

FISCAL YEAR PROGRESS REPORT - INFORMATION TECHNOLOGY

Fiscal Year 2006 (July 1, 2005 through June 30, 2006)

COMPLETED HEAT WORK REQUEST ASSIGNMENTS

Area	2003-2004 Fiscal Year	2004-2005 Fiscal Year	2005-2006 Fiscal Year
<i>Audio Visual/Infrastructure</i>	470	1213	932
<i>Network</i>	200	386	664
<i>Account</i>	455	439	240
<i>Telephony</i>	198	208	250
<i>Software</i>	537	709	1142
<i>Postmaster</i>	220	317	190
<i>Hardware</i>	522	869	1370
<i>Administrative Systems</i>	687	748	1054
<i>Database-Internet Systems</i>	233	206	327
<i>Student Consultant</i>	488	792	1245
<i>Solution Center</i>	2027	3258	3202
<i>Management</i>	29	188	415

COMPUTER LAB EVENT SCHEDULING

2003-2004 Fiscal Year: 224 Computer lab/classroom event requests scheduled and supported.

2004-2005 Fiscal Year: 543 Computer lab/classroom event requests scheduled and supported.

2005-2006 Fiscal Year: 900 Computer lab/classroom event requests scheduled and supported.

GENERAL SUPPORT

- Checked each computer in each classroom, lab, and multi-media room weekly for operability, accurate data, and to ensure the best learning environments possible. Information Technology currently maintains a 94-97 % “up and running” status for all computer facilities.
- Staffed Solution Center 54 hours per week during winter and fall and 45 hours per week during spring to ensure support for clients. Supported an average of 50 client contacts (email, phone, walk-in) at Solution Center daily.
- Staffed computer labs 60 hours per week to serve student drop-in, Open Entry/Open Exit (OEOE) instruction, and JCC Testing needs in an effort to provide on-demand assistance for students. Supported JCC@VoTech and Hillsdale Center with on-site student computer consultants serving student and employee needs. Supported student requests in computer labs. Approximately 3,000 students log in 50,000 times in Information Technology supported computer labs. Requests from students are resolved by Student Consultants.
- Deployed Computer Lab Survey and prepared results for web.
- Revised Building Support Team goals. Student Consultants check in with each office in every building weekly to provide proactive service and on-demand assistance.
- Coordinated and resolved user problems/questions with 2004-2005 Directory Unification project changes.
- Revised and distributed support documentation for multi-media rooms, Employee Groupware, and Student Email to provide learning alternatives for new systems.
- Developed and deployed over 100 communications to support users including semester break work, phone mail outage, email hoaxes, JCC Extension Center updates, James McDivitt Hall Wireless project, Flight Center

phone changes, JCC telephone listings, Terminal Server updates, computer updates (Novell and shares), password expiration, etc.

- Coordinated Information Technology Liaisons group to provide proactive and two-way communication of current and pending Information Technology issues.
- Coordinated and deployed multiple FrontPage trainings with JCC staff.
- Developed and deployed numerous handouts/instructions/signage to support users including: multi-media room, Employee Groupware, Testing Lab, computer labs, Student Email, computer lab and Solution Center hours in various formats; Building Support; and new password format.
- Reviewed new procedures and student training for testing in Walker Computer Lab and JCC Testing Lab. Implemented numerous trainings for student staff.
- Supported Course Placement at Hillsdale Center with Information Technology student consultants to alleviate pressure on Hillsdale Center staff, make better use of staff time, and continue the cost avoidance associated with staff coverage.
- Assisted staff college-wide with decisions concerning computers needed for their professional life at JCC as well as in their home office.
- Created/updated process and policy including Reload, Password Expiration, Software and Software Installation Account, Accounts, Wireless Services, Computer Reload Process, Service Level Agreement, and Hardware.
- Selected and secured a color laser printer for each building on main campus and at both extension centers.
- Researched, purchased, and designed User Management Resource Administrator (UMRA) HelpDesk tools for JCC, Eastern Michigan University, Sienna Heights University, and Spring Arbor University. These tools allow delegation of various tasks like account creation and password resets to a broader range of users, while still maintaining accurate activity logs and operational control. Implementation of this service will avoid some current 'bottlenecks' that limit our customer service responsiveness.
- Assisted in the efforts to standardize fax machines on main campus.
- Completed the monthly toner usage, purchase, storage, disposal, recycling and billing college-wide.
- Created HEAT reports for Distance Learning in order to gather work request data.
- Coordinated removal of payphones, developed informational signage, and coordinated courtesy phone installations for use by students and visitors free of charge.

INFRASTRUCTURE

- Routed JCC's internet connection so it no longer uses outdated infrastructure, thereby providing improved reliability.
- Began segmenting JCC's physical network to provide a more secure network environment.
- Created secondary Microsoft Internet Security and Acceleration (ISA) server to give more flexibility to certain JCC classes while keeping them protected from the internet and protecting the main campus network.
- Planned and implemented move of essential servers to Potter Center phone room. The Uninterruptible Power Supply in Potter Center allows JCC to maintain web presence and access to online classes even during a campus-wide power outage.
- Assisted installation of network cabling and Main Distribution Facility/Intermediate Distribution Facility (MDF/IDF) room build-outs in James McDivitt and Bert Walker Halls.
- Completed the implementation of Audio/Video distribution over network (Z-Band) in James McDivitt Hall Student Commons including the installation of three LCD Panels.
- Assisted with overseeing and coordinating network cabling in James McDivitt Hall Student Commons working directly with Motor City Electric.
- Added network locations in Campus Services and the Library to improve employee access.

- Added network cabling in James McDivitt Hall for ATM and an additional printer.
- Assisted with testing, repair, and termination of five fiber strands to Follett Book Store to improve connectivity.
- Installed new network hardware in James McDivitt Hall to support higher bandwidth usage and future phone system changes needed for the new building.
- Ensured phone and network service was using new infrastructure after faculty/staff moved back into James McDivitt Hall.
- Replaced Wide Area Networking routers for JCC@VoTech and Hillsdale Center to support more efficient use of the connection between these extension centers and main campus and to ensure continued equipment reliability (the old equipment was 10 years old and prone to failure).
- Acquired new Colleague hardware—blade servers and Storage Area Network (SAN)—for JCC and Information Technology, to replace the existing Colleague hardware that is almost 7 years old and not sufficiently powerful to handle the increasing workload. The new equipment exceeds Colleague's current requirements and should have room for considerable growth. This is also a platform for the growth of other Information Technology applications for the next several years, and should allow gradual simplification of our infrastructure while making it more powerful. This solution greatly increases the amount of data storage available to campus users, something that has been in short supply. It should also allow us to do faster backups, decreasing the amount of time each day that critical systems are unavailable.
- Converted Automated Provisioning system from Novell Directory Services (NDS) to Microsoft Active Directory for JCC and Information Technology to improve the automatic flow of enrollment and employment information from Colleague to the systems which support online classes, on-campus computer use, and work requests. Areas of particular improvement were handling of retirees and student employees.
- Upgraded main file server hardware (more RAM, 2nd processor) to help everyone with a G: Drive have improved responsiveness to data requests from G: and Q: drives (home directories and shares).
- Changed from T1 to Virtual Private Network (VPN) at Jackson Flight Center to reduce operational expenses associated with leased line. This link had the same capacity as the link to Hillsdale Center, even though there are only 4 computers at the center. The new link costs less than 25% of the old link and has about 30% of the capacity, still quite sufficient.
- Re-installed phone service in Community Events Center, because all phone and network services had been removed after its closure. This building's new use as a venue for conferences and convocations requires at least a minimal amount of phone service.
- Interfaced Phone Switch and Phone Mail system to campus network to allow Information Technology personnel to control the phone systems without a dedicated connection to the phone room. This has worked even from off-campus, a great time-saver.
- Replaced Hillsdale Center T1 link with 4Mbit Virtual Private Network (VPN) internet link in order to increase the bandwidth available to Hillsdale Center from 1.5Mbit/sec to 4Mbit/sec while reducing the monthly cost by more than 50%. This should allow faster internet and main campus access from Hillsdale Center.
- Configured and installed wireless network for James McDivitt Hall. Implemented four of five phases of Wireless proposal.
- Upgraded backup software so that Information Technology can better backup data for extension centers and various servers on main campus (Box Office, Print Shop, etc.).
- Began a Home Directory Audit. This service provides the ability to find home directories that are no longer needed.

WEB

- Reconfigured web server in response to changing institutional needs. Moved all web and database services to more updated equipment and operating systems.
- Updated template/slogan on JCC web site for Marketing.

- Created web space for Marketing to improve JCC communications. Web space includes: Alumni, Business Industry Support Center, Business Office, Service Learning, Intramurals, and Kiosk.
- Completed Web Site Redesign project with Marketing.
- Configured Web Server to allow Distance Learning staff to assist online faculty with development of personal web space.
- Created a new web area at forms.jccmi.edu and secured all forms. This area will allow forms to be processed in a paperless environment and users to access forms via the web.
- Created web forms improving access to various JCC services. Forms include Guided Practice & Workshops form for LL&A, Carpool form for Student Parliament, General Application for Admissions form for Student Services, Accelerated Business Program admissions application form for Registration/JCC@VoTech, Incomplete Grade form for Registrar, and Verify Program of Study form for Student Services/Records & Registration.
- Created Rose Run web site to support community.
- Contracted with Sigma Consulting to develop Flight Center web application to track usage/payments of airplanes for Business Office. This allows the Flight Center to place a “hold” on flight time until payments are up-to-date.
- Worked with Sigma Consulting to develop programs to support automatic password expiration so that most user accounts now expire every 18 weeks, instead of lasting indefinitely. This reduces the risks associated with old unused accounts that have valid/lost passwords and allows us to require a password change without noticeable inconvenience to the user.
- Created Information Technology Web Site Committee to review site each semester and to create web guidelines.
- Redesigned Information Technology web site with focus on customer service needs.
- Completed updates for websites including: Student Consultant, Computer Labs and Classrooms, Mail, Solution Center, multi-media rooms, Center for Student Success.
- Finalized special project requirements for SmarThinking (tutoring software) replacement for Center for Student Success.
- Contracted with Verisign to purchase Secure Sockets Layer (SSL) certificates in bulk and to issue them quickly. This reduces the cost for certificates by about 30% and allows us to request and receive them in a matter of minutes, instead of the several days required previously. Placed Verisign SSL certificates on all public-facing secure websites improving usability of our websites by not requiring users to manually accept our privately-issued certificates. Users can now enter our secured sites without this interruption. It also improves security by getting users out of the habit of accepting any unknown certificate authority that comes up.
- Arranged for backup web site and Domain Name System (DNS) servers at Merit in order to support web presence for JCC even if there is some physical disaster which damages the main campus internet connection.

WORKSTATIONS

- Coordinated three computer orders—Fall 05, Winter 06, Spring 06—based on new institutional needs. 157 computers purchased (65 office use, 92 student use) and 471 computers relocated. Worked closely with the Director of Purchasing to secure competitive pricing and correct product for Information Technology related expenditures. Secured parts, completed replacement, and managed warranty exchange on all computer equipment. Coordinated Information Technology shipping and receiving.
- Upgraded a majority of main campus computers by replacement of CRT monitors with LCD monitors.
- Removed Novell from 150+ computers to accommodate new Directory Unification.
- Upgraded Plato Software Licensing Module to consolidate license; updated English Discoveries and Kurzweil software; and installed Inspiration and Spanish version of English Discoveries software for Center for Student Success.

- Updated Edexpress and Edconnect Suites for financial aid three times to remain compliant with Federal requirements.
- Upgraded and configured Statistical Package for Social Science (SPSS) software licensing service and upgraded and configured SPSS software in Institutional Research and Distance Learning twice for better client use in reporting trends and statistics.
- Upgraded and configured Account Ability software for the JCC Business Office for use in the creation of employee tax forms.
- Created main campus office software loads for, e-4650, e-6000, e-6100, e-6300 e-6500 desktop computers and 9500, 5350, 600XI, 675, 680 and 250 notebook computers; JCC@VoTech and Hillsdale Center office software loads for e-6000 and e-6100 desktop computers; and 6500 Solution Center load.
- Upgraded JCC computer classroom software twice for stability, security, and continued vendor support. Upgrades include: Adobe Photoshop, Illustrator, Image Ready, Acrobat, GoLive, Distiller, PageMaker; Local Workstation; Softrack Metering (required Softrack server update); Microsoft XP Service Pack 2; MacAfee; Sam; Macromedia Dreamweaver, Fireworks, Flash, Freehand; Premiere Glencoe College Keyboarding and Glencoe Skill Building; Microsoft Office Suite; and printer drivers.
- Updated all main campus classroom software to include all Center for Student Success applications to enhance student success.
- Created enterprise Spyware-removal server for improved workstation for stability and security.
- Updated Full Armor software on all workstations to 1.5.1 and 1.6 to increase stability and maintain vendor support.
- Updated McAfee software on all workstations to 8.0I Patch 11 to increase security and maintain vendor support.
- Updated all campus classroom and office computers to Office 2003 to maintain software load consistency and maintain vendor support.
- Developed special software loads for Auto Shop, Distance Learning, Marketing, Tweener rooms, and James McDivitt Hall Commons to support continued enrollment, college services, growth, and James McDivitt Hall renovation.
- Installed multiple (10+) versions of Health Education Systems, Inc. (HESI) testing for the nursing department to ensure program testing validity.
- Updated and signed new Microsoft Campus Agreement (MCA) software contract so that employees can have work-at-home software and JCC can benefit from volume licensing.
- Created Interactive Physiology and Interactions (science software) network-install-point to allow ease of use in multimedia rooms and classrooms.
- Upgraded all JCC computers to newest data client for continued vendor support.
- Improved workstation user permissions to follow security best practice and increase computer reliability.
- Updated HP Jet administration software providing improved print management.
- Created 80+ network printers in the Microsoft Active Directory environment to ensure stable print services.
- Installed and configured Pcounter Workstation and Server to better monitor/control print jobs in order to reduce total cost of printing.
- Installed 10+ new printers into active directory.
- Created 150+ Group Policy Objects for stability, security, support, in the Microsoft Active Directory environment. Policy Objects are used to install software, to allow/disallow remote management of workstations, etc.
- Created Organizational Unit structure in the Microsoft Active Directory environment for workstation objects to better monitor and maintain workstation objects.

- Created “Bat” directory structure on main campus server and on extension center servers in the Microsoft Active Directory environment for workstation objects to access scripts and batch files.
- Created “Shared” directory structure on main campus server in the Microsoft Active Directory environment for workstations objects and users to access shared file resources.
- Created 50+ Software package files for delivery of software to workstations in the Microsoft Active Directory environment as academic programs required.
- Created SW1 Wise package studio software server and database to create, store and track software package files in Microsoft Active Directory environment.
- Updated and improved Microsoft Active Directory structure to allow for better management of all JCC computers.
- Created 30+ Microsoft 2003 servers for testing environments.
- Set-up of equipment for student, faculty and staff ID Badges.
- Researched, piloted, and implemented Cornerstone software service to increase stability and security on computers in JCC’s shared computing areas. Created server and scripts for pilot. Following Cornerstone pilot, updated classroom loads to include Cornerstone software and created automated scripts for management.
- Updated Softrack Licensing server and service to better manage software licensing on JCC computers in order to reduce software total cost of ownership.
- Updated GFi spam service on all exchange servers in order to maintain compliance with vendor support.
- Reloaded application and licensing-utility servers to improve performance and reliability.
- Created virtual workstation testing lab for use in creation of software packages and testing.
- Upgraded all windows 2003 servers to Service Pack 1 in order to stay current with vendor support and to provide better security and stability.
- Configured Sharepoint portal server for software staff use in communication.
- Reconfigured desktop firewall settings to provide improved computer security.
- Renewed campus software licensing to provide current versions as academic programs required and to reduce total cost of ownership.
- Coordinated repair, replacement, and disposal of all computer hardware college-wide (computers, monitors, scanners, printers, PDA’s).

MULTI-MEDIA ROOMS

- Participated in multi-media room design and completed testing of all equipment. Faculty increasingly request multi-media capability to deliver material to students.
- Installed all audio visual equipment for 24 new multi-media rooms (18 in James McDivitt Hall, 3 in JCC@VoTech, 3 in Bert Walker Hall) and for 5 upgraded multi-media rooms (1 in James McDivitt Hall, 2 in James Whiting Hall, and 2 in Potter Center). Each of these new builds or upgrades included custom carts, cabling, projection, audio, and Extron System 5IP Controller which allows workstation management of some multi-media room problems and therefore improved service to all clients.
- Conducted three multi-media room training sessions for staff and faculty.
- Replaced projectors, including universal plates and mounts, in the following multi-media rooms: James Whiting Hall 101, 102, 103, 104, 109, 167 and Bert Walker Hall 100D, 107.
- Upgraded equipment for JCC@VoTech roll-about multi-media cart for improved service to clients.
- Coordinated the replacement/refurbishment of all equipment used in roll-about carts college-wide.

MOVES/RENOVATIONS/EVENTS

- Removed Information Technology equipment from temporary construction trailers 600 and 700 so trailers could be removed from main campus.
- Coordinated work and dismantled computer equipment in James Whiting Hall rooms 167, 109 and 104 to accommodate changing institutional needs.
- Cleaned out, sorted, and stored all Information Technology items from the former Michigan Space and Science Center (currently the Community Events Center).
- Coordinated deliveries and installed all new computers, TV's and AV equipment to James McDivitt Hall.
- Completed office moves college-wide including computer equipment, phone changes, and network to accommodate changing institutional needs. Moves included: nearly all staff/faculty in James McDivitt Hall, Alchemy Station, Laura Warren, Kim Seaburg, Potter Center student workers, Renee Flemming, Linda Trumbull, Mary Morrow, Charlotte Finnegan, Chris Beacco, Mary Ann Rainey, Jessica May, Jean Dennerll, Monica Bouman, Dan Livingston, Chris Kaiser, Marty Chamot, Sharon Nowak, Dott Znosko, Sue Lewis, Melissa Combs, Sarah Capper-Salamin, Heather DeCourval, Rebecca Turner, Forensics Lab, Dave Nadolski, Financial Aid student use computers, Amir Orandi, Aurelie Seward, Lisa Taylor, Mario Spencer, Karen Heard, Spring Arbor University Office, Eastern Michigan University Office, Sienna Heights University Office, Paula Hopper, and DMS Area/Faculty.
- Renovated James Whiting Hall 176 to accommodate Colleague training and other campus training needs.
- Completed installation of Cyber Café and Kiosk in James McDivitt Hall and Testing Lab in Bert Walker Hall.
- Prepared all computers for the JCC Garage Sale to the benefit of our community. Assisted in coordination and completion of successful Garage Sale in the Community Events Center.
- Provided Equipment Set-up/Strike/Support for: Human Resources Convocation Event in Community Events Center; Multi-Cultural Relations Martin Luther King Dinner in Community Events Center; Project Success Day including Master of Ceremony lunch activities; All College Celebration; Foote Hospital Event including video taping; James McDivitt Hall Dedication Ceremony; Human Resources Interactive Video Conference at Jackson County Intermediate School District; Marketing Department Webinar; Language Literature and Arts Art Show in Baughman; Foote Hospital Event at Arbor Hills Country Club; Toyota Graduation Ceremony; Western High School Graduation; Retirees Ceremony; Student Housing Ground Breaking Event; Flag Dedication Ceremony; President's Town Hall Meeting; Tech Expo including Master of Ceremony; Student Parliament in James McDivitt Hall Commons; Peacekeepers event in Music Hall including video taping; Multi Cultural Relations 3-CIP Inductions in Ruth Day Theatre and Federer Rooms; and William Atkinson Ground Breaking Ceremony.
- Completed product purchase and installation for display and audio technology at JCC@VoTech.

RESEARCH – PLANNING - TRAINING

- Developed proposal for Wireless solution for James McDivitt Hall. Evaluated the Siemens HiPath wireless solution as JCC's wireless solution and generated order for equipment.
- Began researching wireless network for JCC@VoTech.
- Began research and planning for William Atkinson Hall network/server room.
- Researched and designed fiber ring network to greatly increase the data-carrying capacity of the campus network while making it less vulnerable to physical failure. Each building on the ring will now have 2 service entrances which must be compromised before service is lost. This is especially important for network-based phone service – voice over IP (VoIP).
- Began research of monitoring tools for the Network Operation Center (NOC) which will be housed in William Atkinson Hall.
- Researched possibilities, organized site visits, and focus group for William Atkinson Hall.
- Assisted with development of James McDivitt Hall Requests for Proposal (RFP), prints, etc.
- Determined all network locations for final William Atkinson building Requests for Proposal (RFP) blue prints.

- Participated in the Security Department's continued Chemical, Biological, Radiation, and Nuclear Explosives (CBRNE) awareness in conjunction with Homeland Security and Disaster Preparedness.
- Researched scheduling software that could interface bi-directionally with Datatel. Scheduled presentations for CollegeNet25 and AdAstra software. These could provide a reduction of manpower required to create semester schedules and could populate Colleague with up-to-date information.
- Began research into campus ID card solution to increase the effective use of the student ID cards for security.
- Participated in newly formed Web Liaisons Group. Researched process and policy. Attended Educause Policy Conference.
- Began research on Business Continuity Planning. Attended Merit Business Continuity and Disaster Recovery Conference.
- Began research on policy with focus on new federal law, variant state law, and institutional reporting.
- Attended HEAT Users Group in Farmington Hills, MI.
- Researched, coordinated, and ordered computer equipment for Notebook Classroom Pilot project (Bert Walker Hall 205) with faculty. Visited Western Michigan University for information on Notebook Classrooms.
- Attended product demonstrations for multi-media room software and projection.
- Attended meetings to discuss Microsoft Essential Services a third level support solution provided by Microsoft. Became a Microsoft Essential Services Client.
- Started initial discussions to develop a website to track desktops and notebooks that have been reloaded. This is customer service improvement project which is currently on hold.
- Attended preliminary meetings to review transcript documents within the Fieldhouse to see what possibilities exist to import data collected into Colleague, which will be utilized by the Alumni Office for gift giving purposes. Parallel project to reviewing a new document scanning solution.
- Attended preliminary discussions and software demonstrations for a document scanning solution to replace Alchemy. Continued efforts on ImageNow, the document scanning solution for Registrar / Foundation Office. Attended meetings to discuss Early Registration/Weekend Specials and how to ease e-Services server load.
- Implemented HEAT Self Service in development for Pilot group testing.
- Attended meetings to discuss HEAT improvements/training needs for Distance Learning.
- Participated in planning sessions including development of better user relationships with the Solution Center through work with Administrative Systems Colleague User Support Specialist and Colleague student accounts process.
- Attended meetings to discuss Alumni Historical data and how to accomplish getting alumni records into electronic file system (Colleague/Raiser's Edge).
- Participated in AQIP planning and initiatives as part of Information Technology's continued focus on participation in institutional objectives.
- Participated in security issues including cameras, support equipment, and reports to ensure a safe environment for all users.
- Met with numerous vendors to identify needed hardware and get quotes for new phone switch that will replace phones for main campus and extension centers.
- Coordinated and participated in Hardware Vendor Presentations for accurate selection of a future computer vendor. Completed and submitted proposal.
- Worked with Anixter, CommScope, Siemon, Innovate, Smart, Epson, Extron vendors in planning for new buildings.
- Worked with Innovate and Comcast for Cable Access TV (CATV) to William Atkinson Hall and Student Housing.

- Assisted with planning and installation of Comcast Cable at JCC@VoTech.
- Attended web demonstration presented by Datatel of Fixed Assets which could be a replacement for our current inventory solution.
- Coordinated and participated in demonstrations of classroom learning devices from SynchronEyes and DyKnow.
- Attended web demonstration of Discover How Smart Government Agencies use Microsoft MapPoint 2004 presented by Microsoft for potential use.
- Began research and attended demonstration by Microsoft to consider a potential campus email solution for students and alumni called Windows Live@edu.
- Attended web demonstration of Dynamic Forms presented by Nelnet to support web form development at JCC.
- Completed Extron Training for implementing System 5IP for support to multi-media rooms.
- Completed HTML, Web Design, and FrontPage trainings to support Information Technology web site.
- Completed course in Administering a Microsoft SQL Server 2000 Database as part of new employee training.
- Completed courses in Managing and Maintaining Microsoft Windows Server 2003, Supporting Users Running the Microsoft Windows XP Operating System, and Implementing and Supporting Windows XP Professional to address customer service needs for decreased response time.
- Attended the following in order to support JCC administrative initiatives: Great Lakes Users Group conference; Financial Aid transfer monitoring webinar; Envision Programming Fundamentals and Envision Batch and Reporting courses with the focus on Datatel's programming tool; Envision Research Tools and Techniques; Communications Management and Computed Columns courses; Microsoft Excel and Access courses (Microsoft Excel and Access are two programs Colleague users can use to import ad-hoc reporting data); Datatel Users Group conference; Modify Print Routines and Programming for WebAdvisor courses (these courses focus on the learning of Datatel's programming tool Envision); Preparing for Release 18 Webinar to gain an overview of the steps needed to prepare to migrate to Release 18; and Migrating to WebAdvisor 3.0 Webinar in preparation for WebAdvisor migration.

SUPPORT FOR JCC ADMINISTRATION

- Hired two new employees to perform Administrative Systems work. Amanda Patterson was hired as our User Support Specialist. Amanda's role is to focus on customer needs specific to the main modules of Colleague and WebAdvisor. Paul Crane was hired as our Administrative Systems Programmer. Paul is responsible for modifying and creating Colleague and WebAdvisor programs.
- Increased Colleague security by restricting employee's access to social security numbers and limiting access to the SHEL prompt.
- Created custom program to export Stafford Loan information from Colleague to interface with the JCC bookstore in order for students to purchase books with Stafford loan money without visiting the financial aid office.
- Developed and implemented the Colleague Support Team (CST). The CST is a Colleague users group whose goal is to obtain the optimal use of Datatel software.
- Deployed User Interface 1.5 to campus, which provides enhanced security features.
- Reviewed and determined with users the custom code that will need to be re-written for Colleague Release 18.
- Developed a custom program to inactivate and end-date a student's academic program based upon a saved list.
- Developed a custom program to calculate the important dates for short term classes and populate the SRGD screen.
- Worked with Human Resources to activate the My Stipends feature in e-Services.
- Completed Computed Column Scanner utility and fixed necessary computed columns which is a requirement for migrating to Colleague Release 18.

- Ran Data Scanning utility on the Colleague database and identified data that needs to be cleaned prior to migrating to Colleague Release 18.
- Upgraded the DMI listener (the key component used for e-Services and COD processing) and Unidata from version 6.0 to 6.1 to maintain software support.
- Completed customizations of the Financial Aid award letter. This print routine is now compliant with Datatel programming standards.
- Applied 146 software updates to the test and live Colleague environments and performed all related pre- and post-installation procedures.
- Coordinated monthly Colleague Support Team and the Administrative Computing/Colleague Team meetings.
- Provided Colleague training sessions for JCC employees: Basic User Interface Navigation, Customize Field Sequence, Query Training, and Using SnagIt with Colleague.
- Consulted with Sysix to select and purchase new servers to run Colleague and WebAdvisor (e-Services) and a storage area network (SAN). Once Colleague is migrated to the new server we should experience increased performance. The SAN will provide more portability and increased network storage space. Created a test environment in preparation for the migration to this new server.
- Assisted the Student Life office in the implementation of the Campus Organizations module for Colleague. This module is used to track student's participation in student life activities at JCC.
- Contracted with Datatel for: completion of a WebAdvisor form that allows students to update their academic program online and revision to the Registration Statement that students receive when they register. This statement contains their course schedule and billing information.
- Reconfigured FACTS application, online tuition payment method, to run under Windows 2003 web server.
- Helped with planning for revisions to the Asset Inventory System (AIS) software used for the comprehensive inventory college-wide (includes 3000+ Information Technology assets). Began Cost Activity Center business rule modification to increase data accuracy for JCC inventory software.
- Contracted with Charles Pyle to document Inventory-Roll Computer Model/Cycle Forward, Update Inventory with Lab/Office Scanned Information, and Update User Information on Lab Computers.
- Added new Governmental Accounting Standards Board (GASB) reports to JCC inventory product for required reporting.

INFORMATION TECHNOLOGY OPERATIONS

- Coordinated and scheduled interviews for five Information Technology positions. Turnover due to increased salary competition in the information technology field. Multiple employees participated in training new employees.
- Coordinated and scheduled interviews for Information Technology student positions. Multiple employees participate in training student employees in process, procedure, software, hardware, customer service, and workplace law.
- Coordinated radio use for Information Technology with the Facilities communication specialist.
- Coordinated training and external travel for Information Technology staff to facilitate extensive training required to keep up-to-date on new systems.
- Coordinated Information Technology work with Facilities for each moving/renovation/new building project.
- Secured the use of a customized golf cart for Information Technology staff use.
- Managed Solution Center environs and staff including all scheduling and training.
- Managed Student Consultant staff including all scheduling and training. Managed computer lab environs.
- Created Information Technology Student Consultant Team Recommendations form for internal use.

- Created HEAT AutoTask to automate bulk computer order work request entries. Gives Information Technology department ability to track individual computers for deployment into JCC environment.
- Completed improvements suggested by Solution Center staff to HEAT call classifications and streamlined HEAT to provide faster work request creation.
- Processed JCC phone bills and Information Technology credit bills.
- Tracked all communications data (email, 24/7 pager) and all Information Technology equipment borrowed from JCC.
- Modified and implemented Microsoft Source Safe to provide versioning, backup and control for any project.
- Contracted with Sigma Consulting to develop/update lab survey for use in JCC computer labs.
- Coordinated reports for end of year work request goal and reported monthly Information Technology department Critical Performance Indicators to Institutional Research.
- Compiled Fiscal Year Progress Report as requested.