North Orange County Community College District
District Services Administrative Review

District Service: Information Services

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1. **Description**:
   Information Services has four main strategies which align with the District Strategic
   Directions and the Chancellor's Goals as noted in the attached document entitled
   "*NOCCCD District Information Services Technology Plan 2011-2015*". They are:
   - ✓ Provide the best technology for the best value
   - ✓ Provide high quality customer service
   - ✓ Plan for the future
   - ✓ Meet legal and system requirements

   The document further lays out goals aimed at providing the following services including:
   - ✓ Implement technologies that directly impact student success as identified by
     user departments;
   - ✓ Explore new and better technologies which result in reduced cost and/or
     efficiency;
   - ✓ Leverage (use and help others use) the current systems in place to better
     serve students and staff;
   - ✓ Respond to user (student and staff) requests for service;
   - ✓ Collaborate across the district to provide better service, eliminate
     redundancy and improve user satisfaction;
   - ✓ Refresh/replace current systems to insure current and relevant systems;
   - ✓ Respond to changes in the environment;
   - ✓ Prepare for emergency and business interruptions;
   - ✓ Comply with all legal mandates and obligations requiring or using system
     data and information.

2. **Assessment of Prior Year Strategies for Improvement:**

Strategies for improvement identified in the 2012 Information Services Administrative Review included:

- ✓ Training and cross-training of existing staff to leverage new technologies and meet mandates
- ✓ Collaboration across the district with goals of building trust, establishing better communication and realizing cost savings & better productivity
- ✓ Providing better testing strategies to minimize redundant testing time
- ✓ Building out wireless for better communications and student service

Training and Cross-training activities of existing staff to leverage new technologies and meet mandates completed this year included:

Training	Attendees	Purpose
MIS Reporting	Heather Cook	Cross train in submission of MIS data
Oracle 11g	Adam Howard	Database maintenance
Voyager Library System	Richard Oberlin	Newest enhancements & products
Red Hat III	Hank Eggers	Advanced Operating System training for DegreeWorks
Groovy & Grails	Brad Rippe	Banner system migrating to these in next version
CISO Certification	Fred Rocha	Training to be effective manager and future CISO
Shibboleth	Adam Howard, Brad Rippe	New CCCApply technology
Network	Boaz Carmi	Latest network technologies
Security	Tim Nguyen	Security best practices and new technologies
New Technologies: CISOA/ Ellucian/ 3CBG/Educause	Tom Wallace, Deborah Ludford, Fred Rocha, Heather Cook, Chris Taylor, Mike Kessler, Brad Rippe, Richard Oberlin, Hank Eggers, Boaz Carmi	Newest technologies in higher education showcased and demonstrated

Blackboard	Mike Kessler, Adam Howard	Latest development in product improvements
Windows Server 2008	Malcom Ridley, Tim Nguyen	Technical training for maintenance of systems and training in use of AD
Student Success Initiative	Fred Rocha with campus staff	Implementation Summit regarding Student Success initiatives
Online Training with Safari Books	All staff	Reference library used by staff on all technical subjects
Gartner Group	Deborah Ludford for all staff as needed	Latest analysis of products and services; assistance with contract negotiations

This training has kept staff abreast of technology changes and will be used to maintain systems already in place, identify new and emerging technologies relevant to user needs including student and staff and cross-train staff as backup to others in the department.

Collaboration across the district with goals of building trust, establishing better communication and realizing cost savings & better productivity projects this year included:

Project	Participants	Results
Core Switch Upgrade Implementation	Fullerton, Cypress, District I.S., SCE	Implemented new Core Switches at campuses to extend life of current network
Single Sign On: Active Directory synchronization, Central Authentication System implementation	Fullerton, Cypress, District I.S., SCE	Work to create an environment whereby students and staff have a single login for all services district wide with central authentication and local campus authorization
Institutional Effectiveness Report	Fullerton, Cypress, District I.S., SCE	Create common system for use across the district supplying student completion and persistence data which

		meets the mandate of Accreditation
Student Success Initiative	Fullerton, Cypress, District I.S., SCE	Implement Priority Registration, Orientation (Comevo), Education Planning (DegreeWorks) and Appointment Scheduling (SARS/Bookit) systems across the district to meet state mandates resulting in cost savings
Print Shop	Fullerton, Cypress, District I.S., SCE	Provide online submission and tracking of production & printing services
District wide DNS	Fullerton, Cypress, District I.S., SCE	Provide ability to share resources across the district especially for SCE to centralize servers resulting in cost savings; provides additional redundancy and backup
Consolidation of Servers	District I.S., SCE	Reduction of physical servers reducing costs; updating to new technologies
Backup Solution for Virtual Environment	District I.S., SCE	Backup and restoration of servers as needed
Payment Card Processing Upgrade	Fullerton, Cypress, District I.S., SCE	Implement new payment gateway for all payment card services resulting is savings
Wireless Anaheim	District I.S., SCE	Implement first floor wireless at Anaheim campus for ESL program

These new projects along with the maintenance of previously existing district wide collaborative projects result in savings to campuses and the district. Ongoing district wide cooperative projects include: Library, Banner, myGateway, E-transcript California, CCCApply, Mobile Applications, MIS Reporting and Blackboard systems along with centralized Banner/Argos training.

Providing better testing strategies to minimize redundant testing time was addressed with the following being done:

- Centralized testing of Financial Aid changes and updates;
- Collaborate training and centralized as well as decentralized testing for DegreeWorks; and
- Coordinated testing for Banner upgrades and patches.

Much work can still be done in this area to minimize the amount of redundant testing especially with the centralized systems.

Building out wireless for better communications and student service is being addressed by:

- Continued build-out of wireless networks at the Cypress and Fullerton campuses;
- Continued work on single sign on across the district; and
- Implementation of wireless at the Anaheim campus completed on first floor and expanding to the rest of the building.

This project should be completed during 2014.

3. **Data**:

   See attached:

   - ✓ *The 2012 NOCCCD Technology Survey* (survey of Faculty, Staff, Students on service satisfaction) – double click on Icon below to view document:

     TCC TechQual Report 2012.pdf

   - ✓ *District Information Services Technology Plan 2011-1015* (Goals, activities and status of ongoing activities for the Information Services Department) – Ctrl+ click on link to view document: IS Strategic Plan 2011-2015

   - ✓ *2013 District-wide Satisfaction Survey for Information Services*

     2013 Sat Survey Resuts Info Services

   - ✓ Information Services Committed Costs 2012-2022 (analysis of contract/committed costs of current systems and infrastructure to support those systems) – double click on Icon below to view document:

     10 Yr Maint breakdown- 2.xls

4. **Data Analysis**:

The *NOCCCD District Information Services Technology Plan 2011-2015* identifies those things that will be done in support of the District Strategic Directions and Chancellor's Goals. This document outlines the Information Services Goals and Activities that should be undertaken to meet the District Strategic Directions and Chancellor's Goals and provides the status of each of the related activities. The status column of this document identifies those things that need additional funding or personnel resources for completion. The details of these needs are listed in the resource request below.

In addition, the *Technology Quality Survey* was conducted district-wide amongst staff and students clearly indicate some areas for improvement. For respondents district-wide, the need for wireless coverage, mobile device connectivity and classroom/meeting area technology for effective presentations was noted as needing the most improvement. Faculty members were the least satisfied, noting that their expectations have not been met in Connectivity & Access and Technology & Collaboration Services as well as concern regarding timely resolution to problems with campus technology services. Staff indicated concerns in the area of wireless coverage, ease of use and classroom technology. Students were mainly concerned with reliable internet service, wireless coverage, classroom technology, mobile device access and quick response to issues. These issues can be address by District Information Services in collaboration with the campus Academic Computing departments. Those items that District Information Services can do solely are identified in the resource requests below.

The *2013 District wide Satisfaction Survey for Information Services* provides the following analysis:

Top Takeaways

- 60% of those who responded use the services of District Information Services to some level
- 77% of respondents feel District Information Services provides solutions in anticipation of users' needs
- 82% of respondents feel District Information Services provides adequate training
- 88% of respondents feel that when they call with a question the answer is prompt
- 74% of those respondents who use the District systems feel they have the opportunity to provide feedback in the District Information Services planning process
- Comments indicate that myGateway needs a refresh
- Comments indicate that some would like CaTT Tales in a more modern format

Positive Reinforcement

- 92% of those who responded felt that when they contact District Information Services with a question it is answered accurately
- 90% of respondents felt that communications from District Information Services regarding systems are helpful
- 90% of respondents felt that communication from District Information Services are timely
- 87% of respondents feel that CaTT Tales is helpful and informative

Opportunities

- Stay abreast of developments at campuses to better anticipate users' needs
- Consider remote or online training to reach more users
- Find ways to allow users to provide feedback on the planning processes within District Information Services
- Find ways to reduce time of response to inquiries
- Deliver CaTT Tales in alternative media
- Refresh myGateway

Possible Next Steps

- Implement new version of myGateway
- Reinstitute program to visit user locations to better understand user needs
- Look at alternative ways to deliver CaTT Tales
- Investigate online/hybrid/remote training alternatives
- Consider ways to involve more users in providing feedback on planning documents

Finally, an analysis of the financial resources in the form of the Information Services Committed Costs 2013-2024 indicates that in year 2014-15 Information Services will not be able to meet its obligated costs for the systems currently in use. This analysis assumes no increase in cash allocation for the 10 year period. The reason for this shortfall is that vendors continue to raise costs by 3-5% while the Information Services budget remains flat. This analysis includes no dollars for office supplies, postage, travel, training, mileage, and copier maintenance.

5. **Strategies for Improvement**:

Strategies for improvement include:
- ✓ Building out wireless for better communications and student service at Anaheim to meet staff and student needs for wireless and mobile
- ✓ Evaluate job descriptions to better address responsiveness concerns and meeting user needs
- ✓ Increase staff to meet needs of new mandates and responsiveness concerns
- ✓ Implement a new version of myGateway or replace it if performance cannot be improved
- ✓ Continue and possibly expand program to visit user locations to better understand user needs to involve more staff in Information Services planning
- ✓ Investigate online/hybrid/remote training alternatives to better train staff
- ✓ Use the Technology Coordinating Council to more effectively communicate the planning activities and services provided by District Information Services
- ✓ Improve methods of communications with all users, including alternative ways to deliver CaTT Tales
- ✓ Providing better testing strategies to minimize redundant testing time
- ✓ Investigate ways to improve availability of services

6. **Resource Request**: As noted in the attached "*NOCCCD District Information Services Technology Plan 2011-2015*" and supported by the *Technology Quality Survey*, the *2013 District wide Satisfaction Survey* and the *Information Services Committed Costs 2013-2024*, the following resources are needed for the projects identified below:

Funding Needed to meet Technology Plan Goals/Activities	Personnel Needed to meet Technology Plan Goals/Activities
Training in new technologies, training in information security and cross-training for redundancy of knowledge - $35,000 ongoing	Human Resource/Payroll/Benefits/Assignment Sheet Project (replaces outdated Mapper system & streamlines payroll processes including county payroll interface)
Automated testing software - $20,000 once	Electronic Personnel Action Forms (EPAF)
Electronic Catalog & Schedule for all campuses - $127,782 to 177,782 One time; $21,000 – 27,000 ongoing	Data Warehouse
Funding for annual support of existing systems to meet contractual obligations for three years - $70,000	Interface between State, Banner, DegreeWorks and local Curricunet
SARS Call Replacement, Emergency & Informational messaging district-wide - $39,995 ongoing	Bookstore integration with Registration
Tools for redundant services & systems (i.e. cloud, offsite backup, etc.) - $299,000 onetime, $23,000 ongoing	Management of technical projects such as multi-vendor projects and cloud services
	Management of Student Success initiatives including Priority Registration, Ed Planning, Orientation etc.
• **Total requested ongoing support & training: $189,000 – 195,000** • **One time funding for software/hardware: $446,782 – 496,782**	• **Replace open positions: Data Quality Analyst (MIS) & IT Specialist, Applications** • **Review/update technology job descriptions** • **IT Project Leader (technical services) focused on technical services projects** • **IT Project Leader (applications) focused on student success initiatives** • **IT Specialist, Applications (including student services support, imaging and website support)**