STUDENT DEVELOPMENT TECHNOLOGY PLANNING
September 6, 2002

The overall purpose of the Student Development Technology Planning process is to initiate the design of a technology plan for the Division and the implementation of technological advances collegewide. To that end, the leaders of Student Development and Information Technology have identified and prioritized their needs in four categories and developed a draft action plan for further refinement and implementation.

Student Development Priorities

The following items were listed and prioritized at three levels:

Category One, the most immediate, includes:
- Computerized Assessment Testing linking with Educational Planning
- On-line Orientation including assessment, counseling and tracking
- Document Imaging
- Student ID Card with Bar Code
- On-line Enhancements of Faculty Services for census data, withdrawals, on-line applications, SEVIS, class lists, etc.
- Integration with stand alone systems, i.e., electronic appointments (SARS Grid), Medical Records Database, CALWORKS (CMMS), LAC Database, DSPS Database, and TRIO Database.

Category Two, the intermediate, includes:
- On-line Applications with prospect tracking to support Outreach and Recruitment
- Comprehensive Virtual Tour of CCSF
- Electronic Educational Planning
- Student Tracking with Early Alert, Academic Progress Review, and Learning Assistance Center database interface
- Degree Audit
- Electronic Transcript Analysis
- Transfer Student Tracking from originating institution to destination institution
- Lab Networking including Virtual Access

Category Three, the most futuristic, includes:
- Web Portal allowing the College to target information to students via the portal and e-mail
- Student Intervention System with a Portfolio, e-mail, and a referral and intervention log for counseling, tutoring, etc. supportive of case management
- Direct Check Disbursement for Financial Aid, Work Study, Lab Aides, etc.
- Assessment of Student Outcomes
- Student e-mail accounts
- College InfoPorts
Category Four also acknowledged that:

- Training and professional development are critical to the success of such enhancements
- Divisions not currently using the collegewide information system, e.g., Contract Education and Community Services, should be integrated into the system
- Non-credit program functions, including applications, should be automated
- All College forms should be available on-line.

**Student Development Action Plan**

The Student Development Action Plan seeks to build interventions and data sources to increase efficiency and effectiveness. Each of the eight initiatives identified in the plan is designed with an identified ‘User Champion’ who will lead the effort in collaboration with an IT Liaison and invested work group members.

1. **Document Imaging**
   Group Leader: Jorge Bell
   IT Liaison: TBA
   Actions: Convene the work group, identify and provide justification for the scope of the initiative, and develop an implementation plan in conjunction with the IT Liaison.
   Completion Date: July 2003

2. **Electronic Transcripting and Degree Audit**
   Group Leader: Bob Balestrieri
   IT Liaison: TBA
   Actions: Develop a work group which includes both Student Development and Academic representatives, assess the systems available, and develop an implementation plan in conjunction with the IT Liaison.
   Completion Dates: Transcripting in 2004 and Degree Audit in 2006

3. **Educational Planning and Student Tracking**
   Group Leader: Nick Chang
   IT Liaison: TBA
   Actions: Develop a work group which includes both Student Development and Academic representatives, assess the systems available, and develop an implementation plan in conjunction with the IT Liaison.
   Completion Date: 2004

4. **Student ID Card with Barcode**
   Group Leaders: Frank Chong and Mary Lou Leyba
   IT Liaison: TBA
   Actions: Build on the vendor assessment that has been completed with the development of an implementation plan aligned with the requisite fiscal resources in conjunction with the IT Liaison and appropriate individuals collegewide.
   Completion Date: 2003
5. **Banner Enhancements**  
   Group Leader: Bob Balestreri  
   IT Liaison: TBA  
   Actions: Identify and prioritize the requisite enhancements to support students and faculty emphasizing web-based applications such as the admissions application, et.al. and develop an implementation plan in conjunction with the IT Liaison.  
   Completion Date: 2003

6. **On-line Orientation and the Virtual College Tour**  
   Group Leaders: Brenda Brown and Elizabeth Brent  
   IT Liaison: TBA  
   Actions: Identify work group members, design the programs, and develop an implementation plan in conjunction with the IT Liaison.  
   Completion Date: 2003

7. **Transfer Tracking**  
   Group Leaders: Carl Jew, Henry Augustine, and Ted Alfaro  
   IT Liaison: TBA  
   Actions: Identify work group members, design initiative linking with NATN, and develop an implementation plan in conjunction with the IT Liaison.  
   Completion Date: 2004

8. **Lab Networking**  
   Group Leader: Nadine Rosenthal  
   IT Liaison: TBA  
   Actions: Identify work group members including representation from Academics, identify the possibilities and the means, and develop an implementation plan in conjunction with the IT Liaison and Title III project.  
   Completion Date: 2005

Once the plan has been finalized, both Dr. Griffin and Doug Re will sign-off and collaboratively manage implementation. Thereafter, work groups will be developed with each of the Group Leaders, project plans will be prepared, and implementation will proceed. At the end of the academic year progress will be reviewed and necessary adjustments made to ensure full implementation over the next three years.
The overall purpose of the meeting was to review accomplishments and consider updates to the Student Development Technology Plan designed last fall.

Accomplishments

Much has been accomplished since the Category One priorities were identified last September:

- Nick Chang has led the development of computerized assessment with the renovation of space in Conlan Hall, the installation of CPT for math and a computerized English test, with the development of a computerized ESL assessment underway; the computerized assessment process is working well, with both students and staff satisfied with the effort, fueling the expansion of the initiative to other campuses this year.
- Nick Chang and Brenda Brown have collaborated on the implementation and expansion of the on-line orientation - over 7,000 students have completed the on-line orientation directly following assessment testing and moved on to New Student Counseling for their counseling conference, placements in hand, to receive assistance with educational planning and an improved orientation packet; this initiative will be expanded and improved during the coming year.
- George Bell, Bob Balestreri, Doug Re, and Richard Middaugh have made tremendous progress in the pursuit of document imaging, with an SCT product identified and negotiations underway for implementation in Financial Aid, chosen because of the specificity of the application; once underway, efforts will proceed to assist A&R with the conversion of paper to e-documents with a number of alternative solutions under consideration.
- Frank Chong, Paul Downing, and Bob Balestreri have been working on the student identification card with bar codes, taking a new tack with Prestige Graphics due to the cost of previous options; the exploration will continue, with consideration of the cost of readers.
- Bob Balestreri has been leading the charge on the issue of on-line enhancements, with web grading successfully implemented and used by approximately 10 percent of the faculty – a figure that should be encouraged to move to 100 percent to reduce duplication of effort with scans; the on-line application is working well, with anticipated improvements underway with the assistance of Frank Mireles and Joe Jah; and enhancements for other applications, e.g., census data, withdrawals, applications, and SEVIS, are currently underway, but adding to the workload as dual systems persist with SEVIS proving a real challenge.
- Nick Chang has been working with the integration of stand alone systems, most notably the SARS Grid, with SARS Call implemented for select offices as the College awaits an upgrade of the SARS products to sequel server; by the end of the semester, the all
available SARS applications will be integrated and ready for the development of the Banner interface.

Additionally, work has progressed on select Category Two and Three priorities:

- The on-line application is working well; connections for Outreach and Recruitment have yet to be developed.
- Much attention has been given to electronic educational planning through the Title III initiative with Nick Chang leading the review of multiple systems and refining faculty and staff expectations of the interface between educational planning and degree audit; two remaining prospects were investigated during the summer: an improved version of Degree Works or a planning system designed to work with Banner’s web-based CAPP application, both of which were pursued with Richard Middaugh interfacing with Degree Works and a team from CCSF visiting San Mateo to assess the CAPP option; at present, e-CAPP looks most promising with the intention to pursue the two-stage development of an electronic educational planning system that will interface with e-CAPP.
- Bob Balestreri has been working with San Francisco state to pilot an electronic transcripting system; the pilot is underway and expected to provide essential insight to support the expansion of the application.
- Degree audit has become a top priority with the pursuit of educational planning. With Degree Works and e-CAPP as the two major contenders, it was concluded that IT would ask SIG to complete a preliminary analysis of the resources required to implement CAPP beginning with the IGETCE requirements over the next year and that a task force including representation from A&R, ITS, SCT, Articulation, Academics, and Counseling would be developed to support the effort; a companion educational planning initiative would be implemented in two stages in concert with CAPP during the same time-frame.
- With the progress of the on-line orientation, efforts to address the development of the virtual college tour were discussed with possibilities including the conversion and modification of the existing video or DVD.
- Work on Banner enhancements is on-going, with joint efforts between ITS and Student Development to increase coordination and collaboration. The potential of a consulting services group practiced in the development process to serve as a project-oriented team working with users to leverage the development effort was discussed; such a team might advance enhancement production though the impact on existing initiatives would need to be considered fully prior to pursuit.
- The web portal is becoming increasingly essential, essential given the emphasis on educational planning, a student intervention system, and degree audit, and was moved up in the list of priorities with Nick Chang representing Student Development and Connie Leong and Joe Jah representing IT.
- The student intervention system relates directly to Title III and will be integrated into the work of the next year with Nick Chang and his Task Force at the helm.
- Direct check disbursement for Financial Aid, Work Study, and Lab Aides was completed under the leadership of George Bell – kudos!

Finally, the participants updated the Student Development Technology Plan which is attached, resolving to intensify collaboration and formalize efforts to pursue priorities over the next year with a follow-up meeting to be scheduled for late October or early November.
The Student Development Technology Plan is designed to focus the implementation of technological advances to benefit faculty, staff and students collegewide. To that end, the leaders of Student Development and Information Technology have collaborated on the identification of their common needs and developed an action plan for the 2003-2004.

Student Development Priorities
Category One, the most immediate, includes:
- Computerized Assessment Testing linking with Educational Planning
- On-line Orientation including assessment, counseling and tracking
- Document Imaging
- Student ID Card with Bar Code
- On-line Enhancements of Faculty Services for census data, withdrawals, on-line applications, SEVIS, class lists, etc.
- Integration with stand alone systems, i.e., electronic appointments (SARS Grid), Medical Records Database, CALWORKS (CMMS), LAC Database, DSPS Database, and TRIO Database.
- Degree Audit and Electronic Educational Planning
- Web Portal allowing the College to target information to students via the portal and e-mail

Category Two, the intermediate, includes:
- On-line Applications with prospect tracking to support Outreach and Recruitment
- Comprehensive Virtual Tour of CCSF
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Category Three, the most futuristic, includes:
- Student Intervention System with a Portfolio, e-mail, and a referral and intervention log for counseling, tutoring, etc. supportive of case management
- Assessment of Student Outcomes
- Student e-mail accounts
- College InfoPorts

Planners also acknowledged that:
- Training and professional development are critical to the success of such enhancements
- Divisions not currently using the collegewide information system, e.g., Contract Education and Community Services, should be integrated into the system
- Non-credit program functions, including applications, should be automated
- All College forms should be available on-line.
Student Development Action Plan for 2003-2004

The Student Development Action Plan seeks to build interventions and data sources to increase efficiency and effectiveness. Each of the nine initiatives identified in the plan is designed with an identified ‘User Champion’ who will lead the effort in collaboration with an IT Liaison and invested work group members.

1. Document Imaging
   Student Development Leader: Jorge Bell
   Information Technology Liaison: James Hsiao
   Actions: Convene the work group, develop an implementation plan, and complete the project with Financial Aid followed by an analysis of A&R needs.
   Completion Date: Financial Aid installed by March 2004
                  A&R analysis completed by June 2004

2. Electronic Transcripting and Degree Audit
   Student Development-Academic Affairs Leaders: Bob Balestreri, Brian Ellison
   Information Technology Liaison: Tai Luong
   Actions: Develop a work group which includes both Student Development and Academic representatives, complete assessments of resource requirements, develop implementation plans for IGETCE requirements, and complete the project.
   Completion Dates: Transcripting completed by July 2004
                  Degree Audit (IGETCE) operational by September 2004

3. Educational Planning and Student Tracking
   Student Development Leader: Nick Chang
   Information Technology Liaison: Bernice Iwamoto
   Actions: Develop a work group which includes both Student Development and Academic representatives, develop an implementation plan in concert with the degree audit initiative and Title III expectations, and operationalize both degree audit and student tracking.
   Completion Date: July 2004

4. Student ID Card with Barcode
   Student Development Leader: Mary Lou Leyba
   Information Technology Liaison: Paul Downing
   Actions: Build on the vendor assessment that has been completed with the development of an implementation plan aligned with the requisite fiscal resources for initial implementation in the Library.
   Completion Date: July 2004

5. Banner Enhancements
   Student Development Leader: Bob Balestreri
   Information Technology Liaison: James Hsiao
   Actions: Identify and prioritize the requisite enhancements to support students and
faculty emphasizing web-based applications, develop an implementation plan, and initiate development.
Completion Date: July 2004

6. **On-line Orientation and the Virtual College Tour**
   Student Development Leaders: Brenda Brown and Elizabeth Brent
   Information Technology Liaison: Joe Jah
   Actions: Identify work group members, design the programs, and develop an implementation plan.
   Completion Date: July 2004

7. **Transfer Tracking**
   Student Development Leaders: Carl Jew, Henry Augustine, and Ted Alfaro
   Information Technology Liaison: Connie Leong
   Actions: Identify work group members, design initiative linking with NATN, and develop an implementation plan in conjunction.
   Completion Date: July 2004

8. **Lab Networking**
   Student Development Leader: Nadine Rosenthal
   Information Technology Liaison: Robert Lam
   Actions: Identify work group members including representation from Academics, identify the possibilities and the means, and develop an implementation plan in conjunction with the Title III project.
   Completion Date: July 2005

9. **Web Portal**
   Student Development Leader: Nick Chang
   Information Technology Liaison: Connie Leong and Joe Jah
   Actions: Identify work group members including representation from Academics, identify the possibilities and the means, and develop an implementation plan in conjunction with related initiatives, e.g., educational planning, student tracking, and degree audit.
   Completion Date: July 2004

Implementation of the Student Development Technology Plan will be managed collaboratively through periodic updates culminating in a review of progress for the year in July 2004 so that adjustments can be made to ensure full implementation by 2005.

7-31-03
The Student Development Technology Planning Team reviewed all of the major initiatives under development during with most initiatives reflecting considerable progress.

**Document Imaging**

Jorge Bell reported that an RFP was sent to 32 potential vendors, anticipating selection of the finalists in early December followed by demos and final selection by mid-December. If this schedule holds, implementation will begin with financial aid and scholarship, moving to grants management by the end of May, 2004.

**Electronic Transcripting**

Bob Balestreri indicated that electronic transcripting was under development in partnership with San Francisco State, resolving issues with academic history, especially probation, to begin operation by December. With this initial installation complete, this spring A&R will begin work on electronic transcripting with Hayward State, moving on to UC Berkeley thereafter.

**Degree Audit**

Brian Ellison reported that e-CAPP, Banner’s degree audit product owned by the District, was reviewed by a team of academic and student development staff over the summer followed by a site visit to San Mateo College to view a recent installation of the system. With positive results, a work group was established with a SIG consultant and a three phase implementation plan developed implementing IGETC followed by certificates, awards of achievement, and newly established majors. If all goes according to plan, the project should be complete in a year at a cost of approximately $90,000 for consultation and training.

**Educational Planning**

Nick Chang indicated that, after extensive review of related products, an RFP was under development for the design of a project that will dovetail with Banner and provide the necessary functionality as specified by the ed plan work group. It was anticipated that a vendor would be selected by early spring with an initial product developed by late spring for testing in the summer and use in the fall. Funding for the project is coming primarily from Title III, with additional funding provided by Matriculation and IT.
Student Tracking

Nick also reported that efforts to monitor student progress were initiated using available information in Banner with manual support. Developing caseloading systems were expected to assist in the effort; however, discussion focused on the potential use of Web 4 Students as an electronic portfolio. A FIPSE concept paper will be developed addressing this design, with the effort to be addressed further in 2005.

Barcoded Student ID Card

M. L. Leyba reported on the development of a modified ID card conceptualized by Paul Downing in collaboration with Mary Lou, Rita Jones, and the staff of Prestige Graphics. Basically, the barcode could be affixed to the current ID card and cross referenced with the student number and pin. If this proves feasible, implementation could begin in the fall with the Library at no additional cost to the College. Ultimately the coded ID card could also be used at the bookstore and the Health Center, as well as in the recording of positive attendance. Given the current cost of 50 cents to print and send cards, it was decided to put the card into use with all new students for initial use in the Library and the Learning Assistance Center, each of which will need bar code readers at an approximate cost of $1,000.

Banner Enhancements

Bob Balestreri indicated that the new on-line application is terrific, with kudos to IT! Additionally, mid-term grading and web grading are working well with the intention of moving exclusively to web grading by the spring of 2005 with the support of the DCC, Academic Senate, College Council.

On-line Orientation Virtual College Tour

Nick reported that over 7,000 students accessed the on-line orientation with 5,000 successfully completing the program's 20-question quiz with 70% or better to receive a certificate; over 500 students used the on-line orientation in the last two weeks alone! The net result is twofold: the number of live orientations is decreasing, but the subsequent interview is more time consuming as additional information must be provided. Therefore, New Student Counseling will get involved in the revision of the on-line orientation over the summer; Joe Jah and Vic Fasio of ITS will participate, as will Nick Chang.

Transfer Tracking

Paul Downing reported that over 12,000 students indicate that transfer is their goal, yet we have limited tracking capacity. City College will be a pilot site for Collegestepz in the spring, the NATN product designed to support student transfer, particularly to culturally enriched institutions. However, the institution already uses the National Student Loan Clearinghouse, a system that includes 95% of all colleges and universities and provides data on students with and without loans. The work group including Carl Jew, Henry Augustine, Ted Alfaro, and Connie Leong will develop continuing recommendations in this area.
Lab Networking

Kathe German reported for Nadine Rosenthal, indicating that the ESL lab provided by Title III was up and running, with the English Department reviewing software for their lab this fall. It was recommended that the Title III Team invite Robert Lam to assist in the development of essential solutions to issues encountered in the networking of the various related lab settings.

Web Portal

See previous commentary regarding student tracking.

Discussion of Future Endeavors

Drs. Griffin and Crews indicated that students are interested in two items: e-mail and Infoports, with the staff interested in the issue of Banner responsiveness.

- Paul Downing indicated that approximately 47% of the students already have e-mail addresses, and that about 1200 international students were given e-mail in the fall of 2003, with several hundred actually using their accounts. As a result, college information is being sent to the personal e-mail addresses, as well as their college e-mail addresses. A team comprised of Bob Balestreri, Steve Sperling, Mary Lou Leyba, and Shirley Barger will investigate the e-mail situation and check the cost of a server to support a student e-mail system.

- Bob Balestreri indicated that 14 to 18 new computers were available in the registration center with 3 to 4 in each counseling office. Denton indicated that there were 14 drop zones for infoports in key locations throughout the campus. Nadine Rosenthal, Kathe German, Bob Balestreri, and Tim Ryan were asked to pursue the issue of infoports.

- The issue of Banner responsiveness remains a concern which ITS will address with Tech Team support.

Overall, everyone agreed that our ITS – Student Development partnership has been very positive, and that we have achieved amazing progress on many fronts – a standard that we hope to continue.

10-17-03