the Career Coach tool that provides job statistics and resources for the viewer.
- Working with Instruction to add the options in the class search to enable the search for online, hybrid, and on-campus classes.
- Chat software has been installed in various places around the website, allowing Mt. SAC employees to answer questions in real-time that are typed into the website. Programs and departments taking advantage of the chat functionality include ASAC, AMLA, the Teacher Prep Institute, Assessment, STEM, and SCE.
- On July 28, Bridge and EOPS students went live with the Navigate student platform. For additional information about Navigate, please visit https://www.mtsac.edu/navigate/.

- In partnership with Admissions and Records, a project was completed to move all their forms to Adobe Sign web forms or another digital platform for students to access and submit electronically.
- In collaboration with the Transitioning to Online Forms task force, Etrieve by SoftDocs was selected as a new online form and workflow tool. The project has officially kicked off in an effort to provide a full-service solution for online forms, workflow, and electronic signatures.
- In collaboration with Financial Aid, IT modified the Financial Aid verification process within OnBase, to account for new DocuSign forms that students will need to submit to complete their financial aid process in order for students to receive federal student aid (i.e. Pell Grant, Loans, etc.).
- In partnership with Instruction, we are offering PIE Day: Unit PIE training and Work Sessions online via Zoom. The session will provide an overview of the 2019-20 PIR process, in addition to a working session where you can work on your PIE with resources from IT, Instruction, and Research. To register, please visit www.mtsac.edu/POD and search for PIE.
- The Writing Center website was redesigned to streamline the process for students to register for and make appoints for online tutoring.
- Posted photographs of the Mt. SAC graduates at the first ever drive-thru commencement and created an accessible version of the 2020 Commencement Program.

- Updated the Campus Map to show the construction zone and pedestrian traffic walkways around the area where the new Student Center will be built.
- Developed a section in the Portal that allows select students (e.g., 786 STEP and Bridge) to be authenticated before receiving links to pertinent forms.
- Created a webpage for the COVID-19 Task Force www.mtsac.edu/covidscreen/.