To: The State Board for Community Colleges and Occupational Education

From: Julie Ouska, Chief Information Officer/Vice-President, Information Technologies, Colorado Community College System


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 August 19, 2015. Fall 2014 numbers are as of August 20, 2014.

2015 fall total enrollments – 16,730
2014 fall total enrollments – 19,871
Down -15.81% compared to previous year

2015 fall Unduplicated Headcount – 10,965
2014 fall Unduplicated Headcount – 12,496
Down -12.25% compared to previous year at this time

2015 fall FTE – 1,878.63
2014 fall FTE – 2,277.77
Down -15.67% compared to previous year at this time

2015 fall estimated number of sections offered – 850
2014 fall number of sections offered – 1006
Down -15.51% compared to previous year at this time
Summer 2015 registration opened April 1, 2015. 10-week classes started June 1, 2015. Summer 2015 numbers are as of August 19, 2015. Summer 2014 numbers are as of August 20, 2014.

2015 summer total enrollments – 9,819  
2014 summer total enrollments – 9,763  
Up 0.57% compared to previous year

2015 summer Unduplicated Headcount – 7,238  
2014 summer Unduplicated Headcount – 7,185  
Up 0.74% compared to previous year at this time

2015 summer FTE – 1,110.78  
2014 summer FTE – 1,107.85  
Up 0.26% compared to previous year at this time

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

**CCCOnline updates:**
- CCCOnline is conducting course development pilots with five external vendors for Fall 15 and Spring 16 course offerings. The results of the pilot will inform the RFP process to identify an external course development partner. The goal is to enhance course quality particularly in the areas of accessibility, innovation, and course navigation, as well as to integrate high quality Open Educational Resource (OER) materials.
- CCCOnline is addressing academic integrity by asking students to sign an academic integrity agreement prior to starting courses, developing courses with more authentic assessments, using the plagiarism detection software TurnItIn, tracking suspicious behavior by monitoring IP addresses, and utilizing an identification verification process for our lab science courses. In addition, CCCOnline is planning for an RFP this fall for an academic integrity partner for proctored exams.
- A new 24/7 HelpDesk vendor (BlackBeltHelp) is slated to provide services beginning mid-October.
- The 2015 Annual Connect Conference titled “Cultivating Excellence” will be held on October 16, 2015 at the Doubletree Hotel in the Denver Tech Center. The conference brings together CCCOnline staff, CCCOnline instructors, and community college faculty to experience five professional development tracks including online instruction and active learning, student services and learner support, technology use, assessment and accessibility.

**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 had taken precedence over the user testing for the remaining two items. Only active projects are listed. Two other projects have been completed.
• **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. Currently CCCS-IT is working with several registrars post production to fine tune the process based on some findings that were identified after the process was run 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 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. 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-IT Development is currently creating a custom application to assist in validating students, and working on creating an import process for the new test scores. In May, 2015, McCann made some changes to their data. CCCS-IT spent several months re-programming the custom applications to accommodate these changes. User acceptance testing will begin late August or early September with go-live anticipated mid or late September.

**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.

**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 as the later released modules are dependent on the earlier ones. Each module would be moved into Production prior to beginning work on the next module unless IT identifies a way to strategically implement them together as one piece, for example Catalog and Schedule are two separate modules, but will be implemented together.

The current Student XE Applications in the order they will be installed are:

- 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 is complete. A three-day “boot-camp” to assist IR departments with report and dashboard development is scheduled for September 22, 23, 24.

Operational Data Store (ODS) 8.5 – The upgrade to the ODS production environment (without DegreeWorks reporting) is 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.

Recruiting and Admissions Performance (RAP) implementation in in the initial phase. Preparation for installation of the software is underway. Planning with the vendor for consulting engagements is on track. Consultants have been identified and dates are being arranged.

All SURDS reporting that is done by IR and registrars has been moved to ODS from Banner. SURDS Enrollment, Student Course, Undergraduate Applicant and Degree processes are now available and were used by colleges for the latest round of reports. Work continues on EDW (Enterprise Data Warehouse) implementation work for HR, Finance and Financial Aid. Production dates have not yet been set. New FLAC reports were rolled out to end-users and have been well-received.

**DegreeWorks:** To keep schools up to date and on track, regular DegreeWorks work sessions will be held with CCCS-IT every other month.

Planning for the next DegreeWorks upgrade is underway and will tentatively occur in May of 2016. This upgrade will convert more of the PC based tools into Web based applications. To support last year’s 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. The same process will be used for the next DegreeWorks upgrade.

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. Testing of the student and course interfaces starts the week of 8/24.

**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 43,244 transcripts ordered and delivered.

**Exchange:** Email archive migration continues. Seven schools have been migrated to the new servers. (FRCC, CNCC, LCC, MCC, ACC, NJC, OJC). CC Aurora is currently being migrated. Migrations should be complete within the next couple of months.

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 is meeting with Nelnet reps at the Lowry campus on 9/3. Nelnet will be presenting a WebEx demo of the Enterprise product to the participating colleges on 9/3 from 10 am to 12 pm.

**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. FLAC Release Two has now entered a period of time where we will have a moratorium on changes until the bulk of the Fall Term processing has been completed.

**Financial Aid 8.23 – Direct Loan Processing** Ellucian developed 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. Release 8.23 was installed into production on 7/26/15. Schools have been successfully originating loans and importing/exporting loan files to COD. The 14/15 FISAP reporting module is being installed into production on 8/23/15. FISAP reporting by the schools is due by 10/1/15.

**Gainful Employment Reporting:**

Ellucian recently had 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 was July 31, 2015.

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 had until 7/31/15 to submit student data to NSLDS for aid years 08/09 through 13/14. Schools ran the Gainful Employment module during the last week of July and successfully submitted all required student data files to NSLDS. CCCS provided support for schools to correct student errors received from NSLDS and resubmit the corrections file. Schools had ten days to correct and resubmit error files received from NSLDS.

**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 7/27/2015. 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 Banner upgrades in Fall 2015 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 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.

**Recuriter:** Application for admission modification requests which originated from the July 30th Recruiter demonstration are underway. An update on the progress of these updates was emailed to the VPSS, Registrar and Recruitment Directors groups. We are in the process of establishing our production Recruiter environment so that schools will have access to the Recruiter console by our scheduled go live date of September 14th

**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. 181,151 photo IDs have been loaded as of August 21. CCCS-IT has developed a custom process in Banner to delete photo IDs on an individual basis which moved into Production on July 20. This project will be removed from the next report, unless another college implements the student photo ID process.

**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 was developed. ES 3-55a Application of Course Cancellation Inconvenience Fee for Adjunct Instructors was approved on May 12, 2015, and became effective August 1, 2015. FLAC will be used to generate the job record for the 10% pay.

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

**Wide Area Network Bandwidth Upgrades:** CenturyLink is doing site visits for the redundant links for the seven metro locations. Anticipated circuit completion dates are mid to late October. Locations included in this are CCA-Centre Tech, RRCC-Lakewood, ACC-Littleton, FRCC-Larimer, FRCC-Longmont, CCD-Auraria, RRCC-Arvada.

**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, 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 365/One Drive:** Microsoft Office 365 is now available to every current student free of charge. This means the latest version of the full Office productivity suite, including Word, Excel, PowerPoint, OneNote is available to students to use for their schoolwork. In addition, One Drive is now being provided to every current student. Using One Drive, students can store and retrieve files, from any computer or mobile device. For faculty and staff, Office 365 and One Drive have already been made available at several of the colleges. The rest of the colleges, currently, plan to have it available by the end of August.

**CAS:** Central Authentication Service (CAS) is an enterprise Single Sign-On (SSO) solution for web services. SSO means a better user experience when running a multitude of web services. With a SSO solution, different web services may authenticate to one authoritative source instead of requiring the end-user to log in into each separate service. It also allows web services to authenticate users without gaining access to a user's security credentials, such as a password.

If the vendor’s product supports CAS, CCCS-IT won’t need to spend time developing a custom SSO solution. A SSO solution can be implemented in a matter of hours. The username and password for the CCCS-IT CAS is the S# and portal password.

The following applications have started using CAS for SSO and authentication:

- CCCO D2L
- PPCC D2L
- NJC D2L

The following applications are scheduled to start using CAS:

- PPCC AdAdstra
- CCCS Workplace Answers
- TSJC eCampus
- Ellucian Mobile