

**Springfield Technical Community College
Information Technology Department Annual Report,
Year ending June 30, 2008**

This is a list of 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 2008.

Un-scheduled downtime for the networks, for the Novell servers, for the Nortel phone system, and for the Datatel Colleague student information system continue at “near zero”. During the Spring 2008 semester, the College experienced Internet access issues, particularly in the academic labs, related to the increased need for bandwidth. After much research, the problem was found to be a hardware error with the Verizon equipment, and the faulty equipment was replaced. Please note that the IT Department recognizes that there will be a continued need for increased bandwidth on campus, both administratively and academically.

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

Student-related issues

- Student email system went into production, February 2008
- DCC Emergency notification system (STCC-Alert) went into production, February 2008 (including creation of self-service screens through WebAdvisor)
- Provided the computer, the IT support, and the marketing for email, for the STCC-Alert system signup station (February 2008, March 2008)
- Privacy flags for student records created, updated
- Residency Status Form/Fields/ Queries for State mandate were created
- Grant programs tracking processes were updated
- Credit and GPA custom field changes
- Demographic information fields were made mandatory
- Interfaced with Admissions, Health Services Offices for processing changes
- Interfaced with Admissions, Bursar and Datatel concerning Active Apply
- Installed first Color Photo-copier /fax/printer for student use in Library
- Created a WebAdvisor version of the student bill, in anticipation of the “go green initiative” to reduce the number of bills mailed.

Faculty-related issues

- Program modified to automate Evaluation Summary Information
- Created process for faculty to email students, advisors to email advisees

Administration Systems-related issues

- Changes to Datatel Colleague made, due to reactivation of School of Nursing
- Started Financial Aid automated packaging process, June 2008
- Worked with Bursar and Registrar to fine-tune the de-registration process

- Foundation Office database system (BlackBaud) upgraded

IT Staff-related issues

- Current Staff*:
 - 3 Non-unit professionals
 - 9 MCCC unit members
 - 2 AFSCME unit members
 - 5 Part-time staff

* Concern: Need for additional staff to deal with Datatel, Help Desk, technical support, student e-mail, telephony, data mart.

Training offered by IT

- GroupWise orientation for new faculty and staff September 2007
- Webaccess Workshop December 2007

Disaster Recovery

- Upgraded Tape Backup system (tape library system, server operator system, backup software)

Help Desk

- 1211 tickets opened, 7/1/07-6/30/08
- 1121 tickets closed, 7/1/07-6/30/08
- 108 tickets remained open on 6/30/08
- eHelpDesk software upgraded to latest version (v 7.1.7)

Labs

- Replaced/upgraded Dental Clinic's "Softdent" computers using PC's from summer lab upgrade
- Assist with design and setup of new desks in 2/300, 2/301, 2/413
- Developed specifications for and rewired network cabling in labs 2/300, 2/301, 2/401, and 2/413
- Developed specifications for and ordered laptops and mobile laptop cart for new student lab in 17/402
- Installed and configured operating system and CAD software of Mechanical Engineering Department computer labs for the Summer 2007 CADCamp Conference

Networks, Servers, Hardware

- Upgraded MCServer, Engtech, Success Netware fileservers to Netware 6.5
- Upgraded Microsoft patch server, Administrative and Academic DHCP (dynamic host configuration protocol) servers, Hairmax server, to new versions, server hardware, and Windows operating systems
- Researched and implemented Microsoft Key Management Service and Windows Server for licensing of Windows Vista clients

- Upgraded Symantec Mail Security for SMTP (Anti-virus/Anti-Spam email gateway) to latest version (5.1) and deployed onto new server hardware.
- Installed/Deployed Symantec Ghost server (Sghost) for use in the academic labs
- Started rollout of Symantec Ghost Client to campus
- Completed a much-needed cleaning of the IT Computer Center (equipment and under-floor)
- Upgraded the campus firewall, February 2008

Internet access

- TLS bandwidth doubled to 20 mbps in October, 2007

Telephony

- Wiring completed in 02/ auditorium to allow connectivity between auditorium booth and 16/ WTCC radio station.
- Cancelled 22 phone lines no longer needed; estimated cost savings \$24,000/ yr

Novell Groupwise (Administrative e-mail system)

- Completed implementation of Groupwise email system to latest version (7.02HP)
- GW Servers upgraded to Netware 6.5SP6

PC purchases/ recycling

- Ordered 225 computers for Summer 08 lab upgrades (includes Dell's & Mac's)
- Installed +/- 135 new PCs for faculty and staff 7/1/07 – 6/30/08

Reporting, Institutional Research

- File creation for Achieving the Dream
- File creation for Safari use to support Achieving the Dream
- RFP project resurrected, sent out January 2008; shelved April 2008 pending funding, new IR hire

Special Projects

- Completed installation and setup of new card swipe systems for Financial Aid and Student Success Center
- Completed installation and setup of security camera server for Campus Police
- Wrote and submitted an ITD Bond Brief, requesting State bond funding for a complete document imaging system
- Completed the upgrade of electrical systems tying Rooms 02/100 and 02/101 into the emergency generator for Disaster Recovery Emergency use
- Secured the network cabinet in Scibelli Enterprise Center
- Completed installation and setup of Panic server; Panic buttons installed in Financial Aid Office and the President's Office (general rollout will continue per Campus Security directive)

Training sessions attended

- Two IT Staff attended Ghost/ Symantec training, July 2007

- Two IT Staff attended Datatel Technical Training Week, October 2007
- Two IT Staff attended Datatel Financial Aid Packaging class, June 2008

Collaborations, Conferences

- Hosted New England Region Datatel User's Group 2-day Meeting (NERDUG) July 2007 (223 attendees); 12 STCC Staff (5 from IT Staff) on host committee; 8 IT attendees; 4 IT staff presented/ co-presented at the conference. CITO and Director of Purchasing co-chaired the on-site event
- CITO on NERDUG 2008 committee, conference to be held in Burlington, VT.
- CITO attended, chaired, monthly CIO Council Meetings
- IT Staff members collaborated with UMASS President's Office on emergency notification system
- Hosted Dialogic Communications Co. (DCC) emergency notification system training on site, December 2007
- CITO, Network Technician attended annual Educause Conference, October 2007
- Four IT Staff attended Datatel User's Group Conference, March 2008