Board Monitoring Report

Information Technology

September 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.

Current Projects

EAB Navigate360 Student CRM

EAB Navigate360 is a comprehensive Customer Relationship Management (CRM) system designed specifically for higher education institutions. This tool is aimed at improving student success, retention, and engagement. It is designed to streamline and enhance various aspects of student lifecycle management, from recruitment and enrollment to academic advising and student support.

Phase 1 of the implementation is now complete, which involved data imports from Ellucian Colleague ODS (Operational Data Store) and the setup of Google SSO (Single Sign-On). We have now moved on to Phase 2, which focuses on data customization and the initial software setup.

NeoED

NeoED makes work easier by streamlining everyday HR processes in one integrated system. Built based on education sector best practice, their easy-to-use platform is extremely customizable. Purchased modules include:

Insite - Applicant tracking software helps you attract and hire high quality candidates, complete with compliance reporting.

Onboard - Onboarding software ensures day-one readiness for new employees, accelerates productivity, and helps you keep your hires longer.

Perform - Performance management software nurtures communication, identifies and promotes employee strengths, and establishes a sense of purpose.

Learn - Manage multiple employee training programs by providing a centralized online platform that can be accessed onsite or remotely, designed for the specific needs of educational institutions.

Kickoff for this project was in August 2024. Phase 1 will begin with Insite and Google SSO integration in September.

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 decided to pair with Zoom and Logitech to convert our current PolyCom ITV classrooms to facilitate modern HyFlex spaces.

Main Campus room H1039 and Union County Extension Center room 111 have been converted. Equipment for the remaining extension centers have been procured and will be installed in Fall 2024.

Completed Projects

Massac County Extension Center Computer Lab Upgrade

The I.T. Department replaced 22 Dell OptiPlex 990 PCs and monitors at the Massac County Extension Center. The existing OptiPlex 990 machines, now over ten years old, were updated as part of the FY24 budget under the Information Technology Tech Plan.

Main Campus Nursing Computer Lab Upgrade

The I.T. Department replaced 16 Dell OptiPlex 960 PCs and monitors in the main Nursing lab at the Main Campus. The existing OptiPlex 960 machines, which are over twelve years old, were upgraded as part of the FY24 budget under the Information Technology Tech Plan.

VM Server

The I.T. Department installed a new Lenovo server to host virtual machines. This server is primarily used for our data reporting system CROA. The server was fully operational by the end of the Spring 2024 semester.

SecurePhish

SecurePhish conducts simulated phishing attacks to test employees' security awareness as part of a comprehensive security awareness training program. The I.T. Department is currently working with vendor SecureData to conduct SecurePhish trainings for employees.

Planned Projects

Paymerang

Paymerang offers several key benefits that make it an attractive solution for managing payments and financial processes. By automating payment workflows, Paymerang helps organizations save time and reduce manual errors, leading to increased efficiency and accuracy. It also enhances security by offering robust fraud protection measures, safeguarding transactions against potential threats. Additionally, Paymerang provides seamless integration with existing financial systems, making it easier to adopt without disrupting current operations. Its streamlined processes not only improve cash flow management but also offer real-time visibility into payment status, enabling better financial oversight and decision-making. Overall, Paymerang simplifies the complexities of payment management, allowing organizations to focus on their core business activities. This software was evaluated by IT and the Business Office during a demonstration in July 2024.

Ellucian Insights

Ellucian Insights is a data analytics and reporting platform designed specifically for higher education institutions. It provides users with comprehensive tools to gather, analyze, and visualize data, enabling more informed decision-making across the organization. With its intuitive dashboards and customizable reports, Ellucian Insights allows administrators, faculty, and staff to track key performance indicators, monitor trends, and generate insights that drive institutional success. The platform seamlessly integrates with other Ellucian products and existing systems, offering a unified solution for managing data across departments. By leveraging Ellucian Insights, institutions can enhance their strategic planning, improve operational efficiency, and foster a data-driven culture that supports student success and institutional growth.

In August 2024, a demonstration of Ellucian Insights was scheduled to explore its potential as a replacement for our current reporting system CROA, which is slated to be sunset in 2026. This demonstration aims to evaluate whether Ellucian Insights can effectively meet our reporting needs, ensuring a smooth transition before CROA is phased out. The session will provide an opportunity to assess the features, functionality, and overall suitability as we plan for this critical system upgrade.

Common App

Common App is a streamlined college application platform that allows students to apply to multiple colleges and universities with a single application. It includes sections for personal information, academic history, extracurricular activities, a personal essay, and recommendations. Over 900 institutions now accept the Common App. The platform also helps students manage application deadlines, explore financial aid options, and navigate different application plans like Early Decision and Early Action, making the college application process more efficient and organized.

Education Technology

The Education Technology Department installed four Promethean Panels for both the Math/Science and Nursing Divisions. The panels include an infinite whiteboard, interactive math tools, and screen sharing. Instructors from both divisions plan to incorporate this new technology in their curriculum.

The department has developed a three-year road map to transition our current Interactive Video classrooms from Polycom to Zoom, creating new HyFlex classrooms. These upgraded spaces will feature Logitech equipment, designed to enhance the user experience and streamline video conferencing capabilities. Zoom Rooms offer a more modern, flexible, and user-friendly interface, making it easier to set up, manage, and participate in video classes. Logitech's high-quality video and audio performance pairs perfectly with Zoom's robust platform, ensuring clear communication and seamless interaction for both instructors and students. This strategic shift also improves integration with our existing software tools and allows for future scalability, making it a strategic upgrade for our institution.

Training remains a primary focus for the department. They are actively reviewing and revising Knowledge Base articles to ensure they are accurate and helpful. Additionally, the department is exploring opportunities to expand the Knowledge Base, with the goal of covering a broader range of topics.

Teaching and Learning Center

Faculty Training and Workshops – Summer/Fall 2024

- Promethean Panel Training – Math/Science Division
- Promethean Panel Training – Allied Health Division
- Faculty intro to Moodle
- SQOCI Training
- VR Classroom Experiences
- New Faculty Orientation
- Adjunct/Dual Credit Faculty Orientation
- ITV Orientation
- Moodle and Simple Syllabus 101
- Moodle 101 for Students
- Classroom Tech Orientation
- Late Start Faculty Trainings

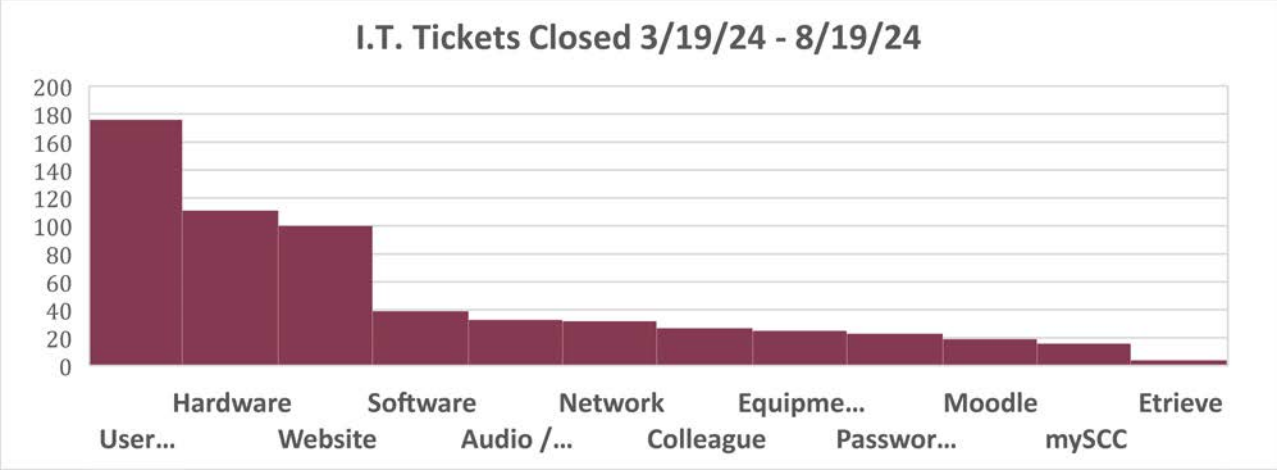
Help Desk

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 600 tickets submitted since March 2024:

Audio / Visual	33	5%
Colleague	27	4%
Equipment Purchasing	25	4%
Etrieve	4	1%
Hardware	111	18%
MySCC	16	3%
Moodle	19	3%
Network	32	5%
Password Reset	23	4%
Software	39	6%
User Accounts	176	29%
Website	100	17%
Total	**605**	



Cyber Security MDR

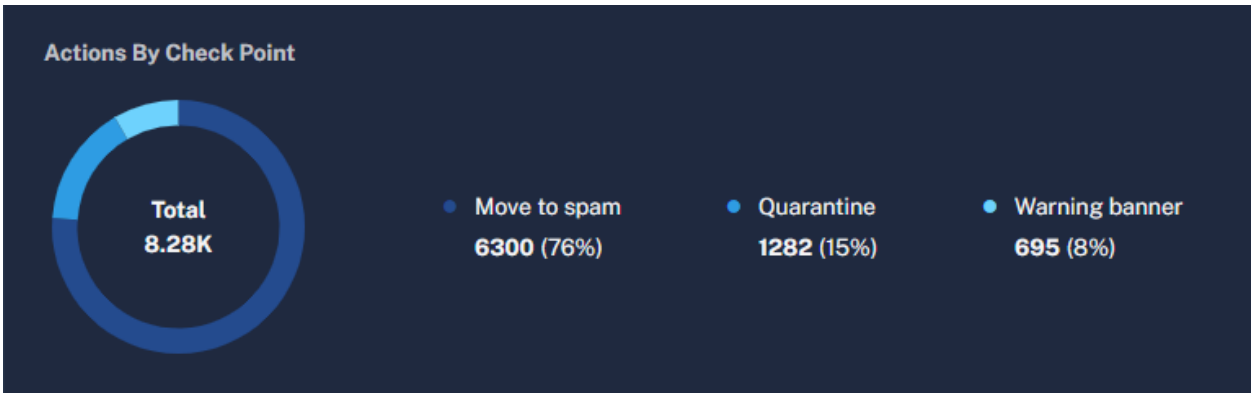
Managed detection and response (MDR) are an outsourced service that provides organizations with threat hunting services and responds to threats once they are discovered. An endpoint detection and response (EDR) tool typically provide the necessary visibility into security events on the endpoint.

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.

In the past 90 days, Check Point has blocked nearly 1,200 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 8,200 spam emails.



Completed Infrastructure Updates

- Completed Wi-Fi updates.
- Updated UCEC Conference Room technology
- Updated OTA technology at UCEC
- Updated Televisions in L Atrium
- Created a comprehensive Counseling Services website

Planned Infrastructure Updates

- Conduct network-wide Wi-Fi assessment
- Main Campus L Building Door Access Control
- Replace all non-PoE network switches
- Update all Board Policy Manual webpages
- Integrate College Catalog with SCC website
- Create web-based Shared Governance Manual
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**