Board Monitoring Report

Information Technology

September 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

Completed Projects

Ellucian Cloud Migration Project

Services that are complete as of August 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.

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

The final phase of the Ellucian Cloud Project was completed June 2023. All functions of Experience are live and fully connected to our ILP (Moodle) using Ellucian Ethos. Additional content is added to Experience on a weekly basis.

Firewall Replacement – Main Campus & Union County Extension Center

I.T. has finished upgrading our Main Campus and UCEC (disaster recovery site) firewalls. These new replacements boast much faster speeds and better encryption which will increase productivity and data security on our network.

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. Implementation was completed in July 2023.

Current Projects

Third Party Software & Integrations

WIDS (Worldwide Instructional Design System)

WIDS offers curriculum solutions for education, business and government. Our curriculum software and consulting services focus on competency-based outcomes. Implementation is planned for Fall of 2023.

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.

Eventbrite

Eventbrite brings people together through live experiences. This service is planned to be used to sell tickets for the Fall 2023 musical. I.T. will work with Community Education to integrate this service with our website.

Education Technology

The Education Technology Department is now fully staffed. Before the fall semester began the focus was on creating updated schedules and ITV classroom contact and information sheets for Main Campus and all extension centers.

As things settled down a bit, the Education Technology Department held meetings with each division chair. The purpose of these meetings was to emphasize the department's goal of facilitating teaching and learning while gathering incite on areas to provide training and support.

The Education Technology Department will be conducting a book study that will begin in January 2024. The title of the book is *Small Teaching Online*. The plan is to start small with one department chair or full-time faculty member from each division. Hopefully we can grow this study each year with more participants.

Virtual Reality (VR) continues to be a main focus for the department. The Education Technology Specialist is continuing research and adding VR experiences to the curriculum. He is also working with faculty to incorporate VR in the classroom.

Teaching and Learning Center

Faculty Training and Workshops – Fall 2023

- Using VR in the Classroom
- Teaching with Moodle: Making it Accessible
- Creating an Instructional Video with One Button Studio and iMovie
- AI Tools in the Classroom
- Video for Virtual Reality
- Online Proctoring: Setting up Proctorio and Safe Exam Browser
- Active Learning Workshop
- Smart Evals
- Making Accessible Documents

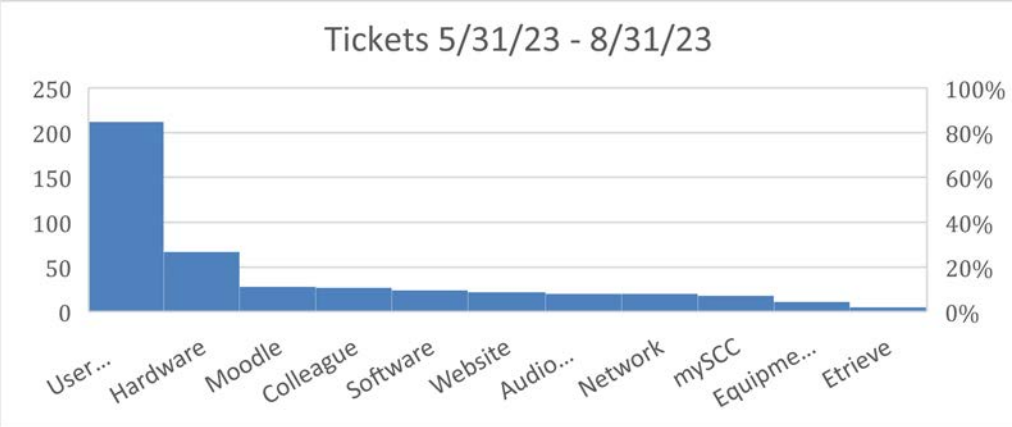
Help Desk

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 450 tickets submitted since July 2023:

Audio / Visual	20	4%
Colleague	27	6%
Equipment Purchasing	11	2%
Etrieve	5	1%
Hardware	67	15%
mySCC	18	4%
Moodle	28	6%
Network	20	4%
Software	24	5%
User Accounts / Passwords	212	47%
Website	22	5%
Total	**454**	



Planned Projects

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.

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 finalizing demonstrations from several top vendors and plans to bring our recommendation to the Board in October 2023. Upon approval, I.T. is hopeful to be fully implemented by December 2023.

Student CRM

The Enrollment Services department is interested in implementing a Customer Relationship Management (CRM) system within this fiscal year. A CRM is a type of software that acts as a communication aid for teams to target marketing and recruitment campaigns and track results. CRMs enhance our student tracking from inquiry through graduation. This will help make better data-driven decisions regarding our recruitment process. CRMs also help to personalize automated communications to prospective students increasing the likelihood of converting prospects to enrolled students. The Enrollment Services and I.T. departments will be requesting demonstrations from multiple vendors in the next few months.

Planned Infrastructure Updates

- Research Student CRM Module for Colleague
- Create a comprehensive Counseling Services website.
- New VM Server for CROA Reporting
- Replace all non-PoE network switches
- Integrate College Catalog with SCC Website
- Replace all existing hard drives with SSDs
- 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)**