



2022-23 Workplan

Gary Moser, Vice Chancellor IT\CIO
Information Technology
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Goal #1: Enable the Banner Integrations required to become a teaching college system wide in the CVC-OEI

- **Target Metrics:** The goal is to become a teaching college in the CVC-OEI through implementing new processes and Banner integration to realize additional enrollment from exchange students.
- **Strategies to Achieve Goal:** A cross-functional group of IT, Business Services, Instructional, and Student Services has been assembled to facilitate this goal with strong executive support.
- **Advances:**
 - Vision for Success Goal(s): 1, 2
 - Kern CCD Strategic Direction(s): 1, 3
 - Kern CCD Board of Trustees' and Chancellor's Priority(ies): 1, 3, 4

Goal #2: Implement the Ellucian Experience Portal

- **Target Metrics:** The goal is to implement the Ellucian Experience portal to replace the existing custom KCCD portal.
- **Strategies to Achieve Goal:** A separate implementation project for each campus tenant of the Experience portal is being led by an Ellucian project manager and includes key functional stakeholders from each campus. District IT is facilitating the coordination and collaboration between the colleges to launch the college portals on the same schedule and with key shared content to support students cross-enrolled at our colleges.
- **Advances:**
 - Vision For Success Goal(s): 1,2,5
 - Kern CCD Strategic Direction(s): 1, 3
 - Kern CCD Board of Trustees' and Chancellor's Priority(ies): 1, 3, 4

Goal #3: Implement the Banner 9 Self-Service modules for HR, Employee, Finance and Financial Aid

- **Target Metrics:** The goal is to upgrade the Self-Service interfaces for Banner to provide a more modern interface design and new and improved functionality to our faculty, staff and students.
- **Strategies to Achieve Goal:** The Banner 9 Self-Service modules have been installed in our Banner environment for user testing and validation. The District IT team is working with the key functional users in each area to test and validate the new self-service functionality in preparation for a go-live with each module.

Advances:

- Vision For Success Goal(s): 1,2,5
- Kern CCD Strategic Direction(s): 1, 3
- Kern CCD Board of Trustees' and Chancellor's Priority(ies): 1, 3, 4

Goal #4: Implement the TouchNet Cashiering and Payment Gateway

- **Target Metrics:** The goal is to implement the TouchNet Cashiering solution for onsite cashiering at our campuses and the Payment Gateway to support online payments.
- **Strategies to Achieve Goal:** District IT is working closely with the key Business Services leadership team to implement the TouchNet system. TouchNet will provide training to the key functional users in a train the trainer model and those key users will provide training to the broader user based at each campus.
- **Advances:**
 - Vision for Success Goal(s): 1, 2, 5
 - Kern CCD Strategic Direction(s): 1, 3
 - Kern CCD Board of Trustee's and Chancellor's Priority(ies): 1, 3, 4

Goal #5: Establishing Security Awareness thru Phishing Campaigns

- **Target Metrics:** The results of the phishing campaigns will provide a baseline to staff and facility awareness of security.
- **Strategies to Achieve Goal:** Establishing a regular phishing campaign to staff and facility will ensure they are vigilant to the latest security threats that can be sent to their emails. The staff and facility will know when to report potential malicious threats that will overall protect the Districts data and systems.
- **Advances:**
 - Vision for Success Goal(s): 1, 2
 - Kern CCD Strategic Direction(s): 1, 3
 - Kern CCD Board of Trustee's and Chancellor's Priority(ies): 1, 3, 4

Goal #6: Install Wi-Fi in key outdoor spaces at Bakersfield College Main Campus

- **Target Metrics:** Make Wi-Fi and IT resources (i.e. Internet Access) available in key outdoor areas for students, faculty and staff.
- **Strategies to Achieve Goal:** A cross-functional group of College IT, College M&O, Facilities, District IT and vendor partners will work collaboratively to achieve this goal.

Advances:

- Vision for Success Goal(s): 1, 2
- Kern CCD Strategic Direction(s): 1, 3
- Kern CCD Board of Trustee's and Chancellor's Priority(ies): 3, 4

Goal #7: Upgrade Internet Connection at Bakersfield College Main Campus from 1G to 10G.

- **Target Metrics:** The goal is to provide increased Internet capacity to support increased reliance on Technology for delivering instruction.
- **Strategies to Achieve Goal:** District IT and vendor partners will work collaboratively to achieve this goal.

Advances:

- Vision for Success Goal(s): 1, 2
- Kern CCD Strategic Direction(s): 1, 3
- Kern CCD Board of Trustee's and Chancellor's Priority(ies): 3, 4



2021-22 Accomplishments

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2021-22 Goal #1: Implement Ellucian CRM Recruit.

- **Outcomes and Metrics:** The goal was to implement the system district-wide to assist with recruitment efforts from when potential recruits were identified through registration.
- **Additional Information:** All 3 colleges have implemented CRM recruit for their prospecting that is used to increase enrollment. The colleges and Educational Services at the DO collaborated and worked to move this phase of the solutions forward.

2021-22 Goal #2: Expand DualEnroll.com usage to Porterville and Cerro Coso campuses and integrate with Banner for registration.

- **Outcomes and Metrics:** The goal was to expand the process Bakersfield College successfully piloted to Porterville and Cerro Coso's Dual Enrollment programs and integrate DualEnroll.com with Banner to improve service and reduce manual workload at each college.
- **Additional Information:** All 3 colleges have standardized on using DualEnroll.com for their Dual Enrollment programs and the DualEnroll.com system is integrated with Banner in such a way that it can process registrations for Dual Enrollment students without A&R intervention. The teamwork shared across the district provided a successful solution. Well done team!

2021-22 Goal #3: Implement the Banner 9.x Self-Service Student Registration

- **Outcomes and Metrics:** The purpose of this project was to implement Banner Self-Service 9 for Registration. The new registration module was successfully launched in May 2022. Our cross-functional team supported this change by providing training through meetings, video tutorials, and other documentation to support our students and faculty through this change.
- **Additional Information:** All 3 colleges have implemented Self-Service Student Registration for their usage that is used to provide added features, fixes to code, and security enhancements. Collaboration between the colleges for our systems yields great benefits and solution for our students.

2021-22 Goal #4: Implement of the iContracts Contract Management System

- **Outcomes and Metrics:** The purpose of this project was to implement the iContracts contract management system with a data integration to Banner. The iContracts contract management system was successfully launched with a daily automated vendor data integration from Banner.
- **Additional Information:** The solution provides improved contracting solutions that was implemented district wide. The business office provided expertise and dedication in this implementation.

2021-22 Goal #5: Implement the Axiom Budget Management System

- **Outcomes and Metrics:** The purpose of this project was to implement the Axiom Budget software to support the district-wide budget development process at KCCD. The implementation required a database integration with user access to the Banner budget data within Axiom.
- **Additional Information:** The solution provides improved budgeting capabilities that was implemented district wide. The business office provided leadership, expertise, and dedication in this implementation for the budget submission cycle.

2021-22 Goal #6: Deployment of Okta for to support secured access to College's data.

- **Outcomes and Metrics:** The deployment further hardened and provided a layer of authentication to access data used by staff. Okta was also deployed to students providing them a simple method to access class resources.
- **Additional Information:** The deployment of the tool saved the District \$50,000 annually thru consolidation and standardizing the method used.

2021-22 Goal #7: Implement Outdoor Wi-Fi for key spaces at Porterville College

- **Outcomes and Metrics:** Made Wi-Fi and IT resources (i.e. Internet Access) available in key outdoor areas for students, faculty and staff.
- **Additional Information:** The deployment of many additional outdoor access points across the colleges and centers in the district helps students gain access and complete their goals. Thanks to the IT staff at Porterville for their help

2021-22 Goal #8: Upgrade Internet Connection at Porterville College from 1G to 10G

- **Outcomes and Metrics:** Completion of this project provided additional Internet access capacity to support instruction.
- **Additional Information:** The deployment of the increased bandwidth at Porterville college aided in the ability for students, faculty, and staff to utilize technology efficiently. Thanks to the IT staff at Porterville for their help

Additional Accomplishments:

- Launched Smartsheet for project management tooling and dashboards.
- Integrated ReadyEducation with Banner to assist in the automation of enforcement of the Board's vaccine mandate for Spring 2022.
- [provide information about additional and/or unplanned accomplishments related to your area(s) of responsibility from last year]
- Implemented the CCCApply non-credit application.
- Implemented a Banner integration with the SafeSchools system
- Implemented a Banner integration with the Barnes & Noble SIS system

- Phishing attacks are the #1 way to start a cyber-attack campaign to get a foot hold into an environment. Due to current world events, there has been an increase their cyber-attacks. The focus was to harden our email environment by configuring access to Microsoft to be available only within Country.
- The implementation of CrowdStrike thru 2021-22 provided a security layer to all computers that staff and students use in a safer manner. The tool detects and stops threats when they are detecting keeping KCCD assets safe and the data protected.
- Completed move of a majority of on-premise IT systems to the Cloud (AWS)
- Implemented Internet Connection for new BC Auto Mall site
- Implemented a 1G Backup Internet connection for Cerro Coso Community College Main Campus
- Implemented Cloud-based Application Streaming (Appstream) for BC Instructional use
- Completed roll out of Microsoft's Collaboration platform called "Teams".
- Provided/Installed necessary IT Infrastructure for Bakersfield Southwest's permanent building
- Installed Outdoor Wi-Fi services at the District Office to support instruction
- Upgrade 2nd Floor Wi-Fi services at the District Office



CCCCO Vision For Success Goals and Kern CCD Strategic Directions and Priorities

Vision For Success Goals

1. Over five years, increase by at least 20 percent the number of California Community College students annually who acquire associate degrees, credentials, certificates, or specific skill sets that prepare them for an in-demand job.
2. Over five years, increase by 35 percent the number of California Community College students transferring annually to a UC or CSU.
3. Over five years, decrease the average number of units accumulated by California Community College students earning associate degrees.
4. Over five years, increase the percent of exiting CTE students who report being employed in their field of study.
5. Reduce equity gaps across all of the above measures through faster improvements among traditionally underrepresented student groups.
6. Over five years, reduce regional achievement gaps across all of the above measures through faster improvements among colleges located in regions with the lowest educational attainment of adults.

Kern CCD Strategic Directions:

Link: [2022-2024 Kern CCD Strategic Plan Addendum \(do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com\)](https://do-prod-webteam-drupalfiles.s3-us-west-2.amazonaws.com)

1. Maximize student success, ensure student access, and reduce equity gaps
2. Provide Workforce and Economic Development programs that respond to local and regional industry
3. Strengthen organizational effectiveness

Board of Trustees and Chancellor's Priorities:

1. Advancing Student Success and Equity: SCFF metrics. Embed the SCFF metrics into College performance/scorecard. (CCPG, Pell, and AB-540; Momentum points such as college-level English and Math, 15 units/semester, 30 semester/year, 9 CTE units).
2. Resource Development: Grants, philanthropy and other resources to support the colleges
3. Inter-District Collaboration and Cooperation: Improve efficiencies and effectiveness by integrating work across the district (e.g., shared programs, joint appointment of administrative positions, faculty leadership positions)
4. Technology Infrastructure to Support Colleges: Modernize processes for recruitment and retention of students (dual enrollment; data analytics in adult learner recruitment processes).