

*Chabot – Las Positas
Community College District*



*Information Technology
Services*

*Projects Review through April 2004
Board of Trustees
6/1/04*

Submitted By
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**Chabot-Las Positas Community College District
Information Technology Services (ITS)
Projects Review
Accomplishments and Future Plans
Reporting Period: Sept 2002 through April 2004**

INTRODUCTION

The services provided by the Information Technology Services (ITS) groups at the District and the Colleges include instructional computing, administrative computing, system design and applications programming, network infrastructure (WAN and LAN), desktop support, Web development and support (Internet and Intranet), hardware and software support, centralized Help Desk, and user training. Over the past two years, ITS management has worked collaboratively to integrate the ITS services throughout the campuses and make the user community more aware of ITS capabilities to assist in defining the requirements and finding appropriate technology solutions to satisfy their needs. The user community has come to appreciate a “value added” service that the ITS staff provides to improve their environment through technology.

The organizational structure of the Technology groups within the District are comprised of a Chief Technology Officer (CTO) at the District, with primary responsibility for District Administrative systems, overall network infrastructure, and overseeing all technology initiatives throughout the District, and a Dean of Technology at each of the college campuses, with primary responsibility for Instructional technology activities. Over the past two years, the technology management has made significant progress in the development of its instructional and administrative systems. They have proven that the District has effective and stable administrative and instructional systems and they made improvements to the network infrastructure that have remedied any critical past deficiencies that impacted performance or reliability. In spite of the past year’s budget constraints and manpower resource limitations, most of the District’s technology goals have been achieved with the help of the users from the District and the Colleges.

All projects itemized in this document were completed over a 20-month period from September 2002 through April 2004 and were instrumental in enhancing the Chabot-Las Positas environment in order to become more competitive with comparable colleges. Most of the projects identified in the “Fiscal Year 2002-2004 Tactical IT Plan” issued in March 2002 have been completed with a few exceptions. The areas that were not addressed in the plan were deferred either due to the lack of functionality in the Banner software or due to budgets. “Ad-hoc Reporting” capabilities had to wait to coincide with advancements in the Banner software that would facilitate this function. The investment costs for “Data Warehouse” were not feasible for the district due to the recent budget issues. A few remaining projects such as Room Scheduling and large-scale network upgrades were incorporated in the Bond Measure “B” for funding, therefore implementation will be planned based on the college bond priorities. Projects that were pursued with heavy cost investments were those that were mandatory to support the college requirements such as the replacement of the IBM Enterprise Server that supports the Banner System and the vendor mandated Oracle database upgrades. Another

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substantial investment was the introduction of the Blackboard services to support the colleges' distance education needs which standardized the colleges' course management system and expanded the supplemental and fully online course offerings. Besides the projects enumerated on the "Fiscal Year 2002-2004 Tactical IT Plan", the ITS groups completed several other critical projects that were unplanned, but were required to address new requirements at the colleges. Examples are the addition of major network changes for Las Positas to improve their accessibility and performance as well as the efforts to develop faculty and administrative analysis tools to facilitate the Enrollment Management initiative at both colleges.

The ITS project accomplishments are enumerated by ten major categories, highlighting the primary benefit of the change or addition and the date of completion. The ITS project priorities were established by the Chabot-Las Positas management team at both the District and Colleges: Chancellor, Vice-Chancellor, Presidents, Vice Presidents, Directors, and Deans. Besides the accomplishments over the past two years, the new projects being considered for the following two years, 2005-2006 are presented under the same categories. The Chancellor's Cabinet as well as the Banner User Chairs and Technology Committees at all locations are in the process of evaluating the future projects to establish priorities and target dates for completion. An updated "ITS Project Plan 2005-2006" will be finalized by October 2004.

(1) SCT BANNER ENTERPRISE SYSTEM (STUDENT, FINANCE, FINANCIAL AID, HUMAN RESOURCES, PAYROLL)

ENTERPRISE SYSTEM REPLACEMENT WITH BANNER 6.0

Dec 2003

Replacing the IBM R50 mainframe system required a significant scope of work to develop hardware specifications for vendor quotes, and then to acquire, install, and implement the new system. The urgency for the upgrade was the consistent performance degradation experienced by the Banner users, as well as the lack of expansion capability of the mainframe and the peripheral hardware to handle the new Banner changes that were forthcoming. District budgets were able to accommodate this upgrade due to the establishment of a multi-year financing plan by ITS and Finance to ensure funding was available for this hardware replacement which was approved by the Board of Trustees in August 2003.

The hardware that supports the Banner Enterprise System for CLPCCD was replaced with an IBM P670 computer. The hardware was received in late September and the ITS group completed the full installation and migration of the Banner System in December 2003. In addition to the hardware replacement, the ITS group also completed a major upgrade to the Banner System 6.0, which was a major release, as well as upgraded the Oracle database used by Banner to Oracle 9i. The three major components (hardware replacement, database upgrade, and Banner upgrade) were performed simultaneously in a record 3 months time and the cutover was performed over the Christmas holiday. The ITS group expended extensive overtime to meet this objective in order for the District to reap the benefit of the hardware and software investment as early as possible during the peak registration period.

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The hardware upgrade was a substantial improvement to the Banner environment for performance and process capacity. The statistics following the upgrade showed the Banner access to be 4 to 5 times faster and ranged from 5 to 20 times faster for batch jobs that utilized excessive CPU power. The student access on Class Web has improved from 40 students simultaneously experiencing delays to 200+ students simultaneously not even affecting the machine throughput at all. The Banner 6.0 advancements moved more into the Web based direction and has provided a consolidation of data tables or views that will make reporting features under user control simpler to implement than in the past Banner releases. Finally, ITS completed in April 2004 an upgrade to the CLASS-WEB server to be compatible with the database software releases. So now all our hardware and software components in our Banner infrastructure have been totally replaced or upgraded.

BANNER SYSTEM MODIFICATIONS

Jun 2002-Apr 2004

During the past two years, the ITS staff has completed a total of seven Banner release upgrades, four of which were minor release upgrades and three of which were major upgrades (the largest being Banner 6.0 as noted previously). The minor releases include patches to fix software errors or deficiencies and the major releases contain more substantial changes such as new features or infrastructure changes or additions. The implementation of these major release upgrades occurred in April 2002, June 2003, and December 2003. The ITS staff has become quite proficient in applying these upgrades which also includes user testing. This has allowed CLPCCD to remain up-to-date on the Banner software, which is crucial to be in the position to take advantage of the newer features as well as to ensure all software defects are corrected as soon as possible. It should be noted that the Financial Aid discipline performs upgrades continuously as mandated by regulatory requirements, so that area is typically the driver for the other disciplines to move to the later releases required to be compatible with the Financial Aid modules.

At the latest SCT Summit Conference for Banner users in March 2004, the CLPCCD representatives were very proud that the colleges are now in the top 50% of the customers in terms of being updated on the Banner software and taking advantage of the software features. After being so behind for many years in this arena, CLPCCD is now up-to-date and in a great position to pursue other new exciting products that SCT is offering such as ad-hoc reporting, Web portals, and Data Warehousing. By the way, Sungard Data Systems purchased SCT in February 2004; however, the Banner portion of the company still operates autonomously. Sungard has brought a surge to their new product offerings and a strong movement to the Web based environment so Banner has now established a strong competitive advantage with other vendor products such as PeopleSoft and Datatel.

As with other Banner customers, the desire is always to utilize the Banner baseline system without any custom modifications; however, in practice customers rarely achieve this. The CLPCCD environment does contain approximately 200 baseline modifications that must be reapplied for each release upgrade. Before each Banner release, the ITS group analyzes the new system features to determine if any of the custom changes have been incorporated in the baseline product and take appropriate action after user review and approval. The ITS group formerly documented all the changes and categorized those

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changes by type so they can be reviewed periodically. In the latter part of 2002, the Banner user groups with ITS reviewed all Banner modifications to ensure they were still applicable to our environment, and if not, they were removed from the system. The types of modifications that have been made to our Banner System include the following: regulatory mods that are unique to the state of California, handling of a multi-campus environment, MIS State reporting requirements, and other features that are necessary for the CLPCCD operation that Banner does not address. The ITS staff has become very proficient in applying these custom mods as evidenced by the frequency and ease of performing release upgrades.

FIXED ASSETS IMPLEMENTATION

Jan 2003 – Jul 2003

The Fixed Assets module of Banner, which maintains and tracks an inventory of the District's fixed assets and calculates asset depreciation, was implemented in January 2003 for the Colleges and District sites. The Fixed Assets system tracks equipment above the \$1,000 threshold value. This task included not only the setup of the Banner Fixed Assets module, but also extensive conversion of District fixed asset data that resided in multiple forms from Excel spreadsheets to manual paper forms. The project activity began in July 2002 with a planned operational date of July 2003 to satisfy the mandatory state and federal reporting requirement for GASB 34/35. Fixed Asset tracking of new assets began in January 2003 and the follow-on conversion of the historical data was completed six months later. Criteria for the selection of conversion data included assets with remaining book value so that those assets with no depreciation would be retained in the old system for reference, but would not be converted to the new system. CLPCCD worked with auditors from August 2003 through November 2003 to review the new system and institute the preliminary GASB reporting required for the fiscal year. The process for the automatic depreciation of assets was run for the first time in October 2003.

SOCIAL SECURITY NUMBER CONVERSION

Jul 2003

Similar to many colleges, the Banner System was setup to use the Social Security Number as the primary identification for students, faculty, and employees throughout the system. Although the SSN was required for Financial Aid, W2 Tax forms, or Regulatory reporting, there was no need for it in other parts of the system. With the passing of state legislation in the private sector to eliminate usage of the SSN as a general identifier, it was anticipated that the pending legislation for the public sector would follow. Therefore, Chabot-Las Positas took a proactive stand to convert their Banner system from the SSN to an alternate ID beginning with a "W" prefix in July 2003. Conversion of all system data was completed to utilize the new "W" ID as the primary identifier in Banner, still maintaining the SSN for government forms as appropriate. Many screens and reports were modified to use the new "W" ID instead of the SSN to preserve the privacy rights of the individual. The Banner System is very versatile with the ID because it allows the user to input either the SSN or W# and will retrieve their information with results returned only with the W# displayed, so this feature facilitated the transition to the new ID for users. Many third party systems that also use the Banner ID such as SARS and STARS were also modified for the new ID.

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SEVIS

Dec 2002-Jun 2003

STUDENT EXCHANGE VISITOR INFORMATION SYSTEM

The SEVIS project that was mandated by the federal government to satisfy the INS requirement provides International Student Tracking. The project consisted of two phases, the first implemented in December 2002 and the second in June 2003. The first phase was to utilize the direct online system to the government that is stand-alone, so this phase still required redundant input into the Banner System. The second phase was to install the automatic batch interface to Banner. All project schedules were dependent on the readiness of the government systems to accommodate the new requirements as well as the SCT vendor for the Banner System to adhere to the government regulations, which were also in flux during development. Since all groups were developing new programs dynamically, the project was very difficult since it involved constant changes to the code and setup before it was stabilized. Chabot-Las Positas was among the first of the California Community Colleges who use Banner along with City College of San Francisco to successfully put SEVIS in operation and thus our code, setup, and documentation were shared with other colleges. There is a third phase for SEVIS which integrates the Banner student data even more, but this is pending completion based on the results from the SCT vendor.

BANNER USER GROUPS

The Banner User groups have been established for all departments who are affected by the Banner System for their daily job activities. The user groups that are operating include Student, Human Resources/Payroll, Finance, Financial Aid, and Data Quality. These groups meet on a regular monthly basis to discuss any Banner problems, to resolve any Banner issues, to determine new projects that should be pursued, and to establish the priority of those projects. The Banner User groups have user and ITS representation and they are effective in their roles and responsibilities to work with the ITS groups for project implementations. In addition to the individual Banner User groups, a Banner User Chairs group meets on a monthly basis and more frequently if needed when we are doing major Banner upgrades or involved in special projects. The Banner User Chairs and User groups are active participants in the selection of Banner tasks to be pursued, the preliminary design and analysis work required for the user requirements, and the testing of the final result before it is released to production. For all user groups, there exists a consistent "buy-in" to the Banner process and work activities are discussed and selected in a collaborative environment between the user groups and ITS. ITS has provided a very effective online system to track and identify priority of the Banner tasks by user group, as well as those tasks that are cross listed since they affect multiple user groups. This online Banner Project Tasks System is updated by the users as well as ITS when appropriate and provides online queries and reporting for active or completed tasks. Besides programming tasks, the Banner users review their procedures and business practices and make modifications where appropriate to improve efficiency. This type of activity has become more frequent with the new features that Banner 6.0 now provides.

The Data Quality Committee includes representatives from each Banner User group and their purpose is to supplement the Banner User Chairs Committee in resolving discrepancies and establishing new standards to improve the quality of the data entry. This project involved data cleaning where appropriate of duplicate IDs for students,

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employees, or vendors and providing guidelines to ensure the data accuracy is maintained at a high level. The Data Quality Committee completed a standards document for review by all the Banner User groups and any feedback for changes or additions. The purpose of the Data Entry Guidelines document was to provide standards for information about "people" and "vendor" to define how that individual or company will be handled in each of the functional offices that utilize the Banner System. Publication of the final document and training were deferred to coincide with the SSN conversion in July 2003. From July 2003 through November 2003, each Banner User group performed training with their staffs on the data entry standards and all the precautions to eliminate any duplicate IDs.

OTHER COMPLETED BANNER ACTIVITIES

Student Fee Increases: To support the enrollment fee increase from \$11 to \$18 per unit, all student accounts were reassessed in September 2003 and mailers were generated indicating the student balance as of Fall 2003. The fee increase was waived for students with BOG-W.

COTOP (Chancellor's Office Tax Offset Program): For COTOP processing in 2002, CLPCCD addressed Financial Aid student loans, returned checks, and Title IV overpayments for a total of \$129,280 to be collected. As of February 2004, the state had collected \$17,595 from 222 debtors on behalf of the Chabot-Las Positas District, which is 13.6%. For COTOP processing in 2003 for the same categories, the total is \$134,057 to be collected. Utilizing COTOP services to collect the outstanding student receivables cannot be pursued until the Banner Finance group completes their Receivable activity for both new and historical reapply/apply payment processes.

Third Party Billing: Both Chabot and Las Positas set up third party billing contracts for Fall 2003 in the Banner System. This provision significantly reduced manual typing and tracking of students. The full setup through Finance was completed in September 2003.

1098T Reporting: In February 2004, ITS completed the generation of 1098T tax forms for students enrolled at the colleges. This is a student tax notification form for charges that were billed to students in 2003 so they can review the information for possible education tax credits or deductions. Charges included in the 1098T process were enrollment fees, BOG fee waivers, tuition fees, health fees, materials fees, and exemptions. Scholarships and grants included federal and state grants and awarded scholarships from external and internal sources.

Student Voter Registration: Chabot-Las Positas along with City College of San Francisco was among the first to participate in the Automatic Voter Registration Program established by the State Chancellor's office for community college students. ITS completed the necessary CLASS-WEB changes in October 2003, which includes student prompts for participation in the program and the automatic extraction and transmission of Banner data for the student. This student data is then sent to City College of San Francisco who houses the central server for the state. The student then receives all forms to complete for voter registration.

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(2) SCT BANNER WEB SERVICES (STUDENT, FINANCE, FINANCIAL AID, HUMAN RESOURCES AND PAYROLL (EMPLOYEE))

In 2002-2004, CLPCCD concentrated on implementing the remaining Banner modules that provide additional Web services for students and employees. These online services are protected by a secure environment and data is encrypted when appropriate. The CLASS-WEB services for student registration has been available for several years and is the forum for most student communication on or off campus. The Web for Financial Aid module was implemented for students to review their progress status, holds, and financial aid awards online effective July 2002. It is integrated with the CLASS-WEB Student services so it does provide a "one-stop" provision for the students to view their critical information for enrollment and financial aid. CLASS-WEB is Chabot-Las Positas' version of Banner's Web for Student module. All of the Banner products called "Web for" modules are part of the vendor's self-service features and so these modules can be accessed either on campus through the Intranet or off campus through the Internet.

WEB CREDIT CARD

Dec 2002

With the implementation of the web credit card component, students are able to complete the registration process by charging their fees online. Prior to the Web Credit Card feature, the only method for students to utilize credit cards for payment was through the Phone Registration services. All other services were duplicated in the CLASS-WEB system with the exception of the credit card payments prior to this change. The incentive to migrate all services to the CLASS-WEB was that the students complained about the Phone Registration system being too difficult to use and too confusing in comparison to the Web services which the majority of students used.

The Web Credit Card project required completion of the upgrade to Banner version 5.0 to provide the necessary Oracle database level needed for its operation. After the Banner 5.0 upgrade in April 2002, there were several technical problems with the hardware, software, and Oracle database interface that needed to be resolved before implementation could be completed. In addition, there were several procedural issues that needed to be adjusted to adapt to the new online feature. All these tasks were completed by October 2002, and the Web Credit Card system was released in December 2002. With the release of this new feature, the college's payment policy was also altered to require full payment of fees when utilizing the credit card method. The implementation of the Web Credit Card has eliminated possible payment delays and previous student frustration on the enrollment process where registration was online but payment was not.

Student response was very positive and as time progressed, the Phone Registration system was used less and less. One year later, the Phone Registration users were less than 10% and complaints on the lack of user friendliness of this system continued to increase. In addition, maintenance costs for both the equipment and technical support was not cost-effective based on the low utilization of this service. Therefore, CLPCCD discontinued services for the phone registration system effective December 2003, which was also the trend for other community colleges like Ventura and San Mateo.

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WEB FOR EMPLOYEES

Apr 2004

The Web for Employee module in Banner provides employees with the ability to query their own benefits, leave information, payroll check data, and tax information. This module will allow employees to access their personal information either locally from campus or off campus similar to the CLASS-WEB capabilities for students and faculty. This new feature will provide data access for viewing only, not online updates at this time.

This module could not be implemented prior to the Banner 5 release in April 2002 since it required a certain level of security due to the data content. In the latter part of 2002, ITS installed the Web for Employee module to review with Human Resources how it operated and what controls would be required. Also during that period, Human Resources requested that employees review and update their benefit information so all data was up-to-date and could be loaded into Banner. Due to the sensitivity of the data on the Web, the Banner User Chairs group made the decision to defer the implementation of this module until after the SSN conversion was completed. This would allow access to this information via an internal Banner alternate ID# instead of the employee's social security number, which now does not appear anywhere on any of the screens.

The Web for Employee module was implemented in April 2004 as part of the Open Enrollment process for Benefits in May 2004. The Administrators, Classified, Supervisory, and Confidential employees were included in this pilot implementation. Notifications were sent to employees and formal training was provided in April and May at the Colleges and District. As employees review their benefits, the system keeps track of who has reviewed their benefits and whether any changes are required. If changes are needed, the employee is given access to the Open Enrollment form to fill out and send to Human Resources to update. In Fall 2004, the faculty will be trained on the Web For Employee features.

Future Planned Activities: Over the next year, Human Resources will review the options with the benefit providers to allow online updates by the employees and a suitable solution will be coordinated with ITS for implementation.

(3) FUTURE BANNER PROJECTS FOR IMPLEMENTATION 2004-2006:

INTERNET NATIVE BANNER (INB) SERVER

May 2004-Sept 2004

Currently at CLPCCD, the Banner system provides many of the primary Banner user screens through client server technology that is not Web based. Many Banner features such as CLASS-WEB, Web for Employees, and Web for Financial Aid can be viewed by students and employees in a Web based environment; however, this same capability is not available for all Banner forms. Many of the heavy Banner users such as Student Services, Academic Services, Finance, Financial Aid, Human Resources, and Payroll still utilize the forms server infrastructure. The migration of all the forms in Banner to Web is referred to as Internet Native Banner (INB) where the user workstations operate through the Web for all their Banner activities. The basic functions of Banner remain the same behind the scenes, but the front-end access method is now through the Web. This feature would provide users with secure access to Banner from any Web connection. The motivation for migrating to this Web based infrastructure is the anticipated improved

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performance for the user, as well as eliminating the need for any client workstation upgrades as system changes are made. Initially, the INB access will be restricted to internal access from the campus. The extension of these services to external Web access would require additional network infrastructure changes as well as require procedural and policy definition for access and security.

This project required additional server hardware installations and software to support this effort. Additionally, the implementation was delayed until the Oracle licensing was purchased for the IBM Enterprise Server, which also affects the individual INB servers, so activity could not begin until 2004. The Internet Native Banner implementation began in late May 2004 and the migration will be gradual and rolled out by user groups. The first group targeted will be the Student Services at both colleges and then the other groups will be migrated through Fall 2004. Both the Web based INB and the former client server technology can co-exist side by side, so this allows CLPCCD to implement a time-phased plan for training and cutover.

WEB for FINANCE

Future

The new Banner 6 release provides a Web-based Finance portion of the product to allow end-users to make queries for budget and encumbrance reports, requisition and purchase order information, and invoice data. Data entry capabilities are also available for budget transfers, requisitions, purchase orders, and approval of documents. This feature will be reviewed with the Finance management for functionality and security requirements. In addition, Finance will review with ITS possible Banner alternatives that could be setup to move closer to a more automated and simpler budget entry process.

WEB for FACULTY

Future

At this time, CLPCCD lacks fully-featured online services for faculty and advisors for updating personal and student information, entering grades, viewing course rosters, managing course enrollment, and viewing course load and schedule. Banner Web for Faculty offers these functions. The District purchased the Web for Faculty module in March 2004, since it was the only module that had not been purchased for the entire Banner suite. As the District progresses down the path to provide Web services for all the college and district personnel and students, there was a definite need to have this functionality available so that the faculty was not limited in its online capabilities. Beginning in Fall 2004, the faculty will review the Banner module and determine what features benefit them and the appropriate target dates for implementation. The Banner User groups that are impacted and the ITS staff will participate in this process.

FINANCE IMPROVEMENTS AND FUTURE PROJECTS

Receivables & Financial Aid Disbursements

Apr 2004-Jun 2004

In February 2004 through March 2004, CLPCCD hired SCT Consultants to review the processes that the Finance group was using for Receivables and Financial Aid Disbursements. Topics that were discussed for possible improvements include Invoice Processing through payment cycle, Aging reports, Year-end cycle, Due to/Due From and Hold features. As a result of the few weeks of review, Finance has identified several changes that will be instituted between April and June 2004 to improve the handling of

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these services, which also benefits Financial Aid. The types of changes identified include: (1) implementing "term based detail codes" which automates some manual processes used today (2) altering priority codes which determines the order of applying payments (3) begin using the Title IV and Institutional Charges Codes which are new features in Banner 6.0 that have not been utilized prior to this (4) reapply payments based on the new priority code schema for history as well as new activity to re-categorize any outstanding payments (5) activity performed by the end of June allows for the future implementation of the collection of outstanding Receivables through the state COTOP service.

Automated Timesheets

Future

Payroll and Human Resources would like to utilize the online timesheet capability within Banner that is part of Web for Employee to replace the current manual forms in use. The Banner User groups affected will review the functionality and determine the procedures and policies that need to be established in this new automated environment. Discussion of electronic signatures for approval of timesheets also needs to be addressed.

Electronic Purchases Requisitions

Future

Most departments within the District would like to evaluate Banner's capabilities to do electronic purchase requisitions with online approval to eliminate the manual paperwork utilized today. The Finance and Purchasing groups will need to also review the current business practices and procedures to make modifications where appropriate to adapt to the new online environment. Besides the generation of online requisitions, Banner 6.0 has new features for e-Procurement, which allows interface with external procurement systems such as Corporate Express for budget checking, document validation, and the creation of requisitions or purchase orders. The E-Procurement functions of Banner require the purchase of new SCT software, which is the Luminus Foundation portal that already has the external Banner interface built-in.

STUDENT SERVICES FUTURE PROJECTS

"CCC Apply" - Online Student Applications

May 2004

Currently the Admissions & Records groups from the colleges are in the process of implementing CCCApply, which is a state initiative that provides online student application facilities. The release date at CLPCCD is May 10, 2004 in preparation for Summer enrollment and prior to the Fall 2004 where the heavier application volume is expected. The CCCApply product has been implemented by approximately 50 California Community Colleges. Chabot-Las Positas has been working over the past 9 months with the Chancellor's office and the XAP vendor who has created the product. The product fee of \$9,707/year per college has been waived by the Chancellor's office for both the first and second years since there was available funding. The Chabot Admissions and Records Director and the ITS analyst who supports Banner Student Services serve on the state-wide Steering Committee whose purpose is to review the current capabilities and recommend future enhancements. Chabot is the sole Steering Committee representative for the Banner System. Other colleges serving on the CCCApply Steering Committee include: Yuba, Contra Costa, Butte, Grossmont, Mira Costa, El Camino, and Cuesta.

ITS developed the interface to Banner for complete automation of the application data into Banner with some exceptions, such as non-residents requiring review prior to acceptance into Banner. This new CCCApply system will eliminate a great deal of manual effort

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performed today for the student application process. Those colleges who have implemented it have nothing but outstanding feedback on its benefits. Based on other colleges' experiences after implementing CCCApply, the rate of new student applications tripled. The CCCApply System also has direct links to the California Community College "ccc.edu" site so the system extends beyond the state to provide all domestic and international access.

Future Addition for CCCApply: The CCCApply Steering Committee voted for the addition of a BOG Waiver online to work in conjunction with CCCApply or independently if desired. The Chabot Financial Aid Director was instrumental in defining the specifications that became the basis for this change. CLPCCD will review this feature once released by the XAP vendor in June and consider the implementation at their site over the summer 2004.

Student Education Plan (SEP)

Mar 2004-Sep 2004

ITS developed an automatic Student Education Plan (SEP) as part of the Banner System rather than utilizing a stand-alone PC based system without any ties to Banner. This system was developed with the counselors from both colleges to automate all the information that is carried on a manual form. The SEP system contains current or previous educational plans and can create new educational plans for the students. The information consists of educational goals, academic major, referral options, courses by term, and articulation forms for General Ed and transfer requirements. The system was completed in March 2004 and is currently being piloted by a few counselors, with full operation across all counselors planned for Fall 2004. As part of this project, the counselors established attributes for courses that identify which area of articulation they satisfy. These attributes will be used not only on the SEP form, but also on the CLASS-WEB for students to search for courses that satisfy a particular area. The new SEP also allows for reporting for the counselors.

Student Degree Audit (CAPP)

Future

As a follow-on to the SEP project, CLPCCD will review the Banner system features for Student Degree Audit (CAPP) to see if the functionality satisfies their requirements. The Banner User Chairs plan to visit City College of San Francisco for review of their implementation plan of this feature and determine what issues needed to be resolved. If we proceed with this module, the attributes for courses developed for the SEP could also be used in conjunction with CAPP.

FINANCIAL AID FUTURE PROJECTS

Jun 2004

Financial Aid was fortunate to acquire Board Financial Assistance Program (BFAP) funding through the State to improve the Outreach efforts at the colleges for student financial assistance. The Chabot Financial Aid Director selected to reserve a portion of the funding for automated system enhancements within the Banner system. The funding was used to hire SCT consultants to work with the ITS staff and supplement their labor resources to satisfy these critical needs. Functional and technical consultants have visited the Chabot campus since December 2003 and will continue through June 2004 when the BFAP funding allocation ends for these services. The projects that are planned include (1) Enhanced Data Retrieval and Outreach Reporting (2) Automated Cal Grant interface (3) Facility to do student communication via email (4) Utilize the automatic

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correction feature in Banner (5) Automated interface from Banner loan module to EdFund (6) Implement the Banner feature in Open Learning for Financial Aid that identifies students as late start so disbursement is done on date instead of term start. As of April 2004, tasks either completed or in progress are automatic Banner corrections, ad-hoc reporting, and comprehensive Disbursement exception report. Other project activities that are being addressed outside the BFAP funding include improving the Financial Aid Disbursement process with Finance and implementing "term based detail" codes with Finance that assist in processing prior aid years.

HUMAN RESOURCES FUTURE PROJECTS

Applicant Tracking

Future

Within the Banner Human Resources module, there are facilities to automate the Applicant Tracking process, which is totally manual at CLPCCD today. Human Resources reviewed the Banner 6 functionality in February 2004, and the flow appears to meet the HR requirements. Human Resources has reviewed other outside products such as Greentree, which is a stand-alone PC based system, and interfaces to the Banner system would need to be built to integrate the two systems. Since the Banner module has comparable functionality, HR is looking seriously at the Banner feature. To support the electronic scanning, storage, and retrieval of applications, Human Resources is interested in evaluating the Banner Document Imaging module, WebXtender, which is integrated with its Applicant Tracking module.

Automated Timesheets

Future

As previously noted, Payroll and Human Resources would like to utilize the online timesheet capability within Banner to replace the current manual forms. Human Resources and Payroll will evaluate the Banner functionality and create new procedures and policies to support this electronic environment.

(4) USAGE OF BANNER DATA FOR FACULTY & COLLEGE ADMINISTRATORS

Enrollment Management

Oct 2002 – Sep 2003

Support for the Enrollment Management Committees at all the locations involved completion of several major projects. The Enrollment Management Tool using MS Access provides queries and reporting for WSCH/FTEF and FTES in a variety of selections and sorts and was developed starting in October 2002 and completed by March 2003. A variety of report options are available: college or division summaries by academic year or term, division/course/subject/section summary by term, or cross listed courses and time of day report for a single term. This Enrollment Management tool has been demonstrated at a variety of conferences throughout the state. In addition, ITS developed in September 2003 discipline spreadsheets for each division for Course/Section analysis to utilize in preparation of their enrollment management projections. The spreadsheets include three levels, college, division, and district summary, and all are automatically linked to each other. Also, ITS completed a sub-system that would provide online graphic capabilities for "success and equity" data to support the Institutional Research needs. Finally, ITS set up a sub-system that interfaces with Banner for 500 Courses for disciplines such as English, Art, and Photography, which collects attendance for lab through the SARS system. These 500 courses are concurrent lab hours used with a lecture course where supplemental hours that exceed the required hours for the class are tracked.

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Community Education System

Jan 2004

To support the expansion of the Community Education program offerings at Chabot, the ITS staff worked with the college administrators to develop an interim Community Education System utilizing MS Access. The system was released to both colleges in January 2004 to track the courses, register students, and provide management reporting. In the future, the Academic Services Banner Chairs would like to look at integrating the Community Education non-credit courses within the Banner Student module, which would require some modifications to avoid conflict with the current credit and non-credit course processing in Banner today.

Seniority Reporting

Jan 2004 – Jan 2005

To support faculty contract provisions, ITS provided preliminary reporting and recommended processes within the Banner infrastructure that could be used to build an Adjunct Seniority Report. For several months, various iterations were developed with the Deans of Academic Services and their college Deans to create requirements that needed to be addressed. A first cut of reports with Seniority dates and Faculty disciplines were provided in January 2004 for final review of the approach. Implementation is not required until January 2005 in preparation for the Fall 2005 term and faculty evaluations are linked to this process. A time-phased plan will be developed between the Deans and Faculty Association to reach this goal.

Part-Time Faculty for Lab vs. Lecture Split

Sep 2002

ITS completed major modifications to the Banner System for part-time faculty pay to segregate by lab or lecture courses. This project included changes to the auto-pay process and many reporting systems. Modifications in business practices were also required for Human Resources and Payroll relating to job, timesheet, and corrections.

(5) THIRD PARTY PRODUCTS INTERFACING WITH BANNER

SARS and STARS: Sars-Trak and Stars are software products that track visits to Student Services as well as student contact hours for courses such as labs, learning resources, and tutoring to take attendance in these instructional areas. Sars-Trak has been used by the Chabot campus since 2002 and operates with a general kiosk in the lab areas, whereas Stars has been used by the LPC campus since 2003 and operates with logins at individual computer workstations instead of a general kiosk. ITS has built user controlled interfaces to Banner for the pertinent student data. This data allows the colleges to see the usage patterns of the facilities and services so they can do planning for the future. When students use labs, they check in and out so the systems can calculate how long each student was in use of the lab. The colleges secure funding from the state for every hour that a student spends in each lab. Both campuses have completed several release upgrades of the application software and upgrade of the hardware over the past year. Usage on these systems continues to increase at both colleges.

SARS-GRID: Sars-Grid is a third party product that tracks counseling and student scheduling contact hours. User controlled Banner interfaces have been built by ITS. Both Chabot and LPC utilize this system, where Chabot has been operational since April 2000 and LPC is the latest addition in July 2003. Both colleges have performed both software

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and hardware upgrades over the past year, so they are on the same software releases. Recently, LPC has begun to utilize the system for tracking the Student Health Center contact hours as well.

ATI FILER: The ATI Filer third party software is used to scan transcripts and store the data for retrieval or update. Both campuses utilize the software and have completed release updates over the past year. Chabot is on release 4.1 and LPC is on release 4.0. The Banner User Chairs will be reviewing other software alternatives for more comprehensive document scanning features to be used district-wide and this may replace ATI Filer in the future. Also, there is an interest to evaluate possible EDI capabilities for automatic transfers of transcripts.

GOPRINT: GoPrint is a pay-for-print management system that has been installed at both colleges, primarily in the computer labs, libraries, and resource centers. Las Positas has been using the system for almost a year with great success. They encouraged Chabot to follow so Chabot acquired the software in October 2003. The system provides a simple interface that allows users to prepay for printed documents and provides management reporting of activity. The benefits realized include an estimated 30% savings in print costs and the elimination of needless printing in the labs.

SIRSI LIBRARY: The new Sirsi Library System was installed August 2003 and provides services to both campuses. Besides the local functions, access to outside library services such as ProQuest, Ethnic NewsWatch, and GenderWatch is also accessible through the Sirsi System. The EZProxy software provides appropriate security for these outside services and allows students to use their same student ID.

Future Planned Activities: Banner Academic Services Chairs have placed review of these third party products on their priority list to see where services can be consolidated and centralized to reduce costs and improve the systems operation and flow of data for both colleges. The current in-house developed attendance system for PE at Chabot will also be included in this review.

(6) DECISION SUPPORT TOOLS FOR REPORTING AND QUERY

AD HOC REPORTING (USER GENERATED)

The most frequent need expressed by Banner users is the ability to download data and generate their own reports. Users need the capability to manipulate data on their desktop systems using tools with which they have some familiarity. Over the last couple of years, the ITS staff satisfied the reporting needs by creating custom Banner reports that users had control over running or by using MS Access as other colleges have done. Currently, there are about 450 custom reports that have been created for the Banner users, some of which are run on regular cycles by the ITS Operations staff and others are run by the users as needed.

Until the recent Banner 6.0 release, the data structures in Banner made it very difficult to extract data from the system for reporting purposes without the help of the ITS staff. The ITS staff spent extensive weeks and months developing views or tables of the appropriate data that the users required to then setup "on request" parameters for data selection. In

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the case of Human Resources, an ad-hoc reporting capability was developed by the ITS staff using MS Access and the HR staff has used this tool very effectively for data queries and reporting over the past 2 years. In addition, the Institutional Research staffs at both colleges have custom data tables and views with extensive information developed by ITS to use for their analysis and reporting purposes. This again took extensive effort to setup and is used in conjunction with the Brio reporting tool that has more sophisticated capabilities than Access.

With the implementation of Banner 6 and the recent patches installed in April 2004, the vendor has provided simple views of data within each Banner module that now allows the customers to purchase their own reporting tool to select and extract the data with more ease. This is a significant milestone within the Banner product that now provides a quick solution to the past reporting complaints. The ITS Staff and Banner User Chairs will be evaluating reporting software tools over the next several months and make a recommendation for district-wide use. This new Banner change has allowed us to make available a few copies of the Brio tool to Financial Aid under the BFAP funded project, so they can utilize the new user generated reporting features immediately to meet their fiscal year deadline. The Brio tool will be one of the vendor products evaluated for general use in the future, but a comparison with the other top vendors in this market will be done on functionality, ease of use, and costs.

DATA WAREHOUSE

A data warehouse allows capturing and preserving data for later reporting and institutional research purposes so that management has access to decision-supporting information. Periodic snapshots at significant points in the academic calendar can be scheduled to automatically occur. Historical comparisons and analysis becomes readily feasible. This project entails the archiving of Banner data on the IBM Enterprise Server, which dates back to data converted in the early 1990's when Banner was installed. The data warehouse capability is a long-term goal that would assist in the Enrollment Management activities that the colleges are pursuing for the future. The current CLPCCD activity on this topic is for representatives from all interested groups, including ITS, to visit and consult with other colleges on their experiences in this area and what direction they have taken to take advantage of the "lessons learned". SCT offers a product that will integrate with the Banner system, but costs and functionality need to be assessed with the actual CLPCCD user requirements. This large-scale project requires at least a six-month design period and an eighteen-month implementation.

(7) DISTANCE EDUCATION SERVICES FOR THE COLLEGES (BLACKBOARD ASP)

DISTANCE EDUCATION – BLACKBOARD ASP

Mar 2003-Jun 2003

CLPCCD exhibited their commitment to the Distance Education initiative when they evaluated, selected, and purchased a standard course management system to provide online course offerings in March 2003. The process began in mid 2002 with a committee being formed to assess what products the colleges were using, the benefits and possible weaknesses of each, features and functions of the products, and costs to the District. At that time, both colleges were using the California Virtual Campus (CVC) services that had

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limitations for number of users that CLPCCD was approaching. The course management offerings narrowed down to 3 vendors: eCollege who was too expensive for CLPCCD, Web CT used by Las Positas, and Blackboard used by Chabot on a very limited basis. Web CT and Blackboard were compared on each feature; however, the Web CT vendor did not offer an adequate Application Service Provider (ASP) option and that was the only cost option within the District budget. The Blackboard ASP option allows the vendor to house the hardware and software as well as provide the 24x7 service support, which was cost prohibitive for the District to do in-house based on both equipment and labor resources. Therefore, Blackboard was recommended to the Chancellor and Presidents of the Colleges in July 2002 and detail presentations were made over the next several months to the Administrators and Faculty to ensure they supported the recommendation to proceed. Due to the budget issues, the decision to procure Blackboard was delayed until March 2003.

Within two months, the Web CT courses at Las Positas were converted to Blackboard and summer courses for 2003 were running live on the system. By Fall 2003, all the remaining Web CT courses were running on Blackboard, which was a significant milestone for the collaborative efforts of the Las Positas faculty and the Instructional Technology staff at the college. There were 32 online courses and 7 supplemental courses for a total of 39 converted from Web CT to Blackboard. Chabot proceeded to convert their few Blackboard supplemental courses (about 10) used on CVC services to the new Blackboard 6.0 ASP option by Fall 2003. They also had 3 Web CT courses and 9 Course Compass courses that were fully online and were converted to Blackboard. Since the implementation, there has been considerable growth on both campuses with the utilization of Blackboard, for both online and supplemental courses. Las Positas is predominantly fully online courses and Chabot is mainly supplemental courses. For Fall 2003, Las Positas had 1,830 students on Blackboard and Chabot had 3,276 students. For Spring 2004, Las Positas had 2,153 students on Blackboard and Chabot had 3,857. Both colleges provide local training through their Instructional Technology staffs for Blackboard and promotion of the product continues to be strong.

Over the past year, Chabot-Las Positas has partnered with the Blackboard vendor to continue to enhance their ASP service offering and substantial improvements have been made by the vendor due to the CLPCCD staff's efforts. Currently, the State Chancellor's Office is negotiating with Blackboard and the Community College Districts to establish a joint agreement in June 2004. This agreement will include a variety of options, including the ASP services option, which CLPCCD was among the first of the California Community Colleges to endorse. Although the CLPCCD agreement with Blackboard for the three-year option was very good, the vendor has assured us that we would benefit from any future State Chancellor agreement where we would be offered the better of the agreements due to our partnership and assistance with them over the past year.

Future Planned Activities: CLPCCD purchased last year a module called "Snapshot Controller" which provides more effective interface between Blackboard and the Banner System and we will be implementing this ancillary module for Fall 2004.

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(8) NETWORK INFRASTRUCTURE, SERVER UPGRADES, & OTHER SERVICES

DISTRICT MOVE

Jan 2003

The District Office was successfully relocated to the Franklin Drive site effective January 2003. This move involved the installation of the District ITS servers, printers, workstations, and all computer equipment. ITS coordinated cat5 cabling of the new building and installed T1 data lines for both data and voice to accommodate the network needs of the District personnel. A new first-rate training room facility was built with built-in projector and 18 workstations available. A new computer facility was also configured to handle the centralized servers and network infrastructure. In February 2004, the ITS staff installed a sound system with projector and laptop facilities for presentations in the District Multipurpose room for Board of Trustees meetings and vendor demonstrations. In conjunction with the move of the District Offices, the ITS staff set up offices at each of our college and District sites to establish a presence at each location on a rotating basis to provide user assistance when needed and to resolve problems more efficiently.

NETWORK & SERVER UPGRADES

Modifications have been made to the network infrastructure to improve the instructional and administrative network performance and stability.

Las Positas Network Upgrades

Apr 2003 – Jun 2003

Major network connectivity changes were made to the Las Positas infrastructure to improve the performance for both the Instructional and Administrative traffic at the campus as well as provide redundancy to minimize any system downtime. The equipment changes included new or updated servers, replaced routers, workstation configuration changes, and segmenting the network traffic. Besides the equipment replacements or additions, ITS added two new T1 lines for direct Internet access for the campus provided by SBC instead of traveling through the Chabot Internet connection provided by 4CNet. This change required installation of a LPC firewall and router and at least doubled the bandwidth on the Instructional network. This improvement not only provided significant performance improvement for the increased volume of Internet traffic, but also made possible a redundant path for Internet connectivity for either college if any of the Internet Service Providers (ISP) went down. Not only was the Internet capability expanded, but also a third T1 line was installed between Chabot and LPC to expand the bandwidth between the two sites for non-Internet traffic. The new configuration allowed ITS to utilize the expanded bandwidth for the new Video Conferencing units implemented at all locations in July 2003. Thus, the major network upgrades provided three primary benefits: improved performance, increased redundancy to avoid downtime, and provisions to advance in video technology at the campuses.

Other Network/Server Upgrades

The State Chancellor's Office provides Internet services at the Chabot data center through their CENIC (formerly 4CNet) services. The three Internet T1 lines were upgraded in March 2004 to DS3 speed, which is at least 10 times faster. This project was first delayed due to changes in priority for the project at the State Chancellor's Office, and so it took 12

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months to complete. ITS is reviewing the traffic patterns of our instructional and administrative systems to redirect the heavier traffic through the faster DS3 lines.

Over the past two years, Cisco routers have been installed at strategic locations for all the sites to replace old equipment. For improved performance, subnets have been configured to segregate the network traffic for easier troubleshooting and to provide better distribution of the network traffic. Servers supporting the District services for email, Internet, and Banner forms have been gradually upgraded or replaced and redundant servers have been installed for the critical services, as budgets were available. Data backup services have also been improved by replacing Arcserve with a new Veritas system and by locally installing backup services at LPC.

TECHNOLOGY SUPPORT SERVICES FOR COLLEGES

Significant progress has been made by the college ITS staffs in expanding and improving instructional computer labs, installing smart classrooms, and improving the network throughput at the colleges.

Chabot continues to gradually update their cabling to cat5 in buildings as new requirements arise, but the emergence of the Bond Measure "B" will allow the District to perform a complete overhaul at Chabot. The Chabot ITS installed six new smart classrooms over the past year and four more are in progress. At Chabot, mobile technology carts are also utilized to provide portable smart classroom facilities and two more carts with computer, LCD projector, and VHS/DVD combination were added. Using mobile carts, Chabot introduced the first implementation of wireless technology to support the Integrated English, Math, and Science (IEMS) program. In addition, the Chabot ITS has been concentrating on converting the faculty completely over to Windows 2000, which is being done gradually as faculty time permits. Chabot implemented the SMS software to control software release upgrades remotely on the instructional workstations. They also established file servers to support the Mac users with a storage configuration similar to that available for PC users.

Las Positas has made significant PC replacements and upgrades under their Gateway lease agreement over the past year. During the summer 2003, LPC installed 101 new Gateway computers and redistributed 202 Gateway machines to faculty and the administrative areas, so all PC's have been upgraded to the appropriate configuration. Additionally, 30 computers were upgraded in the Cisco lab. For smart classrooms, LPC built three new classrooms and upgraded ten more including DVD players. For the local network, LPC upgraded network equipment for four buildings and added new connections for two other buildings. The LPC ITS staff installed data storage and backup facilities for faculty. LPC is also evaluating the usage of SMS software to control software releases remotely on the instructional workstations like Chabot. Other activity included the upgrade of switching hardware in four buildings; the installation of Avery Wizard software for the production of labels, cards, and file dividers; and the installation of Windows XP in selected classrooms.

In October 2003, a major effort was completed for LPC to install and reroute the General Motors (GM) network from the Auto-tech building to the new GM building. This project included changes to the switching systems, installation of new discrete fiber optic uplink,

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and rerouting of the cable. Finally, in January 2004, a milestone was achieved with the upgrade of the data network in the last building on campus that required upgrade. This effort completed a three-year project that included the re-cabling or augmentation of the cabling, both Ethernet and discrete fiber optic links, in every building on campus. Additionally, the Main Distribution Point in each building was rebuilt to include new switching systems and cabling. Funding for the project came mainly from several categorical programs and TTIP and most of the work was performed during weekends, holidays, and term breaks.

During the summer term, Las Positas will upgrade their local network with layer three switching to provide faster connectivity between workstations and the local servers. In Fall 2004, Las Positas plans to implement wireless technology at the campus. The Physics department will be utilizing wireless to control the telescopes. Within one of the computer labs, wireless tablet PC's and PDA's will be utilized to support programs for the Computer Information Services and Business Office Skills. Also, any classrooms that have no physical wiring due to their location will use the wireless technology.

VIDEO CONFERENCING AND CCCONFER CAPABILITIES

Two initiatives for remote meeting capabilities were implemented to minimize travel time and costs. The first is Video Conferencing where the old Pictoretel equipment was replaced with the more modern Polycom model. This upgrade allowed us to migrate to IP technology as well as provide future Webcast capabilities. Video Conference units were funded through a state TTIP grant of \$25,000 per site so one unit each was installed at the District and both colleges in July 2003. These Video Conference units are used for internal meetings, committees, or general product training as well as external meetings with other colleges. Besides the new units acquired, Las Positas also upgraded two other existing Video Conference units. Since that time, additional funding was acquired in January 2004 to purchase another Video Conferencing unit for the Chabot Nursing program in conjunction with Valley Care. This Video Conferencing unit will be the first time this equipment is used for instructional purposes for a college course offering of this type. The equipment was installed in April 2004 for planned usage for the Fall semester 2004.

The second initiative enacted by the State Chancellor's Office through a grant is CCCConfer, so there is no usage charge to the District. This online tool utilizes a PC for viewing online presentations and simultaneously using the phone for live audio. This feature can be used to perform remote training or remote presentations and allows free form dialogue with the attendees through a "chat" feature or phone. Besides our local meeting capabilities, vendors such as SCT Banner are offering training sessions or topic review sessions through a medium similar to CCCConfer. These sessions are offered at minimal cost and have been utilized to review new Banner 6.0 features such as the new products for Luminus Portal, WebXtender Document Imaging module, and the Applicant Tracking features within Banner.

COMMUNICATION AND SUPPLEMENTARY TOOLS

Communication tools have been continuously improved to service the user needs. Groupwise email and the Novell operating system with the directory services have been

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upgraded through several releases, with corresponding training in email provided by the Help Desk. The latest Groupwise 6.5 release was completed in July 2003 and provided many new and improved features including Instant Messaging. Statistics on the email and Internet services for the District include about 20,000 emails per day, 500 remote Web email logins per day, and 5,000 Internet hits per day.

New services have been added as well such as GWExtranet that provides Internet posting of calendars and special notes handling and DISCUS that provides discussion board capabilities to complement the email system. Virus software has been centralized on the District servers. Since its implementation on the Administrative network, attacks have been prevented (ranges from 50 to 1800 viruses intercepted per day). Another product, Zenworks, allows for remote access to computers for problem resolution and assistance with user's approval and also provides for future online inventory capabilities. Remote storage capabilities for access to files off campus have been made available through two products, Ifolder and Netdrive.

CENTRALIZED HELP DESK SERVICES

The "Web Center" Help Desk is another collaborative effort across all the locations where help desk calls and solutions to problems are centralized through the District staff residing at Chabot and the student LapTech services at Las Positas, who came on board in September 2002. Activities are remotely coordinated with the LPC ITS staff and the LapTechs for services and both Help Desk locations serve as backup for one another. Extended hours were provided through the Help Desk to improve service to users effective August 2002 (7AM-7PM at Chabot and 7AM-10PM at LPC). The "Web Center" software system provides tracking of user requests by ticket number with assignments to technical analyst and ticket status. Reports or queries are available for open and closed tickets by technician, group, priority, status, or customer. Over 4,000 tickets have been entered in the "Web Center" since April 2002, of which approximately 100 remain open, but the subset of open tickets changes on a daily basis.

DEVELOPMENT/IMPROVEMENTS TO DISTRICT AND COLLEGE WEB SITES

The District and Colleges have made significant progress in developing new Web sites or enhancing existing Web sites where the Web has become the primary medium for communication. Las Positas continues to expand and enhance their Internet (external) Web site and created a new Intranet (internal) Web site in 2002 for their campus where all correspondence for calendar events, committees, meetings, and announcements are maintained. Both Web sites have proven to be very effective and have been utilized as samples for the other sites. LPC has recently formed a local Web Advisory Committee to discuss Web additions or enhancements. In 2003, Chabot College created a new Internet (external) Web site and a college Web Advisory Committee makes recommendations for changes or additions. However, Chabot College still needs to address their Intranet (internal) Web site, which will require a total replacement to meet current standards. Finally, prior to 2002, the District has maintained an Internet (external) Web site and an Intranet (internal) Web site and many changes have been made for improvements over the past 2 years. A new District Internet site is being developed by the District Public Information Officer with the assistance of the ITS Webmasters from all the locations and will be released in a few months.

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Due to the importance of the Web across the District, the District ITS Web Committee was formed to ensure the individual college and District Web masters were not duplicating efforts and were adhering to acceptable standards for ADA compliance and general usability. Work that resulted from this Committee's efforts includes a new proposed Web Procedures and Policy and a corresponding Copyright Policy for the Web that is currently under review by the College Technology Committees. Their revisions will be incorporated by June 2004 and then routed through the standard governance process. This committee also selected standard software such as "Lift" for ADA compliance and user tools like "Contribute" for Web development. As part of this committee, new Web sites have been reviewed and critiqued for improvements: Chabot Internet, Las Positas Intranet, District "Info" Intranet, and District Enrollment Management.

(9) DISTRICT-WIDE TECHNOLOGY COMMITTEES

Collaboration between the District and College ITS Technology groups continues to be a high priority for District management to eliminate duplication of efforts, to ensure consistency of standards and procedures, to promote sharing of resources when applicable for efficiencies, and to establish strategies for new technology initiatives. The Chief Technology Officer conducts regular meetings with the college ITS Deans and then subsequent meetings with the ITS groups from all locations to discuss the common projects. These committees include the District Technology Committee, the District ITS Web Committee, the Deans of Technology Meeting, the Blackboard Distance Education Committee, and the College Technology Committees. Participants include Chief Technology Officer, Deans of Technology for the colleges, District Public Information Officer, technical ITS analysts, faculty when appropriate, and other administrative or classified staff who are experts in their areas and want to contribute. The colleges chair their own College Technology Committees, but ITS representatives attend and participate in all activities including the development and updating of the Strategic Technology Plans. Recently, a new committee has been formed to review the Third Party software products that are used by the colleges and consolidate services where appropriate for cost savings and increased efficiencies.

(10) IMPROVEMENTS UNDER THE BOND MEASURE "B"

BOND MEASURE TECHNOLOGY IMPROVEMENTS

The Information Technology projects related to Bond Measure "B" are specified in the document titled "Technology Improvements – Supplement to Capital Improvement Program" previously submitted to the Board of Trustees in September 2003. The plans include a new Information Technology building for the District data center on the Las Positas campus that will also house the ITS staff from both the college and District. The computer equipment items include network infrastructure, hardware and software, and smart classroom requirements. (Refer to the Bond Measure "B" Technology Improvements Supplement in Appendix A for details.)

As part of Bond Measure "B", two initiatives to provide software solutions for facility/room scheduling and document imaging system were included. These same projects were part

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of the "Fiscal Year 2002-2004 Tactical IT Plan", but no action was taken due to the costs of hardware, software, and labor resources.

ROOM/EVENT SCHEDULER

CLPCCD lacks an effective process for assigning and utilizing physical facilities for classes and other events. Third-party products that interface well with Banner are available such as Scheduler 25 and Ad Astra. Information from facility utilization software will provide the Colleges with the information it currently lacks to make critical enrollment management decisions. CLPCCD will form a project team to select, acquire, and implement a room scheduler system. A preliminary review of Scheduler 25 was held in January 2004 in the event that our Bond measure was passed. This session helped the users from the colleges and District understand what functions a room scheduler package could provide to ensure efficient user of the colleges' physical facilities as well as some potential enrollment management benefits. This preliminary session assisted in determining what the CLPCCD requirements would be for such a system.

DOCUMENT IMAGING SYSTEM

CLPCCD requires a district-wide Document Management System that has the capability to scan documents such as student transcripts, employee applications, vendor invoices, and other Finance or Financial Aid documents, and store these documents through an indexing mechanism for retrieval. Due to the large volume of paper that is stored at the colleges and the District Office, this would not only archive documents for easy access or update, but would eliminate wasted building space used for document storage. The Banner System contains such a package called WebXtender that automatically interfaces with Banner directly, which is a significant advantage. However, other vendors such as Hershey offer similar products with custom interfaces to Banner. A CLPCCD project team will be established to review software alternatives through a formal process.