

Springfield Technical Community College Information Technology Department Annual Report, Year ending June 30, 2005

Listed below are the IT-related projects accomplished by the fourteen full-time members and the five part-time members of the Information Technology Department during Fiscal Year 2004. Un-scheduled downtime in the academic computer labs, for the networks, for the Novell servers, for the Nortel phone system, and for the Datatel Colleague system continues at “near zero”.

Prior to January 2004, the Information Technology Department reported directly to the President. Effective January 2005, the Information Technology Department was re-organized to report to the Vice-President of Administration/ CFO. As part of the re-organization, an Information Technology Audit was performed by Executive Alliance in the Spring of 2005.

Respectfully submitted,
Eileen C. Cusick, Acting Chief Information Technology Officer

Administration Systems-related issues

- One College Processing changes (in Datatel) enhanced for open registration, admissions, registrar’s office, and academic advising.
- Modified procedures to allow for simultaneous registration for SCE and Day school.
- Provided support for Webinars (web-based training sessions) scheduled through the year.
- All Datatel query results are now saved to the same location on user’s hard drives.
- Documentation created for Datatel data fields (used in queries).
- BankNorth file-transfer process automation for bank reconciliation created, documented; currently under review by Business Office.
- Established process for Events Coordinator to use module in Datatel to record miscellaneous events, which also allows for checking of room conflicts.
- ELF (Electronic File Transfer) process developed to upload payment plan information direct to Datatel.
- Worked with Financial Aid and Registrar to refine procedure to ensure that proper credits are reported to Financial Aid.
- Beta testing in Datatel on Web Requisitions, Approvals, Cash Receipts Reversal, E-Advising, Wait-listing, completed.
- Worked with Admissions to refine Applications processes.
- Worked with CO-OP Career Services to streamline the Joint Admissions process.

- STCC accepted as a Datatel Regional Workshop Site; status provides us with opportunity to host classes on campus, and STCC receives two free seats per class.
- Two regional Datatel workshop classes held on campus.
- IT Department offered Query class to STCC users.

Faculty-related issues

- Joint project with S. Keller's staff and Washington State University; modified procedure for Day faculty evaluations.
- Continued modification of seniority procedure per D. Bellucci's/S. Keller's request.
- Created a WebAdvisor "class verification" screen for faculty to verify class attendance and submit data. (This screen eliminated the printing of class lists, and was a time-saver for the Registrar's Office.)

Student-related issues

- Assisted Security Office in modifying Parking Decal Procedure.
- Refined procedure for Student Web Advisor questions/pin requests.
- Setup procedure for offices to send batch notices to students who have emails.
- Collaborated with Enrollment Management and Health Services to streamline Health Hold process.
- Financial Aid bookstore vouchers procedure streamlined; reduced time needed by Financial Aid to review information from days to hours.
- Created mid-semester and final grade checking procedure to assist Financial Aid Office processing of withdrawals/ not satisfactory progress.
- Streamlined the immunization holds/ permissions subroutines.
- Customized the Datatel Registry User Maintenance screen (DRUS) so that specific end users can re-set the student WebAdvisor passwords.
- Customized the Transcript print routine to show student's Dean's List status and the student's active programs.
- Automated the Massachusetts Public Interest Research Group (Mass PIRG) process for the Bursar's Office.
- Phi Theta Kappa process for Dean of Students created in Datatel; avoided purchase of a stand-alone system.
- Modified and established new process for Student Services to record in Datatel information for SS Grant and reporting information.

IT Staff-related issues

- Safari Report Writing Tool training (technical) completed (Title III purchase).
- Completed training – Oracle.
- Completed training – Datatel Query Builder.
- Completed training – Datatel Revision 18.
- Completed training – Datatel technical training.

Security

- Streamlined Application for Computer Access procedure.

Help Desk

- GroupLink training conducted for members of the IT Staff.

Networks, Servers, Hardware

- Collaborated with UMASS ITS to bring TLS (Transparent LAN Service) to campus to alleviate Internet traffic issues, increase bandwidth; in production on 3/24/05.
- Installed a Syslog Server for network monitoring.
- Installed and setup Centreware Web for Campus printing and document counting.
- Upgraded server memory in Engtech, Success, Gwweb, Gwwebaccess, Zen.
- Moved 3 Netware servers to the Computer Center.
- Set up / reconfigured servers for Cosmetology Lab, Engtech.
- Installed new network switches.
- Converted major Academic file servers (Business, CBT109, Engtech) over to fiber-based network cards.
- Setup/configured O/S and application software for new lab PCs.
- Migrated Netman server to a Dell server with more disk capacity.
- Replaced Intel Ethernet hubs in Business Division labs with Dell Ethernet switches.
- Rewired the Math Center data rack, switches, and cable drops in the lab.
- Moved and reconfigured bookstore equipment to the 5th floor of Building 20.
- Setup IP/IPX VLAN network, installed/configured O/S and application software, video connection to Sun monitors.

Labs

- Working with Deans and their representatives, created FY2006 recycling schedule for labs on campus.
- Ordered PC's, Macintoshes, and all necessary computer parts upgrades for labs.
- Assisted in reconfiguration of Electrical Technologies PC labs to IP/IPX VLANS.
- Setup and maintenance of software images for labs in conjunction with new lab purchases.
- Upgraded ESL Lab, Sun Lab.
- Setup new PC's for Distance Education Lab, Math Center, Cosmetology.
- Setup new PC's for Distance Education and Clinical Lab Science mini-labs.
- Setup new PC's in Technology Park's Student Incubator.
- Installation/ move/ reconfiguration of network lasers in labs.

Telephony

- Switched Verizon Next Steps program from using outside lines, to using the Campus system.
- Actively participated in all capital projects on campus related to telephony.

Collaborations

- Representation on the School's Emergency Response Team.
- Attended the Higher Education Information Research System (HEIRS) meetings.
- Attended Datatel User's Group Meeting (DUG).
- Attended New England Region Datatel User's Group Meeting (NERDUG).
- Attended Massachusetts Education Computing Conference (MECC).
- Attended CIO Meetings.
- Attended the Cooperating Colleges of Greater Springfield (CCGS) IT Meetings.
- Collaborated with UMASS Information Technology Services (ITS) in various areas.

Facilities-related issues

- Provided support for Building 20 capital projects (telephony, blueprints, etc.).
- Provided support for projects in Buildings 12, 14, and 16.
- APC Project completed, September 2005; this ties in power supply to generator, so that systems located in Scibelli Hall, room 100 (i.e., the Computer Room) will switch over to generator power in the event of a power failure.
- Purchase and installation of un-interruptible power supply batteries for the campus wiring closets.
- Worked with building services on power analysis and equipment updating project.
- Assisted in planning and set up of commencement on the Campus Green.
- Provided photographic documentation for major Facilities construction projects.