Staffing needs with respect to Student Success Initiatives in IT
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The Enterprise Application Systems team has made tremendous strides in the past two years in implementing needed technology enhancements and improvements for Mt. SAC. Last year the programming team's productivity resulted in such transformative projects as the Mountie Academic Plan (MAP), a new credit card payment system, the award winning Class Pass initiative, a new database for Professional and Organizational development, a new database for managing International Students, a new application for the Associates Degree in Nursing, and a new Decision Support System. The Web and Portal team has also made dramatic enhancements to our campus website and has been instrumental in the successful rollout of MountieMail.

Our programming team consists of seven permanent full-time Senior Systems Analyst/Programmers, down from eight positions in 2011. Daniel Lamoree's temporary reclassification as a programmer last year helped alleviate the staffing shortage in our department. Our request to have Daniel permanently reclassified has not been accepted yet, and we're hopeful to address the long-term vacancy at the Supervisor, Banner Senior Systems Analyst position by converting this to a Senior Systems Integrator position to better address our needs. Brian Heflin has also been assisting by working as a programmer in a temporary re-assignment to address a specific need for a database in DSPS.

The seven programmers are assigned primary responsibility to the following functional areas –

Betty Zhao	Finance, Fiscal Services, Bursar
Chuong Tran	Student, MAP, Banner Self-Service, Payments
Heather Zhang	MIS, Argos Reports, Filemaker database transitions
Jean Su	HR, Payroll, Argos Reports
Joanna Yin	Financial Aid
Kenneth Frank	Mobile App, APEX databases, Authentication
Vimi Bharadwaj	Student, MIS, Document Imaging, CCCApply
Daniel Lamoree (temporary)	Instruction

There are approximately 180 projects that have been submitted for development and are yet to be completed.   Some of these have been pending since 2010. Roughly 40% of these projects are items specific to Student Services. While we have made a concerted push the last few months on Student Services' projects (especially on enhancements to MAP, a new Cal Works database and the registration appointment process), there is a lot of work still to do in the Student Services area.

Here are just some of the high-profile initiatives that are new or pending in the upcoming year –
1. Development of the Multiple Measures assessment tool. Academic Senate has requested that this be a priority, and work has begun.
2. Implementation of a new Document Imaging system. Inherent in this would be the upload and articulation of transcripts into Banner for improved placement and completion.
3. Leveraging MAP to improve completion by automated awarding of degrees and certificates.
4. Implementation of Banner XE, which would integrate MAP with registration.

5. Implementation of Luminis 5. The current version of our portal is being de-supported, and we're looking forward to the new version which has an improved interface with responsive design (easier to use on tablets and phones). New functionality in this portal would also improve communications with students and provide more interactive, checklist-type push notifications to keep students engaged and on track.
6. New MIS reporting requirements for the Student Success and Support Program (SSSP).
7. New reporting requirements for the new Student Equity Plan.

These initiatives are just a partial list of the new projects requested of IT. The Mt. SAC Student Success and Support Plan has a number of additional items in which technology is expected to facilitate communication to students and improve student engagement.

In order to leverage technology in support of student success, and focus resources on Student Services, it is recommended that Mt. SAC fund the following two additional IT positions:

1. **IT Specialist: Student Applications and Portal Content**

Rationale: Mt. SAC currently relies on one individual – Rick Nguyen – to support the content on the portal. Adding support in this area would not only provide backup in this critical function, but would allow us to further develop the targeted communications that the VP, Student Services has been requesting (akin to the "Sherpa" model from the South Orange CCD[i]). This is an ideal time to invest in this area, as the individual hired would be able to learn "from the ground up" as a new portal technology (Luminis 5 – based on the Liferay portal) is put into production. An ideal hire would be someone with prior Liferay experience.

2. **Senior Systems Analyst/Programmer**

Rationale: Mt. SAC currently relies on one individual – Chuong Tran – for custom support and development of MAP (DegreeWorks). Chuong also does the majority of our programming in Student Self-Service. We have a number of custom enhancements that have been developed for this critical tool, and now that it is key to our operations (educational plans are now required for registration priority), it is important that we develop a backup in this area. The current version of MAP in production at Mt. SAC has an Educational Planner that is obsolete, and the implementation of the next generation Ed Planner will require a focused effort. Ideally, this Systems Analyst/Programmer would be hired when the new Document Imaging system is acquired, allowing another "ground-up" learning experience. An ideal hire would be someone with prior experience in the document imaging solution we select.

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[i] http://www.slideshare.net/jpgaston/sherpa-overview-12854534