

PROGRESS REPORT - INFORMATION TECHNOLOGY

Fiscal Year 2002 (July 1, 2001 through June 30, 2002)

Infrastructure

- Installed network switch in Center for Student Success to accommodate increased network needs.
- Implemented remote workstation management (Zen Works Remote Control software) to decrease need for on-site service. Remote workstation management improves client service by decreasing request response time.
- Implemented helpdesk tools (DSRazor software and installation of KVM switches to accommodate Dual Boot environment) for improved first level technical support.
- Increased capacity of e-mail accounts by over 500% for all instructors and staff to accommodate instructional and administrative needs.
- Implemented the addition of 18,000 user objects to Novell Directory services to provide secure access to e-Student Services for on-line registration and access to information for all students registered in the last two years.
- Upgraded all student account information to support integrated e-mail security and provide single sign-on for 6000 students.
- Continued 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.
- Installed ISDN connection for Dahlem Center and some administrators to enhance off-site data communications.
- Upgraded security of remote access to network switches in order to decrease the labor needed for college-wide computer classroom reloads.
- Installed new versions of Horizon software for Learning Resource Center to accommodate card catalog use.
- Replaced kiosk computers in the Learning Resource Center.
- Added virus protection to faculty, staff, and student file storage for increased system security.
- Relocated backup media vault to another facility for increased system security.
- Implemented jccmi.edu internet domain name. Registered jccmi.com; jccmi.org; jccmi.net; jccmi.us domains.
- Added memory and disk space to Colleague system for better performance and development support.
- Rewired Copy Center to accommodate three new offices.
- Created electronic forms to accommodate Copy Center requests via Employee Groupware.

- Set up call processing for JCC Business office and JCC Bookstore for increased client service.
- Set up Call Center in Student Development and added to ACD (automatic call distribution) system.
- 560 service requests resolved of 570 service requests opened.

Workstations and Computer Facilities

- Completed conversion of Operating System to Windows 2000 to remain compliant with industry standard and to leverage tools for better client support. Campus now 99% Windows 2000.
- Upgraded Zen Works allowing expanded remote workstation management and software metering capabilities for better client service and software purchase cost avoidance.
- Completed academic software metering pilot to test for flexibility in the future of software distribution and license reduction.
- Upgraded Mitchell on Demand (multimedia automotive servicing software) as academic program required.
- Upgraded Plato (interactive learning software) to allow for better concurrent use and increased performance.
- Expanded Plato install to include Hillsdale for increased client service.
- Configured and installed all software for Center for Student Success to support center goals.
- Moved 780 staff, administrators, faculty, adjunct faculty, and retirees from First Class to Employee Groupware server to increase client services.
- Created Student Email system (using NIMS) and moved 6000 student accounts to new system for reliable service.
- Decommissioned failing First Class student e-mail system.
- Upgraded to Internet Explorer 6 (web browser) for compatibility with desktop operating system software upgrade.
- 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.
- Upgraded Centurion Guard (computer security software) components to maintain 98% up-time for all IT computer classrooms/labs.
- Upgraded Maple (symbolic mathematics software) to version 8 as academic program required.
- Upgraded AutoCAD (engineering drawing software) to version 2002 as academic program required.

- Upgraded Mechanical Desktop (2D and 3D object rendering software) to version 6 as academic program required.
- Upgraded Sam Net Ready (web enabled Microsoft Office User Specialist software) as academic program required.
- Upgraded Glencoe Keyboarding (keyboarding skills software) as academic program required.
- Upgraded Java development kit (programming language software) as academic program required.
- Upgraded Adobe Illustrator (graphic illustration software) to version 10 as academic program required.
- Upgraded Adobe PhotoShop (graphic design software) to version 7 as academic program required.
- Upgraded Adobe PageMaker (desktop publishing software) to version 7 as academic program required.
- Upgraded Macromedia Flash (web animation software) to version MX as academic program required.
- Upgraded Macromedia Dreamweaver (web page design software) to version MX as academic program required.
- Upgraded Virtual Astronomy (multimedia astronomy software) as academic program required.
- Upgraded and converted Exchange 5.5 forms to Exchange 2000 forms to support BIDC (Business and Industry development Center). Internal upgrade and conversion allowed cost avoidance of \$8000 for conversion, new server cost, retraining costs, and third party support costs.
- Recreated Exchange 5.5 environment to Exchange 2000 environment, transferred all Exchange 5.5 accounts to Employee Groupware accounts, and decommissioned Exchange 5.5 server to support BIDC.
- Installed Ford Windstar (automotive repair multimedia software) to support automotive program.
- Installed Global Multimedia Ford MLR (automotive multimedia software) to support automotive program.
- Created Dual Boot system in all classrooms and labs (309 computers) including extension centers to support ITE classes while maintaining software status quo for non-ITE faculty and staff.
- Developed Office XP boot option including Microsoft Windows 2000, Microsoft Office 2002 (Word, Excel, PowerPoint, Access and Outlook), Microsoft Internet Explorer 6.0, Microsoft Project 2002, Microsoft FrontPage 2002, Microsoft Visio 2002, Microsoft Publisher 2002, SamNet Ready, ToM, Glencoe Keyboarding, Skillbuilding Typing, Corel WordPerfect 10.

- Developed Standard Load boot option including Microsoft Windows 2000, Microsoft Office 2000 (Word, Excel, PowerPoint, Access and Outlook), Microsoft Internet Explorer 6.0, Microsoft Project 2000, Microsoft FrontPage 2000, Microsoft Visio 2002, Microsoft Publisher 2002, Microsoft Visual C++, Microsoft Visual Basic, Adobe PageMaker 7, Adobe Photoshop 7, Adobe Illustrator 10, Macromedia Dreamweaver 4, Macromedia Flash MX, AutoCAD 2000 I, Mechanical Desktop 5, Maple 8, Virtual Astronomy, Clea Labs, RedShift 3, ChemWindows, CadKey 98, QuickBooks 99, NFR Edit.
- Completed 500 plus software reloads to support Groupware transition.
- Removed 13 old Lexmark laser printers, installed 8 new Hewlett Packard laser printers, and relocated printer access to main office areas. These changes move toward standardized printers, decreased repair expense, reduced toner inventory, better utilization of printer resources, and ease of use.
- Purchased, configured, and installed 284 new computer systems (50 new computers systems installed in offices, 234 new computer systems installed in computer classrooms/labs).
- Relocated 622 computers to accommodate replacements.
- Completed garage sale of 40 out-of-service computers.
- Stored approximately 100 out-of-service units for distribution via auction during next fiscal year.
- Completed two college-wide hardware inventories for planning purposes.
- Researched and assisted in purchase of NCS Scanner for BIDC to increase productivity gathering statistics.
- Increased quantity of notebooks for audio-visual checkout from 4 to 11 to better serve clients.
- Developed hardware training sessions for consultants for increased productivity.
- Tracked consumption of \$25,280 of printer toner and ink used college-wide.
- Added color laser printing to Potter Center for increased client satisfaction.
- Researched and standardized JCC's PDA (personal digital assistant) use for consistency, data integration, client service, and vendor support.
- Added surveillance equipment and cameras in hardware bay for security at the request of InfoTech personnel.
- 1553 service requests resolved of 1607 service requests opened.

Database and Internet

- On-going Colleague data consistency improvements.
- Upgraded SQL (data warehouse server) hardware for improved data acquisition performance.
- Upgraded existing Web server hardware and added one Web server for improved performance, reliability, and additional services.
- Upgraded to Blackboard 5.5 (on-line teaching and learning software) for increased functionality.
- Researched functionality of WebAdvisor. Assisted in Student Development plan to offer services via web.
- Set-up authentication integration between WebAdvisor and JCC login system.
- Developed all technical aspects of e-Services project to enhance client services.
- Assisted in business process review and implementation of e-Services project. Assessed impact of business process review.
- Created web-based JCC inventory system for data consistency, supportability, and reporting required by government agencies.
- Set-up accounts payable check process for laser printing in end-user office to better serve clients.
- Set-up timecard label process for use in end-user office to better serve clients.
- Reconfigured payroll direct deposit program to accommodate software changes.
- Set up Flight Center to register students and receive payments for increase student service.
- Assisted with training for administration on budget reporting.
- Identified and standardized printer set-up for 70 printers for Colleague printing to better serve clients.
- 362 service requests resolved of 377 service requests opened.

Audio Visual

- Completed audio visual projects such as State of College address, weekly hold messaging announcements, and graduation segments using new digital audio recording suite.
- Digitized audio from LP at administrative request.
- Produced flag dedication tribute at administrative request.
- Completed audio dubs using Camtasia for Distance Learning training
- Edited and burned CDs for theatre use.
- 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, Jackson Police Department, County Sheriff's Department and Consumers Energy to enhance community relations and generate revenue.

- Modified JW 218 with new audio amplification and upgraded computer to enhance instruction.
- Installed large projection screens in all computer classrooms in Whiting Hall and Hillsdale to enhance instruction.
- Installed multimedia system in auto shop including large screen and presentation tools to enhance instruction.
- Installed multimedia system in Boardroom including projection equipment and wireless presentation tools for increased client satisfaction.
- Installed multimedia system in Distance Learning lab including large screen, projection equipment, and wireless presentation tools for increased client service.
- Installed multimedia system in JW 205 lab including large screen, projection equipment, and wireless presentation tools for increased client service.
- Installed TV-VCR systems for BIDC to enhance new employee skills.
- Upgraded presentation tools and audio amplification in JW 151 for increased client service.
- Created mobile rack audio system for public address use.
- 554 service requests resolved of 556 service requests opened.

Support

- Developed and implemented training sessions. 384 employees participated in Employee Learning Network Sessions offered through InfoTech and the Organizational Learning Team.
- Planned and supported Groupware training sessions. 207 employees participated in Groupware training through Triad Consulting, Inc.
- Increased InfoTech staffing of Solution Center to better meet client needs.
- Researched help desk software to improve and monitor work request response.
- Developed new avenues to communicate Solution Center services to campus community.
- Staffed and managed computer labs. Computer labs are open and staffed 56 hours per week to serve students. Computer lab staff supports computer classrooms.
- Supported student requests. 3,000 students logged in 54,323 times in InfoTech computer labs. Requests from these students are resolved by InfoTech Student Consultants.
- Provided 400 student hours of individual web and Blackboard site creation support for faculty.
- Provided 208 student hours of individual PowerPoint presentation creation support for faculty and staff.
- 633 service requests resolved of 641 service requests opened.

ALL AREAS PARTICIPATED IN STRATEGIC PLANNING PROCESS AND COLLEGIS REVIEW

Initiatives in Progress

- Design and installation of voice, video, data network for Lenawee Center.
- Installation of fiber and optic cabling to replace wireless point-to-point network link between Campus Services and Whiting Hall to secure critical network operations to Campus Services and the Michigan Space and Science Center.
- Modification of Potter Center network for Student Development initiative.
- Installation of JW 153 network to support medical imaging lab.
- Daily update link between Bookstore and Financial Aid to inform students of financial aid available.
- Re-programming of Financial Aid Award letter to inform students of award details.
- Planning of server upgrades for file and print sharing, Employee Groupware, BlackBoard, database, and web services.
- Continued design and development of e-Services for Students including e-payment.

IT Staff Training

- All InfoTech staff attended eight hours of training on Groupware through Triad Consulting, Inc.
- Eight InfoTech staff attended 32 hours of Project Management training 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, client service, and support.
- One administrator and two staff attended Educause 2001.