The Administrative Services Division

Administrative Services at South Mountain Community College has completed various Listening Sessions with the President and the Vice President. The Facilities Department and the Technology Helpdesk Team have had productive dialogues on needed improvements for each of their areas. More to come as further developments occur.

College Business Services

- SMCC College Business Services (CBS) hosted a Pro Card Training Session for parties interested in participating in the Pro Card program. Gloria Toscano from the DO Purchasing Department conducted the training. For more information contact Kim Rainey or Denise Logvin.

- Members of the CBS Team attended Strengths Quest training.

College Human Resources

- For the Fall semester start since Aug 10th the College HR Office processed the following hiring packets:
  - 18 adjuncts
  - 14 temporary (RPS)
  - 7 college work study
  - 5 dual enrollment instructors
  - 5 rehires (returning adjuncts)
  - 30 Person of Interest (POI) for Phoenix Public Library employees
  - 39 employees were processed through E-Verify

- New account codes were created for each division to track instructional cost. 1042 instructional sections were manually changed in SIS for the Fall term.

- The SIS/HRMS Fall payroll integration ran successfully with 8,638 total transactions district wide. SMCC had no errors. KUDOS to SMCC staff who work hard to ensure timeliness and accuracy.

- Projected cost for first payroll audit run including 758 sections for pay period Aug 20th - Sep 2nd is $819,902.

Facilities

- **LRC Renovation** – Currently on schedule and will be complete by December 2011. Haydon construction is currently working on overhead mechanical systems, the mechanical rooms, and interior framing for walls. Selection of exterior color will be polled in the near future.
● **Gymnasium Remodel** - Substantial completion has been done, we are utilizing the space; however, additional work will be scheduled to complete the shower areas.

● **Student Services Restroom Remodel** – The restrooms are open. There will be some continued work with tile installation for floor and wall in the near future. The restrooms will be closed at this time; however it will be evening and weekend closures to provide the least disruption to operations.

● **West Vacant Lot Clean - Up Project** – Waiting on dust permit approval. We expect to start this early next week.

● **Laveen Project** – This site is open and classes are being held. Cox services are now available with computer labs currently being installed. Signage, exterior lighting, and fire alarm systems need to be completed in final phase of improvements to property.

● **TC-243 Testing Remodel** – This project is currently underway. Framing has started and windows will be installed next week. Estimated completion date is September 19th.

**Public Safety**

● **Campus Re-Keying** project has been started. We will need to wait until mid-September for key blanks to arrive from the factory to continue installation. Keys are on back-order now.

**Technology**

● Remodel of TC243 has begun and the CTS department has disconnected all the computer equipment to accommodate the new layout. The instructor station is being moved to C2-301 along with the audio/video equipment – which will be installed within the next week.

● Working with the Facilities Department, the classroom desks in BE150 were modified to accommodate additional computer equipment. This will allow larger class sizes to utilize technology in that classroom.

● Audio and video equipment continues to be installed and configured in the SMCL. The History room is nearly complete with the exception of a temporary TV. All the TV’s are currently on backorder. Work on the community room was in full swing last week and it is nearly 90% complete.

● The Literacy room received 20+ laptops. These were setup, secured and imaged.

● The audio/visual equipment in the Marketing office received the final programming and configuration of the newly installed equipment.

● Two Help Desk positions were posted on Friday. One to accommodate the SMCL that is now open and operational 7 days a week. The second position is to back-fill for Patricia’s move to TLC.
Gloria continues to provide a variety of technology support for the off-site campuses. This past week she started setting up 20 laptops, along with software updates, at the Guadalupe site to accommodate the computer classes that started this semester.

With a limited staff the Help Desk technicians closed more than 40 trouble tickets.

Communication and planning for significant changes to the configuration of all the EDGE computers in the SMCL were outlined and have been submitted to the PPL IT department and co-manager for review. Preliminary approvals have been received and the changes should start to be implemented this week. These changes will allow for multiple sessions per day on the PC Reservation software; patrons will be allowed to save files so that they may be emailed, etc.

Laveen – On Friday the cabling vendor finished up the interior cable work. Cox communications is doing test and turn-up today and the cutover will take place this evening at midnight.

Mike Kamolz began installing and configuring the new Domain Controller that will be used for the off-site locations.

Trever upgraded and configured a new router that is used to provide connectivity to the off-site locations.

Cisco Call Manager, the software which manages the IP phone systems, was upgraded to the new version.

TLC and Teen area of the SMCL received additional data wiring which was completed last week. The drops were patched in the data closet and are now ready for the computers to be connected and imaged.

Two analog gateways were installed at the SMCL (upstairs and downstairs). These will provide fax telephone connectivity over our IP network.

Web Content Updates

- Separate update requests completed for PR/Marketing, Athletics, Public Safety, CTS, MSE, Learning Center, Fine Arts, Writing Center, Student Services, and Student Life.
- Continued site re-work and content updates for Disability Resources & Services (still in progress).
- Continued site re-work and content updates for the Writing Center (still in progress).

Routine Maintenance and System Issues

- Completed a few (2 of 8) requested Advisement Application fixes: repaired broken 'Advisor Load' from RDS, added a synchronization of first name / last name to keep up to date with SIS.
- RDS/CDS load failure on 8/30 - issue caused by bad/unexpected DO data (a phone number containing 24 x’s which didn’t fit into a nvarchar (15) field).
- Public website experienced downtime on morning of 8/31 due to the OS volume on sm-web becoming 100% full. This prevented IIS from rendering anything until additional disk space could be freed up. Downtime lasted approx. 15 minutes.
Website Redesign Work:

- Setup and installed top 3 CMS candidates on Dev test machine for Marketing/CTS to evaluate.
  - WordPress CMS (open-source PHP/MySQL)
  - Orchard CMS (open-source asp.net MSSQL)
  - Composite CMS (open-source asp.net no DB)
  - [http://sm-be153-webdev.sm.maricopa.edu](http://sm-be153-webdev.sm.maricopa.edu)

BOExi Reporting Work:

- Explored report customization within the Cisco UCCX system for call center reporting (application allows modification/customization using Crystal Reports)
- Completed 95% of a report for Chris Haines to break down characteristics of various student groups (TRIO, Athletes, Dual Enrollment, etc).
- Completed a report for Della Garcia which breaks down classes by total number of students, short term characteristics, historical enrollment numbers, FTSE, and other factors.
- Continued cleanup and user maintenance in preparation for BOExi upgrade.

Budget Request Application v2

- Continued testing and Budget process optimization/exploration with Cecilia Soto.
- Continued adding CFS object codes to non-personnel item types.
- Focused on code cleanup and encapsulation of core classes.
- Continued bug fixes and 11 revisions checked into source control between 8/27 and 9/2 (subversion keeps stats)

Other Work:

- Met with Linda Hannigan (Assist Dir Strategic Info Tech for DO) and Dustin Landagora (Enterprise Data Modeler for DO) to discuss data encryption standards, best practices, and current problems regarding how sensitive info is transferred through the DO RDS/CDS/HRMS data transfer to colleges. Demonstrated a SQL Injection attack in action, discussed other ways hackers can access data, gave an overview of how SMCC’s encryption assembly works, and offered suggestions on how data encryption can work as a district-wide solution as an additional layer in our security policy.
- Continued requirements gathering for Active Directory and User Account Automation. Finding that getting correct/useful information on exactly how things like 'long distance codes' are actually setup is challenging as most of these processes are handled by multiple people/organizations.
- Continued work with Hiram Wong in completing the CTS Audit - Hiram to be back at SMCC on 9/9 for Server Room tour.
- Continued Data Security work and removal/shutdown of old unsecure, unused systems (ex: intranet.southmoutaincc.edu).