



ITS STATUS REPORT

Board of Trustees
September 3, 2002



Common Themes

- **Collaboration**
- **Benefits to Students & Faculty**
- **Better Data Control & Accessibility**
- **Improved Performance**



Project Task List

- **Priority Projects identified by Management**

**Chancellor
Presidents**

**Vice Chancellor
Admin Staff**

- **Reviewed Proposed Tactical Plan 2002-2004**

- **Primary goal to get projects back on track**



COLLABORATION



SCT BANNER

- **User Groups & Chairs**
 - **Student, Academic Services, HR/Payroll, Finance, Financial Aid, Data Quality**
 - **Regular Meetings**
 - **Accountability for Identifying Tasks, Priorities, & Status**
 - **ITS Personnel All Sites**



SCT BANNER

- **New on-line system for Task List: update, query, & reporting**
- **Review of Custom Mods (over 50% non-regulatory)**
- **Extended Hours for ITS Support 7AM-7PM & Emergency Service**
- **ITS has empowered users – more independent on system**



HELP DESK – WEB CENTER

- **Started usage Web Center for District in April**
- **Extended to Chabot IT and Lab Technicians in July**
- **Completed training for Las Positas IT and Student Laptechs in July/August**
- **Operational for Las Positas Sept 9 September**



HELP DESK – WEB CENTER

- **Share IT resources on Help Desk across campuses**
- **Future Web Center features:**
 - **On-line query by users**
 - **Management reporting for metrics of service levels**
 - **Establish Knowledge Base**



INTERNET/INTRANET

Development

- **ITS Web Development Committee formed - all campuses, policies**
- **New Banner User Group (BUG) Website – charters, meeting agendas & minutes, NEWS for updated features, available reports.**
- **New Leadership Development Academy Web – Training program for admin and management**



INTERNET/INTRANET

Development

- **Consolidation of District Intranet Web for “Help” and “Today”**
- **Las Positas developed new Intranet released for Fall 2002**
- **Chabot in process of redesigning Internet site**



Distance Education

- **Committee formed in April to study and recommend “common” platform**
- **Reps from faculty, admin, classified, ITS**
- **DE product to address instructional course offerings and supplements (syllabus, assignments, reading lists)**
- **Colleges DE outgrown CVC subscription**
- **Evaluated 3 primary vendors in DE: Blackboard, Web CT, and eCollege**
- **Reviewed Self-Hosted and Application Service Provider (ASP) models**



Distance Education

- **Critical criteria:**
 - functionality
 - ease of use
 - training & retraining time
 - automatic conversion capabilities
 - interface with Banner
 - customer references
- **Committee leaned towards Blackboard selection based on all factors considered**
- **Presentation to Chancellors & Presidents July 31**



Distance Education

- **Conducting review sessions with Faculty and Colleges on Committee findings**
- **Blackboard workshop scheduled for Faculty on Sept 10 to verify functionality**
- **Proof of automatic conversion utilities from Web CT to Blackboard mandatory**
- **Presentation to Admin staff for colleges scheduled for Sept 20**
- **Decision for “common” platform by Dec 1**



BENEFITS STUDENTS & FACULTY



Banner Web for Student Financial Aid

- Released end of July
- Allows students to:
 - View status of financial aid file
 - Academic progress status
 - Academic holds
 - Financial Aid Awards
- Alternative to Voice Response system or A&R window



Banner Web for Credit Card

- **Credit card payment via Web in place of Voice Response or A&R window**
- **Technical issues resolved – Banner 5, Oracle, new Touchnet software**
- **Security - encryption for data on Internet**
- **Addressing procedural issues – reconciliation, full payment vs. partial**
- **Completed System Testing in July**
- **Pilot group in Fall 2002 – ITS, A&R, Chairs**
- **Production release - Spring 2003**



Faculty Contract Negotiations

- **ITS worked on program specifications to satisfy the new faculty contract with Finance, HR, Academic Services, & Payroll**
- **Addressed part time faculty split for lecture & lab, additional steps for both part time and full time, and new pay schedule for Summer 2003.**
- **ITS participating in Enrollment Management Committees to address the new contract requirements**



Student Contact Hours

- **Each college has capabilities for tracking student contact hours for non-credit courses (labs, learning resources, tutoring)**
- **Chabot uses SARS-TRAK and Las Positas uses STARS which are equivalent systems with custom interfaces built to Banner**
- **Chabot has been using SARS-GRID for tracking Counseling and Student Scheduling contact hours over the past year**



Student Contact Hours

- **Las Positas is implementing SARS-GRID in October**
- **Both colleges will add the new feature for electronic Student Education Plan (SEP) by October**



Web and Desktop Expansions

- **Chabot expanded the available student PCs by 74 PCs in the Library wing bringing the total to 124 PCs (48% increase)**
- **Las Positas opened this summer a high tech Training Center for faculty and students**
- **Las Positas enhanced the Faculty desktops with 34 PCs updated this summer**

Web and Desktop Expansions

- **Both colleges extended Web based instruction to non-traditional subjects using computerized tools like PE, English, and Music.**
- **Chabot centralized the computer lab technicians under the ITS group**



BETTER DATA CONTROL & ACCESSIBILITY



Banner Fixed Assets

- **GASB 3435 Federal Reporting required by July 2003**
- **Began analysis and module testing in July**
- **Training materials and procedures in progress**
- **Start input of asset data mid-September**
- **Conversion of prior assets from physical inventory planned for end of October**
- **Turn on Depreciation calcs and reports in Q3, January 2003**



Banner Web for Employee

- Employee level information on benefits, payroll, taxes, personal data
- HR strategy to enter benefit data into system
- Module Testing in process
- Pilot to use alternate ID vs. Social Security Number (Not yet law in public sector)
- Implementation by employee groups: admin, classified faculty, students
- Release to admin employees in February



COTOP Participation

- **Manual System used 2-3 years ago**
- **Submission October 1 using Banner:**
 - Student loans
 - Returned checks
 - Collection total about \$85,000
- **Second phase planned March 2003**
 - Outstanding payment for student fees
 - Implement Banner Billings & Receivables Aging
 - Decisions on historical data timeframe and method of notification to students



Banner Ad-hoc Reporting

- **Banner difficult to do ad-hoc queries**
- **New views to be developed**
- **Completed ad-hoc reports for HR**
- **ITS analyst dedicated to effort in August**
- **Ad-hoc reports by groups:**
 - **Financial Aid, Academic Services, Student, Finance**



IMPROVED PERFORMANCE



Network Upgrades for Las Positas

- **Rewiring of Learning Resource Center completed in August**
- **Relocation of Web server to Chabot scheduled for second week of September:**
 - Split of T1 line degrading performance
 - Created new server with backup system
- **Installation of Cisco router by end of September**
- **Separate server and storage capacity for Faculty scheduled for October (Netdrive)**



Improvements for All Locations

- **Extension of network diagnostic and monitoring tools (Cisco Works) to all IT personnel – monitor traffic, bandwidth usage, and balance network load.**
- **Installation of Virus Scan software on servers to push down to all desktops by end Sept (both Admin & Instructional networks)**
- **Monthly Technology Committee meetings:**
 - **All IT staffs**
 - **Discuss new initiatives**



Internet Native Banner (INB)

- **Previously called Web Enabled Forms**
- **Converts all Banner forms to Web**
- **Addresses remaining Banner functions outside of:**
 - **Web for Student, Financial Aid, Employee, Finance.**
- **Significant performance differences**
- **Analysis began in late August**
- **Anticipated level of effort – 4 months**
- **Initial release for internal use only**



Future Goals

- **Unified ITS Support – ONE to users**
- **Network Infrastructure Improvements**
- **Wireless LANs**
- **Single Sign-On Authentication**
- **Mainframe upgrade supporting Banner**