Information Technology Administration Statistics

IT Overview: May 2022

Accreditation

- ITAC formed sub-groups and responded to Accreditation standard IIIC 1-5. Technology Resources.
- The draft response and evidence were submitted to the Accreditation Core Team.

Technology Master Plan

- Board item approved on May 11 for a contact with BerryDunn to facilitate the process of developing a new Technology Master Plan.
- Deliverables include creating and analyzing a campus-wide survey on technology needs, facilitating input from all constituents including President's Cabinet, ITAC, and the IT Department via meetings and focus groups, and the final, written Technology Master Plan.

Cyber Security Operations Center

- Met with CIS Department on the possibility of creating an opportunity for CIS security students to intern in the IT Department.
- Met with Coast Community College District regarding their Cyber Security Operations Center.
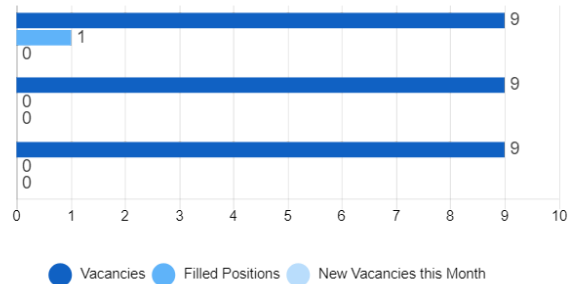
TechStats Overview

- Reporting more than 110 data points as monthly statistics for all aspects of IT including infrastructure, web, administration, project management, enterprise systems, and externally hosted systems.

Reported Overtime Hours
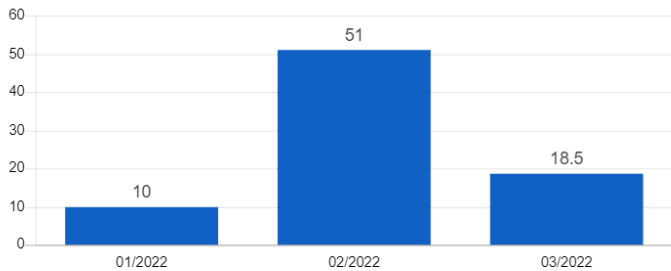
Vacancies & Filled Positions

Purchases - February	Purchase - March	Purchases - April
8	**17**	**9**
Requisitions Entered	Requisitions Entered	Requisitions Entered
9	**15**	**8**
POs and Change Orders	POs and Change Orders	POs and Change Orders
23	**27**	**24**
Invoices Approved	Invoices Approved	Invoices Approved
$9,230.07	**$8,358.27**	**$8,859.10**
pCard Expenditures	pCard Expenditures	pCard Expenditures

Academic Technology & IT Support Dashboard

Summmary: May 2022

Wepa Student Print Management System Update

- IT working on gathering pre-implementation data.
- IT performing site visit where Wepa print stations will be located.
- IT working with Purchasing on contract.
- IT had a conversation with Marketing on branding for Wepa print stations.

IT Accreditation Support Update

- IT worked with Lianne and Patty on "How to guide" for saving accreditation evidence.
- IT investigating how accreditation evidence will run from USB drive without internet access.

Windows 11 and Office 2021 Update

- IT is proactively testing Windows 11 and Office 2021 with software used in departments, classrooms, and labs.

IT Resources

🔗
Mt. San Antonio College Help Desk Portal

🔗
Mt. San Antonio College Information Technology Website

Top Requests - March 2022

Top Faculty Request
Computer Support

Top Employee Request
Computer Support

Top Student Request
Student Password Rest

Top Requesting Department
SCE

Top Requests - April 2022

Top Faculty Request
Canvas Support

Top Employee Request
Computer Support

Top Student Request
Student Password Rest

Top Requesting Department
Counseling & Guidance

Support Services

Ticket Intake by Group

Legend: Tickets for Faculty, Ticket for Employees, Tickets for Students
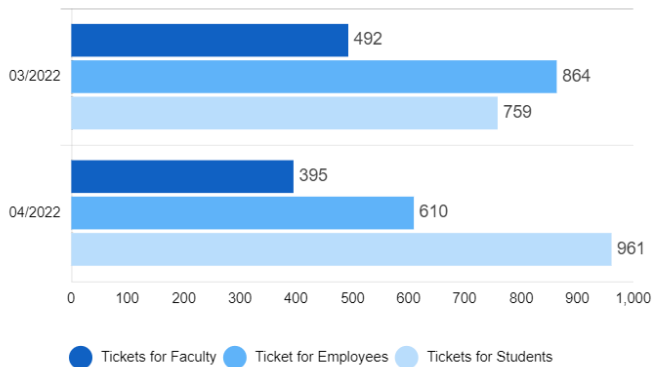
March 2022
Average Resolve Time (All) 07:04
Average Resolve Time (Help Desk) 01:11

April 2022
Average Resolve Time (All) 11:04
Average Resolve Time (Help Desk) 01:59

Incoming Phone Calls

Legend: Total Switchboard Calls, Total Help Desk Calls

Ticket Intake and Resolution

Legend: Tickets Created (All), Tickets Resolved (All), Tickets Resolved (Help Desk)
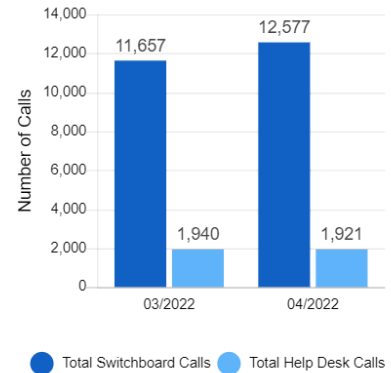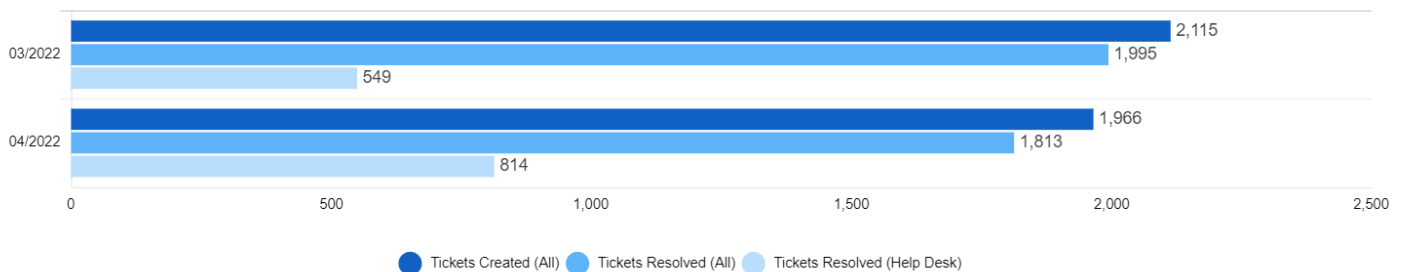
Ticket Intake and Resolution by Team

Legend: Tickets Created - 03/2022, Tickets Resolved - 03/2022, Tickets Created - 04/2022, Tickets Resolved - 04/2022

Equipment - April 2022

Legend: PC Desktops, PC Laptops, Mac Desktop, Mac Laptops, Tablet/Phones

Categories: Employees, Students, Labs/Classrooms

X-axis: 0, 1000, 2000, 3000, 4000, 5000, 6000
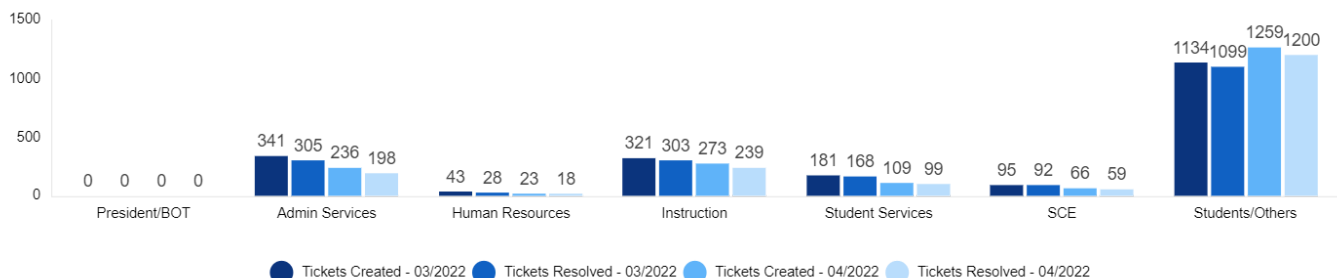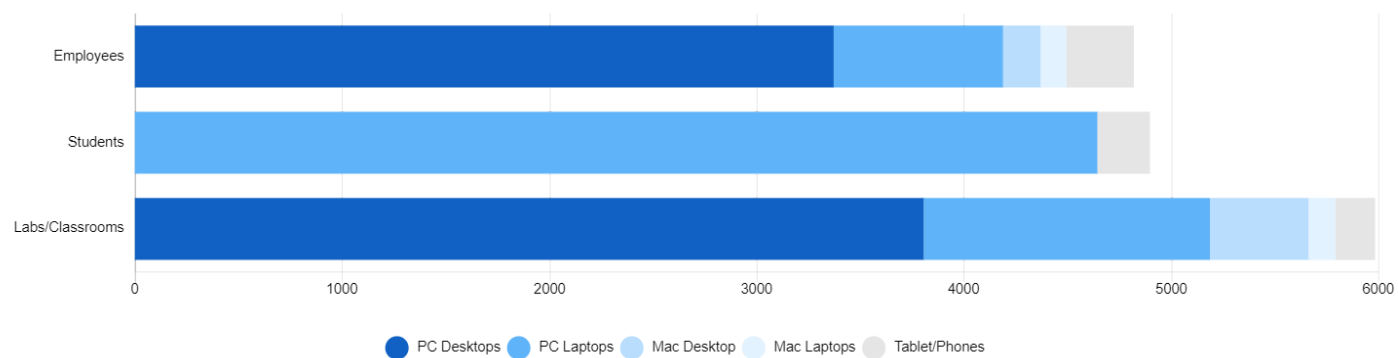
Information Technology Infrastructure Statistics

Summary: May 2022

AWS Use Adoption

- Increased storage use for expanding backups in AWS Storage Gateway, Simple Storage Service, and AWS Backup.
- Used EC2 instance and Simple Mail Service to host phishing platform.
- AWS costs anticipated operational expense from $1,151.59 to forecasted $1,362.94.
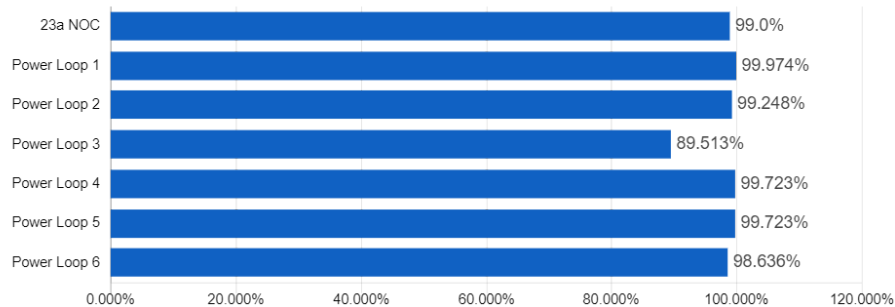
Microsoft Security A5 Subscription

- Upgraded from Office 365 A3 to Microsoft Security A5 licensing. Includes Microsoft Defender, Advanced Threat Analytics, and other enhancements to better protect the College.
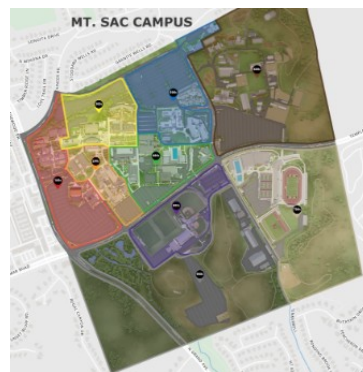
Information Security

- Awareness training effectiveness are reflected in latest phishing assessment as of May 12, 2022. Participants completing the training performed well compared to their untrained counterparts.
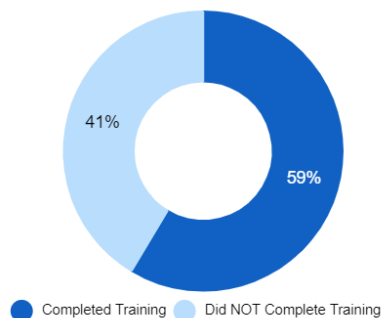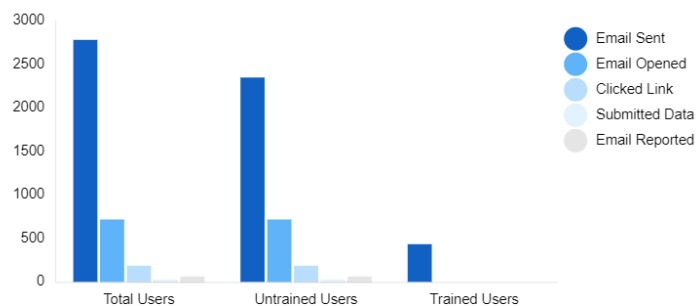
Network Availability

23a NOC	99.0%
Power Loop 1	99.974%
Power Loop 2	99.248%
Power Loop 3	89.513%
Power Loop 4	99.723%
Power Loop 5	99.723%
Power Loop 6	98.636%

Power Loop Map

Infosec Training: 738 Users assigned as of 5/10/22

59% Completed Training
41% Did NOT Complete Training

Email Phishing Campaign 5/10/22 Statistics

Email Sent, Email Opened, Clicked Link, Submitted Data, Email Reported

Phone System

	FEBRUARY	MARCH	APRIL
# inbound calls	Unavailable	64,466	38,576
# outbound Calls	Unavailable	100,150	23,146
Phone System Availability/Uptime	100%	100%	100%

Zoom

	FEBRUARY	MARCH	APRIL
Zoom Active Users	1,139	1209	1191
Zoom Meetings	11,244	17001	14951
Zoom Storage Used (in TB)	53	54.07	55.34

WIFI Metrics

Number of WIFI Access Points

684, 684, 691
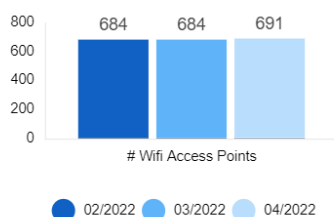
WIFI Download Max (Mbps)
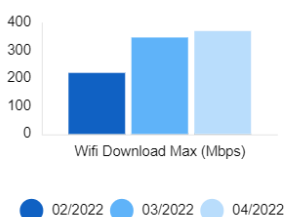
WIFI Upload Max (mbps)

02/2022   03/2022   04/2022
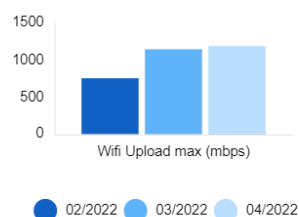
Top 10 By User

Top 10	By User - March	By User - April
1	Bldg. 26 a,b,c,d	Bldg. 26 a,b,c,d
2	Bldg. 61	Bldg. 61
3	Bldg. 60	Bldg. 6
4	Bldg. 66	Bldg. 66
5	Bldg. 6	Bldg-60
6	Quad 3, 4, 5, 6, 7, 11, 60	bldg-7
7	Bldg. 13	Bldg. 67a
8	Bldg. 7	quad 3,4,5,6,7,11,60,61
9	Quad 1s, 2s, 6, 8, 9s	bldg-13
10	Bldg. 67a	bldg-11

Top 10 By Traffic

Primary	By Traffic - March	By Traffic - April
1	Bldg. 23a	Bldg. 23a
2	Bldg. 61	Bldg. 6
3	Bldg. 6	Bldg. 61
4	Bldg. 26 a,b,c,d	Bldg. 26 a,b,c,d
5	Bldg. 60	Bldg. 60
6	Bldg. 13	Bldg. 13
7	Bldg. 66	Bldg. 9b
8	Bldg. 9b	Bldg. 66
9	Bldg. 79a	Bldg. 7
10	Bldg. 7	Bldg. 79a

Email Traffic Flows

Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
02/2022	1,250,727	655	60,601	64,984	236,290
03/2022	1,601,917	292	61,144	80,897	283,273
04/2022	1,696,116	793	51,718	74,733	314,642

Firewall Statistics

Month/Year	CheckPoint - Attacks prevented against hosts	CheckPoint - Firewall ACL Accept	CheckPoint - Firewall ACL Drop	CheckPoint - IPS Attacks Detected	CheckPoint - VPN Remote Access Tunnels	CheckPoint AntiBot Logs	CheckPoint Antivirus Edge Preventions
03/2022	nan	85,107,020	4,318,763	10,349	1,013	59	64
04/2022	4,998	104,970,073	19,568,358	40,400	1,011	356	4,700

Project Management & Application Development Support

🔗
Mt. San Antonio College Help Desk Portal

🔗
Mt. San Antonio College Information Technology Website

🔗
Information Technology Change Management

🔗
Information Technology Project Requests

🔗
Scheduled Maintenance Calendar

Change Management: February - April 2022

Month	New CRs	Completed CRs
02/2022	6	3
03/2022	7	4
04/2022	5	4

● New CRs ● Completed CRs

Completed Projects by Division: February - April 2
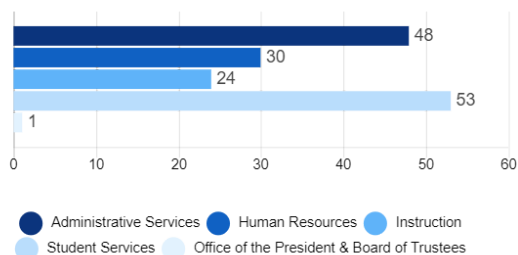
- Administrative Services: 48
- Human Resources: 30
- Instruction: 24
- Student Services: 53
- Office of the President & Board of Trustees: 1

● Administrative Services ● Human Resources ● Instruction
● Student Services ● Office of the President & Board of Trustees

Summary May 2022

Completed Projects

Freshservice (Phase 1)

- The Freshservie help desk and related support services is live as of February 28, 2022. This project was completed within the 16 week contractual period and remained on budget. . This project included a collaboration between IT, AV, and FCLT.

Dual Enrollment

- Went live with the new Dual Enrollment application process on Monday, 5/9. This process includes some new questions on the supplemental data of the student CCCApply application. These additional questions allow us to determine whether a student is applying as a special admit, and if so, whether the student is a non CCAP, CCAP, or regular special admit. Depending on the type of the student, an appropriate cohort and a hold code are assigned. The Dual Enrollment office will then run a process to clear the student's hold when all the requirements are met, and assign CRNs that the student can register.

HEERF Reporting

- Created a report for the Financial Aid office that listed students enrolled in 2021 calendar year and their enrollment levels for all 4 terms during the year, their full-time/part-time status, whether they continued, graduated, or no longer attending classes as of the last term of the year, and whether they received Pell grant or eligible for Title IV during the year. Subsequently, we also assist the Financial Aid and Fiscal Services team with identifying discrepancy in the institutional HEERF portion that was awarded to students from the financial aid process.

MIS Reporting

- Winter 2022 MIS was successfully submitted: report of student enrollments and their student types as well as their participations in various special and categorical programs.
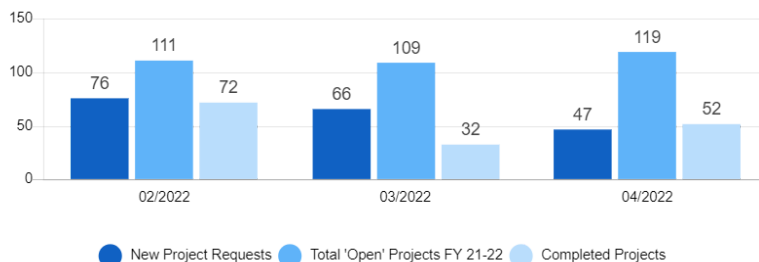
Students of Distinction 2021-22

- IT assisted the the Student Life Office for sending various communications to students, faculty, and staff regarding the nomination, submitting required documents, decision letters. We also assist with uploading transcripts of eligible students for committee review, and compile reports of committee members scoring of eligible students, and committee members' final selections for the awards.

Upcoming Projects

- Freshservice (Phase II) - Project Management, Change Management, and Asset Management
- Ethos Integration
- Self Service Banner 9
- EAB Navigate One-Click Registration
- Accreditation

Project Intake Metrics

Month	New Project Requests	Total 'Open' Projects FY 21-22	Completed Projects
02/2022	76	111	72
03/2022	66	109	32
04/2022	47	119	52

● New Project Requests ● Total 'Open' Projects FY 21-22 ● Completed Projects

Training - Microsoft Outlook Series

The second video in the Outlook Tips series was released in March 2022. The video walks end user through Archiving. Topics overed are what is archiving, what are the benefits, and how to locate archived items.

Microsoft Outlook Tips 2
from **Mt. San Antonio College**

04:39

CC

Etrieve by Softdocs

The following **NEW** employee forms are now available for campus use:

- Banner - Finance Account Request
- Banner - HR/Payroll Account Request
- Banner - Student and FA Account Request

Forms in development:

- *Commencement Ceremony Registration*
- *Fire/Paramedic Program Appliations*
- *Accreditation Applications*
- *Fiscal Services Budget Forms*

IT Scheduled Maintenance

The Scheduled Maintenance website and calendar are updated with planned outages for March through June 2022.

Upcoming upgrades include:

- Security patches
- Firmware upgrades
- Banner Quarterly Release Upgrades
- Database Upgrades
- Ethos API Upgrades
- OnBase EP4 Upgrade

Planning for Institutional Effectiveness (PIE)

The Nuventive Improvement platform user interface upgrade has been completed. As part of this upgrade, there were several enhancements to the UI to allow the PIE process which includes:

- Dashboard tracker which provides analysis of procress for each unit PIE summary.
- Inclusion of the Project Initiation Form (managed by Facilities)
- EZ Calculator for salary/benefit staffing projections
- Top IT Items price list for equipment requests

# Information Technology Enterprise Applications Statistics

IT Resources

🔗 Scheduled Maintenance Calendar

🔗 Banner Finance Request From

🔗 Banner HR/Payroll Request Form

🔗 Banner Student and Finacial Aid Request Form

Enterprise Applications

Banner (Admin Pages & SSB) Uptime	99.86%
Banner Database Uptime	99.86%
ODS Uptime	100.00%
AUTOMIC Uptime	100.00%
DegreeWorks Uptime	99.86%
Ethos Identity (SSO)	99.86%

Active Student Count

1,360,453
1,358,059
1,360,658

● 01/2022 ● 02/2022 ● 03/2022
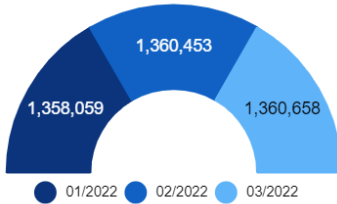
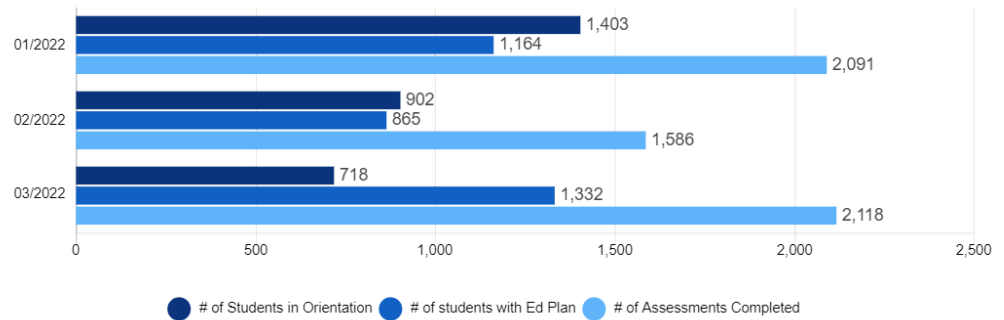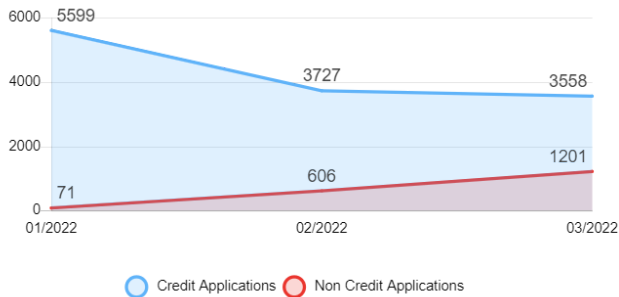## Summmary: May 2022

- Cleared4 - Drops for Non-compliance with vaccine requirement
  - 2/12/2022 : 486
  - 2/17/2022 : 167
  - 2/25/2022 : 73
  - 3/3/2022 : 121

- The first quarter of 2022 included in-person and virtual conference options. Conferences attended:
  - CISOA 2022 (in person) - March 20-23, 2022 at Ontario Convention Center in Ontario, CA
  - Ellucian Live (in-person/online) – April 9-13, 2022 at Denver Convention Center in Denver, CO
  - Omni CMS conference (online) – March 14-16, 2022

Student Assessment Statistics

Month	# of Students in Orientation	# of students with Ed Plan	# of Assessments Completed
01/2022	1,403	1,164	2,091
02/2022	902	865	1,586
03/2022	718	1,332	2,118

Credit and Non-Credit Applications

Credit Applications: 5599 (01/2022), 3727 (02/2022), 3558 (03/2022)
Non Credit Applications: 71 (01/2022), 606 (02/2022), 1201 (03/2022)

○ Credit Applications   ○ Non Credit Applications

CCCC Fraudulent Activity

Month/Year	CCC - # of Fraudulent Admission Applications Ident	CCC - # of Fraudulent Enrollments Identified	CCC - # of Fraudulent Financial Aid Applicants Ide	CCC - Amount of federal, Cal Grant, and other fin
02/2022	199	0	0	0
03/2022	310	0	2	$1,298
04/2022	449	0	0	0

Credit/Non-Credit Registration Statistics

Month/Year	Credit Registration	Non-Credit Registration	CVC/OEI Registration
02/2022	28174	18962	3
03/2022	2955	8933	5
04/2022	1184	5681	6

Information Technology Web & Portal Statistics

IT Resources

Request a Portal Annoucement

Accessibility Help Request

Mt. SAC Portal

Canvas

Summary: May 2022

- Mt. SAC Portal, Canvas, and Website uptime has been consistant over the past quarter.
- We have made substantial progress fixing broken links, which has driven up our QA Score to 97.6, which is significantly higher than the education industry benchmark of 77.6.
- The link remapping for the Online Catalog DegreeWorks (MAP) Mapping Project is complete for the current and future catalogs.
- The Mt. SAC website has been reconfigured to accept the new Font Awesome icon set, making it easier for users to add icons to webpages.
- A Request For Information (RFI) process is ongoing to select a vendor to replace the current portal (Luminis), which has a sunset date of July 2024.

System Uptime - February

100%
Portal Uptime

99.99%
Canvas Uptime

99.99%
Website Uptime

System Uptime - March

100%
Portal Uptime

99.99%
Canvas Uptime

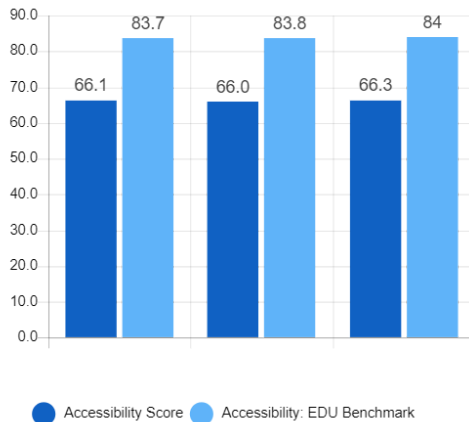**99.99%**
Website Uptime

System Uptime - April

100%
Portal Uptime

99.99%
Canvas Uptime

99.99%
Website Uptime

PDFs Stats Report

Month/Year	PDFs to Fix	Misspelling %
02/2022	3,198	1.5%
03/2022	3,155	1.3%
04/2022	3,137	1.48%

Accessibility Scores

Accessibility Score: 66.1, 66.0, 66.3
Accessibility: EDU Benchmark: 83.7, 83.8, 84

Top 10 Pages Report

Score	Jan - 2022	Feb - 2022	Mar - 2022	April -2022
1	Home	Home	Home	Home
2	Portal	Portal	Portal	Portal
3	Students	Mt. SAC Online	Students	Mt. SAC Online
4	Schedule of Classes	Students	Campus Map	Students
5	Schedule of Classes	Spring	Schedule of Classes	Spring	Schedule of Classes	Library
6	Mt. SAC Online	Schedule of Classes	Library	Canvas
7	Class Search	Apply Now	Navigate	Apply Now
8	Navigate	Navigate	Mt. SAC Online	Navigate
9	Apply Now	Class Search	Apply Now	Schedule of Classes
10	Counseling	Library	Canvas	Schedule of Classes	Summer

Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
02/2022	591,154	271,376	45,314	1,527,730	411 ms
03/2022	648,212	284,119	46,108	1,527,319	434 ms
04/2022	548,416	260,387	41,983	1,309,536	633 ms

QA Score (%)

QA Score: 80.7 (01/2022), 97.2 (02/2022), 97.6 (03/2022)
QA: EDU Benchmark: 77, 77.3, 77.6

DeviceType

	02/2022	03/2022	04/2022
Desktop	65.95	66.17	68
Mobile	32.95	32.93	30.8
Tablet	1.1	0.9	1.2