Quarterly Board Monitoring Report

Information Technology

June 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 – Final Phase

Services that are complete as of June 1, 2023:

- **Ellucian Experience –** Provides a personalized hub for timely, actionable campus information. Experience aggregates relevant content from multiple sources to provide value and key information.

Current services that are be configured in the cloud:

- **ILP –** The ILP integrates our Learning Management System (Moodle) with our student information system (Colleague).

Phase 2 is now complete with a go-live on June 1, 2023. Ellucian Experience, named mySCC, is now available to all students and employees. Google single-sign on (SSO) authentication with Multi-Factor Authentication (MFA) was also implemented. I.T. has successfully configured Colleague UI and Self-Service with Google SSO. This eliminated the need of on-premise servers to authenticate users for Colleague services.

I.T. has created instructional videos to both students and employees on how to setup MFA on their accounts and welcoming them to the new mySCC.

Now that Experience is live, Ellucian has begun our final project phase which will includes moving ILP services from on-premise servers to the Ellucian Cloud. Schedule completion is planned for the end of June 2023.

Firewall Replacement – Main Campus & Union County Extension Center

Our current Palo Alto firewalls are model PA-3020 for Main Campus and UCEC (disaster recovery site). These firewalls are now at end of life. Approval was given by the Board of Trustees to replace these units in March 2023. They are currently on order. I.T. is planning the switch out in July 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

Currently the Educational Technology Specialist is working to catalogue and test Virtual Reality equipment that was purchased with funding from SCC's Perkins grant. The equipment consists of 16 Meta Quest VR headsets, 3 Go Pro Max cameras, an Apple MacBook Pro computer, professional video editing software, and various accessories for equipment storage and transport.

The equipment will be used mostly in college courses to support instruction. This fall we are planning to show students in the Agricultural Communications class how they can create, edit and share VR videos on ag topics.

This summer, I.T. is assisting the Career Services Coordinator in testing the career exploration VR experiences produced by CareerLabsVR. Career Services hopes to purchase access to these VR experiences, to give existing and potential student the opportunity to investigate potential careers through hands-on VR simulations for jobs ranging from auto mechanic, to robotics technician, to farm laborer -- to name just a few.

As always, the ETS continues to support faculty and students with their access and use of the college's digital and technological services through one-on-one sessions and on-demand support throughout the summer.

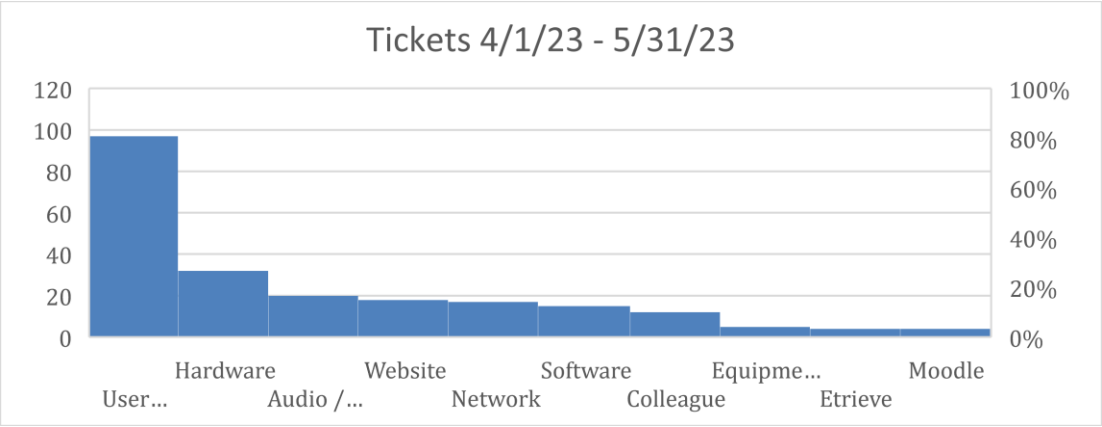
Help Desk

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 200 tickets submitted in Q2 as of 6/2/23:

Audio / Visual	20	9%
Colleague	12	5%
Equipment Purchasing	5	2%
Etrieve	4	2%
Hardware	32	14%
Moodle	4	2%
Network	17	8%
Software	15	7%
User Account	97	43%
Website	18	8%
Total	**224**	



Quarterly Update: Planned Projects

Scavify

Scavify is a scavenger hunt application. Recruiters can create powerful engagements for groups with this customizable app designed around objectives to create, drive, and measure engagement.

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 Q1 of FY2024.

Ellucian Ethos Integration

In Q4 2023, I.T. is planning to configure Ethos with third-party software vendors, including ID123 Virtual IDs and Zoom, and Softdocs Etrieve.

Planned Infrastructure Updates

- Replace all non-PoE network switches
- Integrate College Catalog with SCC Website
- Slow rollout of Windows 11 to users
- Full rollout of Office 2021
- Evaluation of all computer labs
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**