Board Monitoring Report

Information Technology

March 2025

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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 2 of the implementation is now complete, which included all software setup and design. The last phase consists of setting up a non-production sandbox site for implementation and staff training.

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.

The college is fully operating with Insite. Training and implementation for Onboard is roughly 35% complete as of the beginning of March.

HyFlex Classrooms

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.

Alexander County Extension Center room 101 and Massac County Extension Center room 117 have been converted. Evening ITV classes are now scheduled in these rooms. Initial feedback is very positive and plans for upgrading a second room at each site in the next fiscal year is planned.

Completed Projects

Main Campus Learning Resources Computer Lab Upgrades

The IT Department replaced 28 Dell OptiPlex 9020 PCs in the LRC with Dell OptiPlex All-In-Ones. The existing OptiPlex 9020 machines were used to upgrade the SBDC lab in Main Campus J1024. This upgrade was a part of the FY25 budget under the Information Technology Tech Plan.

GED PC Relocations

The IT Department moved 6 Dell OptiPlex PCs to the Union County Extension Center. Six others are planned to be moved from Main Campus to the Massac County Extension Center by the end of the spring semester.

Lab Upgrades

The IT Department upgraded 28 Dell OptiPlex 960 PCs to Dell OptiPlex 9020 models in the Nursing Tutoring lab and SBDC lab at Main Campus. These PCs will be updated to the latest version of Microsoft Windows and are available for tutoring and testing.

Planned Projects

Dreamscape Learn

Dreamscape Learn is an innovative educational platform that offers interactive, immersive learning experiences for our students. By integrating technology with engaging storylines, the platform helps students develop critical skills such as problem-solving, reading comprehension, and teamwork. Dreamscape Learn uses a game-based approach to make learning both fun and effective, providing an environment where students can explore complex subjects in a more engaging way. It has been widely recognized for its ability to foster a love for learning while also improving academic performance. This software is currently being evaluated by IT and the Administration of the College.

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.

Our current reporting system CROA is slated to be sunset in December 2025. Immediate implementation of Insights is planned once this software is approved.

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 continues to improve technology in the classrooms. Zoom technology is now available in all classrooms at Main Campus and all extension Centers. Several classrooms are equipped with Promethean panels, which include an infinite whiteboard, interactive math tools, and screen sharing. These panels are on rolling carts, which provide the flexibility of moving them as needed.

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.

The department is actively exploring new ways to incorporate artificial intelligence (AI) and virtual reality (VR) into the classroom setting. The goal is to enhance the learning experience and provide students with innovative tools to improve engagement and comprehension. AI could be used to personalize learning, allowing lessons to adapt to individual student needs and abilities. Additionally, VR offers immersive experiences that can transport students to environments that enhance their understanding of complex subjects. By integrating these technologies, the department aims to stay at the forefront of educational innovation and provide students with a future-focused education.

Even though the Education Technology Coordinator position is currently vacant, training and service remains the primary focus. We 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.

Beginning in Spring 2024, ITV classes now have the option to be hosted over our new Logitech Zoom equipment. This equipment is now available in H1039 at Main Campus, room 101 at the Alexander County Extension Center, room 117 at the Massac County Extension Center, and room 111 at the Union County Extension Center. Faculty have responded very favorably to the new technology, stating that the video quality is very clear and the controls are much more user-friendly. Plans for updating a second room at each location are in the works for FY26.

Audio Visual & Events

As part of the IT Department, Audio Visual plays an essential role in supporting various events and activities across the campus. Our Events Coordinator provides outstanding technical expertise to ensure that events, such as lectures, workshops, and ceremonies run smoothly. We are dedicated to maintaining high-quality audio and visual setups, including microphones, projectors, and video recording systems. IT also works closely with faculty and staff to support the creation of multimedia content for educational purposes. Through these activities, Shawnee Community College continues to advance its mission of serving students and the community with accessible, high-quality education and engagement opportunities. The college remains committed to enhancing technology, strengthening partnerships, and providing enriching experiences for students and community members alike.

A/V Technology Accomplishments

- Installed a new lighting computer in the Education Center.
- Implemented a portable audio cart for flexible event use.
- Installed a new audio amplifier in the L Atrium.
- Rewired audio systems in the Education Center for improved sound quality.
- Adjusted speakers in the Education Center for enhanced clarity.
- Installed a new audio system in the Commons area.
- Began designing acoustic treatment for the Education Center.
- Organized Education Center closets for better efficiency.
- Updated digital signage TVs in the Cafeteria and K Atrium.
- Installed a new camera in the Education Center.
- Initiated an inventory of major A/V equipment in key areas.

A/V Goals

- Install acoustic treatment in the Education Center.
- Design uniform, standardized audio systems across all major meeting areas.
- Upgrade cameras in all major meeting areas.
- Replace speakers and cabling where needed.

Highlighted Events & Activities

- Massac Memorial Foundation Fall Event – Hosted approximately 75 community members on campus.
- Leadership Training with Steve Gavatorta – Professional development opportunity.
- SCC Day – Welcomed several hundred students to campus.
- Alexander and Pulaski County NAACP Freedom Fund Gala – Community engagement event.
- SIDEZ 25 Year Celebration – Recognized regional economic development.
- 4-H Teen Leader Training – Hosted approximately 150 students.
- High School Regional Band Concert – Engaged approximately 120 students.
- Pulaski-Alexander Co. Farm Bureau County Annual Meeting – Hosted agricultural leaders.
- Tarzan Fall Musical – Attended by approximately 1,000 community members and 1,600 students.
- High School Regional Choir Concert – Hosted approximately 100 students.
- 4-H Can Construction & Teen Training – Hosted approximately 200 students.
- HCCTP Graduation – Celebrated student achievements.
- Winter Band & Choir Concert – Attended by approximately 125 community members.
- Music Club Breakfast with Santa – Holiday-themed community event.
- Santa's Workshop & Tree Decorating (Massac County Extension Center) – Engaged families.
- Spring Convocation – Kicked off the new semester.
- Covia Annual Retraining – Professional training event for 50 community members.
- DISC Training with Steve Gavatorta – Leadership development.
- HLC Visit – Institutional accreditation review.
- Campus Threat Assessment and Management – Safety-focused initiative.
- Pulaski-Alexander Soil and Water Conservation District Meeting – Environmental focus.
- 4-H AJMPU Awards Banquet – Recognized student achievements.
- Academic Challenge – Hosted approximately 100 students in competition.
- Junior High Regional Band Festival – Engaged approximately 100 students.
- Joint Founders' Day Celebration – Three chapters of Alpha Kappa Alpha hosted a celebration.
- 4-H Public Speaking Contest – Hosted approximately 50 students and 75 community members.
- Athletic Convocation
- VR with Dr. Thornsberry's class
- Musical Rehearsals (Spring & Fall)
- Town Halls for HLC
- Grill Out for Homelessness
- Merry Mix Staff and Faculty Holiday Party
- State & Federal Career Workshops (Massac County Extension Center)

Upcoming Events

- US 51 Project Meeting
- Celebrate Soulfully
- 4-H International Night
- Family & Consumer Science Conference
- 4-H Welcome to the Real World with approximately 300 students
- CTE Day
- Documentary Festival

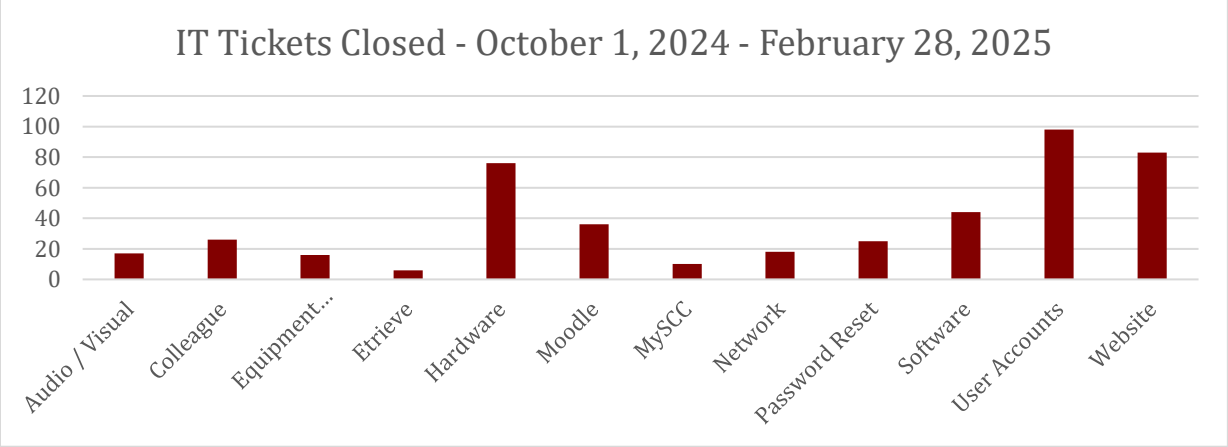
Help Desk

The IT 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 IT 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 October 2024:

Audio / Visual	17	4%
Colleague	26	6%
Equipment Purchasing	16	4%
Etrieve	6	1%
Hardware	76	17%
MySCC	36	8%
Moodle	10	2%
Network	18	4%
Password Reset	25	5%
Software	44	10%
User Accounts	98	22%
Website	83	18%
Total	**455**	



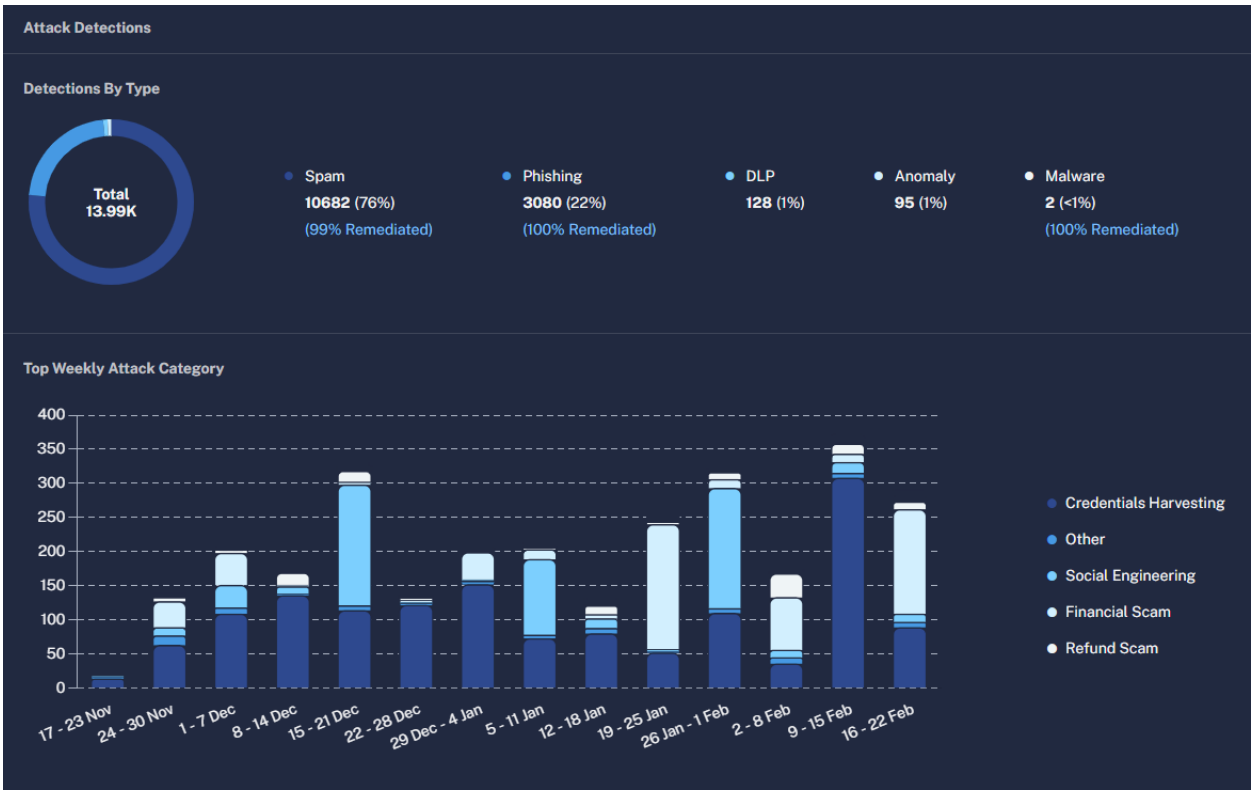
Cyber Security

Managed Detection and Response

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.

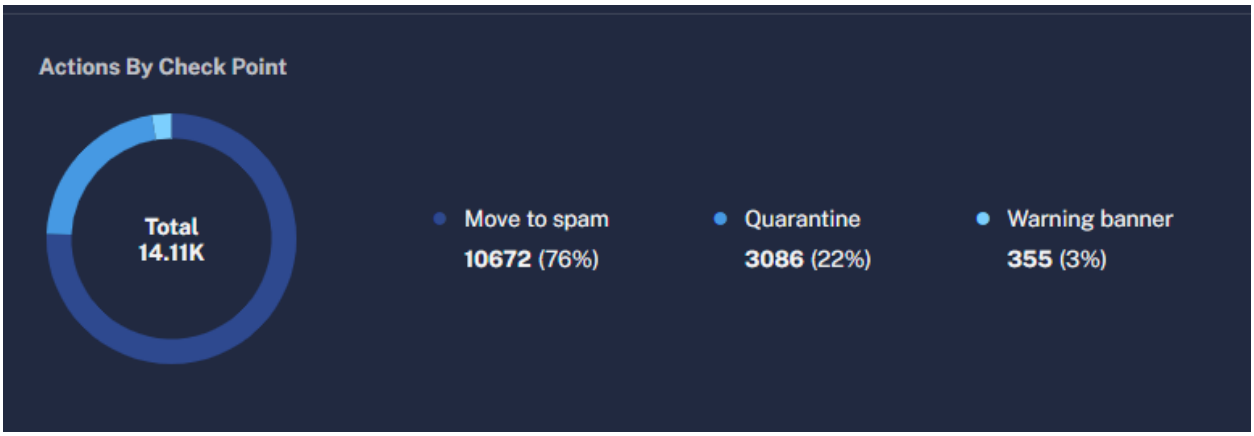
Relevant threat intelligence, advanced analytics, and forensic data are passed to human analysts, who perform triage on alerts and determine the appropriate response to reduce the impact and risk of positive incidents. Finally, through a combination of human and machine capabilities, the threat is removed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

In the past 90 days, Check Point has blocked over 3,000 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 14,000 spam emails.



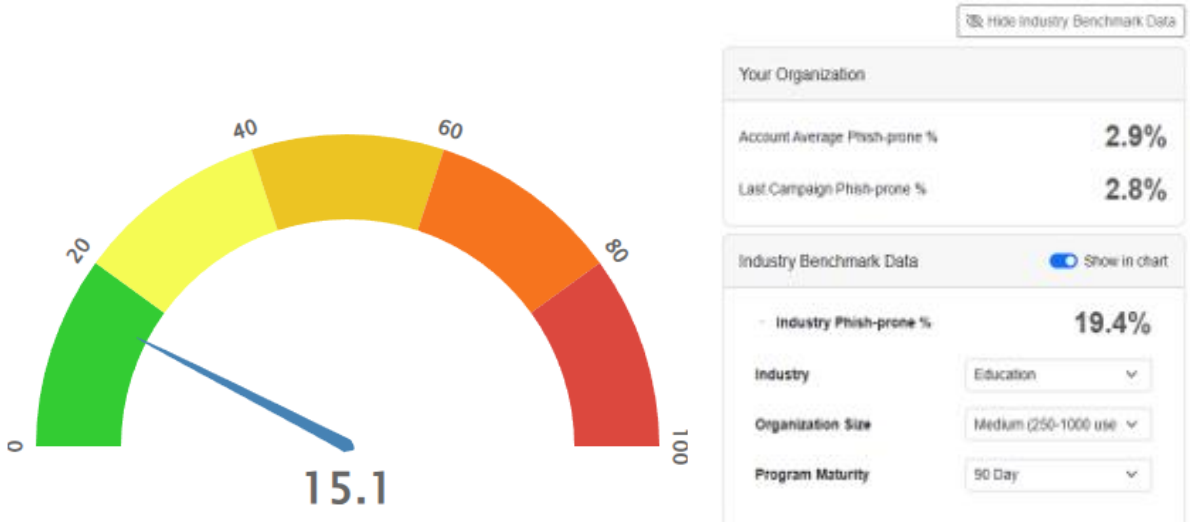
Training

SecurePhish KnowBe4

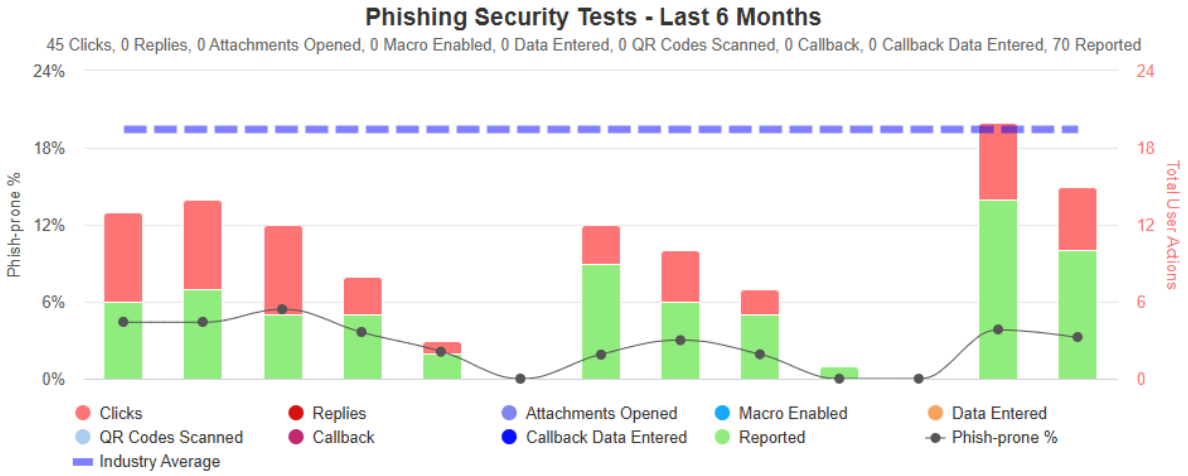
Our training partner, SecurePhish, conducts simulated phishing attacks to test employees' security awareness as part of a comprehensive security awareness training program. These training videos are designed to teach employees how to recognize and avoid phishing attacks through engaging and interactive content. These videos typically focus on providing knowledge about common phishing tactics such as fraudulent emails, malicious links, and deceptive requests for sensitive information. The training often uses real-world examples to demonstrate how phishing attacks might appear in the workplace, guiding users to spot the signs of potential threats. The IT Department is committed to ongoing and regularly updated training for all users.

In the past 30 days, 75 trainings have been successfully completed and 101 simulated phishing emails were deployed. IT received 146 reports of potential phishing, allowing 45 non-simulated emails which were caught due to these training efforts.

Our current cyber-attack risk score is lower than other peer education institutions average of 19.4% due to our continual training efforts.



Phishing



Updates

Completed Infrastructure Updates

- Main Campus L Building Door Access Control
- Updated ACEC 101 ITV room technology
- Updated MCEC 117 ITV room technology
- Added H hallway digital signage television
- Replaced 10 office phones in the Executive Hallway
- Added Podcast digital signage PC
- Replaced K Atrium and Cafeteria digital signage televisions
- Added Education Center Events television in K Atrium
- Created an Immersive Learning website
- Created web-based Shared Governance Manual
- Created a Dual Credit Program Plans website

Planned Infrastructure Updates

- ACEC Door Access Control update for ADA controls
- Replace 25% of aging Wi-Fi access points
- Main Campus HR digital signage PC
- Conduct network-wide Wi-Fi assessment
- Replace all non-PoE network switches
- Plan a major A/V overhaul for the Education Center
- Rollout an official SCC Theme for Microsoft Office
- Update all Board Policy Manual webpages
- Integrate College Catalog with SCC website
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**