

CaTT Tales



A District Information Services Computer and Telecommunication Technology Initiatives Newsletter

November 2007

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TeleStar, then WebStar and now myGateway!

By Deborah Ludford

It is with great pleasure that Information Services announces the arrival of **myGateway**; an interactive portal which offers self-service features for students and staff. This article is too short for me to name all the individuals (150+) who participated to make this a reality and to each of you who gave of your time and energy in making the project a success we extend a great big "Thank You"! The enthusiasm for this initiative was beyond our expectations.

myGateway addresses the district Strategic Plan goals in the areas of instruction, student services and effective use of resources by providing such services as groups, messaging, registration, calendaring, news, announcements and much more. Communications and self-service features are the focus for the "go-live", but **myGateway** is designed to be an evolutionary tool which will grow and change in functionality as the needs of our students and staff change. We look forward to the future as this technology solution offers new opportunities for serving our students and staff in a more effective and efficient manner.

Check it out at <http://mygateway.nocccd.edu> and join us for one of our many training sessions which are listed in this publication to learn how to take advantage of the many features it offers. In addition, this issue of CaTT Tales contains several articles on **myGateway** which describe it's functions and features.

Thanks once again to all those who participated!



myGateway and Sungard HE Workflow

By Carl Schoner

With the launch of **myGateway** at North Orange County Community College District; students, faculty, and staff will now enjoy a new level of personalized data access and integration that was not previously possible. **myGateway** provides a seamless conduit to much of the information and applications that we use on a daily basis, and this level of service makes everything we do that much easier. Still, we are always looking for ways to improve the integration.

When NOCCCD first launched Banner, we also implemented to a limited extent SCT Workflow, another integration product designed to improve the way we do business. Workflow allows for tasks assigned to a specific job function to appear within a "task list"

assigned to Workflow users. Prior to **myGateway**, in order to manage this task list a user would first have to sign on to Workflow. **myGateway**, however, provides both a single sign-on capability and channels for Workflow, so accessing a task list could be as simple as opening the Workflow channel within **myGateway**.

We are currently working on the development of our very first **myGateway** specific Workflow application, which is a process for managing group membership requests or group modification approvals. As the utility of this new level of integration becomes apparent, you can be sure that there will be many more applications for using **myGateway's** channels for Workflow to follow.

CALB (California Banner) Release Installed

By Richard Oberlin

Last month, Information Services installed the CALB 7.4.1 release of Banner. This is a modified version of Banner developed and supported by SunGard's California Community Colleges Solution Center.

The California Community Colleges Solution Center is one of ten Solution Centers worldwide and the only one in the United States. The Solution Centers modify Banner to meet local needs. The California Center released its first official California Banner version earlier this year.

Major features in this release are Add Authorization Codes, Faculty Load Limit, and MIS Reports. Add Authorization Codes provides the ability for instructors to distribute codes to students that allow the student to enroll in a course after it is closed or has started. Faculty Load Limit allows staff to monitor Part-Time Faculty assignments for 60% load compliance. MIS Reports includes the many reports that we must regularly submit to the State Chancellor's Office. This includes the new CalWORKS report that was implemented for summer 2007.

Of course we have been supporting local versions of these features for a number of years. Locally maintaining these features, means that every time a new Banner release or patch is delivered, Information Services must spend many hours re-modifying the code, and with user help, testing the modifications. Now, because these features are part of the official CALB release, we will no longer need to do this maintenance work.

We are looking forward to future CALB releases that will replace more existing local modifications or add new features. Upcoming are more Faculty Load enhancements, Incomplete Grades, Course Repetition, and the 320 reports.

Welcome to the PIT! (Payroll Information Technology)

By Deborah Ludford

The first phase of the Payroll Process Improvement Project (nickname PIT) is now completed! During the first phase the team, composed of personnel involved with the payroll process from throughout the district, documented the payroll processes that are used to produce the payroll for faculty and staff. The purpose of doing this was to create a better understanding the processes which must take place in order for everyone to be paid properly.

Now that that phase has been completed the project has now moved into the second phase, the team is investigating what opportunities we may have for improving the process using newer features in Banner and redesigning some of the current processes. The project goal is: Through the effective and efficient use of staff and the Banner system, improve the payroll processes of the district to insure accurate and complete data and facilitate improved decision making. This goal directly correlates with Goal 5, effective leadership and decision-making, and Goal 7, using resources effectively and efficiently, of the District Strategic Plan.

During the third and final phase we will integrate the identified changes into existing systems such as Banner, Enrollment Management System and other district systems and improve the payroll process and the quality and timeliness of the payroll data for use in decision making.

A special thanks goes out to those that participated in Phase I which include: Pat Lee, Vicki McPherson, Manya Preston, Nancy Pierce, Donna Landis, Laurie Triefenbach, Dan Willoughby, Diane Henry, Greg Schultz, Olivia Wolf, Monica Hagmaier, Helga Struckman, Imelda Lara, Stephanie Acosta, Dao Do, Deepali Dave, Claudette Dain, Danielle Heinbuch, Jeff Horsley, Erin Ridley, and Chris Taylor.



Want to Know what Information Services is Doing?

By Deborah Ludford

Take a look at the District Information Services Strategic Plan which includes Strategies, Goals, and Activities for 2005-2010. The four main strategies are:

- Provide the Best Technology for the Best Value
- Meet Legal and System Requirements
- Provide High Quality Customer Service
- Plan for the Future

Within each of these strategic areas, goals and activities are identified. This guides our work throughout the year as we strive to meet the needs of the district. Each year the plan is updated with new activities and completed activities are removed from the list. You can view a copy at:

<http://www.nocccd.edu/Departments/CaTT/StrategicPlan20052010.pdf>

You can also view last year's final report at <http://www.nocccd.edu/Departments/CaTT/GolsObjectives2006.pdf>

Extended I.S. Help Desk Hours

- With the implementation of [myGateway](#), we will be extending our Help Desk hours during Registration this semester to coincide with the campus WebStar Help Desk hours. Therefore, the I.S. Help Desk will be staffed from 7:30 a.m. to 6:30 p.m.

The Future of myGateway

By Adam Howard

With the launch of **myGateway** on November 14th, the portal offers something for everyone. The portal offers many features, such as: staff can check their vacation leave balances, faculty can create course homepages, and students can check their registration appointment times and use the course homepages. Single sign-on to WebStar is included, as well as to other familiar web applications around the district. Faculty and staff can request group homepages to share documents and facilitate collaboration.

The **myGateway** portal is a platform for services for students, faculty and staff. A brainstorming session held for the portal content workgroup generated a multitude of ideas, as you can see in the picture below. Some of the features requested for future addition to the portal include:

- Ability to update mailing addresses
- Submit Study Abroad applications
- Purchase parking permits
- Reserve a room on campus
- Reserve books and check due dates at the campus libraries
- Research using library databases and archives without requiring a password
- Check transfer requirements
- Check graduation requirements
- See your class locations on a campus map
- Fill out a survey
- Fill out timesheets online
- Buy tickets to campus events
- ...and much, much more!

Some of these features are still only ideas, some are planned, and some are already in development. Is something missing from this list? Let us know at myGateway@nocccd.edu.



Interesting Facts about myGateway

By Bob Hughes

We Are Not Alone

With our implementation of **myGateway** this month, we join a growing group of higher education institutions that have demonstrated the value of a portal. According to Educause, 48% of higher education institutions have a portal, and a third of community colleges have implemented one. We join approximately 600 other Banner institutions who license Luminis (the software behind **myGateway**). Of the California Community Colleges on Banner, we are one of just four California Community Colleges live with Luminis, with several others in the implementation phase.

Lots of Training

Key members of District IS staff involved with the project were sent to several week-long technical training seminars provided by Sun Microsystems and SunGard this past year. During the months of September and October, we held 30 classes for faculty members and 19 classes for staff members. Approximately 365 people signed up for the faculty classes, and 333 signed up for the staff classes. The Training Workgroup guided this effort, and Nancy Pierce, Jessica Puma, Elizabeth Douglas, Brandon Floerke, Danielle Heinbuch and Erin Ridley were instrumental in providing all these training opportunities – we couldn't have done it without them. More training sessions are scheduled – check this issue of CaTTales or <http://www.luminis.nocccd.edu/Training/Training.htm> for more information.

Lots of Marketing

Getting the word out about **myGateway** to thousands of faculty, staff and students was a very big effort, but the Communications Workgroup was up to the task. Once the name for the portal was selected in August, the Public Information Officers (Marc Posner, Andrea Hanstein, Jennifer Perez) and Christie Wallace Noring, District Director of Public Affairs went to work selecting a logo and drafting marketing materials. The **myGateway** graphics and marketing materials were made possible due to the expert graphic design work of Rebecca Guillen. Spreading the word about **myGateway** took many forms, including presentations at opening day and to faculty and staff committees, advertisements and new instructions in the spring class schedules, web pages, newspaper articles, flyers distributed throughout the campuses, and inclusion in e-mails going to every spring applicant and continuing student (approximately 60,000 e-mails). Jay Goldstein, Communications Instructor at Fullerton College, even created a video for the **myGateway** sign-in page.

As you can see, this implementation was made possible by many people, and I'm proud that we were able to do this primarily in-house, with very little reliance on outside consultants. It just goes to show that we have tremendous talent throughout the North Orange Community College District.

myGateway has Arrived - but We've Only Just Begun

By Bob Hughes

myGateway has finally arrived! The new District-wide portal for students, faculty and staff goes live this month, bringing Fullerton College, Cypress College and the School of Continuing Education one step closer to the ultimate goal of having Unified Digital Campuses.

It's interesting to see in retrospect how self-service technology has evolved in the District. At a board presentation last month, Adam and I shared how telephone registration – Telestar – was implemented in 1994. Seven years later (2001), students could register on-line using WebStar. Six years later (2007) we have further improved service to students, faculty and staff by implementing **myGateway**, a portal which gathers several systems together (WebStar, course web pages, course management systems, email systems, a calendar, communications, and links to important sites) in one place.

The process of bringing a portal to the District began two years ago during the spring of 2005. Key staff members from the campuses saw the Luminis portal demonstrated at various events, and were excited about how a portal could help us improve services. In 2006, a white paper detailing the benefits of a portal was delivered to Chancellor's Staff, the vision was adopted, and Adam Howard was hired as the Project Lead to direct the effort. After evaluating four different possible portal solutions, Luminis was chosen and approved by the Board of Trustees, and in February 2007 the implementation of Luminis began. Nine months later, our version of Luminis – branded **myGateway** - is in production.

One of the most anticipated events of a college student's life is commencement – that ceremony which marks the end of a student's collegiate studies. But it's important to note that the word commencement doesn't mean end; rather, it means the beginning. For college students, it is the beginning of a career or a new phase of studies. It is tempting to think of this month, where we finally go into production, as the end goal. But it really is a commencement for phase 2 – where we can improve, expand, and extend the system to provide reduced sign-on, more effective targeted communications, and a unified development platform for each campus.

Tips 'N' Tricks

By I.S. Help Desk



Argos Passwords

A common misconception is that your Argos password is the same as your Banner password. Actually, Argos is a completely separate system. It accesses Banner data; however, it is not part of Banner. Your Argos password is not affected when you change your Banner password. **SUGGESTION:** When you change your Banner password every 90 days, sign into Argos and manually change your password there as well! It makes it much easier to remember!

Red 'X'

myGateway has more graphical content than WebStar, but the images have been optimized to make sure they load efficiently, even on dial-up modems. However, there are some cases where your computer or network settings may keep images, such as the **myGateway** banner at the top of the page from displaying properly. During testing we have seen isolated incidents of people getting a red 'x' in a box instead of the banner graphic. Clicking the 'Refresh' button on your web browser usually fixes this problem. In Internet Explorer, you can press the 'F5' key to initiate a refresh of the browser. Firefox users can do the same thing by holding down the control key while pressing the letter 'R'.

Don't be afraid to customize your layout! The power of the portal is the ability to make it relevant to you. If there are channels (boxes of information in **myGateway**) that you don't care to see, simply click the 'x' in the upper right corner of the channel. By clicking on the 'content layout' link, you can add a tab to easily display your personal web page or any other web page that you connect to on a regular basis. Don't worry - if you really mess things up, there is a link to click on under 'customize your layout' to revert back to the default.

Who Should You Call

So you are having a problem with technology, how do you know who to call? Here are some general guidelines we hope will help:

A problem with:	Who to call:
Banner	I.S. Help Desk
Argos	I.S. Help Desk
myGateway	I.S. Help Desk
Banner or Argos passwords	I.S. Security or I.S. Help Desk
WebSTAR or myGateway passwords	Campus Help Desk
Network passwords	Campus Help Desk
Desktop computers	Campus Help Desk
Laptop computers	Campus Help Desk
Printers	Campus Help Desk
Document scanners	Campus Help Desk
Network connections	Campus Help Desk
Internet access	Campus Help Desk
Microsoft Word	Campus Help Desk
Microsoft Excel	Campus Help Desk
E-mail	Campus Help Desk
Network drives	Campus Help Desk

Campus Help Desks:

District Offices: ISheplpdesk@nocccd.edu, 808-4849
 Cypress College: Helpdesk@cypresscollege.edu, 484-7157
 Fullerton College: Helpdesk@fullcoll.edu, 992-7711
 SCE: Helpdesk@sce.cc.ca.us

When you aren't sure who to call, we have a troubleshooting guide on our Website that may help you decide:

http://www.nocccd.edu/Departments/IS/documents/TroubleshootingGuide_111507.pdf

Training Schedule 2007

By Erin Ridley

Navigation Training

November 15	9:00 a.m. – 11:30 a.m.
November 28	9:00 a.m. – 11:30 a.m.
December 7	9:00 a.m. – 11:30 a.m.
December 12	2:00 p.m. – 4:30 p.m.
December 21	8:30 a.m. – 12:30 p.m.

RQ Training

December 21	8:30 a.m. – 12:30 p.m.
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myGateway Staff Training

November 14	Fullerton	10:00 a.m.
November 27	Cypress	10:00 a.m.
November 29	Anaheim	9:00 a.m.
December 4	Anaheim	9:00 a.m.
December 6	Fullerton	2:00 p.m.
December 11	Anaheim	9:00 a.m.

**To sign up for either the Navigation or RQ training classes, please contact your campus training coordinator:

AC: Sandy Palmer, CC: Vicki Sykes
FC: Wendy Bailey, SCE: Irene Beck

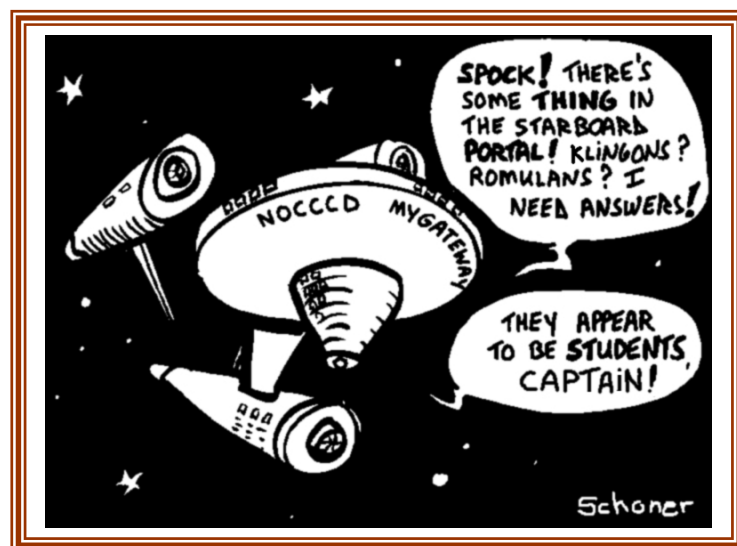
myGateway Faculty Training

November 15	Fullerton	8:00 a.m.
November 15	Cypress	5:00 p.m.
November 15	Fullerton	5:30 p.m.
November 16	Cypress	1:00 p.m.
November 19	Cypress	3:00 p.m.
November 20	Cypress	5:00 p.m.
November 26	Fullerton	3:00 p.m.
November 26	Cypress	4:00 p.m.
November 27	Cypress	5:00 p.m.
November 28	Cypress	5:00 p.m.
November 29	Cypress	11:30 a.m.
November 30	Cypress	1:00 p.m.
December 3	Cypress	4:30 p.m.
December 4	Cypress	1:00 p.m.
December 5	Anaheim	10:00 a.m.
December 5	Cypress	5:00 p.m.
December 6	Cypress	4:30 p.m.
December 7	Cypress	10:00 a.m.
December 7	Fullerton	2:00 p.m.

To sign up for myGateway classes go to:
<http://www.luminis.nocccd.edu/Training/Training.htm>

CaTT Toon

By Carl Schoner



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"You can't always stay in the shallow end"