



Information Technology Administration Statistics

IT Overview: July 2022

Technology Master Plan

- Submitted pre-engagement documents to BerryDunn covering nine categories of pre-planning activities.
- Completed several planning meetings with BerryDunn and drafted a schedule of initial meetings with the IT team.
- A draft of the campus-wide technology survey was reviewed by the IT management team, Cabinet, Research and Institutional Effectiveness, and Academic Senate. The survey will be sent campus-wide around the second week of the fall semester.

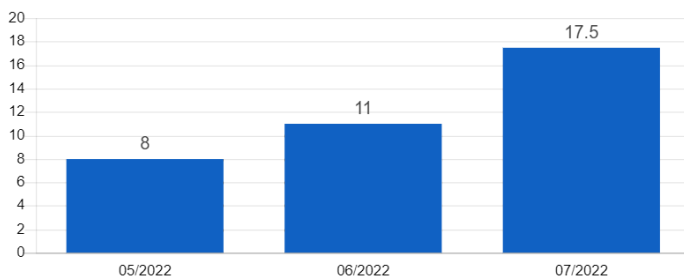
AB 178: Security Funding

- IT completed the Chancellor's Office technology inventory request for Mt. SAC.
- Attending webinar on August 19 regarding the Cybersecurity Self-Assessment tool. The tool will be released on August 22 and is due on September 30, 2022.

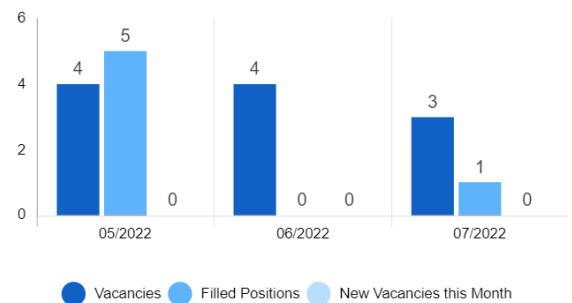
IT Communication

- IT now has regular meetings for cross-team communication and project updates scheduled with Instruction, HR, School of Continuing Education, and Fiscal Services. Student Services programs are coordinated through monthly ASAG and DegreeWorks team meetings.
- The Change Management Board continues to meet bi-weekly which informs the [IT Maintenance Calendar](#).

Reported Overtime Hours



Vacancies & Filled Positions



Purchases - May

1
Requisitions Entered

7
POs and Change Orders

28
Invoices Approved

\$1,169.45
pCard Expenditures

Purchases - June

0
Requisitions Entered

2
POs and Change Orders

44
Invoices Approved

\$754.94
pCard Expenditures

Purchases - July

12
Requisitions Entered

6
POs and Change Orders

8
Invoices Approved

\$8,181.20
pCard Expenditures



Academic Technology & IT Support Dashboard

Summary: July 2022

Wēpa Student Print Management System Update

- Wēpa Print Stations were installed during the first week of August.
- The Wēpa print stations print in black and white and color. The cost is 12 cents for single-sided black and white / 19 cents for double-sided black and white, and 35 cents for single-sided Color / 68 cents for double-sided color.

Hotspots

- The College is transitioning from Verizon to T-Mobile for student hotspot service.

Student Technology Support Website

- Now available at www.mtsac.edu/studenttech

IT Resources

[Mt. San Antonio College Help Desk Portal](#)

[Mt. San Antonio College Information Technology Website](#)

Top Requests - June 2022

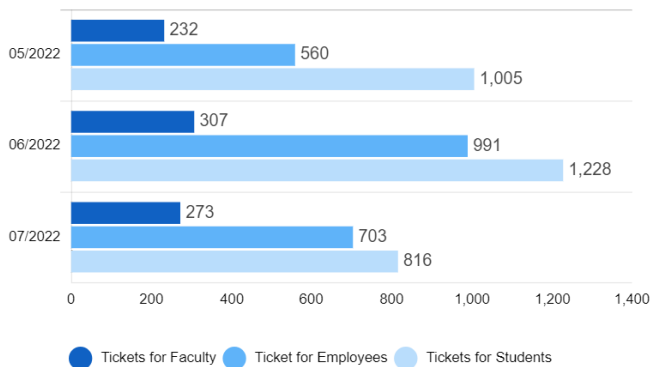
Top Faculty Request
Password Reset
Top Employee Request
Computer Support
Top Student Request
Student Password Reset
Top Requesting Department
Adult Basic Education

Top Requests - July 2022

Top Faculty Request
Password Reset
Top Employee Request
Password Reset
Top Student Request
Student Password Reset
Top Requesting Department
Adult Basic Education

Support Services

Ticket Intake by Group



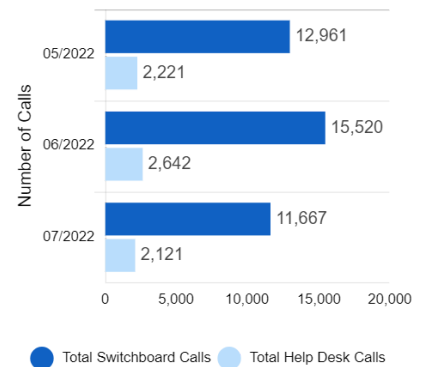
June 2022

Average Resolve Time (All) **4:35**
Average Resolve Time (Help Desk) **0:45**

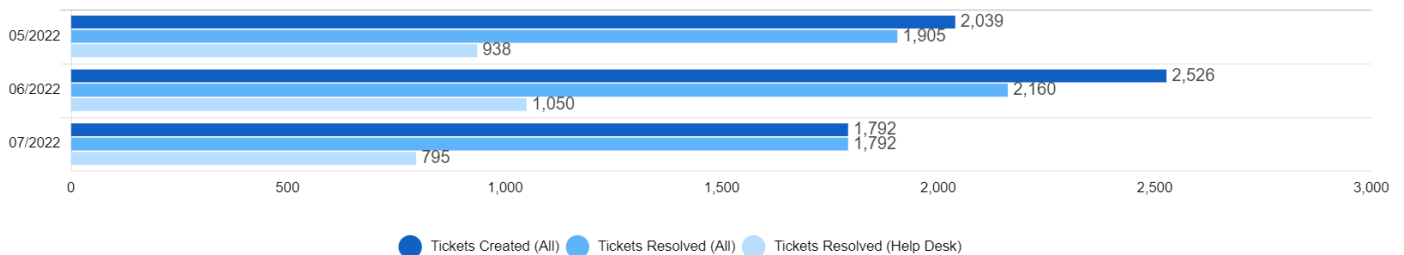
July 2022

Average Resolve Time (All) **4:52**
Average Resolve Time (Help Desk) **0:44**

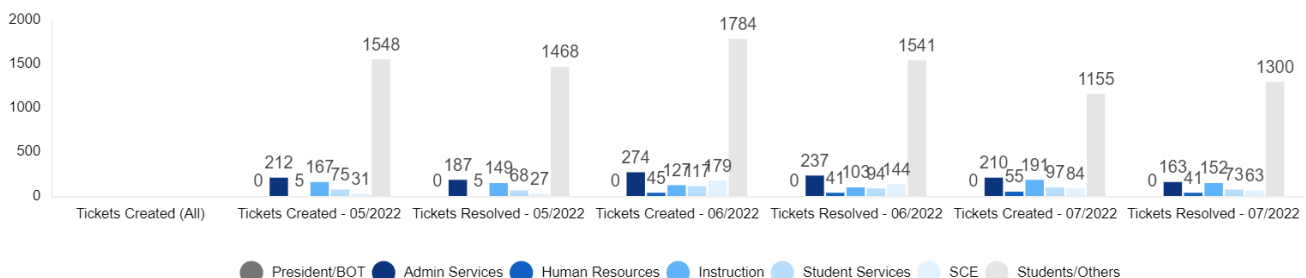
Incoming Phone Calls



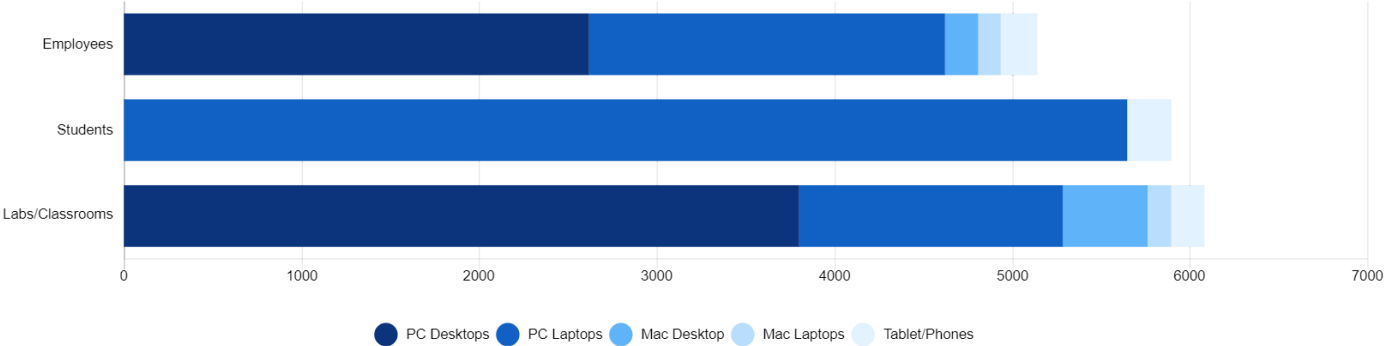
Ticket Intake and Resolution



Ticket Intake and Resolution by Team



Equipment - July 2022



Summary: July 2022

AWS Use Adoption

- Evaluating vendors to provide AWS support for onboarding and configuration of Control Tower, Identity and Access Management, Virtual Private Connections, Transit Gateway, and AppStream. Vendor engagement will include evaluating on premise workload that can be moved to AWS.
- Current AWS costs anticipated operational expense from \$1,362.94 to \$1,695.77.

Microsoft Campus Agreement

- Obtained validated worksheet for Microsoft Campus Agreement for year 3 of 4. Will submit for approval at next Board of Trustees meeting.

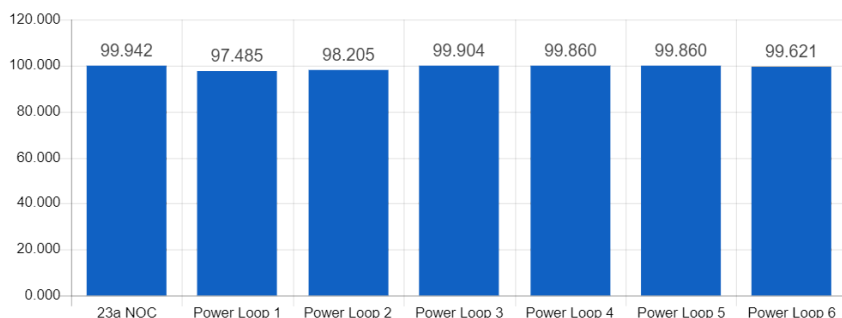
Information Security

- Evaluating CCC Tech Center Security Funding and what it will provide the College. Current benefit includes coverage for all Community Colleges that covers licensing costs of the Security A5 step-up costs. Funded by the State's 2022 Budget Act.
- The Microsoft Security A5 licensing includes a phishing assessment framework and focused training content based on human behavior/response. Will incorporate this feature into future information security training sessions.

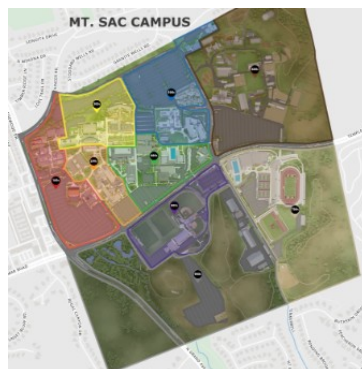
Recent Internet Outage

- The College recently suffered an internet outage on 7/27 starting at 6am. The Riverside circuit experienced severed fiber that affected multiple Community Colleges. Repair work by CENIC concluded on 7/28 at 6:00am.
- The College simultaneously had an issue with its Los Angeles circuit approximately at the same time as the Riverside circuit. Repair work by CENIC concluded on 7/27 at 10:40am.
- Network Availability metrics do not reflect this outage due to location of the monitoring system being internal to the College.

Network Availability



Power Loop Map



Phone System

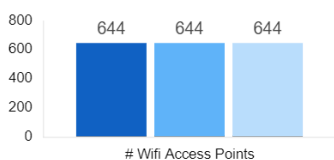
MAY	JUNE	JULY
43,879	52,745	46,700
# inbound calls	# inbound calls	# inbound calls
23,856	24,904	19,063
# outbound Calls	# outbound Calls	# outbound Calls
100%	100%	99%
Phone System Availability/Uptime	Phone System Availability/Uptime	Phone System Availability/Uptime

Zoom

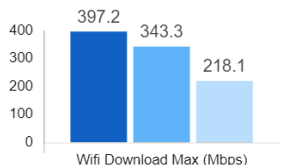
MAY	JUNE	JULY
1208	1135	942
Zoom Active Users	Zoom Active Users	Zoom Active Users
14742	11058	9388
Zoom Meetings	Zoom Meetings	Zoom Meetings
56.59	57.24	57.93
Zoom Storage Used (TB)	Zoom Storage Used (TB)	Zoom Storage Used (TB)
29320	10533	8505
Zoom Meeting Mins	Zoom Meeting Mins	Zoom Meeting Mins

WIFI Metrics

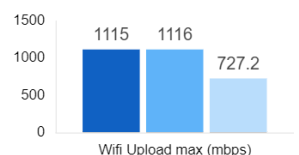
Number of WIFI Access Points



WIFI Download Max (Mbps)



WIFI Upload Max (mbps)



05/2022 06/2022 07/2022

05/2022 06/2022 07/2022

05/2022 06/2022 07/2022

Top 10 By User			
Top 10	By User - May	By User - June	By Traffic - July
1	Bldg. 61	qd-742	Bldg. 23a
2	Bldg. 26 a,b,c,d	bldg-6	Bldg. 61
3	Bldg. 66	Bldg. 66	Bldg. 6
4	Bldg-60	Bldg. 61	Bldg. 26 a,b,c,d
5	Bldg. 6	Bldg. 26 a,b,c,d	bldg-9b
6	bldg-7	Bldg-60	Bldg-60
7	Bldg. 67a	qd-758	bldg-9e
8	bldg-13	bldg-7	bldg-31
9	bldg-2t	bldg-13	bldg-7
10	Quad 3, 4, 5, 6, 7, 11, 60, 61	bldg-31	bldg-4

Top 10 By Traffic			
Primary	By Traffic - May	By Traffic - June	By Traffic - July
1	Bldg. 23a	Bldg. 23a	Bldg. 23a
2	Bldg. 61	Bldg. 61	Bldg. 61
3	Bldg. 6	Bldg. 6	Bldg. 6
4	bldg-13	Bldg. 9b	Bldg. 26 a,b,c,d
5	Bldg. 26 a,b,c,d	Bldg. 26 a,b,c,d	bldg-9b
6	Bldg-60	Bldg-60	Bldg-60
7	Bldg. 66	bldg-13	bldg-9e
8	Bldg. 9b	bldg-9e	bldg-31
9	bldg-7	bldg-66	bldg-7
10	Bldg-78b	bldg-4	bldg-4

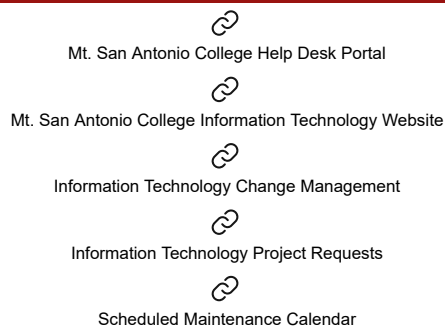
Email Traffic Flows					
Month/Year	Inbound Email Clean	Inbound Malware Attempts Blocked	Inbound Phishing Attempts Blocked	Inbound Spam Email	Outbound Email Clean
05/2022	1,825,034	137	65,077	82,799	301,421
06/2022	1,479,648	207	70,367	89,953	232,650
07/2022	1,266,239	151	50,008	78,547	199,288

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
06/2022	766	177,000,000	49,801,350	23,100	411	319	969
07/2022	1,139	222,021,800	63,978,200	68,400	470	475	664

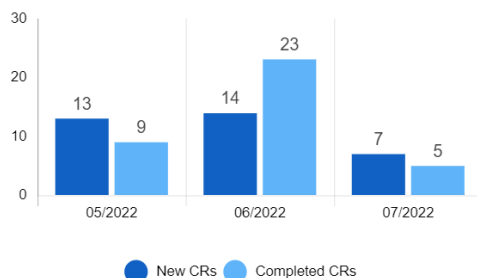


Project Management & Application Development Support

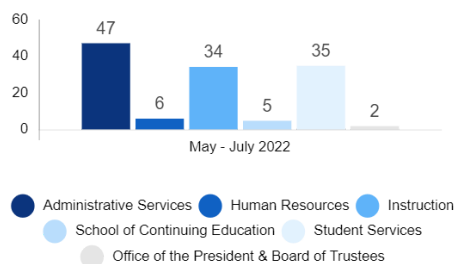
IT Resources



Change Management: May - July 2022



Completed Projects by Division: May - July 2022



Training

There are several training opportunities available in August. To register, please visit the [POD Connect](#) website.

- [Banner 9 General Navigation](#): The Banner 9 General Navigation Training session will provide basic skills accessing Banner as well as navigating through the Banner Pages.
- [Omni CMS Basic Training](#): Omni CMS allows users to create and maintain webpages without having to know HTML. This hands-on training session covers the basic information needed to create, edit, manage, and publish content on Mt. SAC webpages.
- [CPD Day 2022: Microsoft Teams](#): Learn some of the core features of the Teams application, to improve your workflow and stay connected to your colleagues. Topics include, what are Teams, using the chat feature, file sharing and more.
- PIE Manager and VP training is available. Please contact Monica Cantu-Chan to schedule a date and time.

Upcoming Training

- Please stay tuned for video 3 of the Microsoft Outlook series coming soon!

On Demand Training

- For on demand training, please visit the [IT Training](#) webpage.

Summary July 2022

Completed Projects

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.

DegreeWorks 5.07 Upgrade

- This new version of DegreeWorks provides a new interface with a responsive dashboard of students' educational goals, degree of progress, and educational plans.

MIS Reporting Spring 2022

- Spring 2022 MIS was successfully submitted; report of student enrollments and their student types as well as their participation in various special and categorical programs.

Compensation Report

- The 2021/22 compensation report was successfully submitted to the State Controller's office.

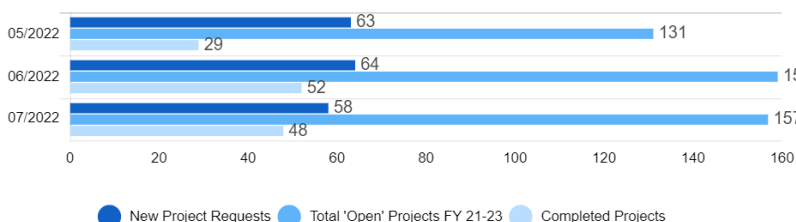
EAB Navigate

- IT partnered with Counseling on an enrollment campaign. A total of 8,665 students were targeted. Of those students, a total of 1,536 students enrolled.

Upcoming Projects

- Project Prioritization
- SuperGlue
- 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



Retrieve 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:

- [REACH Program](#)
- [Articulation Agreement](#)
- [Articulation Campus Form](#)
- [Articulation Maintenance](#)
- [Articulation Student Request](#)

IT Scheduled Maintenance

The Scheduled Maintenance website and calendar are updated with planned outages through August 2022.

Upcoming upgrades include:

- Banner Quarterly Release Upgrades
- Database Upgrades
- Ethos API Upgrades
- Ethos Identity clustering
- OnBase EP4 Upgrade

To review specific details related to scheduled maintenance and system outages, please visit the [IT Systems Scheduled Maintenance](#) webpage.

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 progress 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

Please visit the [PIE in the Sky and Outcomes](#) webpage for deadlines and training.



Information Technology Enterprise Applications Statistics

IT Resources



Scheduled Maintenance Calendar



Banner Finance Request Form



Banner HR/Payroll Request Form



Banner Student and Financial Aid Request Form

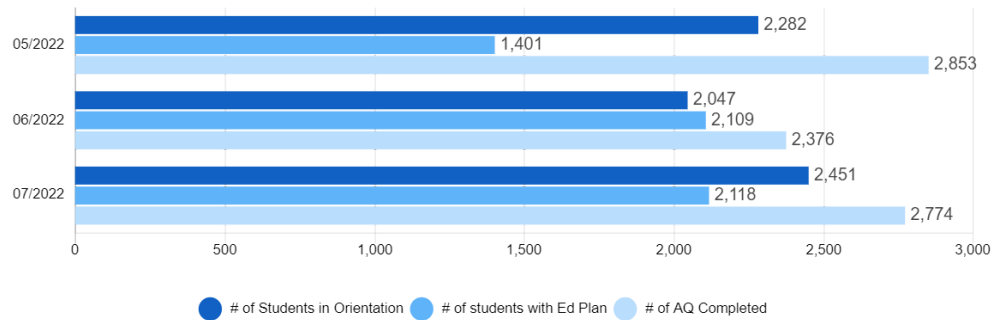
Summary: July 2022

- 29 Banner upgrades and approximately 40 local modifications were completed this quarter.
- Year-end processing started on Thursday, June 30 and was completed on Friday, July 1 at approximately 12 p.m.
- DegreeWorks upgrade started on Friday, June 3 and was completed on Sunday, June 5.
- Ethos Identity 5.10.4 upgrade was completed on Friday, August 5.

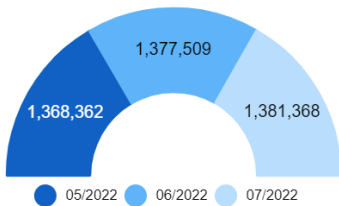
Enterprise Applications

Banner (Admin Pages & SSB) Uptime	97.17%
Banner Database Uptime	97.17%
ODS Uptime	100.00%
AUTOMIC Uptime	100.00%
DegreeWorks Uptime	93.14%
Ethos Identity (SSO)	100.00%

Student Success and Support Requirements



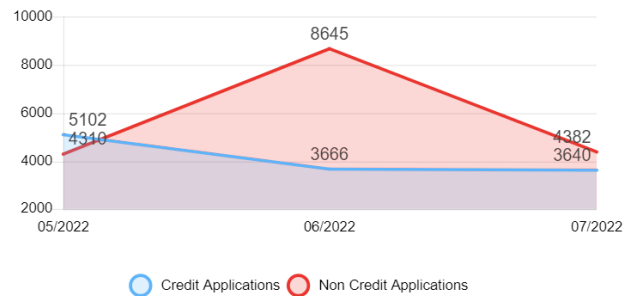
Active Student Count



Credit/Non-Credit Registration Statistics

Month/Year	Credit Registration	Non-Credit Registration	CVC/OEI Registration
05/2022	22752	5858	0
06/2022	10418	50307	4
07/2022	80693	21145	4

Credit and Non-Credit Applications





Information Technology Web & Portal Statistics

IT Resources

[Request a Portal Announcement](#)

[Accessibility Help Request](#)

[Mt. SAC Portal](#)

[Canvas](#)

Summary: July 2022

- Mt. SAC Portal, Canvas, and Website uptime have been consistent.
- Progress fixing PDF documents to be accessible continues to be made. 2,346 non-compliant PDFs remain.
- Chosen names now appear wherever first names are displayed in SARS.
- All-Gender Restroom locations for the public and students have been updated on both the printable and online Campus Maps.

PDFs Stats Report

Month/Year	PDFs to Fix
04/2022	3,137
05/2022	3,122
06/2022	2,540
07/2022	2,346

System Uptime - May

100%
Portal Uptime
99.94%
Canvas Uptime
100.00%
Website Uptime

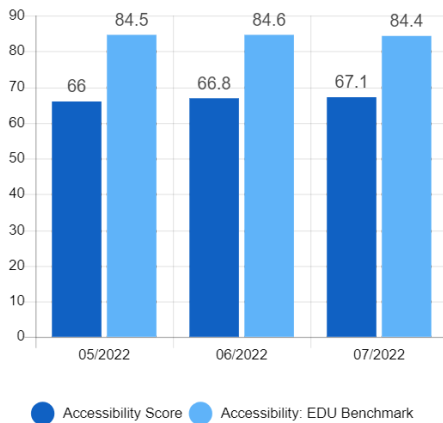
System Uptime - June

100%
Portal Uptime
99.99%
Canvas Uptime
100%
Website Uptime

System Uptime - July

100%
Portal Uptime
99.94%
Canvas Uptime
99.59%
Website Uptime

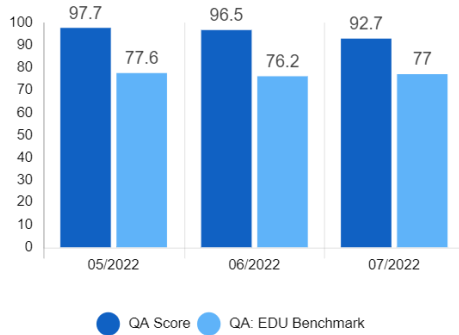
Accessibility Scores



Accessibility Scores: Our accessibility vendor automatically scans our website nightly and reports the scores on WCAG 2.1 non-compliant categories. The EDU benchmark is the average score achieved by other higher education institutions.

Quality Assurance (QA) Score: The vendor automatically scans our website nightly and compares our score to other customers within the same industry.

QA Score (%)



Top 10 Pages Report

Score	April -2022	May - 2022	June - 2022	July - 2022
1	Home	Home	Home	Home
2	Portal	Portal	Portal	Portal
3	Mt. SAC Online	CE Summer Classes	Students	Students
4	Students	Mt. SAC Online	Schedule of Classes	Counseling
5	Library	Students	Navigate	Schedule of Classes
6	Canvas	Schedule of Classes	CE Summer Classes	Admissions - Returning Student
7	Apply Now	Library	Mt. SAC Online	Class Search
8	Navigate	Schedule of Classes - Summer	Apply Now	Navigate
9	Schedule of Classes	Apply Now	Library	Library
10	Schedule of Classes Summer	Class Search	Class Search	CE Summer Classes

Website Visits Report

Month/Year	Web Visits	Unique Visitors	Returning Visitors	Page Views	Average Response Time
04/2022	548,416	260,387	41,983	1,309,536	633 ms
05/2022	619,029	301,449	46,346	1,547,710	508 ms
06/2022	622,534	304,498	44,501	1,598,473	477 ms
07/2022	564,340	266,233	40,838	1,574,763	892 ms

DeviceType (%)

