

**North Orange County Community College District  
District Services Administrative Review**

District Service: Information Services

District Services Administrative Review Author: Deborah Ludford, District Director, Information Services with input from District Information Services staff

**1. Description:**

Information Services has four main strategies which align with the District Strategic Directions and the Chancellor's Goals as noted in the attached document entitled "*NOCCCD District Information Services Technology Plan 2011-2015*". They are:

- ✓ Provide the best technology for the best value
- ✓ Provide high quality customer service
- ✓ Plan for the future
- ✓ Meet legal and system requirements

The document further lays out goals aimed at providing the following services including:

- ✓ Implement technologies that directly impact student success as identified by user departments;
- ✓ Explore new and better technologies which result in reduced cost and/or efficiency;
- ✓ Leverage (use and help others use) the current systems in place to better serve students and staff;
- ✓ Respond to user (student and staff) requests for service;
- ✓ Collaborate across the district to provide better service, eliminate redundancy and improve user satisfaction;
- ✓ Refresh/replace current systems to insure current and relevant systems;
- ✓ Respond to changes in the environment;
- ✓ Prepare for emergency and business interruptions;
- ✓ Comply with all legal mandates and obligations requiring or using system data and information.

## 2. Assessment of Prior Year Strategies for Improvement:

Strategies for improvement include:

- ✓ Building out wireless for better communications and student service at Anaheim to meet staff and student needs for wireless and mobile
- ✓ Evaluate job descriptions to better address responsiveness concerns and meeting user needs
- ✓ Increase staff to meet needs of new mandates and responsiveness concerns
- ✓ Implement a new version of myGateway or replace it if performance cannot be improved
- ✓ Continue and possibly expand program to visit user locations to better understand user needs to involve more staff in Information Services planning
- ✓ Investigate online/hybrid/remote training alternatives to better train staff
- ✓ Use the Technology Coordinating Council to more effectively communicate the planning activities and services provided by District Information Services
- ✓ Improve methods of communications with all users, including alternative ways to deliver CaTT Tales
- ✓ Providing better testing strategies to minimize redundant testing time
- ✓ Investigate ways to improve availability of services

Strategy	Resources	Status
Building out Wireless at Anaheim campus	Boaz Carmi; Peter Teipe	Project approved by BOT in June 2014; vendor approved in December 2014; Wiring completion expected in February 2015; live in March 2015
Evaluate job descriptions	District Technology Roundtable	District is completing Wage/Compensation study for all job classes so this was put on hold pending the results of the studies due out in February/March 2015
Increase Staff to meet needs	Deborah Ludford; Fred Rocha; Tom Wallace	Hired IT Project Lead for Technical Services November 2014; Hired IT Project Lead for Application Services October 2014 & ; in process of hiring IT Specialist, Applications
Implement new version of myGateway	Brad Rippe	Evaluation of several products completed; Identifying functionality

Continue to visit user locations	All Information Services staff	Done as needed during regular course of business
Investigate Online/Hybrid/Remote training for staff	Deborah Ludford; Fred Rocha; Tom Wallace	Ellucian Live online for all staff; online Ellucian training; online book service for technical publications
Use Technology Coordinating Council for communications	Deborah Ludford	Standing agenda items for SSSP, Single Sign-on, Distance Education. Review of Issues list on each agenda; demos each meeting on latest developments including Office 365, Mobile Apps, SSO, Regroup and others; Annually review District I.S. Technology Plan for input
Improve methods of communications including CatTales	Karla Garcia; Deborah Ludford; Jason McPheron; Adam Howard	CatTales February 2015 issue in online news format; Implemented Regroup for District wide emergency and informational communications January 2015
Provide better testing strategies	All Information Services staff	Developed test systems for use by functional users prior to go-live for all systems
Improve availability of services	Boaz Carmi; Hank Eggers; Brad Rippe; Peter Teipe; Tim Nguyen; Mike Kessler; Adam Howard	Implemented load balance structure for improved performance Fall 2014; Investigating alternatives for offsite Backup/Disaster Recovery for which department received funding

### 3. Data:

See attached:

- ✓ *The 2013 NOCCCD Technology Survey* (survey of Faculty, Staff, Students on service satisfaction) – double click on Icon below to view document:



TCC TechQual  
Report 2013 No Com

- ✓ *District Information Services Technology Plan 2011-2015* (Goals, activities and status of ongoing activities for the Information Services Department) – double click on Icon below to view document:



IS\_Technology\_Plan  
\_2011-2015\_Update\_

- ✓ *2014 District-wide Satisfaction Survey for Information Services*– double click on Icon below to view document:



2014 Sat Survey  
Results-Info Services

- ✓ *Information Services Committed Costs 2012-2022* (analysis of contract/committed costs of current systems and infrastructure to support those systems) – double click on Icon below to view document:



10 Yr Maint  
breakdown 2014-202

- ✓ *Project List* as of February 2015 – double click on icon below to view document:



I.S. Project List  
Admin Review.xlsx

- ✓ *Gartner Research Hype Cycle for Education 2014*



hype\_cycle\_for\_education\_201\_263196.pdf

#### 4. Data Analysis:

The *NOCCCD District Information Services Technology Plan 2011-2015* identifies those things that will be done in support of the District Strategic Directions and Chancellor's Goals. This document outlines the Information Services Goals and Activities that should be undertaken to meet the District Strategic Directions and Chancellor's Goals and provides the status of each of the related activities. The status column of this document indicates the activities that have been completed and the status of those which are ongoing since the last update in June 2014. Many of the items are complete or not moving forward. A new plan is due to be completed by the end of 2015 for 2016-2020.

In addition, the *Technology Quality Survey* was conducted district-wide amongst staff and students clearly indicate some areas for improvement. For respondents district-wide, the need for wireless coverage, mobile device connectivity and classroom/meeting area technology for effective presentations was noted as needing the most improvement. Faculty members and Students with more than 20 units completed were the least satisfied, noting that their expectations have not been met in Connectivity & Access and Technology & Collaboration Services as well as concern regarding timely resolution to problems with campus technology services. Staff and Students with less than 20 units completed were a bit more satisfied especially in the area of Support and Training. Students were mainly concerned with reliable internet service, wireless coverage, classroom technology, mobile device access and quick response to issues. Much work is currently being done in these areas by District Information Services in collaboration with the campus Academic Computing departments. The next survey is scheduled for Spring 2015 and will provide information as to whether these efforts have improved services to staff and students.

The *2014 District wide Satisfaction Survey for Information Services* provides the following analysis:

##### **Top Takeaways**

- 94% of those who responded use the services of District Information Services to some level which is up from 60% of respondents last year
- 74% of respondents feel District Information Services provide solutions in anticipation of users' needs which is down from 77% the year before; most likely due to the backlog of work in the department

- 79% of respondents feel District Information Services provides adequate training compared to 84% the prior year; training on Banner, myGateway and ARGOS are needed
- 87% of respondents feel that when they call with a question the answer is prompt
- 73% of those respondents who use the District systems feel they have the opportunity to provide feedback in the District Information Services planning process
- 81% find CatTales informative which is down from 87% indicating it might be time to find a new way to keep staff informed of Information Services activities
- Open ended responses were changed to only solicit negative feedback; areas of concern are anticipation of user needs, outdated and un-useful CatTales; lack of training and frustration with system failures over the last year

### **Positive Reinforcement**

- 91% of those who responded felt that when they contact District Information Services with a question it is answered accurately
- 89% of respondents felt that communications from District Information Services regarding systems are helpful
- 94% of respondents felt that communication from District Information Services are timely

### **Opportunities and Possible Next Steps**

- Better anticipation of users' needs
- Offer more training alternatives for staff
- Develop way to communicate information about Information Services activities more effectively

Also, an analysis of the financial resources in the form of the Information Services Committed Costs 2014-2025 indicates that with the increase in the cash allocation last fiscal year, Information Services will be able to meet its obligated costs for the systems currently in use through 2019. Not included in this analysis the cost for the replacement of the network infrastructure across the District which must be done in 2016-17 as the current equipment put in place in 1999 will be at end of life. The cost of a full refresh is estimated to be \$15 million for a complete replacement. This amount was requested to be funded by Measure J proceeds. If that project is not funded the District could choose to replace just the core equipment across the District for a cost of \$2 million.

Finally, the I.S. Project list identifies those projects requested by members of the District or identified by the Information Services staff based on the Gartner Hype Cycle for Education, 2014 that are needed or worth exploring to better serve the institution.

## 5. Strategies for Improvement:

Strategies for improvement include:

- ✓ Complete *NOCCCD District Information Services Technology Plan 2016-2020* based on campus and District needs with an emphasis on better anticipation of user needs and training options
- ✓ Complete installation of wireless access to meet staff and student needs for wireless and mobile
- ✓ Complete off-site backup project for Disaster Recover/Business Continuity
- ✓ Evaluate technology job descriptions to better address responsiveness concerns and meeting user needs
- ✓ Implement new enhanced version of CatTales to communicate more effectively with District staff
- ✓ Refresh web pages to communicate department goals and accomplishments
- ✓ Upgrade storage capabilities to support identified projects including:
  - Imaging
  - Data warehouse
  - Student success
  - System upgrades to Banner, myGateway and mobile applications

## 6. Resource Requests:

- ✓ \$2 million for upgrade to District network should Bond monies not be sufficient to cover the cost of a full upgrade integrating voice, data and wireless across the District