

PROGRESS REPORT - INFORMATION TECHNOLOGY

Fiscal Year 2001 (July 1, 2000 through June 30, 2001)

Infrastructure

- Installed an 11Mbps wireless point-to-point network link between Campus Services and Whiting Hall to restore critical network operations to the Campus Services facility.
- Added wireless mobile carts to teach automotive servicing techniques within the classroom and next to the vehicles within the auto service bays.
- Used wireless networking technologies within the Field House as a more cost-effective solution than a longer wired connection.
- Installed a local wireless network within the Dahlem Center for Internet connection, file, and printer sharing.
- Installed several wired network connections in JW174, JW161, JW159, JW157, JW153, and JW151A for instructional and administrative network access.
- Installed a network switch in JW174 to broaden software reloading capacity.
- Installed network switches in BW223 and BW208 therefore upgrading 2nd floor Walker Hall to 100Mbps.
- Relocated BW208 recycled network switch to accommodate Distance Learning network services while preserving institutional funds.
- Doubled storage capacity of e-mail accounts to support faculty teaching with on-line technologies; meanwhile, reducing capacity of other e-mail accounts in order to minimize the load on the e-mail server.
- Replaced all Extension Center servers with newer, faster equipment as required by current versions of desktop and network operating systems.
- Replaced all Extension Center Uninterruptible Power Supply's for smoother server shutdowns during extended power outages.
- Consolidated academic and administrative file and print services allowing retirement of older under-performing servers.
- Consolidated Magic (helpdesk software) onto a single server for better use of hardware resources.
- Upgraded all Novell servers to Netware 5.1 (network operating system software) due to terminated support of old software, for better remote management of servers, and enhancements to software distribution technologies.
- Upgraded to Novell Directory Services 8 to support mass network account management for approximately 6000 user objects.
- Upgraded to Novell Directory Services 8.5 to allow integration with Windows 2000.

- Upgraded to Novell Directory Services - eDirectory to run active directory which provides even better support for Windows 2000.
- Standardized all network account naming schemes to allow better account automation and decrease the need for first level technical assistance.
- Began migration to an all-IP based network protocol allowing for: easier network management/monitoring, network speed improvements, deployment of remote access services, and lowered cost of routing hardware.
- Activated remote management support in network switches to decrease the labor needed for college-wide computer classroom reloads.
- Upgraded dial-in pool to 56Kbps modems for faster at home dial-up Merit connections. The number of modems has stayed the same at a total of 12.
- Renamed shared workgroup laser printers for consistency across all software platforms (Windows and UNIX/Colleague).
- Installed additional server disk storage for Plato to accommodate new multimedia learning components.
- Installed new versions of Horizon software for Learning Resource Center to accommodate card catalog use.
- Installed 1.544Mbps T1 at Flight Center to accommodate Colleague access and faster/more reliable access to centralized software applications on Main Campus.
- Rewired Wickwire to allow for consistency in troubleshooting telephone and cable television services.
- Completed wireless network for Wickwire as an alternative to installing a wired network in a older facility.
- Rewired the space occupied by the new Office of Distance Learning for telephone and network service.
- Implemented Automatic Call Distribution system for Solution Center, Financial Aid, Registration and Records, and Admissions for improved phone call processing.
- 247 work requests resolved.

Workstations and Computer Facilities

- Upgraded from Windows 98 to Windows 2000 as the standard desktop operating system in computer rooms, standard loads, Potter Center, and Whiting Hall to take advantage of the Microsoft Campus Agreement and to remain current for ITE classes.
- Installed Zen Works 3 (networking software component) allowing remote workstation management and software metering capabilities.
- Implemented an academic software metering pilot to test for flexibility in the future of software distribution and license reduction.

- Upgraded networked CD-ROM tower software to allow for better integration with the network operating system and minimize software service disruptions.
- Upgraded Mitchell on Demand (multimedia automotive servicing software) as academic program required.
- Configured computer and printing hardware to operate with the newly installed T1 at Flight Center.
- Upgraded Plato (interactive learning software) to allow for better concurrent use and increased performance.
- Upgraded from Office 97 to Office 2000 in computer rooms and standard loads to take advantage of the Microsoft Campus Agreement, maintain application consistency with newer computers, and to remain current for ITE classes.
- Installed English Discoveries (english as second language software) within the TLC as academic program required.
- Upgraded to Maple 6 (math software) as academic program required.
- Upgraded to AutoCAD 2000 and AutoCAD 2000i (computer aided drawing software) as academic program required.
- Upgraded Mechanical Desktop 4 and 5 (add-on to AutoCAD) as academic program required.
- Upgraded to WordPerfect version 10 (word-processing software) as academic program required.
- Upgraded S.A.M. software to S.A.M. Net Ready for increased partner services and as academic program required.
- Upgraded to QuickBooks 6 (accounting software) as academic program required.
- Upgraded First Class Client (e-mail software) for increased performance.
- Upgraded to Internet Explorer 5.5 (web browser) for compatibility with desktop operating system software upgrade.
- Updated Skill Building Typing (keyboarding software) to newest version as academic program required.
- Created software image automation system to minimize servicing time for computers requiring software reloads.
- Updated CadKey for Windows (computer aided drawing software) as academic program required.
- Installed Groupware development and testing server in preparation for college-wide transition to new Groupware services.
- Installed Groupware production server in preparation for college-wide transition to Groupware services.
- Upgraded Alchemy (document scanning and management software) to current version as required by vendor for continued support.

- Upgraded Edexpress (financial aid software) as required by State of Michigan.
- Added Pell (add-on to financial aid software) to the Edexpress suite as required by State of Michigan.
- Upgraded Centurion Guard (computer security software) components to decrease classroom down-time.
- Upgraded to Adobe Photoshop 6 (photo editing software) as academic program required.
- Upgraded to Adobe Illustrator 9 (artistic drawing software) as academic program required.
- Upgraded to Director Studio 8.5 (multimedia software) as academic program required.
- Installed CD tower to serve partners involved with Microsoft Campus Agreement.
- Updated to MacAfee 4.5 (anti-virus software) to strengthen our defense against an increasing amount of harmful computer viruses.
- Upgraded Support Magic to Magic - Total Service Desk for compatibility with Windows 98se and Windows 2000.
- JW101 was dismantled as a computer room but maintains its computer projection capability. This reduction of student computers was required because replacement funds were not available.
- JW104 was renovated with new chairs and dropped-monitor tables to accommodate instructional needs.
- Designed and installed a basic multimedia conference room in JW151A to offer additional meeting and lecture facilities where hands-on participant computer usage is not desired.
- Installed standardized color inkjet printers at Hillsdale and Lenawee Extension Centers and in Potter Center to replace failing equipment.
- Installed a large format (42" wide) inkjet printer to be used by trained personnel for low volume specialty printing needs in academic and administrative services.
- 162 new computer systems purchased, configured, installed (80 new computers systems installed in offices, 82 new computer systems installed in computer classrooms/labs) for replacement.
- 526 computers relocated to accommodate replacements.
- Completed garage sale of 40 out-of-service computers.
- Standardized printers installed in Potter Center to improve laser printing services.
- Completed two college-wide hardware inventories for planning purposes.
- 580 service requests resolved.

Database and Internet

- Colleague (student, finance, and personnel software) transitioned from Release 13 to Release 16 due to termination of vendor support for older version.
- Upgraded SQL (data warehouse server) hardware for improved data acquisition performance.
- Upgraded Web server hardware for improved performance and reliability.
- Upgraded from Blackboard Course Info version 4 to Blackboard 5 (on-line teaching and learning software) for increased functionality.
- Developed Netware login wrapper allowing for single userid/password combinations between Blackboard and Novell Netware network which has greatly simplified on-line software access by students and faculty.
- Created on-line tool for clients to view the status of their IT work requests via the web for improved customer feedback.
- Implemented Super User in Training (SUIT) team to promote the use of advanced skills within Colleague.
- Upgraded CEO Scheduler (room scheduling software) including migration to SQL server. Developed processes to aide in data import from Colleague since previous versions were unstable and often difficult to manage.
- Created web-based computer inventory to process and display information needed to maintain proper support of computer aging hardware.
- Migrated important customer work request data during major helpdesk software upgrades.
- Created automated network, e-mail, and on-line account procedures allowing for next-day turnaround on student and faculty account creation and maintenance.
- Set up National Student Loan Clearinghouse process within Student Development using Colleague.
- Designed and rebuilt payroll process for laser printed output from Colleague 16.
- 348 service requests resolved.

Audio Visual

- Acquired 22 overhead projectors and carts. These projectors are brighter, have larger stage apertures, and longer lamp life.
- Implemented digital audio recording suite to extend the useful life of relocated equipment and also serves as a resource for specialty audio manipulation projects.
- Physically consolidated Audio Visual with Hardware enabling the college to benefit from shared resources including storage area, tools, and expertise.
- Collaborated on projects with Jackson County ISD, South-Central Michigan Works, Foote Hospital, Michigan Virtual University, Michigan State University, Great Lakes Home Health

Services, Alzheimer's Association, Aeroquip, and Consumers Energy to enhance community relations and generate revenue.

- Installed enhanced computer and projection technologies in JM218A, JW101, JW104, and Hillsdale to enhance instruction.
- Installed nine permanent TV/VCR systems to accommodate instructional purposes.
- Relocated private cable messaging service to accommodate the creation of the Office of Distance Learning.
- Taped, edited, produced video for student orientations which will give students tips on how to get most out of their instructors.
- 300 service requests resolved.

Support

- 244 employees participated in Employee Learning Network Sessions offered through InfoTech and the Organizational Learning Team.
- Reconfigured Solution Center layout resulting in improved customer service.
- Computer labs open and staffed 56 hours per week to serve students.
- 3,000 students logged in 54,323 times in InfoTech computer labs. Requests from these students are resolved by InfoTech Student Consultants.
- 230 student hours of individual web and Blackboard site creation support for faculty.
- 208 student hours of individual PowerPoint presentation creation support for faculty and staff.
- Visited each center and trained cashiers on cash receipts process.
- Completed Admissions training for each center and main campus.
- Completed a series of registration training for each extension center and main campus.
- Set up Access (database) training for Financial Aid department in preparation for Colleague Release 16 changes and additions.
- Provided Colleague Release 16 training for faculty during 00/FL Faculty Week.
- Organized off-site college visit with Mott Community College for Colleague 'super users' to observe, question, and discuss Colleague Release 16 with their counterparts.
- 2,280 service requests resolved.

Initiatives in Progress

- Web access to Colleague for improved student services.
- On-line invoicing and purchase orders for stream-lined office procedures.
- Implementation of remote workstation management for improved customer support.
- College-wide Groupware transition is required resulting from a presently failing e-mail system. New Groupware service will be built of technologies that can be managed and enhanced for future needs.

- Upgrade from Windows 98 to Windows 2000 in Walker and McDivitt Halls.
- Implementation of helpdesk tools for improved first level technical support.

IT Staff Training

- All InfoTech staff attended eight hours of training on Groupware through Triad Consulting, Inc..
- All InfoTech staff and student consultants completed the 2000-2001 Employee Learning Network series.
- InfoTech student consultants participated in 100 hours of training covering policy, procedure, customer service, and support.
- One coordinator attended ASCUE conference (educational technology).
- One technician attended LabMan conference (issues pertaining to lab management).
- One technician attended Brainshare conference (network).
- Two technicians attended MiCTA conference (telecommunications and audio visual).
- One technician attended Blackboard Users Group (on-line).
- One administrator attended a League for Innovation in Community College conference (management and leadership).
- Two technicians and one administrator attended a national Datatel Users Group conference (Colleague).
- Two technicians and one administrator attended a regional Great Lake Users Group conference (Colleague).
- Three technicians attended Web Advisor training (Colleague).
- One technician attended Curriculum Management training (Colleague).
- One technician and one administrator attended Envision training (Colleague).
- Six technicians and one administrator attended Safari training (Colleague).
- 2,298 hours Datatel training for JCC administration and staff (March 1999 - April 2000).
- One administrator and three technicians attended Datatel Training for Advanced Data Retrieval (Colleague).
- One director and three staff attended Datatel Training for Degree Audit (Colleague).
- One director, three technicians and six staff attended Datatel Training for Student System Reporting (Colleague).
- Forty days of Datatel training for staff (Colleague).

Staff Additions / Replacements

- Network-Software Technician
- Database and Internet Systems Coordinator
- Customer Relations Coordinator (Network/Hardware/Software)