

Assessment Unit Four Column Report



Management Information Systems Office

<i>Administrative Unit Outcomes (AUOs)</i>	<i>Artifact/Instrument/Rubric /Method/Tool Description (N=?)</i>	<i>Data Collection Status/Summary of Results</i>	<i>Use of Summary Results</i>
AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements - AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements On premises and cloud-base systems will be upgraded in its capacity and capabilities to meet institutional and users demands. AUO Status: Completed the Assessment Cycle Planned Assessment Cycle: Spring 2020 - Fall 2020 Start Date: 03/09/2020 End Date: 10/12/2020 Program Level SLO Industry National Certification: N/A Historical Assessment Perspective: Addresses the goals, objectives, and expected outcomes related to the previous assessment cycle's ERP Cloud Migration and Technology Modernization Project	Directly related to Objective	Reporting Period: Spring 2020 - Fall 2020 Conclusion: Criterion Met N=1. All ERP services contracts were renewed and systems upgraded in both versions, capacity and capabilities that are inherent with cloud-based platforms. (10/11/2020) Growth Budget Implications/Effect: Over \$5,000 Growth Budget Justification: MEET FUTURE ON PREMISE AND CLOUD-BASE SYSTEMS REQUIREMENTS FOR LONG-TERM USE, RELIABILITY, SUPPORT, AND STABILITY OF THE COLLEGE'S SYSTEMS AND OPERATIONS. Related Documents: ICON TECHNOLOGY GROUP FY2020 PO.pdf Evisions FY2020 PO and Contract.pdf Ellucian PO Maintenance Renewal FY2020.pdf ACI Worldwide PO 1st Qtr FY2020.pdf AWS PO P2000687.pdf AWS PO P2000943.pdf P2000683 GTSOFTWARE.pdf EVISIONS FY2021 PO.pdf	Use of Summary Result: Although all ERP-related services were renewed and the college's ERP is now in the cloud, we need to work with all vendors to determine more ways to further reduce cost of operations. (10/11/2020) Implementation Status: The prior CITO retired and the new CITO will review and establish a new assessment plan in the upcoming cycle. (06/25/2021)
Document Review - 1. G0020 - Guam Community College- Banner Modernization- 092818 2. Cloud Contract Criterion (Written in %): 100% of all ERP-related cloud systems contracts will be signed Activity Schedule: The college reviews and renews the contracts annually with Ellucian, our ERP	Reporting Period: Spring 2020 - Fall 2020 Conclusion: Criterion Met N=1 or 100% of the contract is signed (01/10/2020) Growth Budget Implications/Effect: Over \$5,000 Growth Budget Justification: See my budget request Related Documents: G0020 - Guam Community College - Modernization Services 100418 - Ellucian-GCC Contract.pdf G002 - Guam Community College- Banner Modernization-	Use of Summary Result: The ERP, Banner and its related application, as it is now hosted in the Ellucian Cloud, is continuously monitored and maintained to ensure optimal efficiency and accessibility. (01/10/2020) Implementation Status: The prior CITO retired and the new CITO will	

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vendor, and other cloud and professional service providers, to ensure that our cloud environment is secured, stable, and operationally sound. Related Documents: FY2021 3020 MIS FUND 01 BUDGET GOALS INDICATORS OUTCOMES v2.pdf FY2021 3020 MIS BUDGET REQUEST FUND 01 v2.pdf FY2021 3020 MIS BUDGET REQUEST FUND 11 v2.pdf FY2021 3020 MIS FUND 11 BUDGET GOALS INDICATORS OUTCOMES v1.pdf	092818 - Ellucian-GCC Contract.pdf	review and establish a new assessment plan in the upcoming cycle. (06/25/2021)	
AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements - AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements On premises and cloud-base systems will be upgraded in its capacity and capabilities to meet institutional and users demands.			
AUO #2 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology - AUO #2 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology To continually improve, modernize, and expand infrastructure and technology in our cloud environment and on campus			
AUO #2 ISMP GOAL 5: Modernizing and Expanding Infrastructure and	Document Review - 1. STUDENTWEB.GUAMCC.EDU -	Reporting Period: Spring 2020 - Fall 2020 Conclusion: Criterion Met	Use of Summary Result: Now that we have these two former on-

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Technology - AUO #2 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology To continually improve, modernize, and expand infrastructure and technology in our cloud environment and on campus AUO Status: Completed the Assessment Cycle Planned Assessment Cycle: Spring 2020 - Fall 2020 Start Date: 03/09/2020 End Date: 10/12/2020 Program Level SLO Industry National Certification: N/A Historical Assessment Perspective: See previous budget	Migration to Cloud 2. IFS.GUAMCC.EDU - Migration to Cloud Criterion (Written in %): 100% Activity Schedule: 10/1/2020 Related Documents: FY2021 3020 MIS BUDGET REQUEST FUND 01 v2.pdf FY2021 3020 MIS BUDGET REQUEST FUND 11 v2.pdf FY2021 3020 MIS FUND 01 BUDGET GOALS INDICATORS OUTCOMES v2.pdf FY2021 3020 MIS FUND 11 BUDGET GOALS INDICATORS OUTCOMES v1.pdf	N=2. 1.STUDENTWEB.GUAMCC.EDU migrated to AWS Cloud environment. 2. IFS.GUAMCCCC.EDU migrated to AWS Cloud environment. (10/12/2020) Growth Budget Implications/Effect: Over \$5,000 Growth Budget Justification: IT Operations: For MIS to have the necessary services and resources to improve and expand cloud-based systems and to migrate candidate on-premises legacy systems into the cloud. Related Documents: AWS PO P2000687.pdf AWS PO P2000943.pdf MIS Quarterly Report Jan - Mar 2020.pdf MIS Quarterly Report Apr-Jun 2020.pdf	premises systems migrated to the cloud and realizing both tangible and intangible benefits and advantages, we need to further explore additional legacy systems as candidates to migrate to the cloud, such as our GCCOPERATIONS Windows file-sharing server. (10/12/2020)
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AUO #1 FA2021-SP2022 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements - AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements On premises and cloud-base systems will be upgraded in its capacity and capabilities to meet institutional and users demands. AUO Status: Completed the Assessment Cycle Planned Assessment Cycle: Spring 2020 - Fall 2020 Start Date: 03/09/2020 End Date: 10/12/2020 Program Level SLO Industry National Certification: N/A Historical Assessment Perspective: Addresses the goals, objectives, and expected outcomes related to the	Document Review - 1. G0020 - Guam Community College- Banner Modernization- 092818 2. Cloud Contract Criterion (Written in %): 100% of all ERP-related cloud systems contracts will be signed Activity Schedule: The college reviews and renews the contracts annually with Ellucian, our ERP vendor, and other cloud and professional service providers, to ensure that our cloud environment is secured, stable, and operationally sound.		
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previous assessment cycle's ERP Cloud Migration and Technology Modernization Project

AUO #1 FA2021-SP2022 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements - AUO #1 FY2020 Enterprise Resource Planning (ERP) System Cloud Maintenance and Improvements

On premises and cloud-base systems will be upgraded in its capacity and capabilities to meet institutional and users demands.

AUO #2 FA2022 - SP2023 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology - AUO #2 FA2022 - SP2023 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology.

Objective 5.2: Ensure robust technology

AUO #2 FA2022 - SP2023 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology - AUO #2 FA2022 - SP2023 ISMP GOAL 5: Modernizing and Expanding Infrastructure and Technology.

Objective 5.2: Ensure robust technology

AUO Status: Currently being assessed

Planned Assessment Cycle: Fall 2022 - Spring 2023

Start Date: 10/10/2022

End Date: 03/13/2023

Program Level SLO Industry

National Certification: N/A

Historical Assessment Perspective: See previous budget

Document Review - Review email correspondence and work orders on internet service failures

Criterion (Written in %): 90% of all stakeholders will be satisfied with the campus internet services

Activity Schedule: Fall 2022

Related Documents: [Sample Survey Questions.pdf](#)

Reporting Period: Fall 2022 - Spring 2023

Conclusion: Criterion Not Met N= 172, 72 out of 172 respondents or 42% of the total respondents were satisfied with the campus internet services. (05/04/2023)

Growth Budget Implications/Effect: Over \$5,000

Growth Budget Justification: The reasons MIS did not meet the criteria are as follows:

- Inadequate Wi-Fi signal coverages and bandwidth, legacy firewall and network devices. The estimated cost to replace the legacy firewall device is around \$40,000 - \$60,000 and network device such as a switch or a router the cost is around \$4,000.

Related Documents:

Use of Summary Result: The reasons for not meeting the criteria of AUO#2 are the following:

- internet connectivity dropping, compatible devices, legacy network equipment, use of personal devices, inadequate WIFI network coverages and bandwidth, and the need to provide more user training. (05/04/2023)

Implementation Status: The department will submit a budget request for an increase of bandwidth across campus and

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replace legacy equipment. This budget request will increase the stakeholders' satisfaction of the campus internet services and help improve student learning outcomes. (05/04/2023)

[GCC MIS Internet Satisfaction Survey Result AY 2022_2023.pdf](#)
[GCC MIS overall satisfaction survey AY 2022_2023.pdf](#)

AUO #1 FA2022-SP2023 Budget Goal - Meet Cloud-Base Requirements - AUO #1 FA2022-SP2023 Budget Goal - Meet cloud-base systems requirements for long-term use, reliability, support, security, and stability of the college's systems and operations. AUO Status: Currently being assessed Planned Assessment Cycle: Fall 2022 - Spring 2023 Start Date: 10/10/2022 End Date: 03/13/2023 Program Level SLO Industry National Certification: N/A Historical Assessment Perspective: Addresses the goals, objectives, and expected outcomes related to the previous assessment cycle's ERP Cloud Migration and Technology Modernization Project AUO #1 FA2022-SP2023 Budget Goal - Meet Cloud-Base Requirements - AUO #1 FA2022-SP2023 Budget Goal - Meet cloud-base systems requirements for long-term use, reliability, support, security, and stability of the college's systems and operations.	Document Review - Verifying that all cloud base contracts are maintain by document review. Criterion (Written in %): 100% of all ERP-related cloud systems contracts will be processed Activity Schedule: Fall 2022 Related Documents: FY2023 3020 MIS BUDGET REQUEST FUN 11 V2.pdf FY2023 3020 MIS BUDGET REQUEST FUN 01 V2.pdf	Reporting Period: Fall 2022 - Spring 2023 Conclusion: Criterion Met N=7, all 7 (100%) ERP-related cloud systems contract were processed. (05/04/2023) Growth Budget Implications/Effect: Over \$5,000 Growth Budget Justification: The costs of all contracts have increased per year, which MIS expected. Related Documents: Purchase Orders Process in FY 2023.pdf	Use of Summary Result: All contracts were processed on time. (05/04/2023) Implementation Status: MIS will be requesting an increase of budget due to increased cost of contracts. (05/04/2023)
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