

## 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:**

This last year Information Services completed a process to develop a new Technology Plan. This planning process resulted in nine objectives which align with the five District Strategic Directions and the Chancellor's Goals as noted in the document below entitled "*District Information Services Technology Plan 2016-2018*".



Information  
Services Tech Plan 2016-2018

The objectives for the next three years include:

- ✓ Provide tools/systems to assist in monitoring and tracking improvements in completion rates for degrees, certificates, diplomas, transfers, transfer-readiness requirements, and courses.
- ✓ Provide, maintain and improve systems that support student learning.
- ✓ Provide tools/systems to assist in monitoring and tracking improvements in the reduction of the achievement gap among race/ethnicity groups.
- ✓ Provide tools/systems to assist with the improvement of students' success rates.
- ✓ Provide more comprehensive decision-making tools and systems.
- ✓ Support best practices in strategic and comprehensive planning with appropriate systems and expertise.
- ✓ Lead and/or participate in District-wide collaborative projects to improve services and/or efficiencies.
- ✓ Provide better tools/systems to help staff across the District to be more effective and efficient.
- ✓ Monitor potential new technologies/systems for applicability at NOCCCD.
- ✓ Provide system and technology training.

The flowchart contained in the document defines the process used in the creation of the plan.

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

Prior year strategies for improvement, the resources involved and the status of the prior are provided in the table below:

<b>Strategy</b>	<b>Resources Involved</b>	<b>Status</b>
Complete NOCCCD District Information Services Technology Plan 2016-2018	I.S. Department	Plan completed.
Complete Anaheim Campus wireless project	Boaz Carmi; Peter Teipe; Tony Lee; Gary Schneider; Malcom Ridley	Project completed.
Complete project for Disaster Recover/Business Continuity	Nick Wilkening; Peter Teipe	Research is underway on this project. Implementation of Office 365 and PC Refresh for the Anaheim campus caused this to be pushed out one more year.
Evaluate job descriptions	District Technology Roundtable	Asked by Human Resources to hold until Wage/Compensation study complete.
New enhanced version of CatTales	Karla Garcia; Deborah Ludford; Jason McPheron	Project completed.
Web Page Refresh	Deborah Ludford; Fred Rocha; Jason McPheron	New website to roll out in January/February 2016; this was combined with the District website refresh project.
Upgrade Storage capacity to support Imaging, Student Success, Data Warehouse and system upgrades	Hank Eggers	Project completed.

### 3. Data:

Below is a list of documents that assisted in formulating the strategy for next year:

- ✓ *The 2015 NOCCCD Technology Survey* (survey of Faculty, Staff, Students on service satisfaction) – double click on Icon below to view document:



Tech Qual Report  
2016 wo Comments.

- ✓ *2015 District-wide Satisfaction Survey for Information Services*– double click on Icon below to view document:



2015 Sat Survey  
Results-Info Services

- ✓ *Information Services Committed Costs 2015-2025* (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 2015-20

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



I.S. Project List 2016  
Admin Review.xlsx

- ✓ *Gartner Research Hype Cycle for Education 2015*



hype\_cycle\_for\_education\_201\_277499.pdf

- ✓ *Campus Computing Survey 2015*



Campus Computing  
Survey 2015.pdf

#### 4. Data Analysis:

The *NOCCCD District Information Services Technology Plan 2016-2018* 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. This document was developed over the course of the last year with input from across the District and the status of the various Action Plans will be reported on in this document each year.

In addition, the *Technology Quality Survey* was conducted District-wide amongst staff and students clearly indicate that the major source of frustration is the availability of a reliable network, both wired and wireless, and the need to upgrade outdated systems. Students were the only group who were positive about the websites and online services and indicated they were easy to use. The survey also indicated the need for more collaborative tools across the District. Training with regard to technology continues to be a need amongst the user community.

The *2015 District wide Satisfaction Survey for Information Services* provides the following analysis:

##### **Top Takeaways**

- 95% of those who responded use the services of District Information Services to some level which is about the same as last year
- 73% of respondents feel District Information Services provide solutions in anticipation of users' needs which is down from 74% the year before and 77% the year before that; with increased staff the department is addressing the backlog of user needs
- 80% of respondents feel District Information Services provides adequate training compared to 79% the prior year; training continues to be a need with most requests being for Purchasing and Finance training a role that I.S. has not done in the past
- 84% of respondents feel that when they call with a question the answer is prompt
- 67% of those respondents who use the District systems feel they have the opportunity to provide feedback in the District Information Services planning process, down from 73% the prior year; Technology Coordinating Council and Banner Steering are the main vehicles for the planning functions
- 78% find CatTales informative which is down from 81% indicating the communication is becoming less effective
- Open ended responses were changed to only solicit negative feedback; areas of concern focused on training and outdated systems

### **Positive Reinforcement**

- 90% of those who responded felt that when they contact District Information Services with a question it is answered accurately
- 85% of respondents felt that communications from District Information Services regarding systems are helpful
- 88% of respondents felt that communication from District Information Services are timely

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

- Outdated Banner/myGateway systems are due to be upgraded by the vendor over the next year; District I.S. should move forward with these upgrades
- Consider re-instituting training position in I.S. which was eliminated in tougher budget times
- Continue on path of using an updated mode of communications with staff District-wide

Further, an analysis of the financial resources in the Information Services Committed Costs 2015-2025 document indicates that with the current cash allocation, Information Services will be able to meet its obligated costs for the systems currently in use through 2017. This changed from last year whereby resources were expected to be sufficient through 2019. This happened because District Information Services acquired new storage and server capacity to meet the increasing needs of SSSP and acquired several systems including Ellucian Pilot (student success), Online Catalog, research software Tableau and Smartsheet (project tracking system) for which on-going maintenance costs will now be paid by District Information Services. Not included in this analysis is the cost for the replacement of the network infrastructure across the District which must be done prior to 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-\$25 million. If that project is not funded the District could choose to replace just the core equipment across the District for a cost of approximately \$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, 2015 that are needed or worth exploring to better serve the institution. This list indicates a large backlog of unmet needs across the District. Many of the projects have been focused on Human Resources, Website, and Student Success. There is a growing need for more Project attention for Finance and Financial Aid.

Finance/Financial Aid is the only area without a specified Project Leader for technology initiatives and needs to be addressed. Currently, a staff member is temporarily filling this role.

## 5. Strategies for Improvement:

Strategies for improvement include:

- ✓ Upgrade the mobile application, myGateway, Banner systems over the next two years to better meet needs of students and staff
- ✓ With the cooperation of the three campuses, complete the installation of Office 365 at all sites and provide collaborative tools such as District-wide calendaring, document sharing and instant messaging in addition to traditional email
- ✓ Complete the off-site backup project for Disaster Recover/Business Continuity
- ✓ Complete the refresh of department web pages and support the new District website
- ✓ Provide a tracking system and communication system to provide status updates on Information Services projects, department goals, and accomplishments to users on an ongoing basis
- ✓ Complete the Network Refresh network assessment and network design; begin the implementation process based on the findings from the assessment and design
- ✓ Continue to work on project list items
- ✓ Consider re-instituting the training position in Information Services to expand and improve the training services offered by the department
- ✓ Evaluate job descriptions to better meet District-wide needs
- ✓ Execute the action items identified in the *"District Information Services Technology Plan 2016-18"*

## 6. Resource Requests:

- ✓ \$15 - \$25 million for Network Refresh Project (estimated)
- ✓ Project Lead in Finance/Financial Aid (make this permanent)
- ✓ Temporary project manager to lead Network Refresh effort (temporary promotion of in house staff to coordinate vendor and campus efforts)
- ✓ Convert existing I.T. Specialist – Applications to I.T. Specialist – Network to support both applications and network areas (no cost)