DSO Planning and Program Review Subcommittee
Meeting Agenda - March 8, 2022 at 10:30 a.m.
Via Zoom: https://cccconfer.zoom.us/j/96157400569

I. **CALL TO ORDER** *(Christopher Crew)*

II. **APPROVAL OF MINUTES** *(Christopher Crew)*
   A. 2022-02-08 DSOPPRS Meeting Minutes

III. **CHANCELLOR'S COUNCIL RECOMMENDATION UPDATES** *(Christopher Crew)*
   A. Chancellor Council vote to approve reorganizing the committee membership

IV. **UPDATE ON DSO RESOURCE REQUEST** *(Christopher Crew)*

V. **TESS 2-YEAR REVIEW** *(Luke Bixler)*

VI. **PREVIEW OF NEXT MEETING'S AGENDA** *(Christopher Crew)*
   A. TESS 2-year Review
      1. TESS Admin Apps
      2. TESS Distance Education
      3. TESS Print Shop
      4. TESS Technical Services

VII. **FUTURE ITEMS**
   A. Planning cycle for 2022-2023
   B. Improving resource request process, rankings, and cycle
   C. Arrival of Vice Chancellor

VIII. **NEXT MEETING** *(Christopher Crew)*
   A. Review Results from Cabinet discussion about DSO Resource Requests
      April 12, 2022, at 10:30 a.m.
      Via Zoom: https://cccconfer.zoom.us/j/96157400569

IX. **ADJOURNMENT**

District Services Planning & Program Review Subcommittee

Meeting Minutes – February 8, 2022, 10:30 a.m.
Via Zoom: https://cccconfer.zoom.us/j/96157400569

	Present	Absent		Present	Absent
Christopher Crew (DSO)	X		Michele Jeannotte (Police)	X	
Heather Ford (DSO)	X		Keynasia Buffong (BFSA)		X
Joe Opris (DSO) proxy Cory Elmore (DSO)	X		Marcela Navarro (DSO)	X	
Jeremy Sims (DSO)		X	Erika Menge (DSO)	X	
Jason Brady (TESS)	X		Larry Strong (DSO)		X
Anthony Papa (KVCR)	X		Steve Sutorus (DSO)	X	
Deanna Krehbiel (EDCT)	X		Noemi Elizalde (DSO)	X	
Kathy Fonseca (EDCT)		X	Celia Huston SBVC)	X	
Al Jackson (Police)	X		Artour Aslanian (CHC)		X
John Feist (SBVC)	X		Rick Dulock (KVCR)		X
Gio Sosa (CHC)		X	Joanna Oxendine (SBVC)		X
Brandi Bales (CHC)		X	Yendis Battle		X
Meridyth McLaren		X	Lauren Ashlock (SBVC)		X
Paul Del Rosario (SBVC)		X	Tahirah Simpson/ proxy - Ernest Guillen (LFSAA)	X	

Guests: Andy Chang, Hassan Mirza, Myung Koh

I.   CALL TO ORDER
C. Crew called the meeting to order at 10:36 a.m.

II.   APPROVAL OF MINUTES FROM 01-11-2022

C. Huston moved to approve the 01-11-2022 minutes. E. Menge seconded the motion.

> AYES: Unanimous
> NOES: None
> ABSENT: Sims, Fonseca, Sosa, Bales, McLaren, Del Rosario, Buffong, Strong,
> Aslanian, Dulock, Oxendine, Battle, Ashlock
> ABSTENTIONS: Ford, Simpson

III.   CHANCELLOR'S COUNCIL RECOMMENDATION UPDATES

C. Crew reviewed the delay in Chancellor's Council approval.

IV.   GOVENDA
H. Ford reviewed the use of Govenda and the committee practice going forward.

V.   RANK RESOURCE REQUEST
C. Crew reviewed the 2021-22 preliminary resource request rankings survey.

C. Crew moved to approve the recommendation to rank the resource requests as follows. T. Papa seconded the motion.

FUNDING PRIORITY:

Department	Score
Senior Programmer	1.75
Systems Analyst	2.63
Custodial	3.44
Gov't Relations	3.56
Video Communications	3.63

AYES: Crew, Elmore, Brady, Papa, Krehbiel, Jackson, Feist, Jeannotte, Navarro, Menge, Sutorus, Elizalde, Huston, Simpson
NOES: Ford
ABSENT: Sims, Fonseca, Sosa, Bales, McLaren, Del Rosario, Buffong, Strong, Aslanian, Dulock, Oxendine, Battle, Ashlock
ABSTENTIONS: None

VI. ELECT CO-CHAIR

C. Crew moved to appoint J. Brady as co-chair. C. Huston seconded the motion.

AYES: Unanimous
NOES: None
ABSENT: Sims, Fonseca, Sosa, Bales, McLaren, Del Rosario, Buffong, Strong, Aslanian, Dulock, Oxendine, Battle, Ashlock
ABSTENTIONS: None

VII. FREQUENCY OF MEETING DATES/TIMES
Table until fall 2022.

VIII. PREVIEW OF NEXT MEETING'S AGENDA
   A.   TESS 2-Year Review

IX. NEXT MEETING
Tuesday, March 8, 2022, at 10:30 a.m.
Via Zoom: https://cccconfer.zoom.us/j/96157400569

X. ADJOURNMENT

Meeting adjourned at 11:40 a.m.

Final meeting minutes approved by DSPPRS _____, 2022

Heather Ford, Executive Assistant
SBCCD, Office of the Chancellor
Committee Support

SAN BERNARDINO COMMUNITY COLLEGE DISTRICT

SBCCD DISTRICT PROGRAM REVIEW
Two-Year Program Update

Program or Service Area: Administrative Application Systems

Name: Andy Chang   **Date:** 07/26/21

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Productivity Data

The primary data that we use is the climate survey that is sent to the district each year. We have questions that help us measure the feedback from the community as well identify areas where we need to focus.

Another set of data that we analyze is the number of tickets that are submitted to the Administrative Application Team. This data is shown below:

Ticket handled by Admin Apps team ~ 560
Project finished in last FY - 18
Our program is involved in the yearly climate survey that is sent out district-wide. Through that survey, we are able to glean information on the level of satisfaction on the services the Administrative Applications team provides. The AA team is also involved in the TESS Executive committee where there is also a survey that goes out on the last meeting of any given fiscal year that measures the satisfaction level of the performance on this program.

As for productivity, the measures will be number of tickets completed and the number of projects completed. There are a constant flow of tickets that come in on a daily basis that gets assigned to the team members of the AA team. Depending on the complexity and the workload of that team member, the goal is to resolve the ticket as soon as reasonably possible. The time it takes to complete a ticket also depends on the responsiveness of the person who submitted the ticket. Often times, we need further information or testing from end users but they may not be able to get back to us right away and that will increase the time it takes to reach a final resolution. Also, my team members field calls from people who

do not submit tickets but need help anyways. We try to point them to the help desk system but often times, they are helped when they call so that will delay things such as tickets or projects. This practice is unfair to the people who follow the correct procedure and the team has been instructed (unless it is truly an emergency) to ask the people who call to put in help desk tickets.

System uptime percentage is also another measure that we use to measure productivity and satisfaction. Often times it goes forgotten the amount of work and time it takes to keep the hardware and software running without glitches and efficiently. The amount of work it takes to backup data and make sure it is available to the end users goes unseen but is integral to the working environment.   By keeping services available during business hours, it leads to increased student/employee satisfaction and productivity.

Analysis of Productivity Data

The process to receive help from TESS is clear and consistent: 2018 – 3.64 2019 – 3.77 2020 – 4.25 2021 – 4.19
When I contact TESS staff for assistance, they are very helpful: 2018 – 4.09 2019 – 4.24 2020 – 4.46 2021 – 4.47
The TESS project request process is easy to understand: 2018 – 3.41 2019 – 3.64 2020 – 4.08 2021 – 4.02
The TESS project request process is effective: 2018 – 3.39 2019 – 3.65 2020 – 3.95 2021 – 4.14
I am satisfied with the Colleague student information system: 2018 – 3.33 2019 – 3.38 2020 – 3.82 2021 – 3.76
I receive the help and support I need from the Administrative Applications department: 2018 – 3.59 2019 – 3.92 2020 – 4.22 2021 - 4.35

Overall, I am satisfied with the level of services provided by TESS
2018 – Not measured
2019 – 3.97
2020 – 4.44
2021 – 4.35

There are a constant flow of tickets that come in on a daily basis that gets assigned to the team members of the AA team. Depending on the complexity and the workload of that team member, the goal is to resolve the ticket as soon as reasonably possible. The time it takes to complete a ticket also depends on the responsiveness of the person who submitted the ticket. Often times, we need further information or testing from end users but they may not be able to get back to us right away and that will increase the time it takes to reach a final resolution. Also, my team members field calls from people who do not submit tickets but need help anyways. We try to point them to the help desk system but often times, they are helped when they call so that will delay things such as tickets or projects. This practice is unfair to the people who follow the correct procedure and the team has been instructed (unless it is truly an emergency) to ask the people who call to put in help desk tickets.

Projects have been different in the last fiscal year due to COVID. Many projects were in response to COVID related measure and as such took priority over existing projects, sometimes even over projects that dealt with federal and state mandates. The team was able to respond quickly and address COVID related projects and the outsourcing of some non-COVID related projects helped keep the needs of customers fulfilled

System Uptime %: 99%

Often times it goes forgotten the amount of work and time it takes to keep the hardware and software running without glitches and efficiently. The amount of work it takes to backup data and make sure it is available to the end users goes unseen but is integral to the working environment. By keeping services available during business hours, it leads to increased student/employee satisfaction and productivity. We will look for data from the other colleges to see if we can show how well we are performing in relation to our peers.

Staffing

List the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-Time, Contract or Prof. Experts	Vacancies
Managers	1		
Faculty			
Classified Staff	7		3
Professional Experts			
Total	8		3

Analysis of Staffing Levels

What does the current staffing level data suggest about your program area? Is there a need for more employees? Is there a need for greater efficiency? Is there a need for redistribution of workload or staff? Include any data that is relevant to your program, including any staffing needs for compliance with state, local, and federal regulations.

Administrative Applications currently is understaffed. We had two positions, Systems Analyst and Sr. Programmer/Analyst moved to support the Oracle Finance system that were never replaced. In order to provide adequate support for the current load of applications, we need those two positions filled as soon as possible. Listed are most of the major enterprise applications and custom processes that we support:

- LeaveTrak
- Executive Information System (EIS)
- Photo ID - IDWorks
- Student Email
- SARS Anywhere
- PyraMed
- ALMA Library system
- Starfish
- Hobsons Early Alert
- Ellucian Mobile
- 25 Live
- LogicMonitor
- OpenCCCApply
- Cynosure
- Laserfiche (previously Accuplacer)
- Informer
- Instructure Canvas (OEI)
- Custom Single Sign-On from WebAdvisor for Campus Central / OnlineTrak / FlexTrack / SLOCloud
- WebAdvisor support for Custom Single Sign On
- Campus Central - Rosters, Instructor Drops, Email, Student Export
- OnlineTrack - Sign-On, Account Info, section info
- FlexTrack - Sign-On, Account Info
- Web Surveys
- User Verification Tool
- eSchedule
- Regroup
- Employee & Schedule Data Export
- Scholarship Export
- Active Directory to Colleague Password Sync
- Student ID lookup for Calendar
- Eagle Rock WebWizard
- Maxient Student Conduct

- Follett Bookstore
- BankMobile
- CourseLeaf (Catalog, Schedule, Curriculum)
- Quottly
- CampusLogic
- Presence student software
- Military Articulation Platform
- Admission Funnel report
- Positive Attendance system
- Credentials/Parchment
- Informatica
- OCLC library system

It is also very important to realize that we need to account at times for additional staffing when major new applications get brought on such as a customer relationship management (CRM) or an enterprise fiscal system like Oracle. It is unrealistic to think that current staffing can absorb all the extra work without creating gaps elsewhere in the support infrastructure. The Admin Apps team typically picks up about 5 – 7 new applications and custom processes yearly to support. Here are some of the new support applications/processes that we have had since the transfer of those two positions:

- Siembra
- SmartyStreets
- ProxyCheck
- Cranium Café
- Cornerstone - Vision Resource Center
- SARS- Cranium
- Matriculation funnel
- EW grade refund process
- Section change process
- Positive Attendance submission system
- CampusLogic integration
- Automated cross-listing and email domain name changes integration
- CurriQunet integration
- TouchNet online payment system
- Spam application fraud detection
- IP Scanning and address verification of applications
- Auto-provisioning of Office 365 licenses to students
- Transcript modifications
- Marketing integration with OpenCCCApply
- Chosen name customization in Colleague
- Chosen name integration with Canvas, Starfish and customize rosters
- Email approval workflow with integration to Regroup
- Wiki migration to OUCampus
- Concurrent enrollment Colleague workflow customization

- Waitlist modification
- Online digital faculty contracts and timesheets system
- Follett Access

We have had to increase our usage of consulting hours to cover for the missing positions. In 2018 we spent $20,000 on professional services vs about $150,000 in 2020. This helps in the initial implementation of new projects but the ongoing support of these new initiatives still fall on the remaining team members.

We are also spending about $500,000 (Separate funding was established) to migrate from WebAdvisor to Self-service leaning heavily on Ellucian consultants but also using internal resources so that we can support this going forward.

Trends

What are the new or continuing trends affecting your program and how will these trends impact program planning?

Continuing trends that will continue to have a large impact on the team are the new projects and customizations. Colleague, at its core, was not meant to support multi-college districts. In order to allow Colleague to work for our two colleges, we have developed custom programming on a continuous basis to address internal needs and external mandates. This causes an ever-growing demand on resources to not only program these custom modifications but also maintain them going forward as Ellucian keeps changing their baseline product through patches.

Opportunities and Challenges

What are the opportunities and challenges presented by the new or continuing trends identified above? Provide any additional data or new information regarding planning for the department. In what way does your planning address these opportunities and challenges?

With reduced staffing levels but ever-increasing demands on resources, it leaves challenges to respond to customer needs in a timely fashion as well as decreasing team morale. The ticket list that each person has continues to grow as we have had to redistribute work and support as staffing has been reduced. It leaves support areas with single points of failure because there is only one staff member that understands how a system works. Information and knowledge is often siloed with individuals and when those individuals are out on leave, vacation, sick etc, areas of support are lacking and leads to increased wait times for resolutions as well as delays in projects and customer response.

Opportunities that we continue to try and grow and foster include growing the knowledge base of our functional users to better enable them to use applications that they ask for with the goal

of having them be more self-sufficient in troubleshooting minor issues and the technical team can step in for more major break/fix issues.

Three-to-Five Year Vision

Describe your program, as you would like it to be in three-to-five years.

Within 3 - 5 years I plan to have at least started the process to evaluate a new student information system. As mentioned above, our current system is over 20 years old and the student experience could be better with a more modern interface. Of course changing SIS is no small endeavor but it is good to at least evaluate what is out there from other vendors and making a choice to either stay with what we have or make the move to another SIS. Participation from the various user bases around the colleges and district will be key and the decision to stay or move will be primarily driven by the colleges.

We will continue to move more of our on-premise services to the cloud. This has the benefit in lowering our infrastructure costs as well as our support costs. Staff can refocus their energies on creating better efficiencies within our applications rather than spending time troubleshooting, patching, and doing emergency fixes. So far we have moved quite a few services to the cloud and we will continue to look for other opportunities to move additional services that make sound fiscal sense and create better accessibility and ease of use for our users.

For longer term staff planning, I am going to evaluate the need for additional programming versus business analysis. As more of the applications are moving to Cloud or SaaS models, the amount of the programming should decrease. There will ongoing programming needed for the data integration between the systems, but I will analyze the amount of work this requires compared to the custom programming within applications like the Student Information System.

It is important that our end users be well trained on the many systems they use. This is an ongoing endeavor and we are making progress on this. The vision is that users will be more able to troubleshoot and diagnose issues themselves especially ones that crop up frequently. This helps them be able to return back to their normal business faster rather than having to submit a ticket and then wait for a response. This creates efficiencies on both sides as this also allows TESS to concentrate on projects and more complex help desk tickets.

Goals and Objectives

Please complete for as many Goals and Objectives as your program has.

TESS has created a District Technology Strategic Plan (DTSP) that has identified 5 goals that are in alignment with goals established by the colleges and the district strategic and educational plans. Below are the Goals and Objectives that the Administrative Application Systems team has identified in alignment with these overarching goals.

Goal #1

Goal 2 DTSP – Support Instruction and Learning

Objectives for Goal #1

1. Implementation of new project request and tracking portal. This system is online and allows functional users to submit project requests as well as view all TESS projects and their priorities.
2. Create a digitized workflow for the signing of adjunct faculty contracts and timesheets.
3. Implement a new Curriculum software.
4. Evaluate if vendors that provide solutions for Student Information Systems have their software ready to support multi-college districts.
5. Migrate from WebAdvisor student interface to newer Self-service interface.

Goal #2

Goal 3 DTSP – Improve Services to Students

Objectives for Goal #2

1. Reducing spam applications via OpenCCCApply.
2. Migrate from WebAdvisor student interface to newer Self-service.
3. Evaluate a solution that will allow student to apply to a single college and can register for courses at either college.
4. Implement a project that will allow students to register from the Hobson's Degree Planner software.
5. Implement a project to allow students to pay miscellaneous fees online. Currently students (pre-COVID) would pay in person either with cash or credit card.
6. Student Services revamp: update student services page and add to global navigation.
7. If after (or during) the self-service migration project it is realized that it does not serve as a WebAdvisor replacement in terms of being a student portal then TESS will evaluate potential portal products to give students a consistent interface.
8. Automate Student Resources Enrollment: Provide automatic enrollment to student resources, tools, and training materials.

Goal #3

Goal 4 DTSP – Support Innovation across the District

Objectives for Goal #3

1. Research on CRM (Customer Relationship Management) solutions available. Research what are other colleges using & how they are using a CRM.

> 2. Meet with current vendors to look at roadmap for future technologies.

Goal #4

> Goal 5 DTSP – Enhance Stability and Reliability of Technology

Objectives for Goal #4

> 1. Review of Enterprise Applications including SAAS and look for ways to move on premise applications to the Cloud.

Goal #5

Objectives for Goal #5

Goal #6

Objectives for Goal #6

SBCCD DISTRICT PROGRAM REVIEW
Two-Year Program Update

Program or Service Area: Distance Education

Name: Andy Chang   **Date:** 07/26/21

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Productivity Data

The primary data that we use is the climate survey that is sent to the district each year. We have questions that help us measure the feedback from the community as well identify areas where we need to focus.

Analysis of Productivity Data

When I contact TESS staff for assistance, they are very helpful: 2018 – 4.09 2019 – 4.24 2020 – 4.46 2021 – 4.47
I am satisfied with the Canvas Learning Management system: 2018 – 3.60 2019 – 3.79 2020 – 4.11 2021 -4.28
I receive the help and support I need from the Distance Education department: 2018 – 3.41 2019 – 3.78 2020 – 4.10 2021 – 4.33

Overall, I am satisfied with the level of services provided by TESS
2018 – Not measured
2019 – 3.97
2020 – 4.44
2021 – 4.35

From the 2020 DSO climate survey, the respondents for the performance of the DE team in terms of help and support was very positive. The DE team fields many help desk tickets a day including many requests for help that come through email as well. With only 2 team members to service the needs of an almost fully online college experience for 2019/2020, the team made efforts to automate and streamline some previously existing manual processes such as cross-listing classes in Canvas. By automating these processes were able to improve the efficiency at the college and save them a lot of time.

Staffing

List the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-Time, Contract or Prof. Experts	Vacancies
Managers	1		
Faculty			
Classified Staff	2		1
Professional Experts			
Total	3		1

Analysis of Staffing Levels

What does the current staffing level data suggest about your program area? Is there a need for more employees? Is there a need for greater efficiency? Is there a need for redistribution of workload or staff? Include any data that is relevant to your program, including any staffing needs for compliance with state, local, and federal regulations.

Throughout the pandemic, the use of Canvas has really exploded as the majority of course offerings have moved online. Even with going back to face-to-face, both colleges readily assert that online will have a much bigger presence ongoing (and will only continue to grow.) As such, the current staffing levels are not adequate to service both colleges and the needs of the faculty/students. Currently with 2 team members supporting both colleges and doing system administration, resources are stretched really thin and response times are not the best.

We are currently hiring to replace an open Instructional Technology Specialist but that will only get us back to pre-COVID staffing levels. We will need to assess if this staffing level is sufficient to support the distance learning needs in a post-COVID world.

Trends

What are the new or continuing trends affecting your program and how will these trends impact program planning?

As more faculty have seen the advantages of Canvas, both campuses are seeing the use of Canvas ever increasing even as we go back to face-to-face instruction. Adequate staffing levels will need to be constantly assessed to ensure TESS is able to give good customer service to our faculty and students.

Also as more use of Canvas is introduced, more 3rd party integrations will be requested as new needs pop up. These integrations take time and budget in order to purchase and implement. This will affect both TESS' budget as well as the DE staff time needed to implement and support these 3rd party integrations.

A new trend has been the development of DE leads at the campus level. The DE leads at each campus now attend a district-wide Distance Education Coordination Council that includes District DE team members. The DE leads are rotating faculty at each of the colleges.

Opportunities and Challenges

What are the opportunities and challenges presented by the new or continuing trends identified above? Provide any additional data or new information regarding planning for the department. In what way does your planning address these opportunities and challenges?

The campuses have now a permanent to semi-permanent positions of DE leads that faculty fill on a rotating basis. This is a good development as it allows the district DE team to interact with designated people at each campus to develop a distance education strategy that works district-wide.

As mentioned above, getting the district DE team staffed to an appropriate level will be vital in meeting our goals in customer service as well as being able to further develop services that the colleges need.

Three-to-Five Year Vision

Describe your program, as you would like it to be in three-to-five years.

In three-to-five years, the DE department will offer enhanced services to the campuses.

Structured training for the campus community will be available online, through web-based tools, webinars, and face to face workshops. Information will be centralized through a portal to allow access to all constituents.

Through the addition of staff in areas of instructional/curriculum development to assist departments in online course and online development. The development of online student services, and the creation of online training modules for faculty, staff and students can also be accomplished with increased staffing. Infrastructure, with funded replacement cycles, will be in place to allow constituent's access to DE information and campus information through computer based websites and applications, as well as through mobile computing. Any additional resources needed will be analyzed using a model that links staffing, infrastructure, and funding to DE program growth.

Related to the Board Imperative, the DE three-to-five year vision will contribute to meeting two District imperatives, Learning-Centered Institution for Student Access, Retention and Success and Resource Management for Efficiency, Effectiveness and Excellence.

Goals and Objectives

Please complete for as many Goals and Objectives as your program has.

TESS has created a District Technology Strategic Plan (DTSP) that has identified 5 goals that are in alignment with goals established by the colleges and the district strategic and educational plans. Below are the Goals and Objectives that the Distance Education team has identified in alignment with these overarching goals.

Goal #1

Goal 2 of DTSP – Support Instruction and Learning

Objectives for Goal #1

1. Update DE workflows and processes: incompletes, course creation, adding, dropping, course enrollments, faculty and students grades, and course content access.
2. Update Canvas access and roles- Work with DE Leads to streamline roles. Create specific Professional Development area.
3. Trusted Relationship: the CVC Exchange will use the Canvas API to look up this information in the student's Canvas profile at the Home College when they cross-enroll at a Teaching College.
4. Cross-listing Automation: Reduce manual processes of combining stacked courses.
5. Additional Canvas training for Faculty: working with campus groups to add face-to-face trainings. Updates to the Faculty resources which include updates to the self-paced training Sept 2021

6. Canvas Data Portal Services- Implement Redshift data warehouse to support Canvas Data exports. This tool will host up to 3 years Canvas Data exports and assist with analytics and data management.

Goal #2

Goal 3 of DTSP – Improve Services to Students

Objectives for Goal #2

1. Update DE workflows and processes: incompletes, course creation, adding, dropping, course enrollments, faculty and students grades and course content access.
2. Additional ~~training~~ Canvas training students: working with campus groups to add face-to-face trainings. Updates to the student resources which include updates to the self-paced training.
3. Canvas Data Portal Services- Implement Redshift data warehouse to support Canvas Data exports. This tool will host up to 3 years Canvas Data exports and assist with analytics and data management.

Goal #3

Goal 4 of DTSP – Support Innovation across the District

Objectives for Goal #3

1. Research Canvas improvements - Reach out to Distance Education Coordination Council (DECC) & Campus Technology Services committees to determine if any plug ins can be integrated into Canvas.
2. Implement and continue the use of video feedback software that integrates with Canvas.

Goal #4

Goal 5 DTSP – Enhance Stability and Reliability of Technology

Objectives for Goal #4

1. Infrastructure, with funded replacement cycles, will be in place to allow constituents access to DE and campus information through computer-based websites and application as well as mobile computing.
2. Work with Online Education Initiative to form trusted relationship for SBVC and CHC

Goal #5

Objectives for Goal #5

Goal #6

Objectives for Goal #6

SBCCD DISTRICT PROGRAM REVIEW
Two-Year Program Update

Program or Service Area: TESS – Print Shop

Name: Anna Mendez   **Date:** July 21, 2021

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Productivity Data

The primary data that we use is the climate survey that is sent to the district each year. We have questions that help us measure the feedback from the community as well identify areas where we need to focus. Another data set that we monitor is the volume of print jobs that we process. Prior to Covid we had reached the high watermark, and during Covid we reached a low watermark. As we return to campus we are anticipating a full return to the Pre-Covid volume.

Analysis of Productivity Data

Over the past two years, we have seen improvements in all areas of the TESS Survey that is conducted each year. Below is the data that pertains to the Print Shop Team:
The process to receive help from TESS is clear and consistent: 2018 – 3.64 2019 – 3.77 2020 – 4.25 2021 – 4.19
When I contact TESS staff for assistance, they are very helpful: 2018 – 4.09 2019 – 4.24 2020 – 4.46 2021 – 4.47

I receive the help and support I need from the Print Shop department: 2018 – 3.99 2019 – 4.34 2020 – 4.44 2021 – 4.36
Overall, I am satisfied with the level of services provided by TESS 2018 – Not measured 2019 – 3.97 2020 – 4.44 2021 – 4.35
Print Shop Analysis Pre Covid the Print Shop Printed over 643,000 pages printed, with a savings to the district of $880,581 versus the cost to print through a 3rd Party Vendor. SBVC Academic – 338,648 SBVC Administrative – 162,453 CHC Academic – 31,138 CHC Administrative – 51,476 District – 60,004

Staffing

List the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-Time, Contract or Prof. Experts	Vacancies
Managers	1	0	0
Faculty	0	0	0
Classified Staff	4		1
Professional Experts			
Total	5	0	1

Analysis of Staffing Levels

What does the current staffing level data suggest about your program area? Is there a need for more employees? Is there a need for greater efficiency? Is there a need for redistribution of workload or staff? Include any data that is relevant to your program, including any staffing needs for compliance with state, local, and federal regulations.

The current staffing levels support the Pre Covid volumes and we will monitor the volume as we return to the campuses.

Trends

What are the new or continuing trends affecting your program and how will these trends impact program planning?

> The current trends are increasing the need for wide format printing. In the future we may add more wide format equipment.

Opportunities and Challenges

What are the opportunities and challenges presented by the new or continuing trends identified above? Provide any additional data or new information regarding planning for the department. In what way does your planning address these opportunities and challenges?

> Currently we are short one Graphic Specialist. We hope to fill that position this upcoming year now that we are returning to normal, after Covid.

Three-to-Five Year Vision

Describe your program, as you would like it to be in three-to-five years.

> We would like to meet all campus and district needs for print shop items. We would like to fill our open Graphics Specialist position. We will assess the needs for any new staffing that we need after we have returned to the full volume of printing and determine the actual need. Add an engraver machine, to keep all orders in house. Acquire software that will be able to offer variable printing data services to faculty and staff.

Goals and Objectives

Please complete for as many Goals and Objectives as your program has.

TESS has created a District Technology Strategic Plan (DTSP) that has identified 5 goals that are in alignment with goals established by the colleges and the district strategic and educational plans. Below are the Goals and Objectives that the Print Shop team has identified in alignment with these overarching goals.

Goal #1

> DTSP Goal 2: Support Instruction and Learning

Objectives for Goal #1

1. Fill the open Graphic Specialist position to better support the faculty, staff and students.
2. Engrave SBVC, CHC, SBCCD and KVCR name badges in our Print Shop. If we can acquire an engraver in the next 12 months, we can keep these items from going to an outside vendor, charge less and therefore provide better service to faculty and staff.
3. Continue Request for Proposal for digital print equipment that can provide more options to better serve faculty and staff so that they can provide better service to students.
4. Acquire software that will be able to offer variable printing data services to faculty and staff.

Goal #2

Objectives for Goal #2

Goal #3

Objectives for Goal #3

Goal #4

Objectives for Goal #4

Goal #5

Objectives for Goal #5

Goal #6

Objectives for Goal #6

SBCCD DISTRICT PROGRAM REVIEW
Two-Year Program Update

Program or Service Area: TESS - Technical Services

Name: Jeremy Sims   **Date:** July 21, 2021

Productivity

Explain how your program defines and measures satisfaction and productivity. What do these measures reveal about your program over a three-year period?
- Average time to respond to requests for service
- Average time to respond to complaints
- Results of user satisfaction surveys
- Results of employee satisfaction/staff morale surveys
- Additional identified benchmarks of excellence for the department, and department standing relative to these benchmarks of excellence

Productivity Data

> The primary data that we use is the climate survey that is sent to the district each year. We have questions that help us measure the feedback from the community as well identify areas where we need to focus. Another data set that we actively monitor is the number of security finding that we have on all of our servers and our network. The security findings represent something that we should have in place, regarding information security, that we do not have in place.

Analysis of Productivity Data

Over the past two years, we have seen improvements in all areas of the TESS Survey that is conducted each year. Below is the data that pertains to the Technical Services Team:
The process to receive help from TESS is clear and consistent: 2018 – 3.64 2019 – 3.77 2020 – 4.25 2021 – 4.19
When I contact TESS staff for assistance, they are very helpful: 2018 – 4.09 2019 – 4.24 2020 – 4.46 2021 – 4.47

I am satisfied with the Internet and phone services: 2018 – 3.85 2019 – 4.11 2020 – 4.34 2021 – 4.29
I receive the help and support I need from the Technology Services department: 2018 – 3.95 2019 – 4.13 2020 – 4.51 2021 – 4.44
Overall, I am satisfied with the level of services provided by TESS 2018 – Not measured 2019 – 3.97 2020 – 4.44 2021 – 4.35
Over the past two years we have gone from over 5,000 findings to about 175 findings across the district, excluding KVCR. We are now working with KVCR to remediate their 200 findings.

Staffing

List the number of full and part-time employees in your area.

Classification	Number Full-Time	Number Part-Time, Contract or Prof. Experts	Vacancies
Managers	1	0	0
Faculty	0	0	0
Classified Staff	8	0	0
Professional Experts	0	0	0
Total	9	0	0

Analysis of Staffing Levels

What does the current staffing level data suggest about your program area? Is there a need for more employees? Is there a need for greater efficiency? Is there a need for redistribution of workload or staff? Include any data that is relevant to your program, including any staffing needs for compliance with state, local, and federal regulations.

Current staffing levels are properly addressing all areas of Technical Services, with the exception of Information Security. We currently do not have an Information Security position, and these duties are being assigned to the Senior Technology Support Specialists. Current staffing levels are able to keep our technology running properly, provide maintenance, and many new projects each year. We have not been able to make the progress we need to with the 46 security related initiatives that have been identified. These 46 findings represent security findings that we received on an audit that we need to address.

> To properly address these, we have to purchase and implement new solutions before the next audit.

Trends

What are the new or continuing trends affecting your program and how will these trends impact program planning?

> Information security is an ongoing trend that is requiring more and more attention by our staff. A significant portion of District Technology Strategic Planning and Tactical Planning documents are based on addressing our Information Security needs. In addition, the trends are showing that more of our technology is moving to the cloud and becoming more dependent on our Local Area Network and our Wide Area Network. The cloud initiatives are causing the team to spend time learning new technologies to move servers and services into the cloud and this is limiting the amount of time that can be spent on Information Security initiatives. An example of an initiative would be Security Incident and Event Management (SIEM) system. We would need to purchase the SIEM, and then configure each of the servers to upload the log files to the SIEM. We would then need to configure the SIEM to provide alerts when specific security related activities are identified.

Opportunities and Challenges

What are the opportunities and challenges presented by the new or continuing trends identified above? Provide any additional data or new information regarding planning for the department. In what way does your planning address these opportunities and challenges?

> A big challenge for us in the area of Information Security is staffing. We do not have a dedicated position in this area. The CCC Security Center provides opportunities with their shared service offerings for things that are related to information security. Our strategic and tactical planning documents have identified 18 initiatives that are directly related to security. In addition, we have received an Information Security Risk Assessment by an external vendor and there were 28 initiatives identified.

Three-to-Five Year Vision

Describe your program, as you would like it to be in three-to-five years.

> In 3 to 5 years I would like the Technology Services program to provide exceptional customer service, innovative technology solutions, full migration to the cloud, and a secure computing environment that supports students, faculty and staff.

Goals and Objectives

Please complete for as many Goals and Objectives as your program has.

TESS has created a District Technology Strategic Plan (DTSP) that has identified 5 goals that are in alignment with goals established by the colleges and the district strategic and educational plans. Below are the Goals and Objectives that the Technical Services team has identified in alignment with these overarching goals.

Goal #1

DTSP Goal 1 - Enhance Information Security District Wide

Objectives for Goal #1

1. Cyber Insurance: The district is a part of SAFER Cyber Security Liability Program. A follow up and evaluation of this program needs to be completed.
2. RFP for SIEM and SIM: The district needs a Security Information Event Management system.
3. Multi Factor Authentication for Academic Servers: This project covers MFA on the academic servers at District, SBVC and CHC.
4. Security Policy and Procedures: Create policy and procedures that align with the risk appetite of the organization by creating standards of behavior for employees. Policies will include organization wide data classification, physical security of equipment and non-electronic documents, change management, patch management, password policy and more.
5. Student Office 365 Licensing: Change the student Office 365 licensing to mirror Google Apps. This change will only license enrolled students.
6. Security Training for IT Staff: Training for technical staff in information security.
7. Geofencing SBCCD VPN Logins: This project will geographically limit where our users can login from.
8. Data Loss Prevention: This project will help keep PII and other sensitive data off our Office 365 environment and local file servers.
9. Geofencing IP and physical address verification: In response to the increased number of spam student applications through OpenCCCApply SBCCD would like to implement an IP filter that removes applications from foreign countries. Admissions has the ability to "un-quarantine" these applications if they find that they are legitimate. Another aspect is the address verification that gets inputted on each application. Being able to verify an address is valid will also help in the reduction of spam applications.

10. Phishing Simulation Software: This software will help us better understand and prepare our user's for various phishing attacks. Gophish, KnowB4 and SANS offer this product.
11. Multi Factor Authentication for Office 365: This project covers MFA on Office 365.
12. NIST Security Framework: This project involves reviewing, recommending and developing a Security Framework across the District. This project is very important to identify additional gaps in our security and to provide a framework for developing policies and procedures.
13. Data Encryption: Identification and encryption of sensitive data at rest and in transit.
14. Internal Security Audit Process: An internal process needs to be created to audit our security policies and procedures.
15. Security Risk Assessment Findings: Need to ensure that all findings from the Information Security Risk Assessment are included in the Tactical Plan.

Goal #2

DTSP Goal 5 – Enhance Stability and Reliability of Technology

Objectives for Goal #2

1. Move user and department shares to OneDrive: Train users to use OneDrive storage for work and department file storage. Remove all documents for local file shares.
2. Move backups to Cloud Storage: Move data and server backups to cloud storage.
3. Create redundant pathways to create fault tolerance for internet and voice circuits at the District and the Colleges.
4. Implement a cloud strategy that will move from a local infrastructure to a cloud hosted infrastructure where feasible.
5. Implement annual and semi-annual test plans and procedures: Decide what components of the infrastructure need tested and the proper methods for testing. Implement the testing.

Goal #3

Objectives for Goal #3

Goal #4

Objectives for Goal #4

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[                                                                    ]
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Goal #5

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Objectives for Goal #5

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Goal #6

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Objectives for Goal #6

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