Quarterly Board Monitoring Report

Information Technology

September 2022

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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: **Completed Projects**

Ellucian Cloud Migration Project – Phase 1

Services moved to the cloud:

- **Colleague UI –** The user interface managed by staff in order to enter student data, course information, financial aid, etc. Data entered is stored in a Microsoft SQL database and is now maintained and secured by Ellucian.
- **Self-Service –** Provides a suite of features for students, staff and faculty that is integrated with Colleague. Important services include financial aid, schedule planning and enrollment, advisement, time entry, item procurement, and retention alert.
- **Operational Data Store (ODS) –** This is an updatable copy of the College's production database for reporting. It allows production data to be accessible for reporting while business processes continue.
- **Ethos –** A unifying platform that fosters an open environment in which applications can talk to each other and deliver a seamless user experience.

The project's **Mock 2 Data Upload** was completed on June 17th. This resulted in the creation of a Colleague cloud test environment, which allowed us to begin our **User Acceptance Training (UAT)**.

UAT began on June 20th. This process involved the testing of all Colleague UI and Self-Service functions that are a part of the College's standard operations. Each department's Colleague power users were responsible for testing their respective areas of the system. This testing was done to ensure that no standard operating procedures would be negatively affected or unusable on the project go-live date.

The final Mock upload will begin on August 24th in which the on-premise database will be copied to the Ellucian cloud. The cloud team will turn the live environment over to the UAT Colleague power users for final testing and acceptance on August 27th. Pending acceptance, the new cloud environment be live for all users on August 29th. This will mark the completion of Phase 1 of the cloud migration project.

Third Party Software & Integrations

SCC Virtual IDs

The Technology Team began looking for a new solution for the College's aging ID card system back in March 2022. It was proposed that the College move to a virtual ID system. The team looked at different solutions, eventually deciding to implement the ID123 virtual ID system.

A group of students and full-time employees was selected to pilot the implementation of the new platform. The reception was very positive. In August the system was rolled out to all students and employees.

Career Coach

The Career Coach platform allows students and community members to discover majors and in-demand careers based on their interests.

I.T. assisted Career Services in implementing Career Coach on the SCC website. The Career Services webpage was redesigned to incorporate Career Coach. A Career Coach widget was added to all SCC Programs of Study webpages, allowing viewers to see what careers the programs can prepare them for at a glance.

Simple Syllabus

Simple Syllabus is a centralized, template-driven platform that enables instructors to quickly personalize and publish interactive class syllabi.

A successful pilot of the software was completed in Summer 2022. The software was rolled out to all faculty in Fall 2022.

Smart Evals

SmartEvals is an institutional assessment software for higher education.

Piloting will begin with the Fall 2022 semester. A full rollout is planned for Q4 of 2022 with full Ellucian Ethos integration into Colleague.

Etrieve Upgrade

Etreive by Softdocs is the College's electronic document filing system.

Over the Summer, I.T. upgraded Etrieve to the newest version. This provided major bug fixes and enhancements, including advanced searching and form submissions.

Educational Technology

Many upgrades were implemented over the Summer 2022 semester. These include and are aligned with **Goal 4, Objective 7, Strategy A** (Strengthening the College's Infrastructure in ways that promote student learning, completion, and institutional sustainability, ensuring technology supports student learning and student success):

- Replaced all classroom PCs
- Added touchscreen monitors in all ITV classrooms
- Replaced outdated Smart Boards with Smart TVs
- Relocated the Metropolis ITV room from 121 to 122
- Installed a new Adult Education computer lab at Metropolis with 18 student PCs
- Technology was added to all classrooms to allow Zoom collaboration
- K1127 and K1135 computer labs were upgraded to Windows 11 to support updated curriculum
- Installed Solid State Drives (SSDs) in all SBDC lab PCs to greatly increase performance

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).

Tickets Closed 7/20/22 - 8/17/22
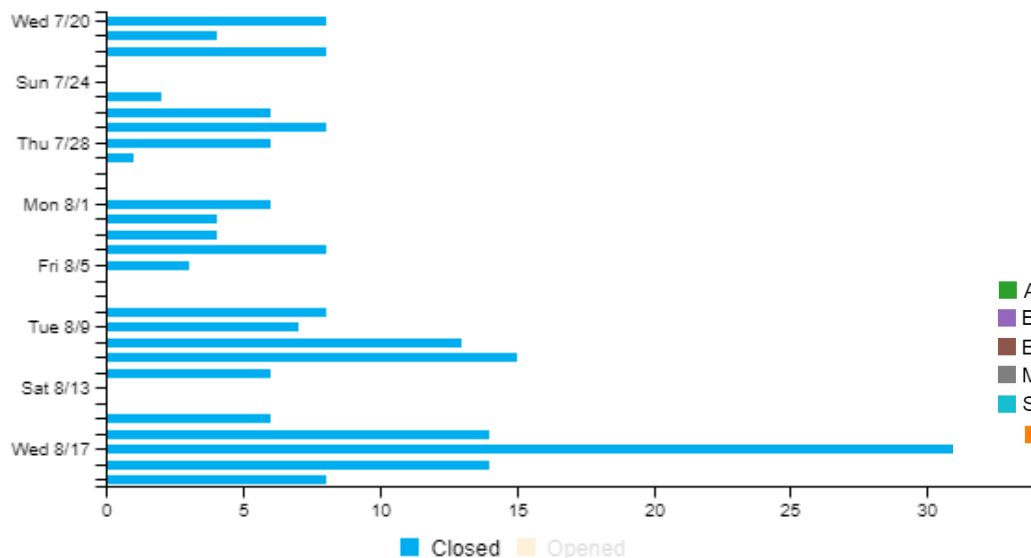
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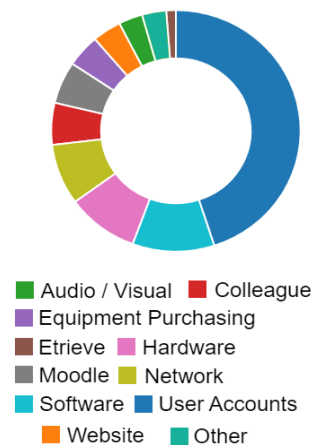
Quarterly Update: **Planned Projects**

Ellucian Cloud Migration Project – Phase 2

Ellucian Experience

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

Experience will replace the current mySCC user portal with a modern interface and an enhanced user experience. The project kickoff began August 2nd with an anticipated go-live date of December 2022.

Intelligent Learning Platform (ILP)

The ILP integrates our Learning Management System (Moodle) with our student information system (Colleague). I.T. will be migrating the ILP from on-premise to the cloud in September 2022.

Ellucian Ethos Integration

In Q4 2022, I.T. will be configuring Ethos with third-party software vendors, including ID123 Virtual IDs, Smart Evals, and Simple Syllabus.

Planned Infrastructure Updates

- Firewall replacement at Main Campus and Anna Extension
- Replace all non-PoE network switches
- Add mobile nursing lab
- Integrate College Catalog with SCC Website
- Slow rollout of Windows 11 to users
- Full rollout of Office 2021
- Evaluate the potential of conducting a Technology Readiness Assessment (**Goal 4, Objective 7, Strategy B)**