

**PRESIDENTS COUNCIL – September 11, 2007
CC 126 in Bill Brod Community Center • 8:30 – 10am**

TOPIC / CATEGORY	KEY POINTS / NEXT STEPS (Action)
Recommendations on CALEA from Task Force – Truesdell/Austin	<ul style="list-style-type: none"> • See attached • Ultimate goal is a single sign on for students • Novell/GroupWise are no longer competitive in the marketplace – need to consider moving to Windows Exchange • Request from Joe Austin to empower Web Committee to make decisions through official charge • Approval - recommendations 1-4 are budgeted and have the go ahead to move forward • Approval – Hold recommendations 5-6 as they will be brought forward through the budget process this year • Will eventually need two FTE to act on all seven recommendations • Truesdell reiterated that all position will be analyzed before hiring • Drebin emphasized the importance of having the ability to communicate with anyone who visits our website – another way to connect with potential students • Approval to move forward with Recs. 104 with the understanding that there will be limitations as what the ITS staff can accomplish given their need for two more FTE
Budget - Wilton	<ul style="list-style-type: none"> • Staff need a clear understanding of the most current financial forecast • Historically, the situation has always looked challenging a couple of years out. What, if anything, is different now? <ul style="list-style-type: none"> ○ We need to concentrate on enrollment, retention and FTE ○ There has been a change in the implementation of the budget formula since last year ○ We did not get our anticipated \$7.5M, but received \$5.6M instead ○ We overestimated tuition dollars that were never realized • With a fresh look, we will analyze many things more closely during the regular budgeting process
Strategic Priorities w/performance measures – Parini	<ul style="list-style-type: none"> • There are six components: <ul style="list-style-type: none"> ○ Institutional Document ○ Division Template ○ Department Template ○ Performance Key ○ Process for Quarterly Reports • Items above will be color coded for definition and clarity <ul style="list-style-type: none"> ○ Institution = BLUE ○ Division = ORANGE ○ Department = GREEN • Think of them as complimentary puzzle pieces that together will accomplish a single goal • This is not about success, but more about gathering information to improve our practices

In Service	<ul style="list-style-type: none"> • Kudos to Karen Stubblefield! • Tuffli explained the schedule for the week • All were encouraged to dress to the daily themes – especially Wednesday’s Hawaiian theme! • Bring lawn chairs on Wednesday!
Position Request – Payroll Accountant	<ul style="list-style-type: none"> • Terri Butcher is leaving • Approval – this position is essential to college operations • Sylvia Hearing (CTDS) is leaving – she is the grant manager for the DOL logistics grant • We will fill the position with a temporary full-time person as this position is funded through the grant, not general fund • Approval
College Council Chair	<ul style="list-style-type: none"> • The chair for 07-08 will be Steffen Moller, with co-chair being Chris Robuck

UPCOMING MEETING DATES in 2007:

9/25, 10/2, 10/9, 10/16 (expanded), 10/23, 10/30, 11/6, 11/13, 11/20 (expanded), 11/27, 12/4, 12/11, 12/18 (expanded), 1/8, 1/15 (expanded), 1/22, 1/29, 2/5, 2/12, 2/19 (expanded), 2/26, 3/4, 3/11, 3/18 (expanded), 3/25, 4/1, 4/8, 4/15 (expanded), 4/22, 4/29, 5/6, 5/13, 5/20 (expanded), 5/27...

FIND PRESIDENT’S COUNCIL NOTES at F:\1MINUTES\Presidents Council\2006-07 OR Intranet <http://intranet.clackamas.edu/bulletin> (Click on Committees, then select Presidents Council.)

NUMBER OF HANDOUTS TO BRING: Presidents Council – 20 copies; Expanded Presidents Council – 35 copies

PRESIDENTS COUNCIL MEMBERS: Joanne Truesdell, Baldwin van der Bijl, Courtney Wilton, Shelly Parini, Jan Godfrey, Dennis Chapman, Anne Donelson (Director of Public Affairs), Stephen Moller (Current Chair of College Council), Kathleen Smith (Recorder), Mike Caudle (Cisd Pres), Kate Gray (FTF Pres), Bill Leach (Exempt Pres), Rosemary Teetor (PTF Pres), Tim Lussier (ASG Pres)

EXPANDED COUNCIL MEMBERS: PC Members plus Joe Austin, Bill Briare, Diane Drebin, Scott Giltz, Bill Leach, Karen Martini, Maureen Mitchell, Steffen Moller, Chris Robuck, Theresa Tuffli and Bill Zuelke



Task Force Enhancing Student Access to Information Systems

Findings and Recommendations

Preliminary Report

This report provides the findings and preliminary recommendations of the Task Force – Enhancing Student Access to Information Systems. The task force was charged with developing a project plan, timeline and budget for the following:

- Compliance with the Communications Assistance for Law Enforcement Act (CALEA)
- College-Wide Informational Portal to support the delivery of personalized web-services
- College supplied student email accounts

Approved by the Task Force August 7, 2007

August 8, 2007

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Introduction

On May 1, 2007, Presidents Council authorized a task force to develop a plan that ensures the college compliance with the Communications Assistance for Law Enforcement Act (CALEA); the implementation of a Portal; and provide students with college supplied email accounts. This report provides the task force findings and a set of recommendations to follow in the design and implementation of these systems.

Task Force Membership

Javier Montero – ASG - Student Representative
Terry Mackey – Department Chair, Library (also representing full-time faculty)
Stephen Brouwers – ITS Software Applications Specialist
Stuart Long – ITS Systems Engineer
Scott Branscum – ITS Systems Engineer
Dean Walch – ITS Web Coordinator
Ariane Amstutz – Student Advising and Recruiting Specialist (also representing classified staff)
Polly Schultz – Instructor (also representing part-time faculty)
Kim Carey – Director, Administrative Computing
Diane Drebin – Dean, Enrollment Services
Bill Zuelke – Dean, Student Services
Tara Sprehe –Registrar

Joe Austin – Dean, Information Technology Services, Task Force Chair

Task Force Study Process

In October 2005, the college initiated the development of a five-year (2006-2011) Strategic Plan for Technology Support. The Strategic Plan for Technology Support Committee was charged with drafting a plan for campus-wide review in the fall of 2006. The committee's membership represented all instructional divisions, as well as Business Services, Campus Services, Student Services and student government. It included full and part-time faculty members, in addition to staff members and students.

The Strategic Plan for Technology Support was adopted by the college Board of Education in April 2007. That plan provides the foundation and guiding principles, which led to the final recommendations outlined in this report.

Task Force - Subgroup Study Process

The study process incorporated the following four focused subgroup strands designed to reflect discipline and department-specific technology needs and interests.

- **Study Area #1:**

Primary Focus: What online services do students really want and need?

- **Study Area #2:**

Primary Focus: What changes should be considered to existing policies, procedures and business practices to implement the task force recommendations?

- **Study Area #3:**

Primary Focus: What are the technical challenges that must be resolved to successfully implement the task force recommendations?

- **Study Area #4:**

Primary Focus: Estimated Project Budget (Appendix B)

The subgroups met on a regular basis, established their own agendas and workgroup activities. Each subgroup then reported their findings and recommendations back to the task force as a whole. The task force findings and recommendations are reflected in this document, which is intended to establish the preliminary planning document which will be used to guide the implementation of a secure wireless network, Portal and college supplied email accounts.

It should be noted that if the task force recommendations as outlined in this report are accepted, project success would require that some decisions be made at the beginning of the project. For example, the subgroup that focused on technology infrastructure uncovered several limitations within existing systems that may limit full integration with a Portal. These recommendations will be highlighted later in the report.

Framing the Issues

Over the past several years, the college has implemented several technology-based initiatives focused on improving student access to information. The Enrollment Services Division and Information Technology Services department has provided the leadership necessary to identify what students want and implement effective technology-based tools to satisfy student demands. Some of these tools include:

- CougarTrax Upgrade (Datatel) - Provides students with a suite of more robust online self-service capabilities for managing their accounts.
- Instant Enrollment – Provides continuing education students with fast and easy access for class registrations.
- EDI (Electronic Data Interchange) - Provides the ability to transfer electronic student transcripts between partner institutions.
- Campus-Wide Wireless Internet

Motivating Factors for Expanding Online Services to Students

Students expect colleges to offer comparable online services that they experience in their personal lives. Among those expectations, are:

- Self-service options
Both younger and older generation's of students want to serve themselves.
- Just-in-time services
Students have grown accustomed to retrieving the information as they need it, rather than when someone is able to provide it to them.
- Personalization of web services
Students want to be recognized as individuals and have the ability to personalize their web service to their specific needs and interests.

While the college continually works to improve student access to information systems, the time required implementing new systems and features are not keeping pace with student expectations. In addition, the lack of integration between many of the colleges' information systems only compounds the difficulty of their use.

Clackamas is not alone in its struggle to keep pace with student demands for additional online capabilities. While some of these demands are driven by technology itself, many are driven by student's exposure to other online systems. The solution for many of these needs lie in the application of new technologies on a college-wide level and from an enterprise-wide perspective. Student access to information should be transparent from the back end technology. Students want access to information and do not want to be burdened by the lack of integration between systems, the frustration of learning how to navigate between systems or the requirement of multiple logins or passwords.

The popular term for an enterprise-wide information system is "College-Wide Information Portal."

What is a College-Wide Informational Portal?

Static web pages are not the same online experience as a portal. Portals are integrated software applications that enable colleges to offer access to internally stored information from multiple systems. They provide all members of the college community with a single gateway enabling easy access to information. Information portals also enable the aggregating of information from disparate systems and provide users of the system with an intuitive and personalized view of information.

Over the past year, the college has greatly improved its web site. These improvements include making the web site more contemporary looking, organizing information by groups and greatly enhancing its features. These improvements have been greatly influenced by our own students. Small focus groups of students participated in the design and layout of the current web site.

What are the Major Differences Between a Portal and a Standard Web Presence

The table below highlights some of the major differences between a portal and a standard web-based presence that the college currently offers student, faculty, staff and the community.

Standard Web Presence vs a Portal

Standard Web Presence	Portal
<ul style="list-style-type: none"> • Relevant information spread over several web pages • Less continuity among departmental websites • Impersonal • Less opportunity for interaction • No option to personalize • Connection for new students limited 	<ul style="list-style-type: none"> • One stop shop for information • Standard set of tools (ease of use and adaptation) • Global access • Personalized and customized information • Promotes life-long connection • Can serve as a valuable recruiting tool

Oregon Community Colleges Survey Results

The task force surveyed other community colleges regarding their current capacities and/or plans relating to a student Portal and college supplied email accounts. Below are the results of that survey:

Institution	Do you provide student email accounts?	What is your official method of communicating with students?	Is there an expectation that ALL faculty will communicate with students via email?	Do you have a portal? If not, do you have plans to implement a portal
Clackamas	No	US Mail	No	No
Blue Mountain	No	Student supplied email accounts	N/A	No
Central Oregon	Yes	College supplied email	Yes	Plan to implement in the next 12-24 months
Chemeketa	Yes	College supplied email	Yes	Yes
Clatsop	Yes	College supplied email	Yes	Plan to implement in the next 12-24 months
Columbia Gorge	Yes	US Mail	No	Yes
Lane	No	Student supplied email	No	Plan to implement in the next 6-12 months
Linn-Benton	Yes	US Mail	No	No plans to implement a portal
Mt. Hood	Yes	US Mail	No	No
Portland	Yes	College supplied email	No	Yes
Southwestern	Yes	College supplied email	Yes	Plan to implement in the next 6-12 months
Tillamook Bay	No	US Mail	N/A	Plan to implement in the next 6-12 months
Umpqua	Yes	College supplied email	Yes	Yes

Summary of Task Force Recommendations

Recommendation # 1: Expand the scope of the task force to include the implementation of the recommendations outlined in this report.

Recommendation # 2: Ensure full compliance with the Communications Assistance for Law Enforcement Act (CALEA)

Recommendation # 3: Adopt and implement the Datatel Active Campus Portal for students, staff and alumni.

Recommendation # 4: Provide student email accounts.

Recommendation # 5: Migrate from Novell and GroupWise to Microsoft Windows Exchange Email and Calendaring System.

Recommendation # 6: Increase staffing in the ITS department by 2.0 FTE to administer and support the Portal and student email systems.

Note: This expense will be offset from the savings by terminating the annual Novell software license fees of \$55,000.

Recommendation # 7: Realign the Web Committee's charge and membership in order to provide campus-wide coordination and direction of the Portal implementation.

Task Force Recommendation

Recommendation # 1: Expand the scope of the task force to include the implementation of the recommendations outlined in this report.

On May 1, 2007, Presidents Council authorized the task force to develop a plan that ensures the college:

1. Comply with the Communications Assistance for Law Enforcement Act (CALEA).
2. Consider a College-Wide Informational portal to support the delivery of personalized web-services.
3. Consider college supplied student email accounts.

This task force feels they have completed the original charge given to them and now recommends that the scope of the task force be expanded to providing implementation oversight of the recommendations outlined in this report.

The full scope of these projects is not fully understood at this time. While the task force is confident that these systems will be implemented successfully, the conversation of how best to implement them will require a broader discussion across campus. Policies, procedures and business practices will need to be developed if they do not currently exist and others will need to be altered. Many of the technical challenges will be a "discovery process". While we do not have immediate answers to some of the technical questions, ITS is confident that they will be resolved in a timely manner.

Some of the immediate (and ongoing effort) includes:

Development of a detailed project plan

Development of a communications plan for students and staff

Identify and resolve any policy, procedural and business practices

Identify and resolve technical issues as encountered

Development of a marketing and "roll-out" plan

Establishment of a committee to set priorities and monitor project progress

Others as appropriate

Task Force Recommendation

Recommendation # 2: Ensure full compliance with the Communications Assistance for Law Enforcement Act (CALEA)

Currently the college operates over 45 wireless devices (at all three campuses) providing open and unrestricted Internet access. This open access does not require a user to authenticate (who they are) by requiring an assigned user login and password. The result of this open access enables anyone carrying a mobile wireless device on campus (including parking lots) to gain unrestricted access to the Internet.

In order for the college to provide students and staff with wireless access to the Internet, the college must implement student logins and passwords. In order to accomplish this from a technical standpoint, issuing student email accounts linked to their CougarTrax ID is the preferred solution. This will require the college to develop a new student identification scheme that linked to student email accounts.

Since this project will affect current and former students (anyone who has ever been issued a CougarTrax ID), the project will need to be accomplished in a phased approach.

Proposed Project Phases

- Phase I - Includes installation of wireless communications server and assigning of student accounts and passwords. This phase also includes the conversion of all existing student and staff Cougar Trax logins and passwords.
- Phase II - Includes implementation of CCC Portal and student email accounts

Estimated Costs: No additional funding is required.

	Expended 2006-07 Budget Year	Additional Costs Anticipated	Notes
Cisco Wireless LAN controller	\$18,000	\$0	Purchased from 2006-07 budget
Installation/configuration and integration services	\$ 9,000	\$0	Purchased item in 2007-08 budget
ITS staff time to implement	N/A		Staff will be assigned to this project.
			See Appendix C for proposed timeline
Totals	\$27,000	\$ 0	

Task Force Recommendation

Recommendation # 3: Adopt and implement the Datatel Active Campus Portal for students, staff and alumni.

This portal will not be a single software application. It will be a framework of technologies which will enable the integration of systems and processes. These technologies, while flexible will not provide full integration with every system.

The task force recommends that the college leverage its current technologies, maximize staff resources and provide a common user interface and experience. The technology framework selected must enable the college to leverage its existing software systems and protect the college investment in software systems, staff knowledge and skill sets. However, from an architectural standpoint, it will require a re-focusing of web development efforts within ITS and outside contractors.

In order for the college to leverage its investment in existing and future administrative systems, the task force recommends that the information portal comply with the following requirements:

- Provide full integration with Datatel;
- Provide full integration with Microsoft's Office Suite of software;
- Support Active Directory for user authentication and security authorization;
- Provide the ability to customize the appearance, layout and information on an individual basis;
- Provide flexibility and integration with new technologies and applications.

Estimated Costs: \$12,000 of additional funding required.

	2007-08 Available (Budgeted)	Additional Funding Required	Notes
ActiveCampus Portal – Software License			Included in the 2007-08 annual software license renewal.
Software Requirements	\$45,000		
VMWare (Virtual Infrastructure) software license			
Office SharePoint 2007 Server License			
SharePoint Internet 2007 License			
SQL Server Enterprise 2005 License			
Windows Server Enterprise License			
Windows Server external connector			
CommVault Backup Agents – Windows			
CommVault Backup Agents – SQL/SharePoint			
Hardware Requirements	\$15000		
Upgrades to existing server capacity (memory)			
Additional servers required			
Implementation/Integration Services	\$5,000		
Implementation/Integration of VMWare (Virtual Server Software)		\$12,000	
Estimated Total	\$65,000	\$12,000	

Task Force Recommendation

Recommendation # 4: Provide student email accounts.

This recommendation will require considerable analysis and discussion:

- What email system to implement for student use?
- How will the college maintain and manage student email accounts?
- What policies, procedures and business practice will need to be reviewed and/or developed?
- Others as necessary?

Estimated Costs: No additional funding is required.

	2007-08 Available (Budgeted)	Additional Funding Required	Notes
Hardware requirements			
Server Hardware	\$5,000		
Software Requirements			
Windows Server Enterprise License	\$1,306		
CommVault Backup Agents – Windows	\$2,000		
Integration/Implementation Services	\$7,500		
Total	\$15,306	\$0	

Task Force Recommendation

Recommendation # 5: Migrate from Novell and GroupWise to Microsoft Windows Exchange Email and Calendaring System.

Background:

The College has used Novell software products for over 15 years. These products include:

Netware - Provide the ability to network (interconnect) all servers, desktop computers, printers and share files across all three campuses. Netware also provides network security, user logins (accounts) and passwords, and campus-wide printing.

GroupWise – Provide email, calendaring and several other office productivity tools and capabilities.

The top 10 reasons to make this conversion are:

1. The ongoing annual cost to license Novell software products.
2. The cost to license Exchange (for staff) is included in our annual Microsoft Campus Agreement.
3. The Datatel ActiveCampus Portal Email and Calendaring system does not integrate with GroupWise.
4. The lack and/or difficulty in integrating GroupWise with other critical software applications and hardware devices including the Datatel ActiveCampus Portal.
5. Recommendations outlined in the College Strategic Plan for Technology Support (approved by the campus in 2006), highlight the need to improve integration of administrative systems and office applications including Microsoft Office.
6. Over 90% of the Oregon Community Colleges have already migrated away from Novell or have plans to migrate in the next 12 months.
7. Novell's customer and technical support continues to deteriorate year-by-year.
8. Novell total market share (number of customers) has dropped from 15% in 2002 to just fewer than 4% in 2007.

Estimated costs:

	2007-08 Available (Budgeted)	Additional Funding Required	Notes
Software Requirements			
Windows server Enterprise software license		\$4,100	
Exchange Server Enterprise License		\$2,200	
CommVault Backup Agents – Windows		\$3,200	
CommVault Backup Agents – SQL/SharePoint		\$1,100	
GroupWise to Exchange Migration Services Software		\$12,000	
Server Hardware (4 servers required)		\$18,000	
Integration support and services		\$12,000	
Estimated Total	\$0	\$52,600	

Task Force Recommendation

Recommendation # 6: Increase staffing in the ITS department by 1.0 FTE to administer and support the Portal and student email systems.

The implementation and management of a college-wide portal and student email will require additional technical resources in the ITS department. Savings will offset a portion of these additional costs by eliminating the annual Novell license agreement. Estimated budget is provided in Appendix C.

Software Applications Specialist – level 8t on the classified salary schedule.

This position will support and manage the ActiveCampus Portal and Microsoft Exchange hardware and operating system software.

Web Assistant – level 7t on the classified salary schedule

This position will provide Web programming and development.

In addition, the task force recommends the establishment of a student technology Help Desk. This service would be staffed by CCC students after they have participated in a college directed training program. The cost of this service is outlined in the estimated budget provided in Appendix C.

1. The Portal will require additional staff to support this type of college-wide application.
2. Microsoft Exchange and the addition of college supplied student emails accounts will increase the staff time required to manage these systems.
3. The addition of a "Student Help Desk" will provide direct support to students in resolving technology related issues, including using the college wireless network, software compatibility issues and student email issues.

Estimated costs:

	2007-08 Available (Budgeted)	Additional Funding Required	Notes
Applications Specialist	55,000	\$55,000	This position is essential to support and manage the portal.
Web Assistant	40,000	40,000	

Note: This expense will be offset from the savings by terminating the annual Novell software license fees of \$55,000.

Task Force Recommendation

Recommendation # 7: Realign the Web Committee's charge and membership in order to provide campus-wide coordination and direction of the Portal implementation.

Appendix

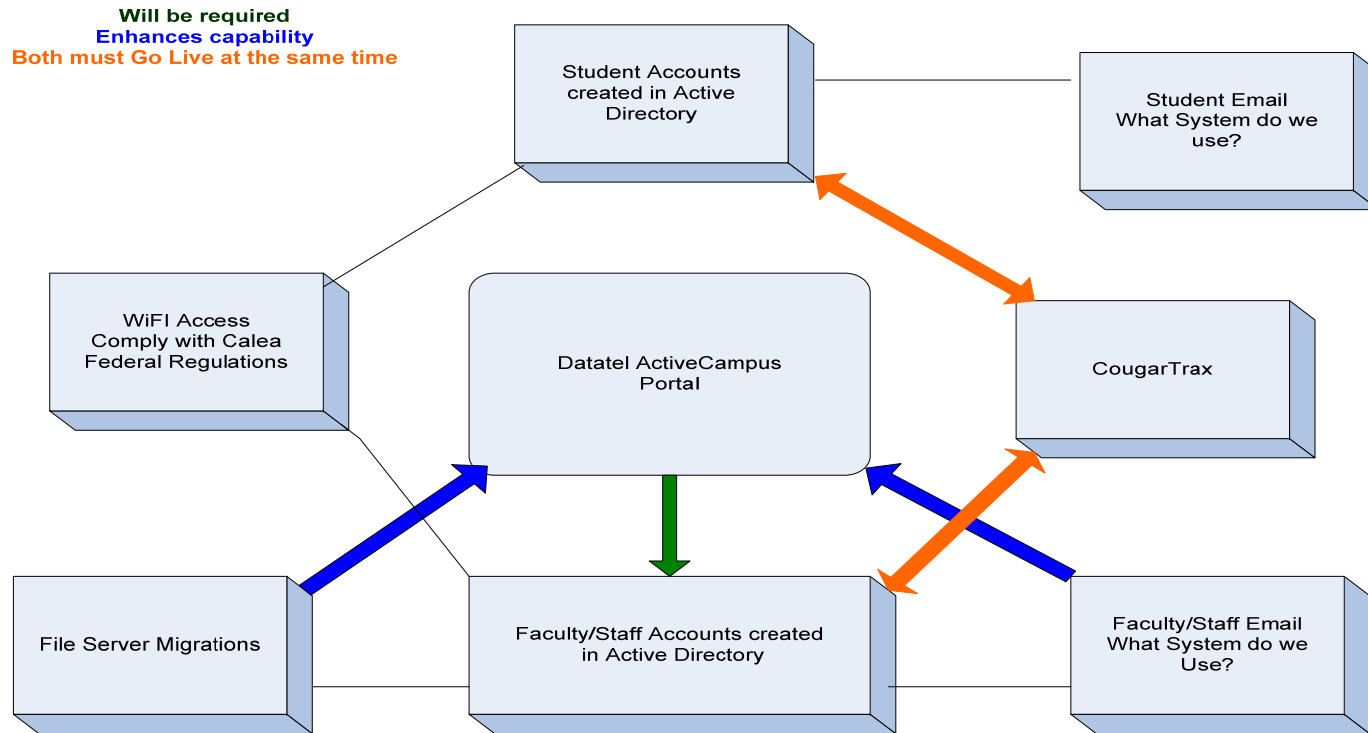
Appendix A - ActiveCampus – System Dependencies and Technical Considerations

Appendix B – Tentative Timeline

Appendix C – Estimated Budget

Appendix A

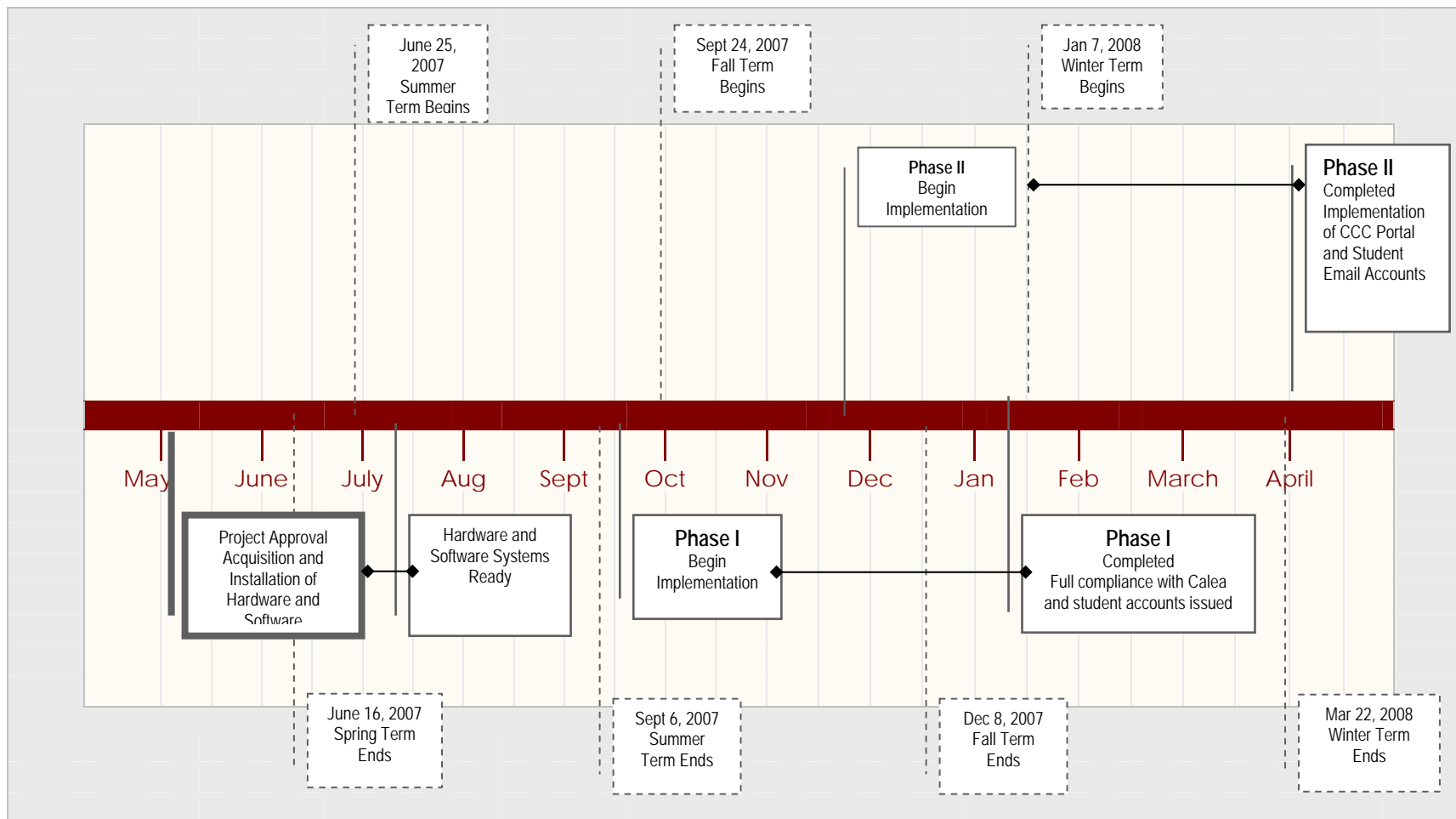
Implementation of Datatel ActiveCampus Portal Systems Dependencies and Technical Considerations



Other Systems to Consider

- Resource 25
- BlackBoard
- Book Store (MBS)
- Vbrick (Video On-Demand)
- Library

Appendix B Tentative Timeline Compliance with CALEA, Implementation of CCC Portal and Student Email Accounts



Project Phases

- Phase I - Includes installation of wireless communications server and assigning of student accounts and passwords. This phase also includes the conversion of all existing student and staff Cougar Trax logins and passwords.
- Phase II - Includes implementation of CCC Portal and student email accounts

Appendix C

Estimated Budget

Notes: The proposed budgets are estimates only. The full scope and complexities of these projects may not be fully understood at this time.

Depending on final implementation schedule, some of these costs may be actually expended in later years.

Task Force Recommendations		Previously Expended 2006-07	Estimated Total Project Cost	Budgeted 2007-08	Additional Budget Required 2007-
1	Expand the scope of the task force to include the implementation of the recommendations outlined in this report.				
2	Ensure full compliance with the Communications Assistance for Law Enforcement Act (CALEA)	\$27,000			
3	Adopt and implement the Datatel Active Campus Portal.		\$65,000	\$65,000	\$12
4	Provide student email accounts		\$15,806	\$15,806	
5	Migrate from Novell and GroupWise to Microsoft Windows and Exchange Services		\$52,600	\$0	\$52
Total - Hardware, Software and Integration Services			\$133,406	\$80,806	\$64
6	Increase staffing in the ITS department by 1.0 FTE to administer and support the Active Campus Portal and student email systems. * Note: This expense will be offset from the savings of terminating the annual Novell software license fees of \$55,000.			\$0	* \$95