

ETS Administrative Unit Review - 2017



ETS - AUR

Objective: 7) Tech plan alignment

Assure alignment of district/colleges tech plan documents/processes

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - College tech plans are fully aligned with district tech plan, led by the college tech plans (Active)

Assessment Methodology: Structure of the plans and planning calendars for the college and district technology plans will be in alignment.

Additional Resources Needed: Planning consultant

Related Goals

District and College Goals

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

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Information Systems - AUR

Objective: 3) Banner 9 migration

Prepare district & campus operations for migration to Banner 9

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - Fully ready to convert to Banner 9 during 2018 (Active)

Assessment Methodology: Completed training plans for developers

Additional Resources Needed: Developer training for: source control, change management, Java script

2016 - 2017 - Adopt a source control management tool (Active)

Assessment Methodology: Tool utilization

Additional Resources Needed: Developer training for: source control, change management, Java script

Related Goals

District and College Goals

CG 2.1 - Reduce access barriers and increase enrollment, especially for underserved populations.

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

District Strategies

DS 2.2 - Identify potential impediments to enrollment access and develop district strategies to address them.

Objective: 5) Active Directory

Consolidate and standardize Active Directory

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Related Goals

District and College Goals

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

District Strategies

DS 1.1 - Develop a data rich environment that increases end user ability to utilize/engage student success data and develop strategies to decrease inequities in outcomes.

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Institutional Research & Planning - AUR

Objective: 1) End user data tools

Develop and deploy end user data tools

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Start Date: 01/01/2017

Measurable Outcomes

2016 - 2017 - Fully implement:

- * Inquiry Tool
- * Program Review tool (Active)

Assessment Methodology: All end users to have access by Spring 2017

Additional Resources Needed: Independent contractor

Related Goals

District Strategies

DS 1.1 - Develop a data rich environment that increases end user ability to utilize/engage student success data and develop strategies to decrease inequities in outcomes.

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Networking & Client Services - AUR

Objective: 2) Off-campus access

Deploy off-campus access to computing resources to Faculty & Students

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - Implement VDI more broadly for both campuses (Active)

Assessment Methodology: Consolidate Physical Science, Math & Engineering into campus-wide Virtual Desktop Infrastructure (VDI) for Foothill (FH) Migrate academic labs at FH/DA served by VDI

Additional Resources Needed: Virtual Desktop Infrastructure HW/SW for FH environment

Related Goals

District and College Goals

CG 1.1 - Increase student achievement in key academic outcome areas (retention, success, completion, transfer, basic skills, and persistence).

CG 2.1 - Reduce access barriers and increase enrollment, especially for underserved populations.

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

District Strategies

DS 2.2 - Identify potential impediments to enrollment access and develop district strategies to address them.

Objective: 4) Network

Improve network reliability or effectiveness

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - 1) Increase bandwidth
2) Improve security (Active)

Assessment Methodology: Upgrades complete
Monitor bandwidth utilization/Update penetration test

Additional Resources Needed: Upgrade our CENIC links, firewalls & routers
Reseller Support

Related Goals

Networking & Client Services - AUR

District and College Goals

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

District Strategies

DS 5.2 - Implement district facilities master plan strategies regarding classroom and campus spaces.

Objective: 6) End Point Security

Enhance end point security management

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - Improve use of Active Directory for endpoint management. (Active)

Assessment Methodology: 5% of endpoint authenticate to Active Directory

Additional Resources Needed: Independent Consultant

Related Goals

District and College Goals

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

District Strategies

DS 1.1 - Develop a data rich environment that increases end user ability to utilize/engage student success data and develop strategies to decrease inequities in outcomes.

Objective: 8) Self-help online

Deploy rich online resources for user self help

Objective Status: In Progress

Objective Year(s): 2016 - 2017

Measurable Outcomes

2016 - 2017 - 1) Increase traffic to ETS Call Center website

2) Reduce ETS work orders (Active)

Assessment Methodology: Increase general knowledge of Getting Help Links on the ETS website.

Decrease KACE tickets

Related Goals

District and College Goals

CG 3.1 - Enhancing support for online growth and quality that address the digital divide.

CG 3.2 - Continuous improvement of student services and other high-impact practices that increase student success.

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Online Education Initiative - AUR

No Objective were returned for this Administrative Unit based upon the selected parameters.