

# FY 2008 Annual Report Information Services

Anne Arundel  
Community College

FY 2008 Annual Report  
July 2008

## FROM THE CHIEF TECHNOLOGY OFFICER

*Shirin M. Goodarzi*

## IS Organization

**R**elationship development with all areas of an organization is a key component to the success of any Information Services (IS) department. FY08 was an important year for IS in this capacity. Through the publication of our new quarterly newsletter; InfoTech, we've been able to form new connections with the college community. And, our projects have allowed us to further assist and support our customers collaboratively.

In that regard, we were afforded the opportunity to support our new Virtual Campus in their rollout of the ANGEL Learning Management System. This project involved several layers of intricacies, and through constant communication, close coordination and project management, ANGEL was implemented successfully.

Collaboration stands out as a theme for Information Services. Not only were we able to collaborate with specific departments, but also in conjunction with the entire college community in support of the upgrade to Microsoft XP. We greatly appreciate everyone's cooperation and effort.

In our own recognition of this theme, Information Services is in the process of planning our move to the newly renovated Careers Building upon its completion. As a department, we are especially looking forward to this collaborative endeavor, as IS will be located in one centralized area.

We look forward to our continued growth and enhancement of these relationships in FY09 and forming new ones, as well. The Information Services team invites you to connect with us.



*Media & Web Services*

*Customer Support Services*

*Instructional Support/Remote Sites*

*Institutional Technologies*

*Network Services*

## VISION & MISSION

**V**ision. Information Services will provide a full range of technologies and services in support of using appropriate technology to improve all aspects of college life. We will be recognized as a leader in the application of technology as a tool for broadening learning opportunities and enhancing business processes. Our goal in delivering these services is the creation of a positive, lasting experience for our customer.

**M**ission. Our mission is to empower students, faculty and staff to be proficient in using appropriate technology for learning, communicating, obtaining information, and solving problems as members of the global community of the twenty-first century. Multiple service delivery systems will enable us to provide high quality support and efficient service to the college community. IS will provide leadership in its collaboration with the college community in the continuous evaluation, development and implementation of innovative information systems, technologies and services. The effectiveness of the services and support provided by Information Services will be gauged by the success of the college community in its use of technology in the achievement of its primary mission of learning.



## FY08 Fast Facts

### Personal Computers \*\*\*

3,089 total desktops and laptops  
1,747 instructional desktops and laptops  
77 computer labs

### Classroom Technology \*\*\*

194 Smart/Modified classrooms

225 (77%) technologically-equipped instructional rooms

1,457 (24%) credit course sections assigned to a computer lab

322 (5%) credit course sections that meet computer competency requirements

### Student Satisfaction

89% students "very/somewhat satisfied" with the availability of up to date technology in the appropriate courses

90% of students "very/somewhat satisfied" with the college's Web site

84% of students "very/somewhat satisfied" with the value of AACC computers in meeting learning needs

### Colleague Training

114 colleague training sessions with a 98% satisfaction rating

### Web Statistics

286,363 average visits per month to aacc.edu

145,483 average visits per month to MyAACC

### E-mail Statistics

Total incoming e-mails received

137,523,540

Total e-mails allowed

7,647,600

Total e-mails blocked

129,875,940

\*\*\* *Computers and equipment in Careers Center Building excluded*

## Who We Are



IS provides a full range of technological support services for students, faculty and staff. Specific services are delivered by the various units that comprise IS. Below is an outline of services performed by section.

### Media and Web Services

- o Support for the college's Web site
- o Support for the college's portal
- o Support for the college's Intranet
- o Creation of media for specific events

### Customer Support Services

- o Audiovisual reservations and equipment distribution
- o Student, faculty and staff electronic accounts management
- o Personal computer support
- o Personal computer hardware/software installation, moves and upgrades
- o Telephone system and electronic mail system training
- o Networked hardware and software support
- o Asset Management

### Instructional Support/Remote Sites

- o Audiovisual equipment delivery at a remote site
- o Hardware and software support for remote sites
- o Network support for remote sites

### Institutional Technologies

- o Business analysis
- o Modifications to the college's student and management information system, Colleague
- o Database and system administration
- o Colleague-related training
- o Managing reporting utilities

### Network Services

- o Telephone and phone mail support
- o Internet support
- o Network infrastructure design and support
- o Network server design and support



## Technology Advisory Council

In October, the college developed a new model for the Technology Council. The new "Technology Advisory Council" is a collaborative group taking a global campus view of technology and is comprised of members nominated by the Vice Presidents.

This group serves in an advisory capacity focusing primarily on supporting the coordination of timely integration of technology with teaching and learning, as well as administrative processes, facilitating effective communication between Information Services (IS) and the college community, and ensuring the alignment of technology initiatives with the College's mission and Strategic Plan.

The membership structure is designed to ensure involvement and representation from the entire college community. Technology Advisory Council members are appointed by the Vice Presidents to serve on the council on a fiscal year basis. The Lab Administrators Work Group (LAWG) and the Technology Policies & Procedures Workgroup (TPPW) continue to function as sub-groups of the Technology Advisory Council.

## IS Budget FY2008

Type of Expenditure	Amount*
PC replacement cycle	\$874,676
Infrastructure support	\$626,797
Telecommunications	\$486,794
Hardware purchases, leases & rentals	\$1,501,473
Hardware maintenance	\$555,703
Software purchases & upgrades	\$45,000
Software licenses	\$396,830
Software maintenance for colleague & related	\$265,500

\*Some costs duplicated

## Key Accomplishments

### Desktop Upgrade to Windows XP/Office 2007



In our first annual report, it was announced that we would upgrade to Vista. Our direction has since changed and we have decided to upgrade to XP. IS conducted a needs analysis of desktop software and learned that the majority of our instructional software was not available for purchase in a Vista-compatible format. Additionally, many manufacturers were holding off on the upgrade. Because of our need to upgrade all computers by 2010, it was decided that our new standard be Windows XP as the majority of our software was available in an XP-compatible format.

All of IS has been working on this project. Network Services has upgraded all mailboxes to the MS Exchange 2007 server. Web Services and Institutional Technologies have tested applications for compatibility and have made necessary changes. Customer Support Services and Instructional Support have created new desktop images and are packaging software so we can push to desktops remotely.

As for the deployment schedule, all computer labs (except for Science and Health Professions) will be upgraded this summer before the start of the fall 2008 term. Additionally, all Smart/Modified rooms and faculty (except those in DRGN and FLRS buildings) will be upgraded this summer.

The Science and Health Professions labs will be upgraded prior to the start of the spring 2009 term. This includes the Smart/Modified rooms and faculty in DRGN and FLRS buildings.

All staff PCs will be upgraded around instruction. New staff are currently receiving the new image, but the majority of staff PCs will be upgraded starting in September/October 2008.

We have been working diligently to communicate changes and impacts.

To stay current you may access the MyAACC group *XP/Office 2007 Upgrade* under "Faculty/Staff Groups."



### ANGEL

IS provided the technical support needed to implement ANGEL Learning, the college's new LMS (Learning Management System). As of January 2008, all web-based, hybrid, and online credit courses are developed and delivered with ANGEL. Over 8,000 students are using ANGEL's tools to facilitate instructor-student, student-student, and student-content interactions.

### Careers Center Building Renovation Deployment

All IS-related technology was moved from the Careers Center Building to alternative sites around Arnold and remote campus locations. IS moved and set up all affected staff and faculty ahead of schedule with virtually no impact to the college community with regards to technology downtime. Audiovisual equipment was removed and redeployed to temporary classrooms and the Annex buildings to provide continuity during the construction phase.

After ensuring all faculty and staff were relocated out of the Careers Center Building and operational, IS packed and moved all customer support groups to a temporary location in Annex A. Stock was consolidated and packed into temporary storage POD locations. The Technical Call Center (the last group to leave) moved from the Careers Center Building with no downtime and ahead of schedule.

*The "Key Accomplishments" included in this report are highlights of the work IS completed in fiscal year 2008. For a comprehensive list of projects, please visit the [Project and Operational List FY08](#).*

## Key Accomplishments

### Business Intelligence

Last year, the college created a committee charged with studying business intelligence and identifying ways in which AACC could benefit from implementing a Business Intelligence Competency Center (BICC). Dr. Martha Smith convened the committee that consists of representatives from departments across the organization.

In the current year, the committee worked to identify an approach to Business Intelligence (BI) and to review the actions and timelines in the Strategic Plan. The full effort of BICC is documented in MyAACC groups; including BICC meeting notes along with a 29-page BI Status Report completed in December 2007.

BICC recommended a phased implementation; with the implementation of each phase, it was determined that the college's BI readiness would be enhanced.

- Phase One: Enhance staff members' knowledge of data thereby ensuring employees have a better understanding of the critical elements for decision making
- Phase Two: Build a data warehouse to provide a "single source of information"
- Phase Three: Purchase tools and phase in the use of BI in areas that can provide the biggest return on investment

A multi-year plan was presented to the President and Vice Presidents and the recommended actions were accepted. With availability of year-end funding, software was purchased allowing Datatel information to be stored as an Operational Data Store (ODS). This is the first step needed in developing a data warehouse. In the next fiscal year, we will be testing this software.

### Enhancement of Continuing Education Web Registration

Collaborated with Continuing Education in modifying WebAdvisor to allow new students, IPD students, and senior students to register online via MyAACC.

### Increase of Internet Bandwidth and Efficiency

Coordinated with University of Maryland Academic Telecommunication

System (UMATS) and Anne Arundel County (SONET) to replace current 9MB internet connection with a 45MB connection to be used for internet and video conferencing services.



### Tuition Waiver Back-End Processing Implementation

Collaborated with Accounts Receivable and Student Services in implementing a series of time saving processes that control the application of waivers for credit students. The waivers, which had previously been handled manually through the Sponsored Billing process, are now handled automatically through the Autobiller process. Some of the waivers include Jumpstart, statewide programs, employee and employee dependent, social security disability, seniors, and the Registrar's waiver.

### Upgrade of Telephone System at Sales and Service Training (SSTC)

Replaced the old telephone infrastructure installed by the Mills Corporation at SSTC which was not part of the college's main phone system. SSTC staff now has the capability of four-digit dialing, which is a part of the college's phone system.



### Professional Development Self Reporting

Created a new WebAdvisor screen in MyAACC that allows staff to input non-AACC professional development activities. Employees can e-mail themselves a list of all of their professional development, which can be forwarded to their supervisor. College Administration can report on divisions as a whole.

### Enrollment Management System

Served on the team that successfully published a request for proposal for the purchase and implementation of an Enrollment Management System (EMS). The EMS will replace the current online application, help the college reach more potential students, provide quicker responses to student inquires about the college, and increase AACC's brand recognition. The system was approved by the Board of Trustees in April and was purchased in May. Currently, a team has been assembled and is looking toward early October to begin implementation.

### Regular IS Staffing

Media & Web Services	9.5
Customer Support Services	18
Instructional Support/Remote Sites	7
Institutional Technologies	11.8
Network Services	10.5

## Key Accomplishments

### Replacements & Deployments

- **Campus Infrastructure Equipment Replacement**

Completed the replacement of data communications equipment with the latest technology. This included all the infrastructure for AMIL and the remainder of the buildings at Arnold campus. This new architecture allows the college the flexibility of deploying Acceptable Use Policies across the network ensuring stronger security and faster speeds.

- **CRT Monitor Replacement**



Planned and commenced project to replace aging and energy inefficient CRT monitors. Replacement started with all

instructional monitors in labs followed by Smart classrooms, lecture halls, and staff. A total of 1,400 monitors were replaced.

- **Equipment Distribution Group Deployment**

- Redeployed the Equipment Distribution Group to locations on both east and west sides of campus to better respond to delivery needs and repair requests.
- Increased stock of spare lamps and consumable items.
- Set up spare parts depots to ensure faster response to service and repair requests.

- **FY08 PC Deployment**

Completed deployment of 165 PCs for the Arnold campus three months ahead of schedule. Deployed 178 PCs at GBTC,

HCAT, and AMIL.

- **Central Services Deployment**

Completed move of various staff to the new Central Services Building. Assisted in planning and relocation of all affected staff. Coordinated installation of Smart equipment in the Emergency Command Center.



### Web site & Portal



aacc.edu is constantly maintained and updated; and there's been an emphasis to work more closely with content contributors to reorganize and restructure their content through standardization and use of intuitive navigation.

As the Web site continues to evolve in support of the integrated marketing plan, the Media and Web Services team welcomes a stronger collaboration with the Public Relations and Marketing Team.



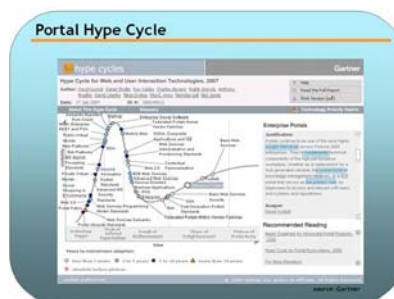
#### MyAACC Survey

An online survey was implemented via MyAACC, which resulted in close to 400 responses; 87% were students. The results aided in determining portal updates which included a Google calendar, new tab and channel layout, RSS feeds, and the sponsorship of a banner design contest.



#### MyAACC Spring Banner Design Contest

IS hosted a spring banner design contest on MyAACC with 11 student submissions and over thirty group member participants. The winner, Eric Shaughnessy was awarded an iPod shuffle and his banner was displayed for three months, April through June.



#### MyAACC Presentation

"The Impact of Portals in 2008" was presented to colleges and universities in the United States and countries including the UK and Australia in June at the Gettysburg Portal Conference. The presentation focused on aspects of portals in both corporate America and in higher education, which recently have undergone major change in purpose and mode of delivery.

## Key Accomplishments

### Smart Classroom



A project was initiated to remotely monitor Smart classroom technology to greatly reduce class downtime from potential errors and to assist faculty and staff “on the spot” rather than having to send a technician. “Roomview” from Creston has been applied initially to 25 rooms for complete proof of concept testing. Coverage across the college for rooms equipped with Creston control systems, which support remote monitoring, will expand once testing is complete. This project also gathers data on the systems and components including usage, failure rates, and anticipated life cycle, which allow better budgeting and the establishment of an equipment replacement cycle.

### Technical Call Center

The Technical Call Center continued to provide excellent service by meeting or exceeding almost all of their service level agreement goals. The abandon rate fell to less than 9% with calls answered in less than 20 seconds 80% of the time.

### Redesign of Distance Learning Classrooms in FLRS & GBTC

Old video conferencing technology was removed from FLRS 311 and GBTC 411 and updated to the latest video conferencing equipment from Polycom. As part of the upgrade, we connected these rooms through our University of Maryland Academic Telecommunication System (UMATS) connection along with a multitude of other state community colleges. Through grant funding, we were also able to install video conferencing in FLRS 308.

### Implementation of Enterprise-Wide Video Conferencing Infrastructure

The video conferencing backbone was installed in the data center to allow for mobile video conferencing and ease of adding rooms over the network. This is a cost savings to the college as video conferencing previously had a per room cost associated with the connection.

### IS Newsletter *InfoTech* Publications

Three *infoTech* newsletters were published and produced; highlighting Information Services personnel, projects, and accomplishments.



### Upgrade of Microsoft Exchange Server from 2003 to 2007

In an effort to update systems in anticipation of the Office 2007 rollout and keep the college network current, Network Services upgraded the Exchange server to Exchange 2007. This upgrade will afford us better disaster recovery and redundancy, as well as enhancements to OWA, once users are on Office 2007. In addition, upon completion of the office 2007 upgrade, the college will be able to take advantage of many new features and security enhancements to the mail system and implement enterprise level disclaimer statement automation.

### Reading Lab

In conjunction with the Reading Department, the Instructional Support/ Remote Site Team set up four workstations and one networked printer for the Reading Lab now located in AMIL 204.

### Support for BCTS Move to Vista

Worked with BCTS to ensure smooth transition for PC clients to Vista within the Microsoft Active Directory and installation of Deep Freeze on numerous swap drives used at remote sites.

### Upgrade of Remote Access Desktop (Citrix)

The college’s administrative remote access system was upgraded to the latest technology for better security and performance.

### ImageNow Upgrade

ImageNow is the college’s document imaging system that captures and organizes documents. The upgrade to the latest version provided greater content search and character recognition that allows for enhanced service and a more user-friendly interface.

### Video Production



Produced two annual college videos to include the NISOD Award Winners and the Martin Luther King Breakfast, a series of orientation videos to distribute online that featured key college staff, and the 46<sup>th</sup> AACC Commencement video.



## An Eye Toward Fiscal Year 2009

Looking ahead to fiscal year 2009, the following are highlights of some of the major projects to be undertaken by IS:

- Complete XP/Office 2007 deployment project by the end of June 2009. This will keep the college current with software applications and operating systems. We recommend all faculty/staff to take advantage of IPD training in Office 2007 and to give yourselves some time to get accustomed to your new desktop.
- Complete the deployment of 849 replacement PCs and laptops according to the IS replacement cycle. Coordinate the green donation of all equipment replaced. Provide used PCs to students meeting financial needs criteria.
- Plan, coordinate and complete the moves of all affected faculty and staff back into the CRRS Building from their respective temporary locations. This project is slated to start upon occupancy of the building in early December and completed by the start of spring 2009 classes.
- Implement CollegeNet's X25 software to provide reports for space and room utilization that are often requested from state and federal organizations and the college's Board of Trustees. The X25 product will integrate with Resource 25 (R25) and utilize the information within R25 to generate additional reports.
- Implement Informer software; a report writer software package that will take the place of Query Builder. It is more user-friendly and provides greater security and options for outputs such as Excel spreadsheets, PDF files, Word files, and text files.
- Increase network bandwidth to SSTC and HCAT.
- Install infrastructure for the move back into the CRRS Building.
- Install phones with PA capability in classrooms and conference rooms.
- Install PC/PA alert system to communicate with all PCs and telephones in classrooms to enhance emergency notification systems currently in place.
- Continue to expand and manage Internet bandwidth in support of the college's needs.
- Plan and budget for implementation of a redundant data center in CALT.
- Establish a 17 station Mac Mini systems lab in GBTC 417 for use in (4) fall courses: Mac Basics, MacOS X Leopard, Podcasting, and Using iPods.
- Continue to enhance MyAACC with updates to include a Virtual Campus tab, along with more contests and surveys to encourage the student community online.
- Implement the Online Advising Scheduling System, an application that will allow students to schedule advising appointments online.
- Increase video programming for the college cable TV channel.
- Investigate the usage of mobile video conferencing.
- Investigate the feasibility, costs, and timeline associated with implementing Voice Over IP.
- Upgrade core router infrastructure in data center and remote sites.
- Expand wireless to conference rooms.

### Useful Links

[Computer and Electronic Communication  
Access and Usage at AACC](#)

[Datatel Information](#)

[Technology Advisory Council](#)

[IS Organization Chart](#)

[IS Forms, Policies and Procedures](#)

[Smart/Modified Classroom Information](#)

Thank you to each area of  
Information Services for your  
contributions to this annual report.

Please direct comments and  
questions to IS Chief Technology Officer  
*Shirin M. Goodarzi*

Special thanks to the Editor  
*Kimberly Raspa*