From:	Wesley T Gima [wesley.gima@guamcc.edu]
Sent:	Tuesday, December 04, 2012 5:44 PM
To:	francisco.camacho@guamcc.edu
Cc:	frederick.tupaz@guamcc.edu; 'Joann Muna '; Carmen Kwek Santos
Subject:	Re: Standards III - Technology Resources

We are currently developing a needs analysis which will help us develop a strategy on how GCC will address DE. That strategy will help us determine the type of training that will be needed to support the DE program.

For the Fall 2012 semester, the nine Tech Friday sessions covered areas that can be directly or indirectly used for DE classes. Please note that not all technology training leads to DE.

Academic Technologies is the department that will be responsible for instructional technology along with planning and training.

wes

On Nov 30, 2012, at Nov/30 1:46 PM, Francisco Camacho wrote:

Fred,

See my responses below.

I'm copying Wes, Joann, and Carmen, just in case they want to chime in and correct or add to any of my responses. If you still need more information or would like to further discuss, please let me know and we can schedule to meet.

Frank

From: Fred Tupaz [mailto:frederick.tupaz@guamcc.edu]
Sent: Friday, November 30, 2012 8:57 AM
To: francisco.camacho@guamcc.edu
Subject: Standards III - Technology Resources

Hafa Adai Frank,

I light of Frank Tung's retirement, I have recently taken on the responsibilities of the chair for Standards III. I was wondering if you could briefly update me with the status of some of the actionable items that were contained in GCC's ISER for 2012. These items include the following:

3A3b. Is MIS working with HR to develop a plan to electronically back-up employee records or store information off-campus (through a server or other means) for additional security?

Employee data already entered into our BANNER database system are electronically backed up daily. Tape backups of the system which includes employee data are moved and stored off-campus at a bank's vault at least every two weeks.

I believe your question here is more related to the employee files and folders in the HR vault that are still in physical hardcopy form and not in electronic format. The major issue with regards to electronically capturing employee physical

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records/files/folders is the necessary scanning equipment and the manpower to address this actionable item. Note, however, that the actual primary software solution is already in place and it is called the BANNER DOCUMENT MANAGEMENT SYSTEM (BDMS) from Ellucian (formerly Sungard Higher Education). Although HR has the ability to scan hardcopy documents and convert them to electronic format before moving the image into BDMS, the current XEROX scanning interface is propriety, very manually driven, and its incompatibility limits HR's ability to do bulk dedicated high-speed scanning, which can be resolved by using the recommended scanning equipment such as those from Canon. I believe the plan to further address this action item is to use the Ellucian-recommended interface that is compatible with the scanner, such as Canon, however, budget resources will need to be secured to procure such equipment, hire, and train additional staff. We will eventually be moving to this interface, known as QuickScan Pro (QSP), which we hope to replace the XEROX interface, once these financial resources are in place. As a note: "QSP is the current bulk scanning module for BDMS which provides high speed batch scanning, image cleanup, barcode, and light zonal OCR features for paper image capture."

3C1. Is MIS developing training standards for MIS personnel for new emergent technologies as documented in the ITSP?

This is in progress but the development of the "target" standard training for MIS personnel is one of the biggest challenges we are facing due to the speed and the magnitude of changes that occur in the field of technology. With new emergent technology coming up quicker than we can get training for, the "standard" no longer remains the same and continues to evolve—which is a moving target. With all the different types of technology gadgets existing and the realm of BYOD (Bring Your Own Device) available today, it is almost impossible to focus on what training to develop. What we come up with as a standard today only seem to last while the type of technology or software is actually mainstream, which mostly change about every 6 months. When major changes occur and the college decides to approve their implementation without fully addressing the training requirements, the configurations, specifications, and versions of the hardware or software you are trained for become obsolete and no longer valid or applicable. This bring into the picture a related challenge that MIS faces with the limited funding from Staff/Administrator Development Funds, especially when pursuing technical training that are not readily available on-island. At this time, training for MIS personnel is limited to how much is available and the prioritization of the Staff/Administrator Development Funds, which is insufficient to accommodate all the types of standard trainings, or requests that we've developed and submitted for in the past. To truly address this action item, MIS will continue developing and updating training standards that are in support of what is currently within our infrastructure, what is most feasible financially and personnel-wise, and what will make the most positive impact to SLO's and AUO's.

3C1b. Is MIS working with HR to consider increasing the availability of technology training for all college constituents so that they become familiar in the latest instructional technologies that would gradually lead toward an expanded Distance Education (DE) program?

This is also currently being addressed but at a much smaller scope and although MIS' involvement is critical, it is not necessarily conducted by MIS. At this time, Wesley Gima, has been charged to conduct or coordinate instructional technology training as well as the person to spearhead the development of a true Distance Education (DE) program for the college. MIS' involvement is in providing the expertise towards facilitating and making sure the actual technology is operational so that training can be conducted. As for actual training, it has been made available to all GCC employees and there has been Tech Friday trainings going on as announced on the MyGCC portal and further details of that as well as on the status of DE can be obtained from Wesley Gima.

I would be more than happy to discuss these items with you at your convenience and could be reached at 687-6986. Otherwise I would greatly appreciate if you could give me a response nlt December 4th, 2012.

Thank you for your time and I look forward to working with you to address issues our College is facing with regards to Human Resources to ensure we continue to remain an accredited institution by the Accrediting Commission for Community and Junior Colleges, Western Association of Schools and Colleges (ACCJC/WASC).

Best Regards and Happy Holidays!
Fred

Wesley T. Gima
Guam Community College
671-735-3025
www.guamcc.edu

No virus found in this message.
Checked by AVG - www.avg.com
Version: 2013.0.2805 / Virus Database: 2634/5952 - Release Date: 12/11/12

From:	Carmen K. Santos [carmen.kweksantos@guamcc.edu]
From:	Carmen K. Santos [carmen.kweksantos@guamcc.edu]
Sent:	Tuesday, December 04, 2012 11:30 AM
To:	francisco.camacho@guamcc.edu; frederick.tupaz@guamcc.edu
Cc:	'Joann Muna '; 'Wesley T Gima'
Subject:	RE: Standards III - Technology Resources

Fred,

In addition to 3C1 below, please note that for the past few years GCC has entered into contract with Sungard/Ellucian and now Tech Proven to provide the technical expertise for the Banner integrated system that is currently not available internally. MIS and management recognizes that we will not be able to fully train MIS personnel to be for example a DBA and that we will require to utilize this technical assistance contractual services contract into the future. This is due to the ever changing technology and the vast knowledge required for the system.

Also, MIS is being afforded training and have applied for Staff Development. However, they also go to on-island trainings and have opportunity to seek other grant related resources to increase training. We have had numerous trainings brought to the campus of the last few years targeting specifically the Banner system. Training does not necessarily have to be that which leads to certification.

I have spoken to Wes regarding his response as his role as the Academic Technology Resource for the campus. GCC has written a grant proposal to fund the Distance Education Strategic Plan. Although we haven't received a response, the funds will be used to perform a needs analysis of distance education for GCC.
He should be providing more input.

Hope this helps,

Thanks,

Carmen K. Santos
VP of Finance and Administration

Phone: 735-5548
Fax: 734-2942
carmen.kweksantos@guamcc.edu

From: Francisco Camacho [mailto:francisco.camacho@guamcc.edu]
Sent: Friday, November 30, 2012 1:47 PM
To: frederick.tupaz@guamcc.edu
Cc: 'Joann Muna '; Wesley T Gima; Carmen Kwek Santos
Subject: RE: Standards III - Technology Resources

Fred,

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I'm copying Wes, Joann, and Carmen, just in case they want to chime in and correct or add to any of my responses.
If you still need more information or would like to further discuss, please let me know and we can schedule to meet.

Frank