To: The State Board for Community Colleges and Occupational Education

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Redefine our value proposition through accessibility, affordability, quality, accountability, resource development, and operational excellence.

Ongoing Enterprise system performance for the last 60 days (exclusive of planned maintenance):
Banner uptime is 100%
VoIP uptime is 100%
WAN connectivity system-wide was 100%
Portal uptime was 100%
Exchange uptime was 100%
D2L uptime was 100%

Redefine our value proposition through accessibility, affordability, quality, accountability, resource development, and operational excellence.

Transform the student experience.

CCCOnline

Fall 2015 registration opened April 1, 2015. 15-week classes start August 31, 2015. Fall 2015 numbers are as of July 26, 2015. Fall 2014 numbers are as of July 27, 2014.

2015 fall total enrollments – 10,675
2014 fall total enrollments – 11,815
Down -9.65% compared to previous year

2015 fall Unduplicated Headcount – 7,051
2014 fall Unduplicated Headcount – 7,808
Down -9.70% compared to previous year at this time

2015 fall FTE – 1,207.08
2014 fall FTE – 1,335.02
Down -9.58% compared to previous year at this time

2015 fall estimated number of sections offered – 905
2014 fall number of sections offered – 1006
Down -10.04% compared to previous year at this time

2015 summer total enrollments – 9,834
2014 summer total enrollments – 9,781
Up 0.54% compared to previous year

2015 summer Unduplicated Headcount – 7,241
2014 summer Unduplicated Headcount – 7,189
Up 0.72% compared to previous year at this time

2015 summer FTE – 1,112.48
2014 summer FTE – 1,109.68
Up 0.25% compared to previous year at this time

2015 summer estimated number of sections offered – 491
2014 summer number of sections offered – 492
Down -0.20% compared to previous year at this time

**CCCOnline updates:**

- Course development pilots (with five external vendors) are being run at CCCOnline this summer for fall 15 and spring 16 delivery. The external developments will inform CCCOnline’s RFP process in identifying an external course development partner this fall so that we can start to refresh our courses to address accessibility, innovation, enhanced navigability and quality Open Educational Resource (OER) materials.
- Two of CCCOnline’s courses (HUM 115 and COM 125) will be undergoing an informal review by our system Quality Matters (QM) partners. Once these reviews are completed, we will update our courses accordingly. These two courses will then go through a QM formal review during the Fall 2015 term. We will then start informal review of other select courses and will submit these courses for QM formal review by Spring or Summer 2016.
- Four new high demand six-week courses will be offered this Fall. Some targeted marketing will be done to students between now and the start of the six-week courses.
- Dr. Tina Parscal starts August 3 as the new CCCOnline Executive Director. Dr. Parscal has been the Provost and Vice President for Academic Affairs for the University of the Rockies since 2010. Previously she was with CSU-Global and Regis University. She has an extensive background in online education, assessment, Quality Matters and other initiatives that are important at CCCOnline.

**Academic Initiatives:** Four projects were submitted in May 2013 to support the Academic initiatives. A project charter was developed, and detailed specifications were developed in conjunction with Ed Services. User testing for the Clearinghouse report has taken precedence over the user testing for the remaining two items.

- **Credit Completion Warning System:** A policy has been established to warn students who complete less than 50% of their coursework, and prevent them from registering if they do not improve. A new approach, recommended by the CCCS-IT developers, has been approved by Ed Services, has been developed, and was tested by the Registrars. Several additional
changes to the policy and process were requested by Ed Services and have been developed, tested, and moved into production.

- **Colorado House Bill 13-1147** requires that all institutes of Higher Education place a link to the secretary of state voter registration site as part of the registration process. This link has already been placed into production.

- The new **satisfactory academic progress standards** as outlined in policy ES 4-81 require that a hold be placed on a student’s registration each time they are on suspension. This process has been developed and tested and is now live in production.

- The **repeat course limit** as outlined in policy ES 4-87, requires that students receive a pop up message the first time they register for a course they have already taken, and then get a new message and a have their registration blocked each subsequent time they register for the same course. This process will stop students from registering for a third time and display a custom message. Staff can use baseline banner controls to allow these students to register. The new process will be seamless and will be supported by CCCS-IT. Schools have determined which courses will be exempt, and the data has been loaded into Banner. Ed Services clarified the process on April 20, 2015 and development has been completed and tested. Ed Services has decided to review the policy and implementation approach, development will be placed on hold until a decision is made by Ed Services.

- **Assessment/Placement Exams**: CCCS has contracted with McCann Associates to develop new assessment exams for placement of students into courses. CCCS-IT had an initial technical call with representatives from McCann Associates on January 14, 2015 to gather information regarding the assessment exams, including discussion regarding the file layout. There is a significant level of technical work involved to interface the test scores and other information with Banner since the Accuplacer scores must be maintained until those scores age out. Some of the information that needs to be stored does not have a place in Banner, thus requiring customizations that can be done in house. In addition, there is a significant amount of business process analysis and setup that will need to take place by the colleges and Education Services, including pre-requisites, score ranges, validation of S numbers and implementation logistics. Test scores have been determined and integrated into the test score expiration process and tested successfully. CCCS Development is currently creating a custom application to assist in validating students, and working on creating an import process for the new test scores. One of the McCann files shows what a student places into, and an algorithm has to be written to translate this into an exemption code. CCCS-IT is working with the project team to develop this algorithm. CCCS-IT is also working with McCann to see if they can combine their files before sending them to CCCS-IT so that they can be loaded more frequently. In May, 2015, McCann made some changes to their data. CCCS-IT is working to re-program the custom application’s to accommodate these changes. In June, Jerry Migler has grant money available to contract with McCann to customize their data transfer specifically for CCCS. CCCS-IT is developing the specifications for this work which include modifying how the files are creating, including the college identifier and sending the interface more frequently than once a day.

**Banner Upgrades**: Upgrades to Banner General, Student, Advancement, Workflow, HR/Position Control are being planned. The list of upgrades also includes a database upgrade and a Student API upgrade, both of which are needed to support Banner XE. Promotion of these upgrades to Production is tentatively planned for mid-November 2015. Patches and Financial Aid upgrades will be ongoing.
An Oracle upgrade to version 12c is being planned. The promotion of this upgrade to Production is tentatively planned for late February 2015. The Oracle upgrade impacts both Banner and ODS/Cognos.

**Banner XE:** XE stands for Extensible Ecosystem and is intended to be more flexible and open in terms of integration with other systems. It is built on a new web-based platform and eliminates the reliance on Oracle Forms, which is positive. Preliminary plans are to implement each Banner XE module in the order they were released by Ellucian. Each module would be moved into Production prior to beginning work on the next module. There is a possibility that Registration will be moved up, however Registration was just released and has additional software pre-requisites before it can be installed including additional Banner General upgrades, self-service upgrades, portal upgrades, and a database upgrade.

- Course Catalog & Schedule
- Student Attendance Tracking
- Faculty Grade Entry
- Advising Student Profile
- Registration

Staff received training on WebLogic clustering the first week of June, 2015, which is a technology that will allow servers to be maintained or updated without interrupting the end users.

Appropriate staff also received training on Banner Administration using XE Technology as well as Banner Technical: Implementing Single Sign-on in Banner 8 & XE Applications.

CCCS-IT will be hosting an onsite visit from representatives of the University of Georgia System IT office on September 2, 2015. University of Georgia System is interested in learning more about how CCCS functions in a MEP environment. In addition to the MEP discussions with CCCS, University of Georgia personnel have agreed to share their experiences with upgrading Banner XE modules. The understanding is that the upgrade path will change significantly once Banner XE is in production.

CCCS is also participating as an Ellucian development partner for the Banner XE Banner Communication Manager (BCM) module. This product is being designed to target and segment communications for a specific group or cohort based on any data in Banner by Ellucian. It also provides the ability to personalize communications, track interactions generated by communications, and enter manual interactions to capture pertinent information about the relationship. FRCC and PPCC have agreed to pilot this project with CCCS-IT. The first controlled release is anticipated to be made available to development partners at the end of February. The analysis of Banner dependencies has been completed and it was determined that Banner General will need to be upgraded prior to installing the BCM module. The Banner General upgrade is included on the list of Fall 2015 upgrades.

**Business Intelligence Data Warehouse:** Student Retention Performance (SRP) testing continues by college Institutional Research (IR) offices. Reports of data issues received by the BI team have been resolved. A three-day “boot-camp” to assist IR departments with report and dashboard development is planned for mid-fall.
Operational Data Store (ODS) 8.5 - Additional Financial Aid releases which required ODS patches have impacted ODS 8.5 upgrade plans. Plans have been finalized and the upgrade to the ODS production environment (without DegreeWorks reporting) is now targeted for October. The Business Technologies and Business Intelligence teams in conjunction with Student Services are reviewing possible solutions for DegreeWorks reporting issues uncovered during CCCS’ involvement as a development partner for this release. ODS 8.5 is a pre-requisite for Recruiting and Admissions Performance (RAP) implementation which will begin after the Recruiter go-live.

Work continues to move SURDS reporting to ODS from Banner. SURDS Enrollment and Student Course files were successfully submitted using the new ODS processes. Undergraduate Applicant File is in final testing and will be completed shortly. Work on the Degree file has commenced.

Due to lack of end-user availability EDW (Enterprise Data Warehouse) implementation work for the HR module is now scheduled to be completed this fall with a move to production and roll-out during the winter. Implementation of EDW Finance and Financial Aid modules has begun. Production dates have not yet been set.

Classroom Scheduling Software: CCCS has signed a master contract with Ad Astra to provide colleges with Astra Schedule (classroom scheduling software) and Platinum Analytics (Space and class utilization tool). Schools may purchase one or both options. At this time, this service is live in production and CCA, PPCC and RRCC are utilizing this service.

DegreeWorks: To keep schools up to date and on track, regular DegreeWorks work sessions will be held with CCCS-IT every other month. 828,503 degree audits were viewed during FY 2015.

An upgrade to DegreeWorks version 4.1.4 was completed on April 5. This version contains additional data elements needed to be able to integrate with the ODS/EDW to enable reporting from DegreeWorks. While the elements are present to support reporting, the integration will still require a custom interface to be developed. DegreeWorks 4.1.4 also includes significant performance enhancements to the Student Planner including the return of the split screen Audit/Plan view.

To support the upgrade, an Ellucian consultant worked with CCCS IT to determine new setup and security in February and came on site in March to train end users on the new functionality. The consultant returned in June for additional follow-up end user training and to participate in a work session for the end users. This training included one day of basic beginner training and one day of advanced training, followed by one day of consulting to address specific questions raised by participants. This approach was well-received by the colleges and will likely be adopted to provide support for the colleges related to other products.

CCCS-IT has started compiling monthly DegreeWorks stats by school and placing them on a shared drive: P:\Enrollment Services\Degree Works\Usage

The Registrars group has requested a new project to purge the data out of DegreeWorks for students who are no longer active to help boost system performance, and to re-order the way courses are displayed within DegreeWorks.
Disaster Recovery/Business Continuity: Pricing with the vendor has been completed and we know what the final cost for the DR/BC facility will be exclusive of circuits and construction costs. At this point we are looking at two different options on the WAN circuits and have a choice to make between dedicated bandwidth circuits from a provider or dark fiber which allows us to build and create bandwidth on-demand using our own equipment. CCCS-IT met with Oracle to get an assessment on high availability within the existing data center and what their recommendations are going forward with the DR/BC site for Banner. That report will be presented to CCCS-IT on July 31st.

eCampus: OJC and TSJC have contracted with eCampus to provide an online bookstore for their students. CCCS-IT is developing student, course, and financial aid interfaces as part of the implementation.

Electronic Transcripts: All 13 schools are now live with E-Transcripts and are finding it has created substantial efficiencies for them. Manual intervention seems to be required on about 5% of the orders or less. An upgrade provided by Parchment is in the testing phase, which will require less manual intervention after a hold is removed. After implementing E-transcripts for all schools in March 2015, we have had a total of 35,059 transcripts ordered and delivered.

Exchange: QuickLaunch SSO cutover to the production Office 365 environment occurred on July 12. The cutover was a success.

Email archive migration continues. Of the roughly 17,000 mailbox archives, almost half have no items archived. All of those have been redirected to the new servers. Migration of archives that contain items is still being performed. Roughly 1,200 archives with content have been moved over. An additional migration server is being built to accelerate the process.

FACTS: Nelnet FACTS is the software service currently being utilized by several colleges (ACC, CCA, CCD, FRCC, LCC, MCC, NJC, and PCC) to manage student payment plans. CCCS-IT learned recently that Nelnet is moving away from FACTS to a web-based solution called Enterprise. Nelnet and CCCS-IT will be working on the Banner integration necessary for the colleges to move to Enterprise. CCCS-IT had their first meeting with Nelnet to discuss the migration on Thursday, July 23, 2015.

Faculty Load and Compensation (FLAC):

FLAC Release Two was deployed to PROD on April 19, 2015. The following high-level priorities were identified as part of this effort and were addressed in this release:

- **Process Flow:** Enhance the process flow of making assignments using FLAC Automation. Make the process both more effective and more efficient.
- **Approval Integrity:** Ensure that what is approved is what is paid by payroll and that records agree across all systems.
- **Reporting Updates:** Enhance reporting to increase efficiency and effectiveness of staff working with FLAC.
As schools began to use the new release, some defects in the release were identified that hadn’t been captured during the testing phase. CCCS-IT has worked with the schools to correct the defects. In addition, the schools have requested enhancements to FLAC that were reviewed and prioritized.

The following enhancements have been made since the last Board Report:

- FLAC is no longer sending notifications of individual assignments available for HR approval. Although requested, once provided in Production, the notifications became overwhelming and were therefore removed from the process.
- Changed the wording for the link inside the approval request notifications.
- FLAC comment functionality is now available for instructional processors.
- Educators can now be assigned more than one non-instructional assignment of the same type as long as the position and suffix are not the same.

**Financial Aid 8.23 – Direct Loan Processing:** Ellucian is developing new forms and tables to support Direct Loan Processing Release 8.22.1 in Banner. The new functionality relates to Master Promissory Note processing and required changes to the COD Extract and Import functions. The upgrade was made available in the USRE instance for testing by the schools during the week of 7/20/15. If testing progresses as planned, school sign-off is anticipated by 7/23/15 with a move to production on 7/26/15.

**Gainful Employment Reporting:**

Ellucian recently invited clients to indicate their interest in participating as a Development Partner in the Ellucian Banner Gainful Employment Reporting Project. CCCS-IT, CCCS Enrollment Services and CCCS Financial Aid agreed that volunteering to be a part of this project would provide significant returns for all CCCS colleges. On March 20th, CCCS was approved to be a Development Partner with Ellucian.

The new Gainful Employment regulations require institutions to report specific enrollment, cost and financial aid information, only for students that received Title IV aid, for any program that falls into the category of a Gainful Employment program as outlined by the Department of Education. The deadline for complying with the new reporting requirements is July 31, 2015.

Ellucian has conducted a few meetings with its development partners and has proposed consolidating the current three Banner screens for Gainful Employment into one screen with multiple tabs. The tabs will include curricula info, detail cost codes, books/supplies/equipment allowance codes and OPEID information. The information entered will generate a file that will be sent to NSLDS for processing. A meeting with CCCS IT and Student and Financial Aid liaisons was held on 4/28/15 to discuss ways to populate current GE tables from other tables in the Student & Financial Aid modules. A follow-up meeting is scheduled for 5/19/15 to update status on tasks assigned at the 4/28 meeting. Ellucian Gainful Employment Reporting Development Partner meeting was held on 5/5/15. Discussion focused on new purge job that will delete student records before they are sent to NSLDS. The new Gainful Employment module was installed in a test instance in early June. Configuration requirements included program codes, detail codes, budget and school codes.
A work session was conducted on 6/25/15 which included Registrars and Financial Aid Directors from all 13 schools. An overview of the system was presented and hands-on verification of live data for 08/09 followed. Data verification for aid years 08/09 through 13/14 was performed by the schools after the work session. Issues related to calculations for tuition & fees, institutional debt and book/supplies/equipment were resolved. The Gainful Employment module was promoted to PROD on 7/12/15. Schools have until 7/31/15 to submit student data to NSLDS for aid years 08/09 through 13/14.

**Mobile Apps:** Current college participants now include ACC, CCA, CCD, FRCC, LCC, MCC, NJC, PCC, PPCC, RRCC and TSJC. Seven colleges are live. MCC has been given training on how to setup their mobile app. MCC is still determining a go-live date. All colleges have had a successful launch and received positive feedback from students.

Upgrade to version 4.0 was completed on July 27th. Colleges are user testing. Two colleges have completed testing and signed off. Waiting for one more college to sign off on testing. After the last sign off all colleges will switch over to version 4.0. This version introduces phone notifications, student registration, add/drop, bill pay and iWatch support. The student registration, add/drop and bill pay modules can be used after the Fall 2015 Banner upgrades are completed. These mobile modules require a component that is a part of the Fall 2015 Banner upgrade.

**Portal:** The portal evaluation is complete. Luminis 4 is at end of life June 30, 2016. CCCS must make a decision whether to upgrade to Luminis 5, identify an alternative portal, or provide some other solution. CCCS engaged MindWires Consulting to gather feedback from the colleges and their report is complete and has been provided to the ERP Executive Steering Committee and was discussed at their April 30th meeting. Several presidents wanted more in-depth discussions with their colleges about the Portal and needs.

Portal login page and channels are being reviewed for accessibility by each college’s portal admin. Each college’s login page has been updated to be accessible in the test environment. Colleges are in the process of reviewing their channels for accessibility. CCCS-IT has provided instructions to the college portal admins on how to use an accessibility tool to check their channels.

On July 12th the portal starting using a new Single-Sign-On (SSO) technology between the portal and Office 365. This change was needed since the previous SSO technology was using an old Microsoft technology that was becoming unsupported by end of 2015. A benefit gained from this change is that students who login directly to Office 365 can now login with S# and portal password – it’s one less password for students to remember.

**Recruiter:** All schools have participated in onsite training. Work is progressing for a September 14th go live of the Recruiter CRM. Two CCCS-IT Project Managers are attending the CCCS Recruiter's Retreat, hosted by CNCC in Rangely, CO to provide updates on project progress and to provide information on the status of outstanding issues. A Recruiter demonstration on will be provided on July 30th to VPSSs, Recruiters, Registrars and Financial Aid Directors. A small work group has been established to establish security roles within Recruiter

**Student Photo IDs on Class Rosters in Self-Service Banner (SSB) and Banner INB:**
CCA, MCC, CCD, PCC, ACC, RRCC, FRCC, OJC and PPCC are all live in production. 177,445 photo IDs have been loaded as of July 22. CCCS-IT has developed a custom process in Banner to delete photo IDs on an individual basis which moved into Production on July 20.

**Ten Percent Adjunct Pay for Cancelled Classes:** To encourage reasonable class cancellation deadlines and scheduling practices, a policy that adjunct instructors assigned to classes that are canceled within 14 calendar days of start date be paid 10% of the total course compensation is being developed. It has not been determined whether IT assistance is required since the data is not necessarily in Banner. FLAC will be used to generate the pay for the 10%, however, specifications are still being defined.

**Voice Over Internet Telephony (VOIP):** No new activities are scheduled at this time.

**Wide Area Network Bandwidth Upgrades:** A new contract has been negotiated with CenturyLink for better pricing on our existing WAN connections. As part of the negotiation we will be installing redundant circuits at several of the major metro campuses. These locations will not only get additional bandwidth but have diverse redundant paths leaving the campuses reducing the possibility of a network outage. Locations included in this are CCA-Centre Tech, RRCC-Lakewood, ACC-Littleton, FRCC-Larimer, FRCC-Longmont, CCD-Auraria, RRCC-Arvada. Currently these locations are the only ones that we could offer this service to but we will continue to add to this list as facilities become available with the provider.

**Lowry Data Center:** No new activities have occurred.

**Accessibility:** Nancy McCallin signed the Web Accessibility Procedure in 2014, [https://www.cccs.edu/wp-content/uploads/2012/08/SP3-125g.pdf](https://www.cccs.edu/wp-content/uploads/2012/08/SP3-125g.pdf), that CCCS and its colleges would have all web-based information (web sites, instructional materials and online services) accessible to faculty, staff and students.

Several CCCS departments are building a plan specific to the web-based content that they manage. In each department's plan they will identify the content that needs to be updated for accessibility and determine a due date to update that content. CCCS-IT has completed their department plan and has submitted it to System Office Accessibility Planning team.

**Microsoft Office/One Drive:** Microsoft Office will be provided to every student free of charge. This means the latest version of the full Office productivity suite, including Word, Excel, PowerPoint, OneNote will be available to students to use for their schoolwork. In addition One Drive will be provided to every student. Using One Drive, students can store and retrieve their Office 2013 documents, and other type of documents, from any computer mobile device or tablet. Both will be available to students starting August 10th, 2015 and will be accessible through the portal. After the student go-live, One Drive will be rolled out for faculty and staff, starting with CCCS and then being implemented at the colleges. This is tentatively planned for during the fall semester.