

# 2016-2017 Annual Plan

## (tactical initiatives)

- Ongoing technology and computer education
  - Create campaigns to improve use of network and distributed storage (CT3,SD2.4) – **On-going**
  - Ongoing PCI education efforts **On-Going** (CT1, SD1.3, SD5.3)
  - **Create/Provide FERPA and unconscious bias training for Argo Report users Pending (CT2, SD1.1-3, SD2.1&2.2)**
  - Investigate options to train new employees on the use of Lane systems - FAQ and knowledgebase support currently - Staffing issue for in-person support - maybe a list of subject matter experts and/or online class/webinar/training(CT3, SD1.3, SD2.3)
  - Show new developments with OER materials and encourage adoption (CT1, CT2, CT3, CT4, SD1.1-3, SD2.2&2.4, SD3.2, SD4.2&4.3, SD5.1-3)- ongoing
- Improve accessibility of data
  - Expand development and ease of use of Argos reports and dashboards across the college (CT3, SD1.1-3, SD2.1&2.2) **ongoing**
  - Increase public availability of data - data package being rolled out this year as well (CT1, SD4.1&4.3) Done (new project - Data Warehouse) and **On-going support for IRAP**
  - **Create an online report request form for Argos (CT3, SD1.3) - DONE**
  - **Improve Argos report building and modification process - improve accountability and escalation processes - New**
  - Aid in development of large non-normalized datasets for analyzing enrollment, persistence, and completion (CT3, SD1.1-3, SD2.1&2.2) - this is the new Data Warehouse project
  - Provide access to Degreeworks data in ODS (CT3, SD1.1-3, SD2.1&2.2) - in process
  - Data access for faculty (CT3, SD1.1-3, SD2.1&2.2) DONE
  - Make OER courses visible in Class Schedule and at the Bookstore - (CT1, CT2, CT3, CT4, SD1.1-3, SD2.2&2.4, SD3.2, SD4.2&4.3, SD5.1-3) - phase 1 done, phase 2 in process, with a third phase planned
- Improve WiFi access on campus (CT3, SD1.1-3, SD2.2&2.4, SD5.3) - **ongoing**
  - survey campus to find WiFi dead zones (CT3) **ongoing**
  - increase and improve WiFi lease times (CT3, SD5.1 &5.3) DONE
  - enable WiFi encryption for all users (CT3, SD1.3, SD2.4, SD3.1&3.2)  
**DONE**
- Improve collaborative, productivity, and educational tools

- Implement Google Apps for Education, giving students an “.edu” domain based email (CT3)- **DONE**
- Evaluate employee email service product (CT3) -On-going
- Negotiate Adobe Creative Cloud contract **DONE**
- Add Acrobat Pro to FastLane computer image - pending
- Improve Off Campus & Mobile email access (datasync + above) **DONE**
- Implement Workflow to formalize and improve business processes such as PTSOA **ongoing**
- Evaluate effectiveness of current enhanced classroom model (CT3) – In process
- Develop a tool for the PUP program updates (CT1) **DONE**
- Determine what the needs are of employees using Macs (CT1) **On-going**
- Implement Identity management system **coming some year**
- Investigate work processes in Continuing Education and recommend an Information System or integrate existing Lumens system with Banner - **Made recommendations, carried them out, but will not be integrating into Banner - DONE**
- Integrate International Admissions system (Tango) with Banner **DONE**
- Reevaluate the student digital campus experience (CT3)
  - Investigate a mobile app- Looking for an executive sponsor to pay and promote
  - Reevaluate the portal concept **in process**
    - **myLane redesign and replacement in process**
  - Develop policy and procedures for a student communications platform **Pending**
- Evaluate the redundancy and continuity practices of the IT department
  - Recommendation for planning for continuity as people retire (cross-train for backups where possible) Pending
  - Research failover capacity (CT3)
    - Which services do we have that always need to be up? **Telephone, Firewall, Internet Access, Banner SSB, Groupwise, DNS, myLane, SARS, Smart Classroom equipment, Touchnet, Moodle, Microfocus (OES)**
    - Which services critically impact the campus when they go down? Toilets and data center - on-going
    - What possible points of failure exist within our infrastructure? **on-going**
  - Improve IT systems communications and change procedures **In Process**
    - Develop an Outage Notification Procedure
    - Develop a Systems Status Site (we have multiple sites: imapper, David’s mapper, could use a Google sheet to show status to end-users)

- Develop Change Control Plans (need to work on)
- Expand Online Offerings
  - Assess what level of expansion of online courses the college expects (CT1, CT2, CT3, CT4) **ongoing**
  - Work to secure funds to ensure adequate development and support of online courses as well as sustain existing resources. (CT3) **DONE**
- Investigate ways to increase Technology Fees available to fund technology projects 5 year plan presented to ET on 5/10/16 **DONE**
- **Enterprise Projects - All ongoing**
  - Transcript articulation (CT4,CT3,CT2,CT1) **Ongoing**
  - Online transcript ordering system (CT4,CT3,CT2,CT1) **Ongoing**
  - Degreeworks planner go live (CT3, CT4) **Ongoing**
  - SEM Reporting **Ongoing**
  - PCI Compliance **Ongoing**
  - FastLane rollout **Ongoing**
  - 5 Data Cleanup Projects HECC funded phase 1, finished
    - Data Entry Point Cleanup
    - Data Entry Point Error Checking Reports
    - New Validated Credit Application with gender and ethnicity information
    - Extended Learning/Continuing Education Data Integration
    - Program of Study and Student Intent Goal Cleanup
  - Banner XE implementation **Pending**
  - Touchnet Payment Plan implementation **In Process**
  - Touchnet Point Of Sales & Mobile Marketplace **In Process**
  - ADA WCAG 2.0 Pending **In Process**