

Quarterly Board Monitoring Report

Information Technology

December 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: Current Projects

Ellucian Cloud Migration Project – Phase 2

Current services that are being configured in the cloud:

- **Ethos Identity Service** – provides a centralized identity management capability that fulfills a key principle of Ellucian's strategy by supporting common industry-standard protocols.
- **Ellucian Mobile** – provides prospects, students, faculty, staff, and other constituents with access to key campus information and services from their mobile devices.
- **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). I.T. will be migrating the ILP from on-premise to the cloud in December 2022.

Phase 2 began with the completion of our Phase 1 go-live in September 2022. The Ellucian Experience kick-off call was held in September. The next steps included connecting Experience to our users via single-sign on. The team is leveraging Google Workspace for account verification and plan to roll out MFA (Multi-Factor Authentication). Meetings with the Ellucian Ethos Identity Team are planned to get this service online so testing can resume.

Ellucian Mobile is now configured. I.T. is currently in the process of working with the Ellucian Cloud team to move our current on-premise mobile server data to the Ellucian Cloud. Completion of this project is expected in December 2022.

After Ellucian Experience is live, Ellucian will begin the last phase, which will include moving our ILP from our current on-premise servers to the Ellucian Cloud. This will eliminate the need of any of our on-premise servers to be present for student registration and data transfers between Colleague and Moodle.



Third Party Software & Integrations

Smart Evals

Smart Evals is an institutional assessment software for higher education.

Piloting was completed in the Summer 2022 semester. I.T. is currently working to connect this product with our ERP (Ellucian Colleague) for a planned rollout in December 2022.

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.

Educational Technology

Teaching and Learning Center

Several training opportunities have been available for faculty during the fall semester:

- Simple Syllabus Faculty Training
- Implementing Student Experience Project (SEP) Strategies (NISOD)
- Moodle Gradebook Training
- Integrating Student "Experience Points" for Classroom Management (NISOD)
- Moodle Quiz Training
- A Beginner's Guide to a College-wide OER Implementation
- Smart Classroom Tour
- One Button Studio Tour
- Turnitin.com Training
- Student Reports as Effective Formative Assessment Tools (NISOD)
- Addressing Time Management as an Emotional Management Tool in Student Success (NISOD)
- Why Should I Network When I Already Have a Job? (NISOD)
- Moodle Interactive Tools



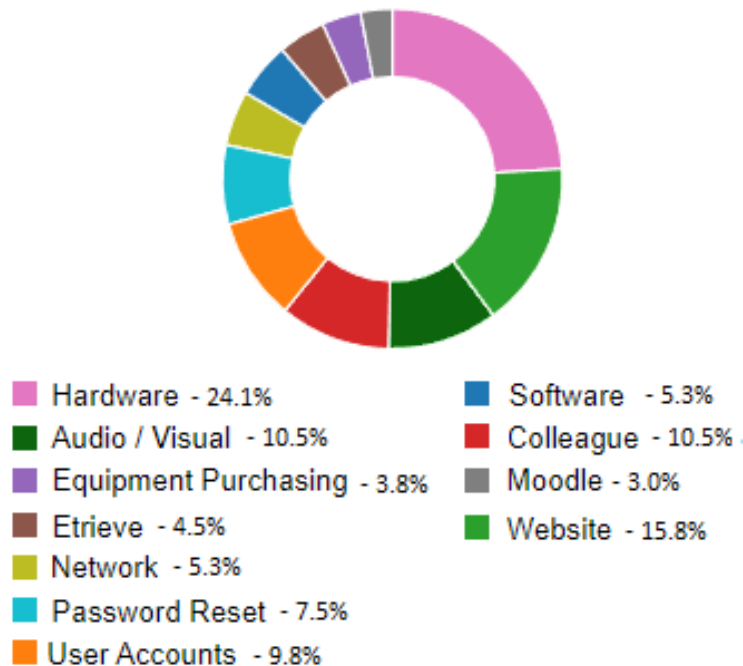
Help Desk

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 nearly 250 tickets submitted in Q4 as of 11/17/22. Of those tickets 18% were assigned to Maintenance and Custodial, 4% assigned to Institutional Effectiveness, and 78% assigned to I.T.

Category Breakdown 10/15/22 - 11/17/22





Quarterly Update: Planned Projects

Multi-factor Authentication (MFA)

Multi-factor authentication is a layered approach to securing data and applications where a system requires a user to present a combination of two or more credentials to verify a user's identity for login.

The I.T. Department is working with Ellucian to deploy MFA as a part of its rollout of Ellucian Experience.

National Student Clearinghouse PDP Integration

The PDP (Postsecondary Data Partnership) will empower SCC with more comprehensive data, easier analysis, and better visual representations to help us understand, improve, and communicate student momentum, outcomes, and equity.

A full rollout is planned once the Ellucian Experience configuration is completed.

Cyber Security MDR

Managed detection and response (MDR) is 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 provides 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 currently scheduling demonstrations from several top vendors, and after approval, plan to implement an MDR in Q1 2023.



Niche Academy

Niche Academy is a learning management system that allows academic librarians to customize training/teaching tutorials and deliver them via the campus LMS (Moodle), embedded in the College website (via widgets), within LibGuides pages, or even inside an EBSCO discovery interface. It offers a bank of ready-made instructional videos/guides that allow point of need access, and has measures of learning outcomes to help map student success. It also easily allows the creation of our own educational and training resources to be implemented at our discretion.

A meeting is planned to begin the implementation of this product into both the SCC Website and Moodle.

Elucian Ethos Integration

In Q1 2023, I.T. is planning to configure Ethos with third-party software vendors, including ID123 Virtual IDs, Simple Syllabus, and Etrieve by Softdocs.

Planned Infrastructure Updates

- Firewall replacement at Main Campus and Anna Extension
- Barracuda backup appliance refresh
- Replace all non-PoE network switches
- 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**)