

# Assessment Report

## Mt. San Antonio College

### Enterprise Application Systems

**Department Mission Statement:** The mission of Enterprise Applications Systems (EAS) is to provide quality technology-based services in a cost-effective manner in support of instructional, research, public service, and administrative programs. EAS provides a wide range of services for students, faculty, managers, support staff, alumni, and others. Our services include applications development and support of computing systems, secure data storage, dissemination of information, and planning for effective use of current and emerging technologies

**College Goals:** 5. Utilize and Support Technology

**Previous Year:** Implement Banner HR/Payroll & Finance systems. Data Center relocation

**Accomplishments:** Provide training in Banner modules and 3rd party software applications. Enhance staff skills by supplying internal and external training opportunities.  
Establish a Banner Team Lead group and Administrative Systems Advisory Group.  
Partner with other CCCs/3CSC to develop specifications for Banner CALB enhancements.

**08-09 External Conditions:** Banner implementation plans and timelines were modified when the Student module implementation was postponed until Summer 2009. This allowed for HR/Payroll to precede Student and for Luminis to be moved up on the timeline. The Luminis project scope changes with the acquisition of SAF/PRU/ADAP and the acquisition of additional functionality purchased for e-learning integration. Data and network security.

**08-09 Internal Conditions:** Staff work assignments have been shuffled due to the modification in the Banner implementation timeline and activities. One staff member retired which required job duties to be transferred to others. The delayed implementation has impacted the department in terms of workload due to supporting existing systems while working on the implementation of Banner.

**Type of Parameter Being Examined:** Staffing Levels/Workload

**Data Source / Findings / Impact:** Lost systems programmer due to retirement. Workload that he assumed when the Financial Aid programmer retired had to be shifted to other staff members. Most duties were transitioned to other staff members. Retiree works on an as needed basis on tasks that other staff members did not have the time or skills to take on.

**2) Type of Parameter Being Examined:** Other

**2) Data Source / Findings / Impact:** Banner and related systems functional and technical skills are improving for staff members. Staff still experience learning curve issues due to the new hardware and software environment. Proficiency and efficiency levels are improved with training and working with Banner and associated systems.

**3) Type of Parameter Being Examined:** Staffing Levels / Workload

**3) Data Source / Findings / Impact:** Banner task list and deadlines exceed available staffing. IT will be unable to meet deadlines.

Goal	SLO/AUO/SA	Means of Assessment & Criteria / Tasks	Summary of Data	Use of Results & Follow-Up
The EAS department will provide reliable performance of the College's student information system (ICCIS, SigmaSAM, etc.)	Enterprise Application Systems - System performance monitoring and tracking - Monitor systems for abnormal performance. Collect	<b>Assessment Method:</b> System Availability and Uptime as measured over the academic year by the system administrators	04/09/2009 - Statistics gathered during the 2007-08 and 2008-09 acadmic year indicates a 99+%	04/09/2009 - Continue to track system performance statistics.

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	statistics related to system downtime, problems, and issues. Develop processes to measure performance, track statistics for new systems to be implemented.	collecting system availability statistics. <b>Assessment Method Category:</b> Other <b>Criterion:</b> The student information system will be available 99% of the time during normal business hours (7:30 - 4:30 Monday - Friday.)	system availability fo ICCIS, SigmaSAM, and Banner. <b>Summary of Data Type:</b> Criterion Met <b>Summary of Data Status:</b> Open <b>notes:</b> Ongoing task.	
		<b>Assessment Method:</b> Monitor system for abnormal performance. <b>Assessment Method Category:</b> Other <b>Criterion:</b> Utilize database and system performance tools to monitor and gather performance statistics.	04/09/2009 - No summary. System performance is actively monitored on an ongoing basis. <b>Summary of Data Type:</b> Criterion Met <b>Summary of Data Status:</b> Open <b>notes:</b> Ongoing task.	04/09/2009 - Continue to monitor system performance

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The EAS department will provide education and training for our employees.	Enterprise Application Systems - Employee Training - The EAS department will provide education and training for our employees. Provide opportunities to attend 3CBG user conference, SGHE Summit User Conference, internal training, and third-party training/workshops. <b>Other Resources Required:</b> Funding for training; Allocate time for training	<b>Assessment Method:</b> Professional Development - staff members will have the knowledge to develop applications for Banner, support enterprise systems from a technical perspective, and be a functional/technical resource to the College community. Develop staff training/cross-training plan for support and development of enterprise systems. <b>Assessment Method Category:</b> Other <b>Criterion:</b> Provide opportunities to attend the 3CBG user conference, SungardHE Summit, internal training, and third-	04/10/2009 - Staff report training opportunities have been beneficial. <b>Summary of Data Type:</b> Criterion Met <b>Summary of Data Status:</b> Open <b>notes:</b> Ongoing need for training	

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		<p>party training/workshops. Promote joint application development projects with consultants and fellow staff members to enhance learning and build skill sets. Track and evaluate training activities. Evaluate staff skills to ensure ability to support enterprise application systems.</p>	<p>04/09/2009 - All staff have participated in training for Banner, Oracle, and associated products as appropriate to his/her job duties. Training will occur throughout the implementation process. Staff members are also being cross-trained. Staff members feel conferences and other training opportunities have been extremely beneficial.</p> <p>Programmers have worked with consultants. The Applications Development &amp; Support Supervisor conducts code review sessions, facilitates meetings for programmers to share project information, problems, etc. Employ Agile Programming techniques.</p> <p><b>Summary of Data Type:</b> Criterion Met</p> <p><b>Summary of Data Status:</b> Open</p> <p><b>notes:</b> Ongoing task</p>	<p>04/09/2009 - Continue to provide professional development opportunities to staff.</p>

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Acquire and implement a comprehensive enterprise application suite and related systems	Enterprise Application Systems - Implement Phase 1 of Banner and related systems within 24 months - Finance, HR/Payroll, Student, Luminis, integration for eLearning, enhanced Web Self Service functions.	<p><b>Assessment Method:</b> Monitor deadlines. Proactively track problems and issues to resolution.</p> <p><b>Assessment Method Category:</b> Other</p>	<p>04/10/2009 - Finance - Requisitions &amp; Approvals - December 2007 Finance - Finance w/ LACOE Interfaces - January 2008 Finance - Non-student Accounts Receivable - IP; planned May 13, 2009 HR/Payroll - Employee Data &amp; Payroll Setup - January -February 2009 HR/Payroll - Deputization/BA Direct, LACOE Interfaces - February 2009 HR/Payroll - Payroll - March 2009 Student - Courses - August 2007 Student - Class Schedule - January 2009 Student - Admissions - January 2009 Financial Aid - ISIR Load - February 2009 Luminis - SSO to Banner - February 2009 Luminis - New Students - February 2009 ePrint - August 2007 Argos - October 2007</p> <p><b>Summary of Data Type:</b> Criterion Not Met</p> <p><b>Summary of Data Status:</b> Open</p> <p><b>notes:</b> Implementation ongoing</p> <hr/> <p>04/09/2009 - A Task List is actively maintained. Deadlines are met when staff resources are available.</p> <p><b>Summary of Data Type:</b> Criterion Met</p> <p><b>Summary of Data Status:</b> Open</p>	

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			<b>notes:</b> Ongoing task	
	Enterprise Application Systems - SGHE ODS/EDW - Implement SGHE's ODS/EDW by Fall 2009. <b>Equipment Resources Required:</b> server hardware & data storage <b>Training Resources Required:</b> implementation and technical training	<b>Assessment Method:</b> Provide appropriate resources to enable staff to meet the deadline <b>Assessment Method Category:</b> Other	04/10/2009 - Incomplete. Hardware has arrived for the SGHE data warehouse. Software will be installed and configured once the connection to the SAN is established.  <b>Summary of Data Type:</b> Criterion Not Met <b>Summary of Data Status:</b> Open	
	Enterprise Application Systems - Integrate third-party systems with Banner - Reduce the dependence upon stand-alone and shadow systems by exploring analyzing data and need for such systems. Evaluate and enhance security of data on these systems. Explore Banner functionality that can eliminate the need for these systems. Integrate with Banner where appropriate.		04/10/2009 - Project planned but not started. <b>Summary of Data Type:</b> Criterion Not Met <b>Summary of Data Status:</b> Open	

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Improve College-wide user reporting functionality and capabilities.	Enterprise Application Systems - Implement Argos Reporting Tool - Implement Argos for Banner by October 2008	<b>Assessment Method:</b> Track implementation schedule to meet deadline. <b>Assessment Method Category:</b> Other <b>Criterion:</b> Meet deadline.	04/10/2009 - Argos implemented and in use. <b>Summary of Data Type:</b> Criterion Met <b>Summary of Data Status:</b> Closed	

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	<p>Enterprise Application Systems - ICCIS Data Warehouse - Integrating, improving, and implementing the existing data warehouse into the new enterprise application system. Migrate SQL Server to Oracle DB. Transition maintenance and support to Oracle DBAs</p> <p><b>Equipment Resources Required:</b> Server hardware &amp; data storage</p> <p><b>Staffing Resources Required:</b> ongoing support</p>	<p><b>Assessment Method:</b> Provide RIE with the ability to conduct research in a uniform manner.</p> <p><b>Assessment Method Category:</b> Other</p> <p><b>Criterion:</b> All ICCIS data and existing data warehouse data will be migrated from SQL Server to Oracle. This will allow a common set of data extract and research tools to be used by RIE.</p>	<p>04/09/2009 - Incomplete. ICCIS data warehouse will transition to Oracle in the fall.</p> <p><b>Summary of Data Type:</b> Criterion Not Met</p> <p><b>Summary of Data Status:</b> Open</p>	
	<p>Enterprise Application Systems - Campus-wide Argos Report Viewer Training - Provide ARGOS training to employees for each Banner module as it is rolled out.</p> <p><b>Equipment Resources Required:</b> Available training facilities</p> <p><b>Staffing Resources Required:</b> EAS staff to provide training</p>	<p><b>Assessment Method:</b> Provide ARGOS training as needed. Classes to be scheduled through POD.</p> <p><b>Assessment Method Category:</b> Other</p> <p><b>Criterion:</b> Campus employees are able to successfully work with Argos.</p>	<p>04/10/2009 - Just-in-time training methodology is being used.</p> <p><b>Summary of Data Type:</b> Criterion Not Met</p> <p><b>Summary of Data Status:</b> Open</p> <p><b>notes:</b> Ongoing task</p>	
			<p>04/09/2009 - Fiscal Services, HR, and Instruction areas have received training.</p> <p><b>Summary of Data Type:</b> Criterion Met</p> <p><b>Summary of Data Status:</b> Open</p>	<p>04/10/2009 - Continue to provide training as needed.</p>
	<p>Enterprise Application Systems - SGHE ODS/EDW - Implement SGHE's ODS/EDW by Fall 2009.</p> <p><b>Equipment Resources Required:</b> server hardware &amp; data storage</p> <p><b>Training Resources Required:</b> implementation and technical training</p>	<p><b>Assessment Method:</b> Provide appropriate resources to enable staff to meet the deadline</p> <p><b>Assessment Method Category:</b> Other</p>	<p>04/10/2009 - Incomplete. Hardware has arrived for the SGHE data warehouse. Software will be installed and configured once the connection to the SAN is established.</p> <p><b>Summary of Data Type:</b></p>	

Goal	SLO/AUO/SA	Means of Assessment & Criteria / Tasks	Summary of Data	Use of Results & Follow-Up
			Criterion Not Met <b>Summary of Data Status:</b> Open	
	Enterprise Application Systems - Integrate third-party systems with Banner - Reduce the dependence upon stand-alone and shadow systems by exploring analyzing data and need for such systems. Evaluate and enhance security of data on these systems. Explore Banner functionality that can eliminate the need for these systems. Integrate with Banner where appropriate.		04/10/2009 - Project planned but not started. <b>Summary of Data Type:</b> Criterion Not Met <b>Summary of Data Status:</b> Open	
	Enterprise Application Systems - Data Reporting Standards - Updating and documenting data reporting standards and processes to insure accurate, timely, and consistent public, state, federal and constituent reporting requirements and objectives		04/09/2009 - Incomplete. Checklists to be created for each module. Upon completion of Phase 1, a comprehensive document by area will be developed. <b>Summary of Data Type:</b> Criterion Not Met <b>Summary of Data Status:</b> Open	

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Improve College-wide communications capabilities	Enterprise Application Systems - Luminis Portal - Implement Luminis Portal for new & continuing students by May 2009. Develop policies, procedures, and plans for deployment of Luminis channels to facilitate a centralized approach to communicating with campus constituents.		04/10/2009 - Portal installed and operational. Continue to refine setup. Campus community will be tasked to define content for their areas. <b>Summary of Data Type:</b> Criterion Not Met <b>Summary of Data Status:</b>	

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	<p><b>Staffing Resources Required:</b> campus wide participation in development of channel content</p> <p><b>Training Resources Required:</b> Content administrators will require training</p>		<p>Open</p> <p><b>notes:</b> Ongoing task</p>	