



TECHNOLOGY IMPACT REPORT



2023 - 2024
Academic Year

A note from the Chief Information Officer

Dear Colleagues and Community Members,

It is my distinct honor to present the Los Rios Community College District's first annual Technology Impact Report, showcasing the progress and strides we have made in utilizing technology to enhance the educational experience for students and educators during the 2023-2024 academic year. As technology becomes increasingly crucial in today's higher education environment, there is much to be proud of as we work to position our district at the forefront of innovation and service delivery.

I extend my deepest gratitude to our dedicated IT team, faculty, staff, and students for their continued support and collaboration. Together, we will continue to innovate, adapt, and excel in addressing the technological needs of our district.

Sincerely,
Manveer Bola
Associate Vice Chancellor of IT
& Chief Information Officer



Introduction to the Technology Impact Report

This academic year marked the launch of our 2024 – 2030 Technology Strategic Plan, which serves as a guiding framework for our initiatives and establishes clear priorities and goals for achieving our technological vision. This Technology Impact Report is intended to showcase our progress in implementing our strategic plan, ensuring that our work is aligned and on track to realize the ambitious goals set by our stakeholders. This report outlines the progress made in each of the following strategic priorities:

- Deliver innovative and user-centric solutions to support teaching, learning and student success.
- Increase access, improve accessibility, and address digital equity barriers.
- Establish a secure, reliable, and sustainable technology foundation.
- Improve IT partnership, engagement, and communication across the district and with the broader community.

Strategic Priority

Deliver Innovative and User-Centric Solutions to Support Teaching, Learning, and Student Success

Dedication to delivering innovative and user-centric solutions is at the core of our mission. This strategic priority emphasizes the importance of designing technology with students and educators in mind, supporting online education, and enhancing classroom technologies. By streamlining student major selection processes, implementing a career exploration tool, and digitizing our library fee collection process, we strive to elevate the educational experience for both students and educators. These accomplishments demonstrate our commitment to fostering a more interactive and supportive learning ecosystem.

Making Major Selection Easier for Students

In our ongoing commitment to enhance user experience and simplify routine processes, the district embarked upon an initiative to improve the student major selection process. This project focused on cleaning up CCCApply major options across all of our colleges in order to align meta majors and prioritize transfer degrees. Additionally, we implemented an online and automated "Change of Major" form for students, making it easier for students to declare and change their majors instantly. These changes not only make it easier for students to declare and change their majors, but also improve the overall efficiency of our enrollment systems. This strategic effort underscores our dedication to use technology to improve academic planning and position students on an optimal path towards achieving their educational goals.

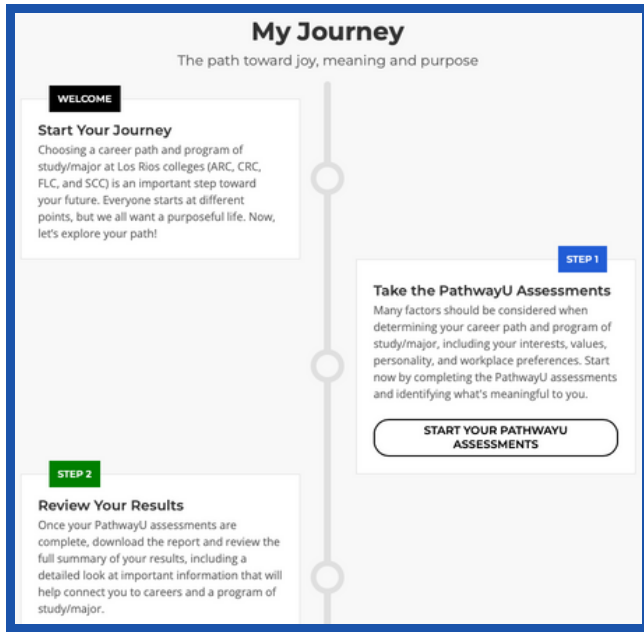


12,192
Major Changes
Processed

Improving Zero Textbook Cost Tracking

In compliance with legislative mandates to track and report on Zero Textbook Cost (ZTC) course sections, the district implemented a comprehensive ZTC tracking system. This initiative empowers faculty to identify and register their ZTC courses within PeopleSoft through a self-service form, ensuring ZTC courses are identified and can be easily discovered by students in course schedules. The ZTC program plays a crucial role in our strategic efforts to alleviate financial burdens on students and expedite their path towards degree completion. This initiative not only complies with state requirements, but also underscores our commitment to leveraging technology to support cost-effective educational solutions.

Helping Students Explore Career Opportunities



To help students choose an academic path that matches their passions and interests, the district implemented PathwayU, a comprehensive career exploration tool that helps align personal and professional interests with degree and certificates offered at Los Rios colleges. By connecting interests with academic goals, PathwayU helps students make well-informed decisions about their education. The tool provides personalized insights and recommendations, creating a more intuitive and supportive academic planning experience. This initiative demonstrates our commitment to using technology to equip students with the resources they need to succeed, ensuring that their time attending Los Rios colleges is both meaningful and strategically aligned with their future aspirations.

Accepting Library Fee Payments Online

Students across the district did not have the ability to pay for lost library items or other library related fees online, resulting in an inconvenient experience for students and financial losses for our libraries. Today's students expect modern payment methods be available across all business services; to that end, DOIT enhanced our administrative systems to grant students the convenience of paying library fees online through the eServices platform. Students can now manage all of their college financial obligations in one place. This feature not only enhances convenience and security for students, but also enables the library to efficiently recoup the costs of lost materials, including textbooks, technology equipment, and circulating books.

12,274
Payments
Processed
Online

Strategic Priority

Increase Access, Improve Accessibility, and Address Digital Equity Barriers

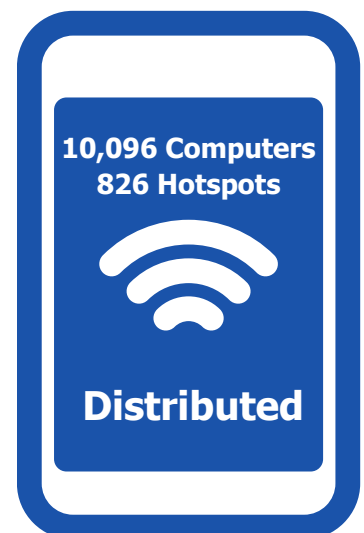
By striving to expand digital equity, comply with accessibility regulations, enhance digital literacy, and champion inclusive content design, we aim to create a more inclusive and supportive technological environment. This strategic priority is dedicated to removing barriers to technology access, ensuring that all students, faculty, and staff have equitable access to the resources they need to succeed. To achieve this, we have increased registration accommodations for student parents, given computers and wireless internet access to students, improved awarding of military service credits, and increased access to assistive technologies across the district. These efforts foster a more inclusive, equitable, and accessible educational experience for every member of our community.

Improving Access for Student Parents

Assembly Bill 2881 marked a significant stride towards inclusivity and support for student parents. This policy mandates California Community Colleges to grant priority registration to students with dependent children under the age of 18, aiming to alleviate scheduling conflicts and pressures faced by student parents. The implementation of this policy involved a collaborative effort among various departments and stakeholders to upgrade our registration platform, develop clear communication strategies to educate student parents about the new policy, and offer training sessions for administrative staff to handle priority registrations effectively. Student parents can now register for classes and create a schedule that aligns with their family responsibilities, accommodating the unique challenges faced by student parents and ensuring they have equitable access to educational resources and opportunities.

Providing Computers & Internet Connectivity to Students in Need

Launched during the COVID-19 pandemic, the "Digital Equity Device Distribution" initiative helped provide eligible students with technology resources they needed for remote learning. Students were given Chromebooks and internet access via wireless hotspots to help reduce the digital divide, allowing continuous access to educational resources. Additionally, improved collaboration with college support services enabled student facing tech support to aid students during these challenging times. This initiative highlighted the district's proactive approach to using technology to meet student needs, maintaining educational continuity, and dedicating efforts to digital equity.



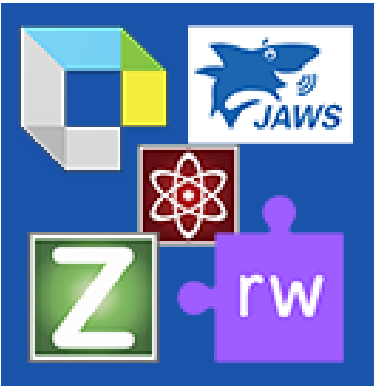
Supporting Military Service Members

To recognize and honor the diverse experiences of our student body, the district implemented a process to award academic credit to students for coursework completed during their military service. The “Credit for Prior Learning: Military” project, aims to acknowledge the valuable skills and knowledge acquired during military service and apply credit towards their academic pathways. Our student information system was upgraded to enable military credit to be posted to student records and reflected on transcripts, ensuring that our veterans receive the academic credit they deserve. This represents a significant step towards inclusivity and recognition of non-traditional learning.



“Having a more transparent mechanism for our Veteran students to request evaluation of their military training helps shorten the Veteran's time to completion.”
-Kim Goff (A&R Director)

Increasing Access to Assistive Technologies



To reduce digital equity barriers and improve accessibility, the district extended access to various assistive technologies, including document readers, screen readers, screen magnifiers, speech recognition, and dictation tools. Utilizing the combined purchasing power of our colleges, the district successfully negotiated favorable licensing agreements, making this range of assistive software available to all students and employees. Expanding access to these technological aids fosters an inclusive environment that helps ensure equitable access to educational resources and opportunities.

Improving the Online Proctoring Experience

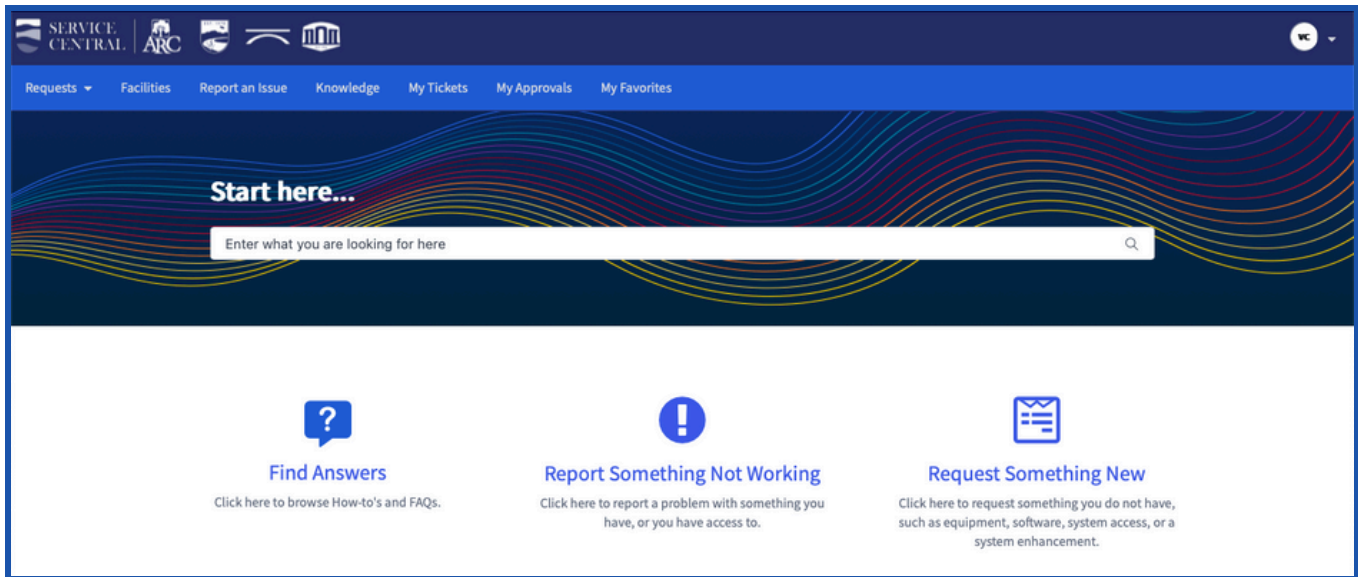
With the rapid increase of online learning across the district, there was a need for a comprehensive online proctoring solution to support the integrity of online test taking. Users of the district’s prior online proctoring solution raised equity concerns and functional deficiencies that could not be effectively addressed within the prior solution. To address these concerns, the district initiated an effort in partnership with academic stakeholders to perform a comprehensive evaluation of online proctoring solutions across the industry and implement a system that better aligns with our equity and academic integrity standards. Honorlock was selected as the district’s new solution and will provide enhanced proctoring through features that will support the growth of online education, strengthen integrity of the examination process, and improve student accessibility and equity in online testing.

Strategic Priority

Establish a Secure, Reliable, and Sustainable Technology Foundation

Our commitment to creating a robust technology infrastructure is unwavering. This strategic priority underpins all other initiatives by ensuring that our technology systems are secure, dependable, and environmentally sustainable. By focusing on enhancing cybersecurity measures, improving service reliability, minimizing redundant tools, and adopting eco-friendly practices, we lay the groundwork for a resilient and future-proof IT environment. Over the past year, our efforts have enhanced data security, fortified network systems, modernized to cloud infrastructure, increased operational efficiency, and improved delivery of technology services.

Improving Customer Service



To enhance customer service and boost operational efficiency, the district launched the Service Central IT service management platform. This system improves the previously fragmented IT support channels, which forced employees and students to self-navigate to the appropriate campus, district, or program to fulfill their IT needs. By consolidating service requests into a single unified system, Service Central has greatly streamlined our IT service management processes. It now allows for more effective tracking, reporting, transparency, and prompt resolution of service requests. This advancement has not only shortened response times but also ensures a consistent and dependable user experience across the district. Providing a unified interface for all IT services, issues, and requests has increased user satisfaction and operational efficiency. This strategic initiative highlights our commitment to leveraging technology to enhance service delivery and support the district's technology goals.

Major Network & Wifi Upgrade

The district embarked on a significant initiative to replace its outdated network and WiFi infrastructure, which had been plagued by frequent connectivity issues, slow speeds, and security vulnerabilities. Recognizing the critical need for reliable internet connectivity, District Office and Campus IT teams undertook a comprehensive overhaul across every campus and outreach center. This project involved replacing antiquated equipment with modern, high-capacity solutions designed to enhance performance and security. The upgraded network infrastructure now offers wider coverage, improved speed, and better positions our district for expected growth in online education and digital services. Additionally, the new system enables remote network management, further improving efficiency and response times. This proactive upgrade demonstrates our commitment to creating a secure and robust digital environment, ensuring that students, faculty, and staff can depend on seamless and protected connectivity for their educational and administrative needs.

918
**Wireless Access
Points Deployed**

Improving Classroom & Facilities Scheduling

Consumnes River College and Folsom Lake College required a new system to replace a legacy tool for managing reservations of campus facilities. To address this, the district adopted the ServiceNow platform. This enhancement offered numerous advantages, such as substantial cost savings from lowered annual licensing fees and improved space utilization efficiency. The platform's workflow automation simplified the scheduling process, reducing conflicts and optimizing the use of classroom and facility spaces. These enhancements have resulted in more efficient resource utilization and greater flexibility for academic activities. By embracing this innovative technology, the district is now better positioned to meet the diverse needs of our academic community, ensuring more effective and sustainable management of facilities.

Make a reservation

Book available spaces and items, and they'll be ready when you need them

Cosumnes River College Folsom Lake College

Browse all

* Building

Select a building

* Start date and time

09-30-2024 03:30:00 PM

Building is a mandatory field

+ Add another building

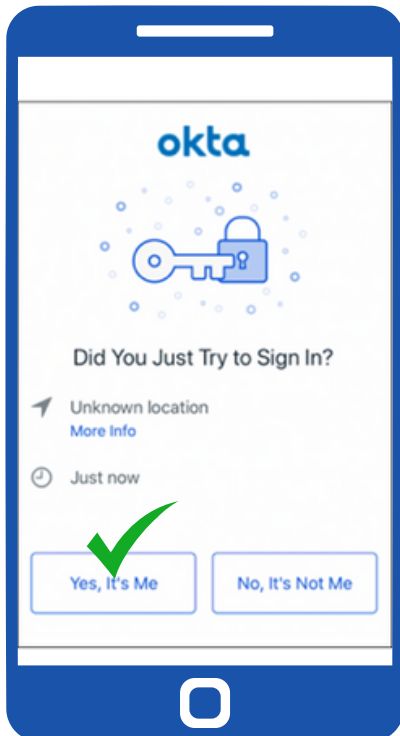
Migrating Critical Systems to the Cloud

372

Servers moved to the
Cloud

In response to increased instability, rising costs, limited scalability, and unprecedented demand for technology services, our district embarked upon a transformative journey to migrate on-premise servers and data storage to the cloud. This strategic move reduced our operational expenses and significantly enhanced system performance, resilience, scalability, and security. The cloud migration project entailed careful planning to ensure minimal disruption to administrative and academic functions. By transitioning to flexible cloud-based infrastructure, we are better positioned to support the growing and evolving needs of the district, enabling us to adapt to future technological advancements. This initiative underscores our commitment to leveraging cutting-edge technology to streamline operations and deliver sustainable services to our stakeholders.

Securing Student Accounts



Los Rios' previous Identity and Access Management (IAM) systems struggled to keep pace with modern cybersecurity standards and best practices, which posed considerable risks to student account security and complicated access management. To enhance both security and operational efficiency, the district initiated the "Student MFA and Identity & Access Management Upgrade" project, aimed at strengthening user security and implementing Multifactor Authentication (MFA) for students. Okta was implemented as the district's new IAM system to provide more secure and efficient management of student and employee accounts. This new system not only protects student accounts from unauthorized access but also simplifies identity management across the district, underscoring our commitment to fostering a secure and sustainable digital environment.

Protecting High Risk Data

In the face of escalating cyber threats, the district discovered high-risk data scattered across various unencrypted file shares, making sensitive information vulnerable to potential breach and exposure. Recognizing the risk to student and employee privacy, the district launched the "High Risk Data File Share Cleanup Project" to systematically identify and secure files containing high-risk data while addressing outdated and unsecured application processes. After the files were discovered, they were encrypted and stringent access controls were implemented, ensuring that only authorized personnel could access such information. The successful completion of the project significantly reduced the risk of unauthorized access and data leaks, reinforcing the district's unwavering commitment to cybersecurity.



3,736 Files Purged
3,764 Files Encrypted

Advancing Document Management Capabilities

The district launched an initiative to consolidate its OnBase document management system into a single districtwide instance, enhancing security, resilience, and performance. Previously, each college had separate instances of OnBase, causing fragmented support models, security risks, and inconsistent performance. Moreover, with approximately 70% of students enrolled in classes across multiple colleges within the district, individual campus OnBase silos impeded the ability for student support staff to access crucial student information. This project not only optimized access to critical information but also prepared the district to better accommodate future functional alignment. This consolidation embodies our commitment to removing technological barriers and leveraging innovative solutions to boost operational efficiency.

Boosting Communication and Collaboration

Our district undertook a comprehensive project to replace the outdated Microsoft Skype phone system with Microsoft Teams and upgrade all physical phone hardware across the district. The legacy Skype phone system was nearing end-of-life and would no longer be supported by Microsoft, increasing the risk of technical issues and security vulnerabilities. The transition to the cloud-based Microsoft Teams phone system provides a robust platform that supports high-quality voice and video calls, secure messaging, and collaborative features. One of the primary advantages of Teams is its seamless integration with other Microsoft Office 365 applications, allowing users to schedule meetings, share documents, and collaborate in real-time from a single interface. The new system also enables remote management and troubleshooting, reducing downtime and ensuring that technical issues are swiftly resolved. These technological advancements demonstrate our commitment to providing modern and efficient communication infrastructure to meet current and future communication needs.

Strategic Priority

Improve Technology Partnership, Engagement, and Communication Across the District and with the Broader Community

In our steadfast commitment to align technology resources to serve organizational needs, we aim to foster greater collaboration, enhance stakeholder engagement, and expand key partnerships. This priority focuses on optimizing technology governance processes and ensuring effective communication channels, ultimately driving informed decision-making and effective solutions. Our efforts are dedicated to creating a cohesive and responsive technological ecosystem that supports the diverse needs of our students, faculty, and staff, as well as our broader community partners.

Charting our Technology Future



In the 2023-2024 academic year, DOIT embarked on a transformative journey to develop a districtwide technology strategic plan that defines our vision, guiding principles, strategic priorities, and goals that will guide our technology program for the next six years. This comprehensive plan outlines our vision for the future and underscores our commitment to advancing the success of our students, faculty, and staff through innovative, secure, and reliable technological solutions. Developed with valuable input from stakeholders across the district, this strategic plan reflects the diverse needs and aspirations of our entire community. The strategic plan serves as a roadmap for achieving technological excellence and helps foster an environment where technology significantly enhances our ability to accomplish our educational mission.

<https://losrios.edu/lrccd/main/doc/strategic-plan/tech-strategic-plan-2024-2030-full.pdf>

Improving Technology Prioritization & Strategic Alignment



Technology resources across the district are limited, necessitating a mechanism to evaluate and apply resources to the highest priority initiatives. To that end, the district initiated the "IT Governance and Project Portfolio Management Project" to create a process that enables the alignment of time and financial resources with program and functional priorities. This includes the development of an intake process, evaluation framework, and a prioritization mechanism to ensure that project investments are in line with district-wide priorities. The governance structure was meticulously crafted to engage leadership and participatory governance groups at all levels, helping to ensure that IT priorities support our long-term strategies and goals.

Leading Communities of Practice

Los Rios established and continues to foster the California Community College PeopleSoft User Group (CCC PUG), a vibrant and dedicated community within the California Community Colleges system focused on sharing best practices and lessons learned regarding the PeopleSoft human resources, financial and student information systems. This group tackles the unique challenges and needs of CCC PeopleSoft users by creating a platform for sharing insights, resolving issues, and advocating for new system features to meet unique CCC needs. Throughout the year, collaboration has empowered CCC PeopleSoft users to effectively optimize their use of the software and share solutions/approaches to common challenges. Additionally, the group's collective voice garners significant leverage with the software provider Oracle, ensuring that the unique requirements of California Community Colleges are appropriately supported. The ongoing efforts of CCC PUG underscore our commitment to fostering an environment of technology collaboration and continuous improvement with our CCC peers.

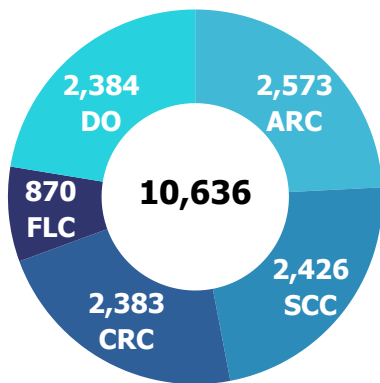
Information Technology

2023-2024 Performance Metrics

The following performance metrics are intended to highlight key indicators of success. This 2023-2024 report is intended to establish the initial baselines for the metrics outlined in this section. Subsequent reports will reflect the annual measurements of progress in improving and enhancing the Los Rios technology program.

Service Delivery

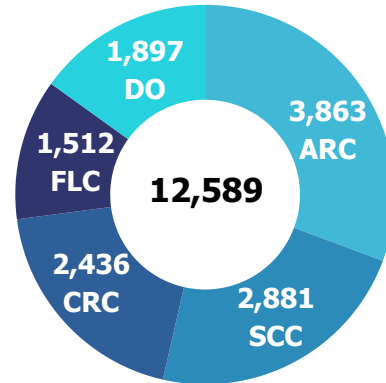
Incidents Completed (by Originating Location)



Average Resolution Time: 3 Days 20 Hours

Incidents are unplanned events that interrupt a service or cause a reduction in quality. Incidents are more critical and riskier than requests, and require immediate resolution. Examples of incidents include a broken printer or an application that won't load.

Service Requests Completed (by Originating Location)



Average Completion Time: 9 Days 11 Hours

Service Requests are pre-defined requests for assistance or access to a service. Requests are less critical and risky than incidents, and can be scheduled later. Examples of requests include a request for a new laptop or a request for system access.

Top Visited Webpages

Page Visits (millions)	Webpage	Accessibility Score
4.6	losrios.edu	91.8
3.4	arc.losrios.edu	88.2
2.8	scc.losrios.edu	88.1
2.1	crc.losrios.edu	90.3
1.4	flc.losrios.edu	90.5

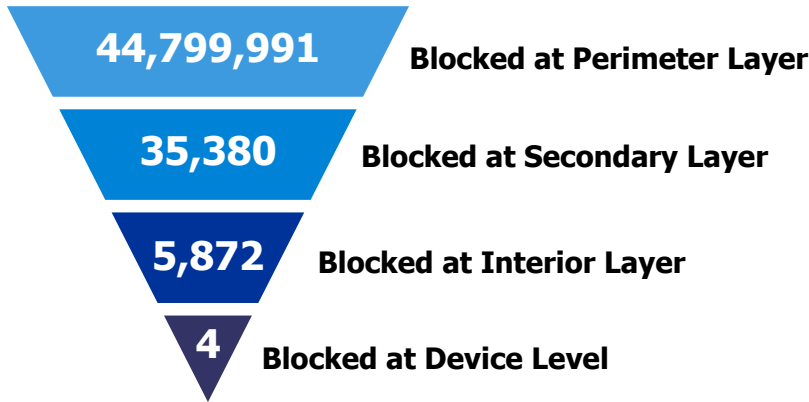
A webpage accessibility score is a numerical value that measures how well a website meets accessibility guidelines and best practices, a higher score indicates better accessibility.

Top Used Applications

1. Canvas
2. App Dashboard
3. eServices
4. Google Suite
5. Office 365

Cybersecurity

Suspicious or Malicious Activity Detected and Blocked Daily



The average number of daily blocked attempts to connect to Los Rios systems. Devices with reputation issues associated with spam, malware, dangerous domains, or suspicious locations are blocked by Los Rios cybersecurity measures.



Number of computers, servers, and virtual devices supported by Los Rios IT staff. Support activities includes regular software updates, hardware maintenance, regular replacements, security patching, and customer support.

5,997

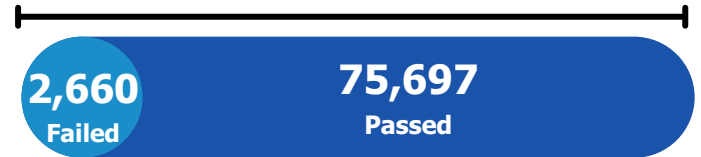
Phishing Incidents Reported



The number of phishing emails reported by users as suspect and the confirmed number of malicious emails.

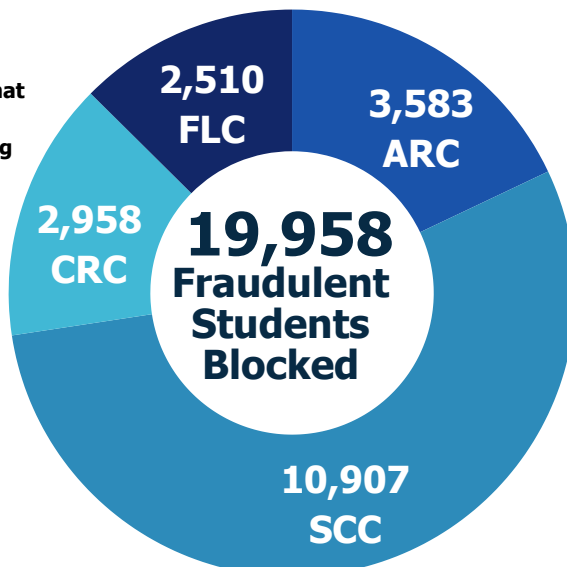
78,357

Phishing Tests Sent



The number of simulated phishing emails sent to Los Rios users to test their ability to recognize common types of phishing scams and the number of those tests passed and failed.

The number of fraudulent students that were detected and blocked from accessing Los Rios systems and student services.



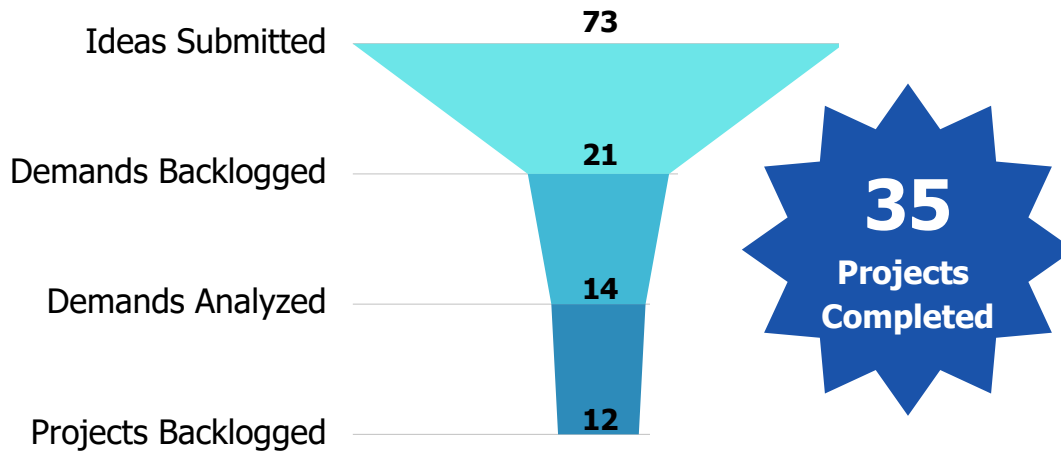
Electronic Incidents Resulting in Unauthorized Disclosure of Personal Information

The number of breaches during the academic year that involved Personally Identifiable Information (PII) contained in lost or stolen unencrypted electronic devices and storage media. This number does not include paper and verbal releases of information.



Project Delivery

Technology Projects Pipeline



Project "Ideas" can be submitted by any employee within the district. Each idea is considered for a "Demand" analysis which involves scoping, level of effort, and cost/timeline estimation. Once complete, Demand Analysis are once again reviewed and considered for project approval. If a project is approved, it is prioritized and added to the Project Backlog to await resource availability.

Annual Classified Appreciation Day Summer Picnic DOIT Wins 2024 Frisbee Championship



Acknowledgements

We acknowledge and thank the following Trustees, Administrators, and Faculty Leaders for their contributions and support of the key technology achievements made during the 2023-2024 academic year, as highlighted in this Technology Impact Report.

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Deborah Ortiz, Area 6
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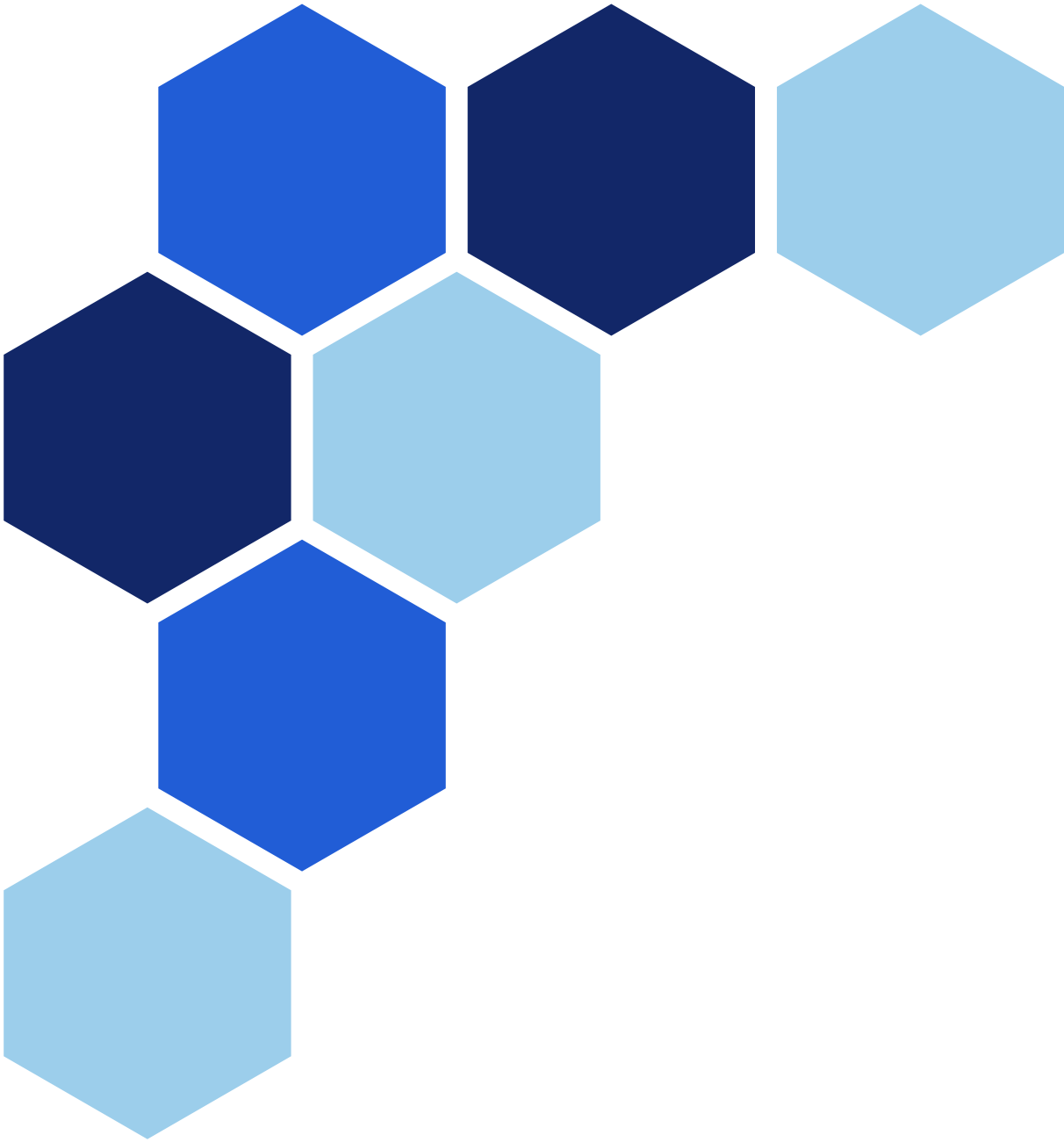
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Davin Brown, VP Student Services
Kirk Sosa, IT Dean
Andranik Divanyan, IT Supervisor

Key Governance Leadership

Alisa Shubb, District Academic Senate President
Brian Knirk, ARC Academic Senate President
Jacob Velasquez, CRC Academic Senate President
Eric Wada, FLC Academic Senate President
Sandra Guzman, SCC Academic Senate President
Morgan Murphy, Co-Chair of Education Technology Committee

We would also like to thank District Office & Campus IT staff for their contributions to the achievements outlined in this report.



LOS RIOS
COMMUNITY
COLLEGE DISTRICT

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