IT Governance

Information Technology is a catalyst for productivity, creativity and community that enhances learning opportunities in an environment of unlimited demands and limited resources.

Executive Committee Meeting

November 9, 2017

• Adopting a strategic approach to information technology planning, budgeting and implementation at Cal Poly Pomona.
Accessible Technology
Informational Items

Presenter: Carol Gonzales
Communications
- ATI introduction for new student and staff orientation
- Tips and guidelines for accessible social media
- Participation in faculty center and eLearning workshops

Improved processes
- Captioning for DRC enrolled students funded, logged and processed as priority.
- ATI Reviews processed in Service Now for improved efficiency

Metrics & Evidence
- Identified metrics and evidence for 90% of ATI indicators
- Key processes include DRC timeliness and Captioning
OCR Compliant received regarding CPP website

  Complainant alleges that CPP’s website contains barriers to access for people with disabilities, thereby denying them an equal opportunity to participate in CPP’s programs, services, and activities, and denying them effective communication necessary for full participation in CPP’s programs, services, and activities.

Updated CPP accessibility statement to include direct reference to accessibility benchmarks, WCAG 2.0AA and WAI-ARIA.

Review/update campus website templates – Ongoing

Review/update accessibility scans – Ongoing
ATI Working Group
2017-18 – Goals

• Communication
  • Improve ATI message in student summer orientation
  • Develop ongoing web training program for web content contributors.

• Process
  • Continue working with DRC, Media Vision and eLearning to improve prioritization, tracking and resolution of student/faculty remediation requests related to late-hire faculty.

• Provide tools to identify and remediate inaccessible materials
  • Blackboard Ally Pilot (eLearning)
  • CommonLook for PDFs

• Metrics
  • Add additional metrics for website scanning and remediation.
ATI Working Group
2017-18 – Goals

• Web
  • Obtain vendor for internal audit of website and evaluate use of automated accessibility scan tool
  • Develop method and processes to evaluate and remediate website content prior to publishing to production in Cascade.
  • Review and improve use of automated and manual testing processes to identify inaccessible content. Include staff resources.
  • Migrate core campus sites to Cascade. Includes ENV, ENGR, ASI, Foundation - 2018
  • Migrate faculty and user pages to Cascade (2018-2019)
Administrative Technology 2017/18 Goals

- **Semester Conversion**
  - User Acceptance Test (UAT)
  - Course Conversion Guide
  - Trial Conversion: First Week of February, 2018
  - Quarter/Semester Cutover: April 2018

- **PeopleSoft Campus Solution 9.2 Upgrade (HR/CS Split)**
Administrative Technology
2017/18 Goals

• **Housing Solution - StarRez**

• **Electronic Workflow**
  - Goal: Transition paper forms to a digital workflow
  - Status: 46 workflow projects completed, 10 in progress
  - Tools: OnBase, DocuSign, ServiceNow
  - Next steps
Communication Technology
Informational Items

Presenter: Tim Raymond
Communication Technology

• 2016-2017 Recap
  • SMS Messaging to Students
  • New Campus Map Solution

• 2017-2018 Goals
  • Web Accessibility
    • Improve campus understanding and implementation of accessible content
  • Student Communication
    • Continue SMS messaging implementation
    • Push Notifications via CPP Mobile App
    • Improve MyCPP (campus portal) notifications
    • Explore “Message Center” concept
2017-2018 Goals continued

- MyCPP Updates
  - Student progress towards degree status
  - Add advising resource content
  - Student course listing and grades
  - Improved user interface
- CPP Mobile
  - Add portal content (i.e.: statuses)
  - Add personalization
  - Improved user interface
- Campus Map
  - Complete implementation with governance recommendations
• 2017-2018 Goals
  • Receive updates on data & analytics projects planned or underway for the Office of IR, Planning & Analytics
  • Draft and propose guidelines that will inform how projects are prioritized
  • Suggest strategies to improve communication about existing and newly developed data and analytics resources
Infrastructure Technology
Informational Items

Presenter: Peter Deutsch
Major Milestones:

- Completed installation of 263 new Wireless Access Points across campus (Student Success Fee Funded)
- Completed upgrade of additional 414 Wireless Access Points for campus Auxiliaries
- Successfully completed migration of campus automatic and manual groups to their Office 365 equivalents.
This year’s initial list of anticipated Activities:

- Finalize for approval annual List of Recommendations for SSF-Funded Wireless Upgrade installations
- Finalize for approval “Campus Desktop Computing Best Practices” document
Longer Term (likely multi-year) Activities:

• Develop recommendations for providing secure access to campus Guest Wireless Network

• Development recommendations for proposed changes to the campus Identity Management infrastructure to allow differentiating students and employee emails

• Develop possible recommendations for a central campus Printing Services Initiative
## 2016-17 Summary: Classroom Builds

<table>
<thead>
<tr>
<th>Rooms</th>
<th>A/V Improvement</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>47</td>
<td>New A/V Presentation Classrooms</td>
<td>$850,000</td>
</tr>
<tr>
<td>2</td>
<td>Upgrade A/V Presentation Classrooms</td>
<td>$68,000</td>
</tr>
<tr>
<td>40</td>
<td>A/V Equipment Remediation</td>
<td>$101,000</td>
</tr>
<tr>
<td>60</td>
<td>A/V Equipment Enhancements</td>
<td>$38,500</td>
</tr>
<tr>
<td>10</td>
<td>Student Study Rooms</td>
<td>$60,000</td>
</tr>
</tbody>
</table>

**ROOM UPGRADE TOTAL** 159

**FUNDING TOTAL** $1,117,500
Instructional Technology
Classrooms (Informational)

2016-17 Summary: Classroom Builds (Pictures)
# Instructional Technology Classrooms (Informational)

## 2016-17 Summary: Classroom Builds – College Allocation

<table>
<thead>
<tr>
<th>College</th>
<th># A/V Installs</th>
<th>‘17 A/V Rm Ratio</th>
<th>‘17 A/V Rm %</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG</td>
<td>3</td>
<td>25/25</td>
<td>100%</td>
</tr>
<tr>
<td>CBA</td>
<td>2</td>
<td>44/44</td>
<td>100%*</td>
</tr>
<tr>
<td>CCHM</td>
<td>0</td>
<td>11/11</td>
<td>100%*</td>
</tr>
<tr>
<td>CEIS</td>
<td>1</td>
<td>13/13</td>
<td>100%*</td>
</tr>
<tr>
<td>CLASS</td>
<td>4</td>
<td>55/57</td>
<td>97%</td>
</tr>
<tr>
<td>ENG</td>
<td>9</td>
<td>52/78</td>
<td>67%</td>
</tr>
<tr>
<td>ENV</td>
<td>13</td>
<td>77/81</td>
<td>95%</td>
</tr>
<tr>
<td>LIB</td>
<td>0**</td>
<td>3/3</td>
<td>100%*</td>
</tr>
<tr>
<td>SCI</td>
<td>16</td>
<td>80/106</td>
<td>76%</td>
</tr>
<tr>
<td>SHARED</td>
<td>1</td>
<td>18/18</td>
<td>100%</td>
</tr>
<tr>
<td>TOTAL</td>
<td>49</td>
<td>378/436***</td>
<td>87% (’16 75%)</td>
</tr>
</tbody>
</table>
### 2016-17 Summary: Computer Lab Builds – Funding Allocation

<table>
<thead>
<tr>
<th>Labs</th>
<th>A/V Improvement</th>
<th>Costs</th>
</tr>
</thead>
<tbody>
<tr>
<td>15</td>
<td>315 New Computers</td>
<td>$500,000</td>
</tr>
<tr>
<td></td>
<td>Component Upgrades, Security Locks, Cables</td>
<td>$90,000</td>
</tr>
</tbody>
</table>

**FUNDING TOTAL** $590,000
Instructional Technology
Computer Labs (Informational)

2016-17 Summary: Computer Lab Builds (pictures)

98-C5-06 (CBA)
2016-17 Summary: Computer Lab Builds – College Allocation

<table>
<thead>
<tr>
<th>College</th>
<th>Computer Lab Location(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AG</td>
<td>7-117</td>
</tr>
<tr>
<td>CBA</td>
<td>98-C5-06</td>
</tr>
<tr>
<td>CEIS</td>
<td>6-115</td>
</tr>
<tr>
<td>CLASS</td>
<td>5-236</td>
</tr>
<tr>
<td>ENG</td>
<td>9-147, 9-205, 9-507, 17-1671, 9-435</td>
</tr>
<tr>
<td>ENV</td>
<td>3-1632</td>
</tr>
<tr>
<td>LIB</td>
<td>15-2913</td>
</tr>
<tr>
<td>SCI</td>
<td>3-2618, 4-A-626, 1-103</td>
</tr>
<tr>
<td>OPEN</td>
<td>97-121</td>
</tr>
<tr>
<td>TOTAL</td>
<td>15 computer labs (315 computers)</td>
</tr>
</tbody>
</table>
Instructional Technology
2017-18 Working Group Objectives

- Upgrade existing classroom presentation equipment
- Assess and install new classroom presentation equipment
- Upgrade existing computer lab computers
- Assess and install new computer lab computer equipment
- Identify potential computer lab virtualization opportunities
Space & Event Management
Informational Items

Presenter: Sarah Larrabee
1. Working group met during 2016/17 to review CPP’s current space & event management systems, as well as to research other software solutions for our entire campus.

2. A presentation and recommendation was made to the IT Governance Executive committee at the May 2017 meeting to move forward with College Net (Series 25 or 25Live).

3. The IT Governance Executive committee approved this recommendation with funding.
Space & Event Management
2017 - 2018 Goals

1. Develop and Propose an implementation timeline
2. Verify spaces on campus
3. Create rules campus space
4. Identify administrators/managers of each space
5. Incorporation of Tableau
6. Draft – events management office