Board Monitoring Report

Information Technology

March 2024

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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

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.

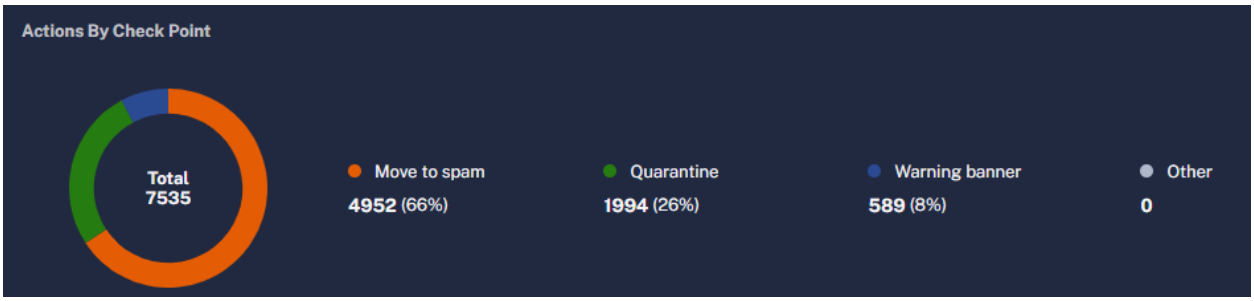
Relevant threat intelligence, advanced analytics, and forensic data are passed to human analysts, who perform triage on alerts and determine the appropriate response to reduce the impact and risk of positive incidents. Finally, through a combination of human and machine capabilities, the threat is removed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

The Board of Trustees approved vendor Check Point in October 2023. The MDR was fully functional by the end of November.

In the past 90 days, Check Point has blocked nearly 2,000 phishing attacks.

Check Point Harmony Email & Collaboration – Prevents malicious emails from reaching inboxes by blocking the most advanced phishing attacks across inbound, outbound and internal communications, in real-time, before they reach end-users

In the past 90 days, Check Point Harmony has blocked over 7,500 spam emails.



Additional MDR services that will be completed by March 2024:

- **Microsoft Defender Plan 2** – An enterprise endpoint security platform designed to help enterprise networks prevent, detect, investigate, and respond to advanced threats. This will be installed at all workstation endpoints.

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 was completed in Fall of 2023.

Eventbrite

Eventbrite brings people together through live experiences. This service was implemented and used to sell tickets for the Fall 2023 musical. I.T. worked with Community Education to integrate this service with our website.

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. Implementation was completed in early Spring 2024.

Current Projects

Massac County Extension Center Computer Lab Upgrade

The I.T. Department will be replacing 22 Dell OptiPlex 990 PCs and monitors at the Massac County Extension Center during Spring Break week. The current OptiPlex 990 machines are over ten years old. This was approved in the FY24 budget via the Information Technology Tech Plan.

Main Campus Nursing Computer Lab Upgrade

The I.T. Department will be replacing 16 Dell OptiPlex 960 PCs and monitors in the main Nursing lab at Main Campus during Spring Break week. The current OptiPlex 960 machines are over twelve years old. This was approved in the FY24 budget via the Information Technology Tech Plan.

VM Server

The I.T. Department is currently installing a new server to host virtual machines. This server will be primarily used for our data reporting system CROA. The Network Services Specialist will then evaluate the potential of moving the replaced server to the Union County Extension Center for disaster recovery purposes.

Third Party Software & Integrations

Bookstore MBS Integration

The I.T. Department 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.

Education Technology

The Education Technology Department has been investigating Virtual Reality (VR) implementation options and even created a VR experience for one of Instructor Mike McNally's History classes. The department met Instructor McNally at Fort Massac to record a 360 video of the site. Instructor McNally recorded the audio and the Education Technology Specialist compiled the video for a Lewis and Clark themed VR experience.

The Education Technology Coordinator demonstrated a Promethean interactive panel for the President and Vice Presidents. A new panel was then purchased for the Main Campus H2090 remodel. Also, the Math and Science Division is in the process of ordering a panel for one of their classrooms. The panel includes an infinite whiteboard, interactive math tools, and screen sharing. Instructor Sheryl Ribbing has been using the panel for two of her classes and several other instructors have expressed interest in incorporating the panel in their curriculum.

The Education Technology Coordinator is continuing the book study with three department chairs. The book is titled *Small Teaching Online*. The focus of this book study is to discover and implement small changes in teaching to enhance student learning. There has been some great discussion between the participants.

The Education Technology Specialist is working on collecting and cataloging current and past class syllabi in to our electronic document system Etrieve.

Training and providing helpful resources for faculty and staff is a continuing focus of the department. The Education Technology Department is in the process of reviewing and updating Knowledge Base articles. In addition, they are looking for opportunities to expand the Knowledge Base.

Teaching and Learning Center

Faculty Training and Workshops – Spring 2024

- Promethean Panel Training - Humanities Division and Dr. Shelby
- Promethean Panel Training - 3 members of the Math and Science Division
- Google Calendar training - 17 attendees from Student Services
- Google Gmail training – 15 attendees from Student Services

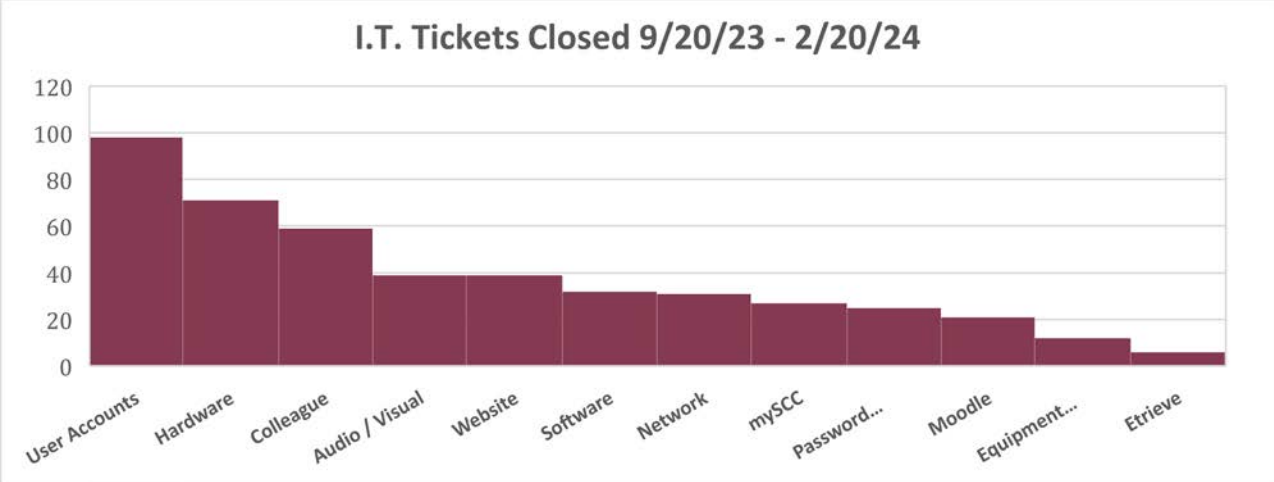
Help Desk

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 September 2023:

Audio / Visual	39	8%
Colleague	59	13%
Equipment Purchasing	12	3%
Etrieve	6	1%
Hardware	71	15%
mySCC	27	6%
Moodle	21	5%
Network	31	7%
Password Reset	25	5%
Software	32	7%
User Accounts	98	21%
Website	39	8%
Total	**460**	



Planned Projects

EAB Navigate360 Student CRM

The Student Services department has selected EAB's Nagivate360 as our new Customer Relationship Management (CRM) system. 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 I.T. Department will be implementing this new system in the coming months with a planned pilot scheduled for the summer semester.

SecurePhish

Social engineering attacks are prevalent and increasing. Studies have shown that the weakest component in a company's security infrastructure is the human element. SecurePhish conducts simulated phishing attacks to test employees' security awareness as part of a comprehensive security awareness training program. The I.T. Department will be working with our vendor SecureData to conduct SecurePhish trainings for employees in the upcoming months.

HyFlex Classroom

HyFlex, short for Hybrid-Flexible, is a course design method and teaching approach that was designed to better accommodate student needs by combining online and classroom-based modalities. In a HyFlex course, students can switch between face-to-face sessions, synchronous online sessions, or asynchronous online sessions depending on their preferences, schedules, or other factors that may affect their ability to attend classes in person. The Education Technology Department is currently testing hardware and software to convert our current PolyCom ITV classrooms to facilitate modern HyFlex spaces.

Planned Infrastructure Updates

- Conduct network-wide Wi-Fi assessment
- Replace all non-PoE network switches
- Update UCEC Conference Room's technology
- Integrate College Catalog with SCC website
- Create a comprehensive Counseling Services website.
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**