2019-20 Admin Services : Information Technology Manager PIE

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Division Mission Statement: The Information Technology (IT) team provides service and support to the students, faculty, and staff of Mt. San Antonio College by providing leadership in the implementation, integration, application, delivery, and support of information and instructional technologies. The IT team is committed to efficiently and effectively managing communication, academic and administrative computing, network services, web services, and related information resources that support and enhance teaching, learning, community development, and public service at the College.

Summary of Notable Achievements: Information Technology successes for 2019-20 were originally focused on upgrading campus infrastructure and adding functionality to provide better service to students and the campus community. From March 2020 through June 2020, IT focused on moving the campus to work remote and teach online and finally to sustaining this 'new normal' for operations.

Notable achievements include:

1. To facilitate the move to remote learning for students and faculty, IT assisted Student Services with deploying more than 1,500 technology items to students, issued more than 650 VPN accounts, and in collaboration with FCLT added new functionality to Canvas including a Student Hub, Labster for teaching science laboratory lessons online, and Screencast-o-Matic that allows faculty to take screenshots of their lessons and post them in Canvas.

2. Additional features were added to the College's Microsoft O365 system including risk detections that enable IT to be more proactive in remediating O365 and email accounts against unauthorized use. One feature is the detection of impossible travel like logins from different locations in an unreasonable amount of travel time. A second feature is Report Message feature, which allows users to report suspicious email messages easily.

3. In collaboration with Instruction, School of Continuing Education, Library and Learning Resources Division, Academic Senate, Admissions & Records, Financial Aid, Counseling, and Fiscal Services, IT developed and implemented successfully several online processes related to Covid-19: Excused Withdrawals (EW), Refunds for EWs, CARE distribution, transitioned to online classes (Temporary SPOT, FOMAR, Synchronous and Asynchronous classes, collection of positive attendance hours, class search, etc.), Pass/NoPass option, excluding substandard grades in counting toward Repeatability, final grades submission enhancement, converting final grades according to students' selected grade modes, final grades roll, and MIS and 320 submission.

4. IT implemented various algorithms to identify duplicate/SPAM admissions applications. These applications are usually submitted because the end-user wants a .edu email account. Out of 19,472 applications, 6,484 were identified as SPAM (33%). Ultimately, 17 of the 6,484 quarantined applications were determined legitimate (0.2%) and processed. The quarantine box is reviewed daily to release legitimate applications.

5. In partnership with Admissions & Records and Counseling, the Auto-Award/Completion Report using Power BI is compete and live as on June 17, 2020. This tool will assist A&R to identify students who already have completed a degree, or are near completion of a degree. Furthermore, the Counseling department will be able to assist students in choosing possible majors based on how close they are from completing them

6. Multiple online appointment sites have been completed for various Student Services programs like EOPS, Aspire, Dream, and ACES. Students can reserve counseling appointments online with their respective special programs.

7. Set up Azure cloud storage for enterprise backup using IBM Spectrum Protect. This system will eliminate the legacy tape backup system and need for storage and transport services with Iron Mountain. The Nuventive service for PIE is currently using Azure cloud storage for hosting, storage, and backups.

8. Created new custom versions of the Campus Map to highlight specific programs, including maps for the Performing Arts Center, Emergency Assembly Areas, Planetarium, Designated Smoking Areas, and All-Gender Restrooms. Check it out at http://www.mtsac.edu/maps.

9. Ellucian published a case study on Mt. SAC's Assessment Questionnaire (AQ). It is available at https://www.ellucian.com/success-stories/developing-online-assessment-tool-course-placement

10. IT, in partnership with the Office of Instruction, upgraded their current curriculum management software, WebCMS from version 1.0 to 10.0. The upgrade included significant improvements such as performance, transparency and automating a variety of current manual and paper bound processes. Please visit the WebCMS 10 website at https://www.mtsac.edu/webcms for all training materials and the link to access the new WebCMS 10.0 system.

Closing the Loop - Analysis of Progress on College Goals: IT made significant progress in the implementation of accessibility tools including otter.ai for closed captioning of remote learning classes and meetings and enhancements to the College website. IT continues to focus on on supplying technology solutions for various campus departments like EAB for early alerts and student intervention options and more paperless processing like assisting A&R with moving all their forms to a digital option, The end of 2019-20 saw IT focusing on customer service in the setup, configuration, and deployment of more than 4,000 devices for staff, faculty, and students to facilitate the move to online learning as quickly and easily as possible.

External and Internal Conditions Analysis: The IT Department continues to be impacted by the difficulty in recruiting staff especially in several IT classified positions like Senior Systems Analyst/Programmer.   This impacts the number of projects IT staff are able to support during a given time period. IT is continuing to work with HR and established College processes for job description changes and possible compensation recommendations. In June 2020, IT submitted a comprehensive classification review request that affects more than 40 staff members.

With all staff and faculty working from home, IT is vigilant about maintaining data and infrastructure security.

Analysis of Division's Plans, Activities, Resources and Critical Decisions: IT's major plans for 2020-21 include:

1. Infrastructure Upgrades - a potential upgrade to the College's second circuit to 10 gbs to support increased work from home requirements.

2. Currency: IT strives to maintain a five year computer replacement cycle. In addition to computers, IT infrastructure must be maintained including wiring, servers, switches, security appliances, and Voice over IP infrastructure. IT's technology committee, ITAC, approved a recommended infrastructure replacement cycle of 7 to 10 years.

3. Network Security: Mt. SAC is one of the few CA Community Colleges to maintain a dedicated security team that focuses on monitoring and incident response. This endeavor requires funding for hardware, security tools, training to keep pace with the rapid evolution of threats.

4. New Software and New Functionality: New software includes upgrades to Banner Self-Service to version 9 and either an upgrade or replacement of the College portal, EAB Navigate for a more streamlined degree planning and registration process for students, expanded use of OnBase for document imaging and workflow and the new SoftDocs for digital signatures, new software and functionality to continue to improve the College's business operations to function in remote working conditions, and cloud computing initiatives for storage and backup of College data.