

# Educational Technology Services Administrative Unit Review - 2017 Updated



## ETS - AUR

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### 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.

# Educational Technology Services Administrative Unit Review - 2017 Updated



## 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, 2017 - 2018, 2018 - 2019

**Start Date:** 01/17/2017

#### *Measurable Outcomes*

**2017 - 2018** - 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

**2017 - 2018** - Adopt a source control management tool (Active)

**Assessment Methodology:** Tool utilization

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

**2017 - 2018** - Kick-Off Meetings to Evaluate Different Cloud Options for Banner 9 migration (Active)

**Assessment Methodology:** Decision documents

**2017 - 2018** - Banner 9 Orientation Week November 2017 (Active)

**Assessment Methodology:** Participation by both colleges

**Additional Resources Needed:** Consultants, sandbox payment

**2017 - 2018** - Finance Go Live July 1st, 2018 (Active)

**Assessment Methodology:** Finance in Banner 9

**2018 - 2019** - Payroll, HR Go Live December 31st, 2018 (Active)

**Assessment Methodology:** December Payroll on Banner 9

**2018 - 2019** - Banner 9 Migration Successfully Completed (Active)

**Assessment Methodology:** All department's certification for Banner 9

#### *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.

# Information Systems - AUR

## Objective: 5) Exchange/Calendar O365 Cloud Migration

Move Exchange to the Cloud

**Objective Status:** In Progress

**Objective Year(s):** 2016 - 2017, 2017 - 2018

**Start Date:** 11/01/2017

### Measurable Outcomes

**2017 - 2018** - Exchange migration complete (Active)

**Assessment Methodology:** User certification

**2017 - 2018** - Student email in O365 Cloud (Active)

**Assessment Methodology:** Student certification

### 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: (6) Student Mobile Initiative

Provide Student mobile device integration to Banner functionality

**Objective Status:** In Progress

**Objective Year(s):** 2016 - 2017, 2017 - 2018

**Start Date:** 06/01/2017

**Completed Date:** 04/30/2018

**Comments on Objective Progress:** Includes Banner registration, student roster, campus activity integration, student transit, and online payments

### Measurable Outcomes

**2016 - 2017** - Vendor Evaluation (Inactive)

**Assessment Methodology:** Pick a Vendor

**2017 - 2018** - Kick Off Meeting for Both Colleges and District (Inactive)

**Assessment Methodology:** Meeting scheduled and held

**2017 - 2018** - Workgroups Calendar Schedule (Inactive)

**Assessment Methodology:** Meetings Scheduled

**2017 - 2018** - Student Mobile Go Live (Active)

**Assessment Methodology:** User Certification

### Related Goals

# Information Systems - AUR

## District and College Goals

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

**CG 1.2** - Decrease in achievement gap.

**CG 1.3** - Increase participation in community and civic engagement within and outside the college.

**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.

**CG 7.2** - Promote consistent and clear communication in order to create a more informed, cohesive, and engaged community.

**DG 7.1** - Increase collegiality, partnership, and sense of community with the two colleges and central services.

## Objective: Banner Documentation Management (BDM) Upgrade

Make BDM system accessible for the Banner 9 and Uportal Upgrade

**Objective Status:** In Progress

**Objective Year(s):** 2016 - 2017, 2017 - 2018

**Start Date:** 05/01/2017

### Measurable Outcomes

**2017 - 2018** - Provide User Training (Inactive)

**Assessment Methodology:** Scheduled and Completed

**2017 - 2018** - Implement BDM 8 with SSO functionality (Active)

**Assessment Methodology:** User Certification

### 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.

## Objective: 25Live Upgrade

Migrate current R25 to the Cloud

**Objective Status:** In Progress

**Objective Year(s):** 2016 - 2017, 2017 - 2018

**Start Date:** 01/01/2017

### Measurable Outcomes

**2016 - 2017** - On Site Evaluation (Inactive)

**Assessment Methodology:** Scheduled and Completed

**Additional Resources Needed:** Consultant

**2017 - 2018** - Database Conversion (Active)

**Assessment Methodology:** User Certification

**Additional Resources Needed:** Consultant

# Information Systems - AUR

**2017 - 2018** - On-site Training for Go Live (Active)

**Assessment Methodology:** Schedule and Complete

**Additional Resources Needed:** Consultant

**2017 - 2018** - 25Live Go Live (Active)

**Assessment Methodology:** User Certification

**Additional Resources Needed:** Consultant

**2017 - 2018** - On-site Evaluation (Inactive)

**Assessment Methodology:** Scheduled and Completed

**Additional Resources Needed:** Consultant

## *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 1.3** - Increase participation in community and civic engagement within and outside the college.

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

**CG 2.2** - Increase community partnerships that promote lifelong learning opportunities and develop K-12, adult ed., & four-year degree pathways.

**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.

# Educational Technology Services Administrative Unit Review - 2017 Updated



## Institutional Research & Planning - AUR

### Objective: 1) End user data tools

Develop and deploy end user data tools

**Objective Status:** Completed

**Objective Year(s):** 2016 - 2017

**Start Date:** 01/01/2017

**Completed Date:** 06/01/2018

**Comments on Objective Progress:** I don't really know the exact date as to when all users had access to the data tools, but I know it was much before this. 16/17 was achieved.

### 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

### Results

**Reporting Period:** 2016 - 2017

10/02/2017

**Conclusion:** Outcome Achieved

All end users had access to the Inquiry Tool as well as the Program Review tool by Spring 2017.

### 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 1.2 -** Decrease in achievement gap.

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.

# Educational Technology Services Administrative Unit Review - 2017 Updated



## 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, 2017 - 2018

**Comments on Objective Progress:** Waiting on completion of Course Groups in Active Directory

#### Measurable Outcomes

**2017 - 2018** - 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

#### Results

**Reporting Period:** 2016 - 2017

09/28/2017

**Conclusion:** Outcome Not Achieved

Waiting on completion of Course Groups in Active Directory.

Outcome rolled over to 2017/18.

#### Actions

**Action:** Once AD has the capability will begin implementation (09/28/2017)

#### 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, 2017 - 2018

# Networking & Client Services - AUR

**Comments on Objective Progress:** Firewalls still need to be replaced. Penetration test will be conducted fall/winter quarters. CENIC has contacted us to begin the process of upgrading the Foothill College Campus Internet connection from 1 gig to 10 gig.

## Measurable Outcomes

**2017 - 2018** - 1) Increase bandwidth  
2) Improve security (Active)

**Assessment Methodology:** Hardware Upgrades complete

Monitor bandwidth utilization

Fewer security issues reported in the penetration test

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

## Results

**Reporting Period:** 2016 - 2017

09/28/2017

**Conclusion:** Outcome Achieved

Both DA and FH Internet and core routers were replaced to support up to 40gig network traffic. Working with CENIC replaced their onsite routers to support up to 40 gig. Working with CENIC and ATT upgraded the DA Campus Internet connection from 1 gig to 10 gig.

Planning for new firewalls has begun

## Actions

**Action:** CENIC has scheduled the 10 gig upgrade for Foothill - should be completed within 6 to 10 months (09/28/2017)

**Notes/Comments:** May not be enough funds remaining from the VoIP project to fund new firewalls.

## 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 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, 2017 - 2018

**Comments on Objective Progress:** We met with many vendors and obtained an understanding of the new means and methods for end point protection. In this new fiscal year, we will develop a list of requirements and select a product to implement.

## Measurable Outcomes

**2017 - 2018** - Improve use of Active Directory for endpoint management resulting in a decrease in number of desk side visits. (Active)

**Assessment Methodology:** 5% Endpoints authenticate to Active Directory

**Additional Resources Needed:** Independent Consultant

## Results

**Reporting Period:** 2016 - 2017

09/28/2017

**Conclusion:** Outcome Not Achieved

No significant action accomplished



# Networking & Client Services - AUR

## Actions

**Action:** Windows 10 deployment supplanted this goal. (09/28/2017)

**Notes/Comments:** Instruction demands for Windows 10 and computer equipment supplier dropped Windows 7 support and Windows 10 deployment significantly different required consultant support for best practices has delayed this objective.

## 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, 2017 - 2018

**Comments on Objective Progress:** Will produce year over year comparison reports in the spring 2018.

## Measurable Outcomes

**2017 - 2018** - 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

## Results

**Reporting Period:** 2016 - 2017

09/28/2017

**Conclusion:** Outcome Not Achieved

Need more time to know if updates have decreased ETS requests for help.

## Actions

**Action:** Need to wait until spring term and then run reports in the ETS Request for Help system to know if requests for help have decreased in areas where we have added online documentation/help documents (09/28/2017)

## 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.