Quarterly Board Monitoring Report

Information Technology

March 2023

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Introduction to Information Technology

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Executive Summary for Information Technology

The SCC Information Technology Department is responsible for the following (and in alignment with **Goal 4, Objective 7, Strategy A** of the Strategic Plan: Strengthening the Colleges Infrastructure in ways that promote student learning, completion and institutional sustainability):

- Implementing educational technologies that enhance the classroom experience
- Maintaining a reliable network infrastructure
- Providing a support Helpdesk for all students, staff and faculty
- Administrating all software services and information systems required for the College's operation

Quarterly Update: **Current Projects**

Ellucian Cloud Migration Project – Phase 2

Current services that are being configured in the cloud:

- **Ellucian Experience –** Provides a personalized hub for timely, actionable campus information. Experience aggregates relevant content from multiple sources to provide value and key information.
- **ILP –** The ILP integrates our Learning Management System (Moodle) with our student information system (Colleague).

Phase 2 began with the completion of the Phase 1 go-live in September 2022. Ellucian Experience has been successfully connected to our Test environment using Google single-sign on (SSO) authentication with Multi-Factor Authentication (MFA). I.T. is now working on configuring Colleague UI and Self-Service with Google SSO. This will eliminate the need of on-premise servers to authenticate users for Colleague services.

A planned rollout of Ellucian Experience is planned for June 2023. I.T. is currently creating on-board training for students and employees which will make the transition easier.

After Experience is live, Ellucian will begin the final project phase which will include moving ILP services from on-premise servers to the Ellucian Cloud. Schedule completion is planned for summer 2023.

Third Party Software & Integrations

Bookstore MBS Integration

I.T. is currently working with the Shawnee College Bookstore to integrate their Point-of-Sale system MBS with our ERP (Ellucian Colleague).

This integration will allow book inventory to be available for students during time of registration using Ellucian Student Self-Service.

Educational Technology

Teaching and Learning Center

Several training opportunities have been available for faculty during the spring semester:

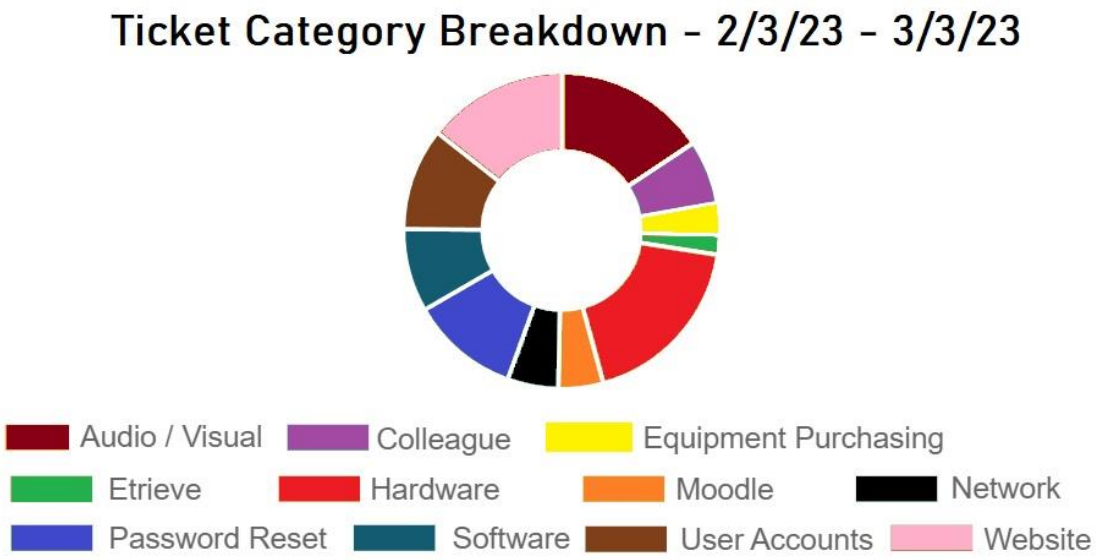
- Moodle Tips and Tricks
- LGBTQ+ Allyship in the Classroom (NISOD Web)
- Thinkers, Feelers, Introverts, Extraverts: Understanding and Communicating Better With Your Students (NISOD)
- ChatGPT and AI in the Classroom
- Simple Syllabus
- Five Strategies for Teaching and Reaching African American and Latinx Students (NISOD)
- Smart Classrooms
- Easy Video Production
- Smart Evals
- Making Accessible Documents
- Turnitin.com
- Proctorio Training
- Teaching with Zoom
- Moodle Consultations

Help Desk

The I.T. Department provides support to all SCC students and employees via email, phone, and the Help Desk portal. Tickets are assigned to the appropriate team member and completed as quickly as possible.

The Help Desk system keeps track of all tickets created and can generate custom reports used to improve I.T. procedures. This is aligned with **Goal 4, Objective 8, Strategy A** (Strengthening the College's Infrastructure in ways that promote student learning, completion, and institutional sustainability, ensuring facilities support student learning and success).

There have been over 500 tickets submitted in Q1 as of 3/3/22. Of those tickets 21% were assigned to Maintenance/Custodial, 5% assigned to Institutional Effectiveness, 1% for Marketing, and 73% assigned to I.T.



Quarterly Update: Planned Projects

Multi-factor Authentication (MFA)

Multi-factor authentication is a layered approach to securing data and applications where a system requires a user to present a combination of two or more credentials to verify a user's identity for login.

The I.T. Department is working with Ellucian to deploy MFA as a part of rollout of Ellucian Experience in June 2023.

National Student Clearinghouse PDP Integration

The PDP (Postsecondary Data Partnership) empowers institutions with more comprehensive data, easier analysis, and better visual representations to help you understand, improve, and communicate student momentum, outcomes, and equity.

A full rollout is planned once the Ellucian Experience configuration is completed.

Cyber Security MDR

Managed detection and response (MDR) are an outsourced service that provides organizations with threat hunting services and responds to threats once they are discovered. An endpoint detection and response (EDR) tool typically provide the necessary visibility into security events on the endpoint.

Relevant threat intelligence, advanced analytics, and forensic data are passed to human analysts, who perform triage on alerts and determine the appropriate response to reduce the impact and risk of positive incidents. Finally, through a combination of human and machine capabilities, the threat is removed and the affected endpoint is restored to its pre-infected state.

The I.T. Department is currently scheduling demonstrations from several top vendors and after approval, plan to implement a MDR in Q3 of 2023.

Ellucian Ethos Integration

In Q3 2023, I.T. is planning to configure Ethos with third-party software vendors, including ID123 Virtual IDs and Softdocs Etrieve.

Planned Infrastructure Updates

- Firewall replacement at Main Campus and Anna Extension
- Replace all non-PoE network switches
- Integrate College Catalog with SCC Website
- Slow rollout of Windows 11 to users
- Full rollout of Office 2021
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**