# Program Information for: MIS
## Year(s): 2011/2012 to 2013/2014

### College of the Canyons' Mission Statement
College of the Canyons offers an accessible, enriching education that provides students with essential academic skills and prepares students for transfer education, workforce-skills development, and the attainment of learning outcomes corresponding to their educational goals. To fulfill its mission, College of the Canyons embraces diversity and engages students and the community in scholarly inquiry, creative partnerships, and the application of knowledge.

### Program Description
Describe the Department's Mission (e.g. services offered and functions performed by this department).
The Mission of MIS is to provide excellent customer service to all College of the Canyons staff, faculty and administrators, and ensure reliable and secure access to information stored in the District's Student Information System.

Who are the customers/recipients of the services and functions?
Our customers are the staff, faculty, administrators, and students.

Provide a current organizational chart for the department, including all full-time and part-time staff. Show the full-time equivalent of each staff member. Also, you may want to include a proposed organizational chart if you are proposing changes.

Chart #1: [MIS Org Chart 2011-12.pdf](#)
Chart #2: [Org Chart IT 2010.pdf](#)
Chart #3: [Org Chart IT 2011.pdf](#)

Provide a short description of the history of your department, including how it has changed over the years.
The Computer Center was created in 1982 consisting of two employees. Registration was done with a punch card system written in RPG and COBOL. At the time our credit FTES was 3100. In 1990, the system migrated to a true database (Aldrich System), built from scratch, and responsible for schedules, rosters, course files, and the catalog. A&R assumed responsibility for grading and maintenance of the student transcript. A third employee was added and the FTES for 1993-94 was 4,280.

Between 1995-98, phone registration was added (EPOS), our FTES reached 5,005, and two
additional staff members were hired including our first full-time programmer. In addition, the department began working on a solution for the Y2K problem that would make the existing Aldrich system obsolete.

In 1998, the department began migrating from the Aldrich registration system to Datatel’s Colleague ERP system. We went live in Fall 1999 with registration, phone registration, and added Human Resources and Colleague Financial modules to the system. FTES for 1999-2000 was 6,957, and two additional staff members were added including a second programmer.

2001-05 was spent adding additional functionality to the system including Web Registration. To keep up with demand for services, 1 additional programmer was added to the staff. Over the last five years, the system continues to evolve adding additional functionality and customizations. The staff now include an Assistant Director, Senior Programmer, Web Programmer/Analyst, Programmer/Analyst, Programmer, Technician II, Coordinator I, and a Project Manager.

### Administrative Unit Outcomes

**Administrative Unit Outcomes (AUOs) Assessment Model:**
The purpose of this assessment process is to improve the unit's service.

<table>
<thead>
<tr>
<th>Department Goals (Overarching AUOs)</th>
<th>Specific Objectives</th>
<th>Means of Assessment and Criteria for Success</th>
<th>Summary of Data Collected and Number of Cycles</th>
<th>Use of Results</th>
<th>Next Assessment Cycle (Month, Year)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Create innovative programming and processes to enhance system usability and friendliness</td>
<td>MIS staff will spend 10% of their workload developing and creating new processes and customizations to enhance our ERP system.</td>
<td>We will track the number of new processes and customizations as well as the hours taken on each innovation project and compare it to the number of WO system request completions and hours spent. Success will be measured by reaching our 10% goal.</td>
<td>Due to problems with an aging system over the past year and large projects like the DREG rewrite, we were unable to maintain our 10/90 goal. With the impending upgrade to the hardware and software of the Datatel system, this goal will be put on hold until April 2014.</td>
<td>We will use the results to examine if the time spent has resulted in any tangible benefits to the users of our services.</td>
<td>Fall 2014</td>
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<tr>
<td>Develop training classes</td>
<td>Professional Development</td>
<td>The 2012 Faculty &amp; Staff</td>
<td>1</td>
<td>A discussion in our standup</td>
<td>Fall 2013</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Examine ways to Improve the Usability of our Datatel System</strong></th>
<th><strong>Continue to develop and enhance Web UI, Portal, MOX, and Informer programs to improve usability of the system.</strong></th>
<th><strong>Improve communication with end users on the status of their work requests.</strong></th>
</tr>
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<tbody>
<tr>
<td>- Evaluations, user feedback, and responses to the annual faculty and staff survey will be used to assess the effectiveness of our efforts.</td>
<td>- User feedback from annual surveys along with tracking problems reported with the systems will be used as a means of assessment.</td>
<td>- A random sample of work orders from the department for the previous year will be examined to determine the level of communication provided to the end user. In addition, a survey issued at the completion of each work request will be reviewed to gauge the level of user satisfaction with communication on their work request. Finally,</td>
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<tr>
<td>- The annual faculty and staff survey reported only 58% of respondents were satisfied with the usability of Datatel. This is down 3% from the previous year.</td>
<td>- We will improve communication with our end users through regular updates to work orders and an improvement to our response time to emails, phone calls, or other inquiries.</td>
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<td>- Committee regarding Datatel training needs will be scheduled to identify additional training areas our faculty and staff need to improve their satisfaction with the system.</td>
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<tr>
<td>- Survey reported only 58% of respondents were satisfied with the usability of Datatel. This is down 3% from the previous year.</td>
<td></td>
<td></td>
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<tr>
<td>- New</td>
<td>- Fall 2013</td>
<td>- Fall 2013</td>
</tr>
</tbody>
</table>
Improve Work Order Process

Department staff will work on reducing the time it takes to complete user work requests.

A combination of reviewing the work orders for the prior years to assess the time it took to complete the user request compared to the complexity of request and any time estimates that were provided. Additionally, a review of satisfaction levels from the annual faculty & staff survey will completed each year to determine if satisfaction has increased.

According to report #277, only 68% of respondents were satisfied with the time it took to complete their work request. This is down 1% from 2011.

1. We will examine our current work order processed to identify ways to improve completion time. In addition, we will provide time estimates to users for their work requests and keep them informed should emergency or higher priority issues arise that may affect the completion time. The department is understaffed making timely completion of work orders challenging.

Fall 2013

Maintain the currency and availability of our ERP system, Datatel.

We will maintain a record of the numbers of patches that are applied to our system in a fiscal year and the system overall uptime.

All system patches are up-to-date and have been installed within 9 months of release. In addition, only 20 hours of downtime was experienced.

4. We will continue to use the results to benchmark the number of patches applied in a year compared to the previous year.

Fall 2013
Maintain and enhance the campus enterprise hardware

We will have a goal to make sure no patch loaded is older than 9 months and the system is up 98% of the scheduled time. Success will be measured by evaluating the timeline for applying patches over the previous year and to monitor system uptime. Reported for the last year meeting the 98% uptime goal. However, (Report#277) showed a 2% reduction in user satisfaction with the system availability from 79% to 77% in the previous year. In addition, we will work to improve the uptime of the system and possibly survey the faculty and staff to determine the peak time for system need.

Objectives

Status of Objectives. (Review College Strategic Goals)

Open Objectives

1). Develop online leave request form
   Goal: Technological Advancement
   Status: None

2). Conduct an assessment of end-user training needs
   Goal: Human Resources
   Status: None

3). Reduce the number of customizations in the system to improve system stability and reduce complexity of upgrades
   Goal: Technological Advancement
   Status: None

4). Redesign the MIS Department website to make it more user friendly
   Goal: Technological Advancement
   Status: None

5). Implement Self Service Enrollment Verification
   Goal: Technological Advancement
   Status: None

6). Move Database to SQL Server
   Goal: Technological Advancement
7). Support the growing number of student groups for online registrations such as Non Credit, High School, Community Education, and In service populations
   
   **Goal:** Student Support  
   **Status:** In progress

8). Help bring LDAP up and running
   
   **Goal:** Institutional Effectiveness  
   **Status:** In progress

9). Migrate administrative users to the Web GUI Interface.
   
   **Goal:** Technological Advancement  
   **Status:** In progress

10). Improve and Expand Online Services for students, staff, and departments.
   
   **Goal:** Technological Advancement  
   **Status:** In progress

11). Rewrite the college transcript to accommodate current needs and increase stability of the transcript product.
   
   **Goal:** Student Support  
   **Status:** In progress

12). Install the Datatel mobile application to allow students to use their smartphone to access Datatel resources
   
   **Goal:** Technological Advancement  
   **Status:** In progress

13). Improve the perception of MIS at the college
   
   **Goal:** Technological Advancement  
   **Status:** In progress

Completed Objectives

1). Replace the Time clock program for the various labs on campus with new custom functionality in Datatel. (Completed but users opted for commercial product)
   
   **Goal:** Student Support  
   **Status:** Completed

2). Implement programming to support outsourcing check distribution for students receiving financial aid.
   
   **Goal:** Student Support  
   **Status:** Completed

3). Implement Online Parking Permits
   
   **Goal:** Student Support  
   **Status:** Completed

4). Improve customer satisfaction
   
   **Goal:** Institutional Effectiveness
Status: Completed

Add'l Comment: The courtesy of staff and quality of service increased by 4% and 8% respectively last year.

5). Create checklist for diagnosing problems
   Goal: Technological Advancement
   Status: Completed

6). Rewrite the Deregistration process for Student Business Office
   Goal: Technological Advancement
   Status: Completed

7). Replace the current work order system
   Goal: Technological Advancement
   Status: Completed

8). Maintain the currency of Datatel by applying patches and upgrades on a regularly, scheduled basis.
   Goal: Technological Advancement
   Status: Completed

9). Create a specific search to display Distance and Accelerated Learning classes to alleviate the manual process currently run by the Distance Education department.
   Goal: Technological Advancement
   Status: Completed

Cancelled Objectives

1). Increase the use of Web Advisor for other departments such as HR, Fiscal Services
   Goal: Institutional Effectiveness
   Status: Canceled

2). Work on testing and implementation of Web Time Entry with Payroll.
   Goal: Institutional Effectiveness
   Status: Canceled

3). Implement the campus portal to allow for greater communication, collaborations and accessibility.
   Goal: Technological Advancement
   Status: Canceled

4). Continue to update/enhance Web Advisor functionality so that it will be easier for faculty and staff to do their jobs.
   Goal: Technological Advancement
   Status: Canceled

Additional Accomplishments. (Review College Strategic Goals)

1). Created the ability for faculty to email students on the wait list for sections they are teaching in order to better prepare them should they move from the wait list into the course. (Goal:
Technological Advancement

2). Implemented Online Registration for High School Students (Goal: Student Support)
3). Created functionality in web Advisor so students can see their "Holds" prior to registration. (Goal: Student Support)
4). Students can now request refunds online (Goal: Student Support)
5). Created a room availability report in Informer to identify available rooms for scheduling, technology maintenance or facility work. (Goal: Technological Advancement)
6). Created a new process for SBO that provides detail on health fee payment (including students who refuse to pay or were refunded), and BOG Waivers issued, (Goal: Technological Advancement)
7). Modified the report that monitors student repeats. The program now outputs to Excel and includes additional information. (Goal: Technological Advancement)
8). Rewrote several hundred customizations in preparation for the move to Microsoft SQL (Goal: Technological Advancement)
9). Assisted several departments in converting their Query Builder queries to Informer reports. (Goal: Technological Advancement)
10). Configured and installed a new DMI server to help manage system load. (Goal: Technological Advancement)
11). Installed 339 patches last year. (Goal: Technological Advancement)
12). Helped implement the Student Email project. (Goal: Student Support)
13). Created a room availability report for Student Services (Goal: Student Support)
14). Assisted with the implementation of the new emergency notification system (Goal: Innovation)

New Objectives. Please list new department objectives. These should follow from the needs listed above. Also, they should be specific and measurable. Also, identify the Strategic Goal to which the objective relates.

1). Upgrade the Datatel System Hardware and Convert the OS and Database to Microsoft products (Goal: Technological Advancement)
2). Implement the Datatel Portal product (Goal: Student Support)
3). Implement system changes necessary for the Student Success Task Force Recommendations (Goal: Student Support)
4). Continue to work on improving the level of customer service we provide to the campus. (Goal: Campus Climate)

Other External/Internal Factors

Positions in your department. What changes have occurred in the last three years and what changes are expected in the next three years within your department/program?

Over the last three years there has been a change in the management structure. The department is now overseen by the Associate Vice President of IT, with the Interim Director serving in the role of Assistant Director and the previous Assistant Director now serving in the role as Project Manager. Moving forward, we expect to add a SQL/DB Admin and additional programming staff to support
the move to SQL and reduce the backlog of work orders in the department. In addition, with the move to a new office area, an hourly worker should be employed to assist with answering phones and other clerical functions to alleviate the f/t technical staff of such duties and allow them to concentrate on the support and enhancement of the system.

**Technology.** How is technology being used for service delivery? What specific changes in the use of technology should be implemented? Please indicate the hardware and software (including version if known) needs for department. Also, indicate if a budget augmentation is needed. Technology is used everyday in supporting the system and providing information to our users. Over the next few years, we plan to implement changes in our web registration and student access including a student portal, mobile application (MOX), and an enhanced look and feel to the registration system.

**Interdisciplinary Collaboration.** Describe any relationships with other departments/programs. We have a relationship with every department on campus. Through the use of our Datatel system, we collaborate with users on ways to make the system more user-friendly and function better within our environment.

**Challenges.** Please indicate any challenges your department or program has faced which may affect services. Also, please indicate how you plan to address these challenges. There are several challenges we face which affect the services to our clients. A large number of customizations added to the system over time has complicated the support and updating of the system. Procedures are in place to manage those customizations but reviewing those changes on a regular basis should be done. A second challenge related to the customizations, is staffing. With an enterprise system that touches every aspect of the District's operations, additional programming staff are necessary to maintain the system and improve client satisfaction. To that end, we are currently looking at grants to expand online services and add additional staff for support. Finally, the current system runs on an antiquated Unidata system and there is a growing need to migrate to a window's-based SQL system. In order to do this, we need to identify funding for a new system, training for existing staff, and we will need to hire a skilled SQL DBA to support the back-end system.

**Department/Program Changes.** Please describe any changes (institutional or within the broader academic discipline/program area) that require changes in the department or program structure, focus, or emphasis. The main change to the department/program will be with the migration to a windows-based system. This change will necessitate retraining staff on MS Windows OS and SQL server. In addition, a true SQL DBA will need to be hired to properly support the new database structure.

**Canyon Country Campus and a possible Westside Campus.** Please describe your department’s services that are available at the Canyon Country Campus and any plans for changes. Also, please include plans for offering services at a possible Westside Campus. Our system is used at the Canyon Country campus the same way it is used at Valencia. Given all our services are delivered remotely through Datatel, there is no need at this time for a physical presence at that campus.

**Connection to Educational and Facilities Master Plan.** How is the department progressing in implementing plans identified in the Educational and Facilities Master Plan? Also, please list any 10-year goals your department has created. The department is progressing well in improving customer service and system stability as outlined in the Educational and Facilities master plan. We are on target to move to expanded space in the next year and create a true data center to house the ERP system. Over the next ten years, we will continue to evolve the system to provide support for how the District does business and how the students want to receive information. In the short run, this will include the launch of a mobile app that will provide students with the ability to perform registration and other functions from the their
smart phone. Additionally, we are working on the implementation of a campus portal system to provide greater functionality and access to our online campus resources both within and outside of the ERP system.

**Other Information.** Summarize any other relevant information. This could include, but is not limited to, the following: surveys, general trends in how people do business that might have implications for your department; Comparison of your department with similar departments, including strengths and weaknesses; Externally imposed regulations; Partnerships with industry, community-based organizations, government, or other entities.

The department continues to work hard to address user needs. Other departments at similar sized college have fewer customizations and more staff. The department does a great job providing support for the system and making availability of the system's resources their #1 priority.

**Use of Data.** Describe department trends, including measures identified in the Administrative Unit Objectives and other data described above. What are the specific implications of the data collected? State each result and the implication.

<table>
<thead>
<tr>
<th>Data Result</th>
<th>Implication</th>
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<tbody>
<tr>
<td>1). The courtesy of staff and quality of service for the department continues</td>
<td>The changes made to the reporting structure and the dedication of the staff to providing quality customer service continues to improve the overall perception of the department. Efforts should continue to raise the level of awareness and satisfaction of the users.</td>
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<td>to increase by 4% and 8% respectively.</td>
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<tr>
<td>2). 79% of users are satisfied with the availability of the Datatel system</td>
<td>We need to investigate how the users define availability to examine where there is a disconnect. Other than scheduled down-time for patches, the department is meeting the goal of 98% uptime during regular hours.</td>
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<tr>
<td>with 85% being satisfied with the availability of Web Advisor.</td>
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<tr>
<td>3). Timeliness completion of work orders increased by 6% over last year to</td>
<td>The staff continue to work hard to address the backlog of work requests. More emphasis will be made on regularly updating work order to reflect current status and users will be contacted to review their request prior to starting work.</td>
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<tr>
<td>69% even with the current level of staffing.</td>
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<td>4). Useability of the system increased by 1% to 61% over last year.</td>
<td>Users still struggle with the system on a regular basis. Additional training needs to occur to increase the level of comfort with the system. Additions such as the Informer Reporting tool and the move to Web UI should help alleviate some of the issues.</td>
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**Departmental Strengths.** Describe the department’s strengths or unique features. This should principally include information from the data summarized above.

We work well together as a team of talented individuals and we have a willingness to share information and be innovative with our programs and procedures. New tools are created because we ask "what if" questions. We are ahead of most Datatel schools in the innovations we create and work hard to solve any problems that arise in the system. We have the ability to multi-task and attend to several different issues at the same time. This has helped us manage the increase in work.
requests, the day-to-day fires that arise, and the various customizations we support.

**Departmental Challenges.** Describe the department’s challenges. This should principally include information from the data summarized above. The biggest challenges for the department are office space, the perception of MIS on campus, maintenance windows, and the level of customization applied to the system. The existing department space is too small to accommodate our needs. Programmers need quiet space to work and think, and management needs a private area to have employee conversations. Our perception on campus is derived primarily from our lack of visibility on the campus and the complexity of the system. It is hard to accommodate users quickly when the integrated system is so highly customized. Further, the limited maintenance windows complicate the testing and application of patches. Often time patches are time sensitive (like financial aid), and need to be applied in between the existing windows.

**Budget Planning**

**Program Needs**

Describe the needs in each of the following areas that will be necessary to meet the program objectives described above:

**Supplies and Services**
In order to meet the department objectives, training on a new Windows-based system needs to be funded. In addition, continued formal education on the Datatel platform should be a priority for the District so the department staff can provide additional assistance to the module specific users. In terms of supplies, funding needs to be available to cover the cost of backup tapes and other needed supplies to maintain the integrity of the system. When necessary, outside experts should be brought in to assist with system specific issues (such as SQL migration) to ensure the department is using known best practices in their implementation.

**Equipment**
The Datatel system was purchased in 2007 and is entering its 6th year in operation. Funding needs to be identified to replace the system. Given we are planning a migration to a Windows environment, Virtualization should be investigated to provide redundancy and disaster recovery for the new system.

**Facilities and facility modification**
A plan is in the works to provide expanded workspace for the staff. Programmers need individual offices where they can work in private but also collaborative space to collectively meet and brainstorm ideas. In addition, the Assistant Director needs space to hold private meetings with staff on departmental concerns and to conduct evaluations. The new space will also allow the Project Manager and Technician to move back into a common office area. Finally, a dedicated server room, with space for growth should be allocated where the existing office space resides. Seco-209 is perfectly allocated to support a Data Center providing space for Datatel and other Information Technology servers.

**Personnel**
As mentioned earlier, a SQL Database Administrator needs to be hired to support the conversion to a Windows/SQL environment. In addition, the department is short 2 programmers to help support the customizations and various modules in the Colleague system. Finally, the position of Software Application Coordinator or "Business Analyst" should be replaced to provide the "missing link" between the users and the department.

**Who do you need to coordinate with to make this happen? (e.g. other departments on campus, four-year college, high school, local business or other community colleges)**

All of the objectives of the department are contingent on coordinating with existing District staff in various areas.

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**The following staff participated in conducting this program planning and review.**

- Jim Temple, AVP Information Technology
- Mike Brezina, Assistant Director, MIS
- Alex Fors, Project Manager
- Derek Lund, Senior Programmer
- Phillip Trujillo, Web programmer/Analyst
- Ana Felch, Programmer/Analyst
- Faiqa Yazdani, Programmer
- Martin Krueger, MIS Coordinator
- Sonia Gonzales, MIS Technician

Upload additional files.