



16

annual

REPORT

**DEPARTMENT OF
INFORMATION
TECHNOLOGY**



South Central College

welcome

TO THE DoIT ANNUAL REPORT

The Department of Information Technology (DoIT) at South Central College (SCC) is committed to providing secure, reliable and redundant systems and educational support to every member of the faculty, staff and student body.

During the past year, we've continued to solidify relationships, form partnerships and collaborate with others to ensure our institution continues to be a leader in the area of information technology.

Highlights of the 2016 year include:

Learning Central:

Applied for and received a grant for development of Open Textbooks through Minnesota State. This grant allowed us to explore open textbooks as a means to increase retention. Our project started with informational workshops and culminated with the development of 5 open textbooks to alleviate student expenses.

Implemented Oracle RightNow to support Faculty Development. Using this database for faculty professional development allows the team members to develop more targeted training in multiple formats. It also offers access to resources 24/7 from wherever the faculty member is located.

Developing workshop series with Academic Support Center/Disability Services. Our instructional designer and the accessibility specialist developed a series of Lunch and Learns with a lecture component followed the next week with hands-on lab experiences for more individualized practice.

Library:

Data reclamation. Both libraries worked through the process for data reclamation to make sure our records are accurate and ready to be moved to a new system.

Split children's collection. The North Mankato library is splitting its children's collection to allow the Faribault site to provide a children's collection as well. This will save on costs and uses materials already present in the system.

AV:

Working on updating meeting rooms to free up classroom space for classes. Meeting Room A was upgraded with a new display, room configuration, and controller. IT and AV worked together on this.

Looking at upgrades for collaboration spaces in the Student Lounge. The spaces need to be adapted for other input sources to keep up with current technology.

Improving ITV Rooms. Working on upgrading equipment in C129 as a model.

Information Technology Highlights:

Expanded use of System Center – We use System Center to deploy Windows images in half the time of Ghost (a former imaging system). System Center also manages patch deployment for all windows PC's. System Center also allows us faster insight into our systems for vulnerabilities and inventory tracking. With use of Microsoft System Center and Secunia, SCC IT has been able to better track workstation and server deployment including application and OS patching to ensure our systems are up to date. With this tool we are now able to identify an infected machine within 3-5 minutes of the infection and take action to quarantine and scan the computer before it spreads the virus to other machines or releases sensitive data. We have gone from under 30% of our machines passing a credentialed network scan to over 90%.

IT Security – Minnesota State released their six key areas to focus on for IT security. SCC IT has been focusing on admin rights management and patch deployment.

Expanded use of StarID – StarIDs are now used for more systems such as ISRS, Image Now, SCC Wireless Networks and soon Student E-mail access.

In the upcoming year, our efforts will continue to be in the area of vulnerability management for our users, implementation of 0365, continued progress on SCC strategic priorities in the area of Information Technology and in the Libraries, we are evaluating workflows and data to prepare for the migration process to a new integrated library software as well as continuing to develop information literacy support for classes. Learning Central will be examining our online development process and how we can accommodate instructors of various comfort levels with online teaching. Quality Matters work continues with the addition of four courses going through the certification process.

On behalf of the entire DoIT team, we strive to meet your teaching, learning and technology usage needs.

Dr. Mark J. Baas

Vice President of Technology/CIO

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staff OF DoIT



MARK BAAS
VICE PRESIDENT
OF TECHNOLOGY

I.T. SERVICES



PAWEL BUDA
HELPDESK
MANAGER



BRODIE COWNIE
NETWORK
ADMINISTRATOR



JOHN HORTON
SERVER
ADMINISTRATOR



STEVEN MILLS
DIRECTOR OF IT
SERVICES



BILL VADER
WORKSTATION
SUPPORT
SPECIALIST



MIKE HERTEL
WORKSTATION
SUPPORT
SPECIALIST

COPY SERVICES



JANE GEIGER
COPY SHOP
ASSISTANT

ITV (COMET/METNET)



BILL ERICKSON
COMET/METNET
TECHNICIAN



LEE SUTTON
COMET/METNET
REGIONAL
SCHEDULER

LIBRARY/MEDIA SERVICES & LEARNING CENTRAL



ALA GARLINSKA
LIBRARIAN



CHARLIE GOETTLICHER
AUDIO VISUAL
TECHNICIAN



JOHNNA HORTON
DIRECTOR OF
LIBRARY/MEDIA
SERVICES-
SUPERVISOR,
LEARNING CENTRAL



JULIANN BRUESKE
TECHNOLOGY
PROJECT
SPECIALIST



KIM DEMARCE
LIBRARY
MANAGER



WENDY SANDSTROM
INSTRUCTIONAL
TECHNOLOGY
DESIGNER

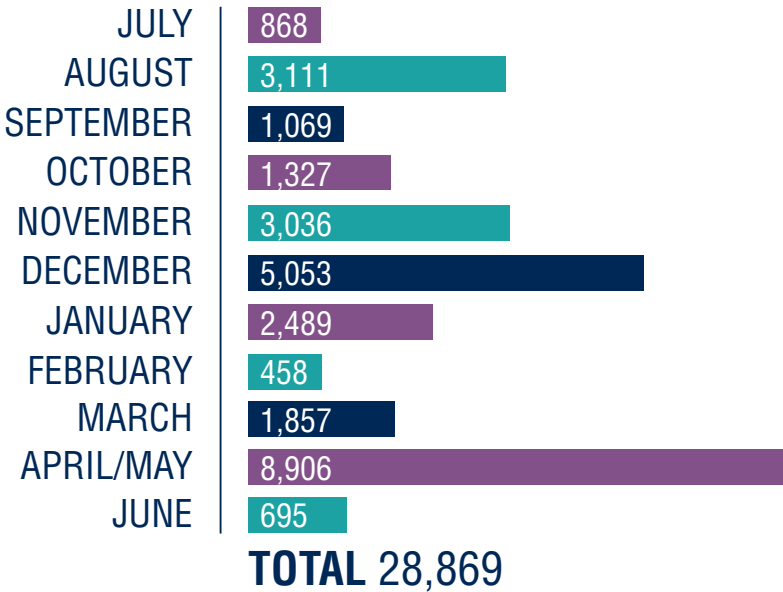
copies made

JULY 1, 2015 - JUNE 30, 2016

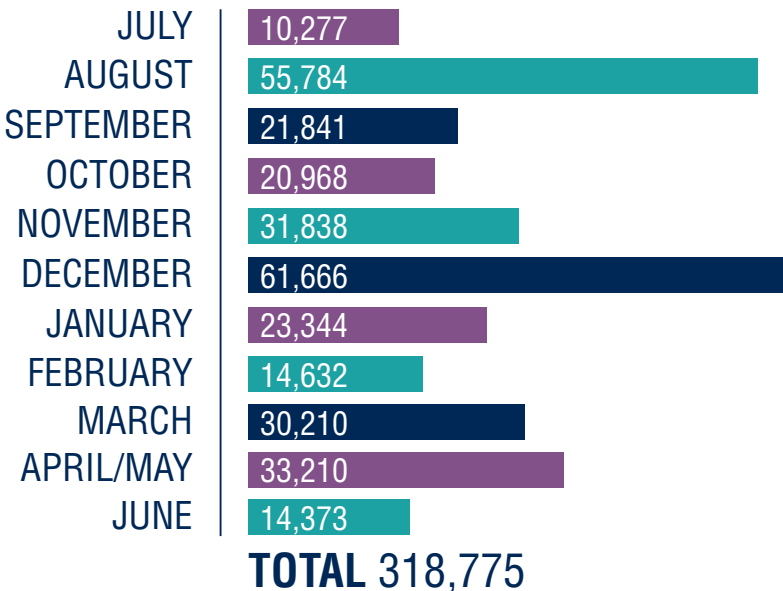
FARIBAULT

COLOR COPIES

PRODUCTION CENTER

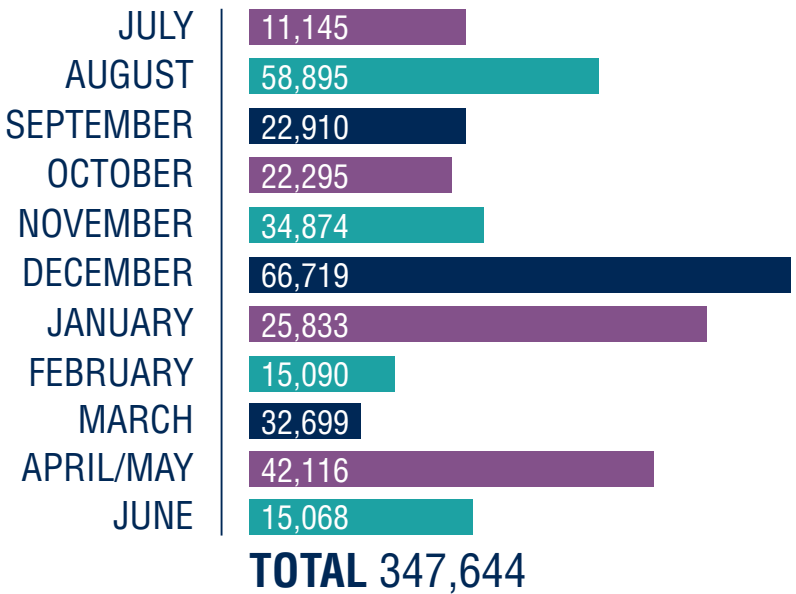


BLACK COPIES



TOTAL COPIES

COLOR & BLACK



FASTFACTS

NUMBER OF COPIERS MAINTAINED

# OF COPIERS ON NORTH MANKATO CAMPUS	15
# OF COPIERS ON FARIBAULT CAMPUS	6
# OF OFF-CAMPUS COPIERS (FBM)	4
TOTAL # OF COPIERS	25

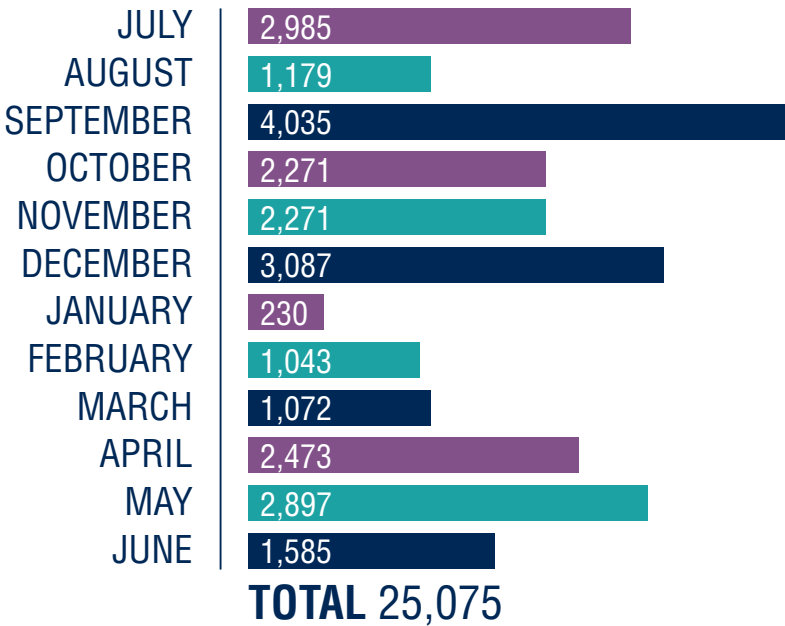
copies made

JULY 1, 2015 - JUNE 30, 2016

NORTH MANKATO

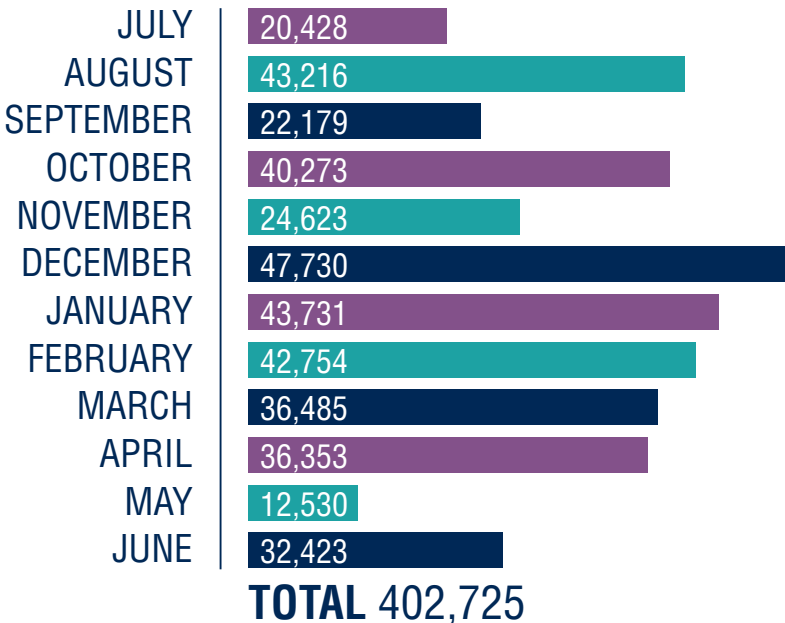
COLOR COPIES

BUSINESS OFFICE

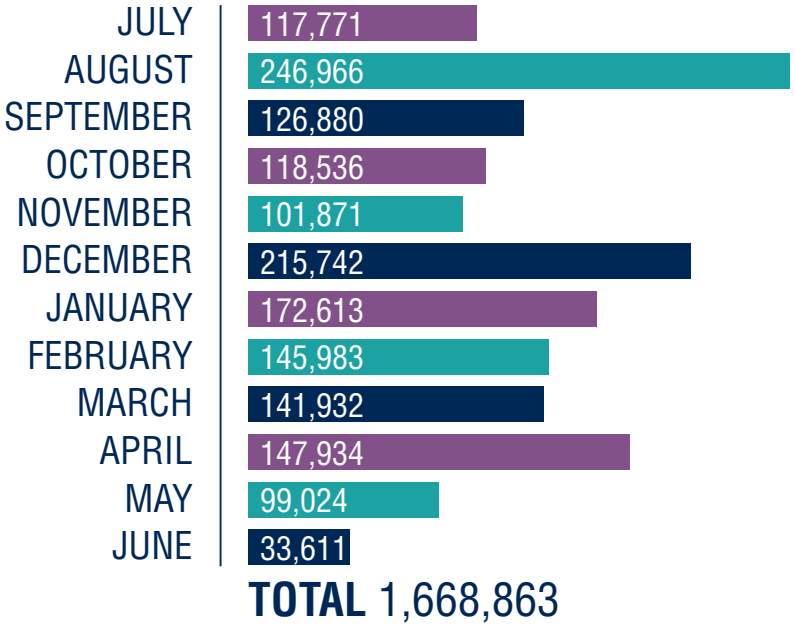


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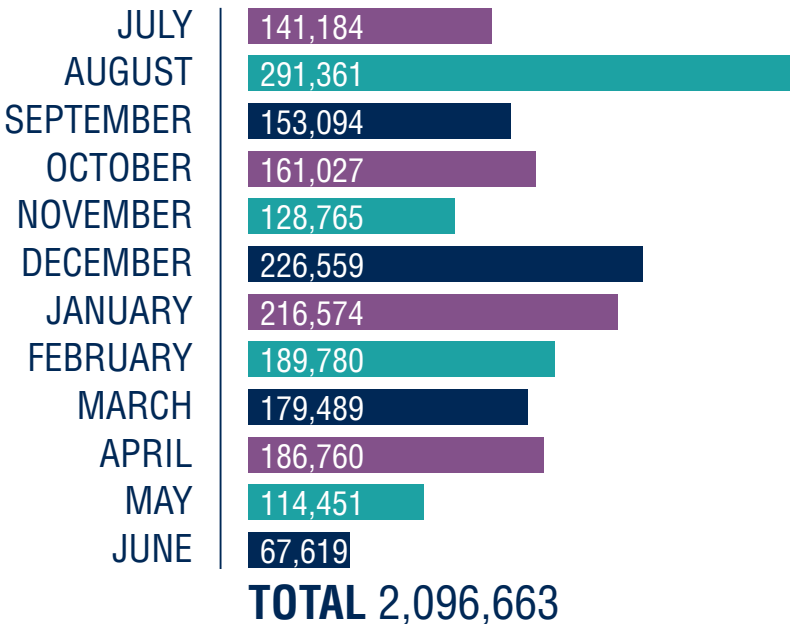
GRAPHICS DEPARTMENT



BLACK COPIES



TOTAL COPIES COLOR & BLACK



non-student

PRINTING

FARIBAULT

9 *total*
PRINTERS

53,263 *total*
PAGES PRINTED

NORTH MANKATO

61 *total*
PRINTERS

576,168 *total*
PAGES PRINTED

student PRINTING

FARIBAULT & NORTH MANKATO

56 *total*
PRINTERS

373,290 *total*
PAGES PRINTED

TOP FIVE PRINTERS BY PRINT JOBS

1. **C101 COMPUTER
CENTER B/W COPIER**
NUMBER OF PRINT JOBS: 142,845

2. **NORTH MANKATO
CAMPUS LIBRARY**
NUMBER OF PRINT JOBS: 71,258

3. **FARIBAULT CAMPUS
LIBRARY**
NUMBER OF PRINT JOBS: 48,482

4. **C106 STUDENT LIFE
COLOR COPIER**
NUMBER OF PRINT JOBS: 9,458

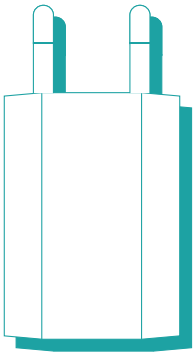
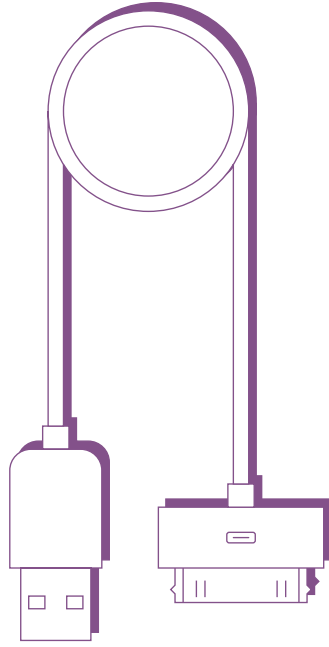
5. **C101 COMPUTER
CENTER COLOR COPIER**
NUMBER OF PRINT JOBS: 8,572

software
IN LABS

18

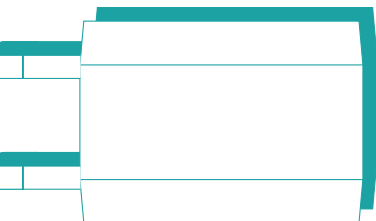
LABS

supported



15

programs
ON AN IMAGE
ON AVERAGE



work ORDERS

HELPDESK REQUESTS



TOP FIVE CATEGORIES FOR REQUESTS

- 1.** WALK-UP HELPDESK REQUESTS
- 2.** NORTH MANKATO SINGLE MACHINE ISSUE
- 3.** STUDENT ACCOUNT ISSUES
- 4.** NORTH MANKATO NETWORK REQUESTS
- 5.** NORTH MANKATO PRINTERS

computers

AT SOUTH CENTRAL COLLEGE

RECYCLED EQUIPMENT

DID YOU KNOW?

South Central College

DO IT

RECYCLES MACHINES

ITEM	NUMBER RECYCLED
COMPUTERS	95
PRINTERS	6
COPIERS	1
MONITORS	62
SCANNERS	2

COMPUTERS PLACED

ROTATION MACHINES	# OF MACHINES
NEW COMPUTERS FOR STAFF/FACULTY	22
COMPUTER ROTATIONS FOR STAFF/FACULTY	58

LAB ROTATIONS	# OF MACHINES
A117 NORTH MANKATO	3

NEW COMPUTERS IN LABS	# OF MACHINES
A133 NORTH MANKATO	25
C175 NORTH MANKATO	31
NM COMPUTER CENTER	51

server

STATS

SERVERS

53 *virtual*
SERVERS

25 *physical*
SERVERS

UPTIME

EMAIL

99.98%

FILEMANAGER

99.98%

WEBSERVER

99.98%

FILE SERVER CLUSTER

99.98%

DOWNTIME

15 HOURS
MAINTENANCE

8 HOURS
POWER ISSUES

3 HOURS
AC OUTAGE

8 HOURS INTERNET
OUTAGE

STORAGE SPACE USED

backups space
52
TB

2,929,109
total files

298,721
total directories

8 TB
of virtual servers

5 TB
free space

65 TB TOTAL
storage capacity

E-mail Network file shares have backups for 30 days

FASTFACTS

TERABYTE (TB): A UNIT OF INFORMATION

**WHAT DOES THAT MEAN?
HERE'S THE BREAKDOWN.**

BIT
BYTE = 8 BITS
KILOBYTE (KB) = 1024 BYTES
MEGABYTE (MB) = 1024 KILOBYTES
GIGABYTE (GB) = 1024 MEGABYTES
TERABYTE (TB) = 1024 GIGABYTES

A SMALL EMAIL TEXT
**IS ABOUT
2 KILOBYTES**

A THREE MINUTE SONG
**IS ABOUT
2.75 MEGABYTES**

EMAIL-EMPLOYEES (LOCAL)

NUMBER
OF EMAIL

accounts

531

NUMBER
OF EMAILS

sent

215,000

NUMBER
OF USER

accounts

404

NUMBER
OF SPAM

EMAILS

blocked

76,000

NUMBER
OF NON-USER

accounts

127

731,000
emails

DELIVERED
IN THE YEAR

3,600,000 *spam
emails*

BLOCKED IN THE YEAR

15,300 *virus
emails*

BLOCKED IN THE YEAR

4,400,000
total emails
IN THE YEAR

EMAIL (STUDENTS)

active

0365
USERS

20,248

max

0365
DAILY
LOGINS

620

NUMBER
OF EMAILS

received

4,000,000

NUMBER
OF EMAILS

read

284,000

NUMBER
OF EMAILS

sent

32,000

NUMBER
OF EMAILS

blocked

250,000

network

STATS

PHONES

392

the current
NUMBER
of **MANAGED**
PHONES
ON BOTH
campuses

96 *phone*
ADDITIONS

43 *phone*
REMOVALS

TRAFFIC PERCENTAGE

FARIBAULT

51% *data*
39% *itv*
10% *voice*

NORTH MANKATO

64% *data*
26% *itv*
10% *voice*

NETWORK UPTIME

99.81% INCLUDES SCHEDULED MAINTENANCE

99.91% EXCLUDES SCHEDULED MAINTENANCE

WIRELESS

99% OF BOTH *campuses* HAVE WIFI COVERAGE

access points
IN FARIBAULT



access points
IN NORTH MANKATO



library

COLLECTION

FARIBAULT

YEAR	MATERIALS ADDED
2015-2016	441
2014-2015	406
2013-2014	430
2012-2013	222
2011-2012	378

NORTH MANKATO

YEAR	MATERIALS ADDED
2015-2016	416
2014-2015	517
2013-2014	650
2012-2013	580
2011-2012	685

FASTFACTS

TOTAL PHYSICAL ITEMS IN ALL COLLECTIONS

FARIBAULT	9,326
NORTH MANKATO	22,504
TOTAL	31,830

The library collection includes books, DVDs, and circulating equipment that have been added to the inventory in the last five years.

library

HEAD COUNT

FARIBAULT*

MONTH	HEAD COUNT
JULY	157
AUGUST	603
SEPTEMBER	1,868
OCTOBER	1,779
NOVEMBER	1,710
DECEMBER	1,258
JANUARY	1,269
FEBRUARY	1,850
MARCH	1,504
APRIL	2,040
MAY	1,138
JUNE	114
TOTAL	15,290

* Numbers include library and computer lab in Faribault

NORTH MANKATO

MONTH	HEAD COUNT
JULY	194
AUGUST	1786
SEPTEMBER	6778
OCTOBER	5798
NOVEMBER	5383
DECEMBER	2767
JANUARY	3752
FEBRUARY	5131
MARCH	4064
APRIL	3878
MAY	1466
JUNE	250
TOTAL	41,247

library DATABASES

46

the number
of DATABASES
STUDENTS
HAVE ACCESS TO

20

the number
of DATABASES
FUNDED
BY SCC LIBRARIES

26

the number
of DATABASES
FUNDED
BY THE STATE

51

the percent
of BUDGET SPENT
ON DATABASES

TOP TEN DATABASES BY USAGE

- 1. FILMS ON DEMAND**
ALL AREAS - 16,127 SEARCHES
- 2. ACADEMIC SEARCH PREMIER**
ALL AREAS - 12,231 SEARCHES
- 3. EBSCO EBOOK COLLECTION**
ALL AREAS - 2,038 SEARCHES
- 4. CINAHL PLUS**
NURSING - 1,517 SEARCHES
- 5. POINTS OF VIEW
REFERENCE CENTER**
COMPOSITION/ENGLISH - 1,350 SEARCHES
- 6. COMMUNICATION AND
MASS MEDIA COMPLETE**
COMMUNICATION - 1,209 SEARCHES
- 7. HEALTH SOURCE:
NURSING/ACADEMIC**
NURSING/ALLIED HEALTH - 1,156 SEARCHES
- 8. SOCIAL SERVICES ABSTRACTS**
COMMUNITY SOCIAL SERVICES - 1,155 SEARCHES
- 9. PSYCARICLES**
PSYCHOLOGY - 745 SEARCHES
- 10. SCIENCE REFERENCE CENTER**
SCIENCES - 702 SEARCHES

library CIRCULATION

FARIBAULT

YEAR	# OF ITEMS CHECKED OUT
2015-2016	1,427
2014-2015	1,374
2013-2014	1,364
2012-2013	1,681
2011-2012	2,107

NORTH MANKATO

YEAR	# OF ITEMS CHECKED OUT
2015-2016	4,430
2014-2015	6,070
2013-2014	7,595
2012-2013	7,486
2011-2012	7,391

FASTFACTS

CIRCULATION:

ITEMS CHECKED OUT FROM OUR LIBRARIES
IN THE LAST FIVE ACADEMIC YEARS.

library

INTERLIBRARY LOANS

FARIBAULT

YEAR	BORROWING	LENDING
2015-2016	93	67
2014-2015	102	49
2013-2014	94	64
2012-2013	216	104
2011-2012	161	135

NORTH MANKATO

YEAR	BORROWING	LENDING
2015-2016	378	479
2014-2015	*649	490
2013-2014	2377	618
2012-2013	4570	564
2011-2012	3235	708

*We stopped providing ILL service to the North Mankato Taylor Library

FASTFACTS

INTERLIBRARY LOANS:

ITEMS BORROWED FROM OTHER LIBRARIES

BY OUR USERS AND LOANED TO OTHER LIBRARIES

BY SOUTH CENTRAL COLLEGE.

learning central

D2L

NUMBER OF COURSE SELECTIONS AT SOUTH CENTRAL COLLEGE

YEAR	HYBRID	ONLINE	F2F
Spring 2016	47	85	454
Fall 2015	39	87	467
Spring 2015	45	96	478
Fall 2014	43	96	516
Summer 2014	2	26	70
Spring 2014	44	88	542
Fall 2013	63	99	541
Summer 2013	3	24	76
Spring 2013	40	112	550
Fall 2012	56	93	552
Summer 2012	3	31	95
Spring 2012	24	96	573
Fall 2011	41	95	550
Summer 2011	4	27	102
Spring 2011	32	80	606

Every course section has a D2L page that has to be supported.

UNDUPLICATED STUDENTS ENROLLED IN ONLINE/HYBRID

YEAR	HYBRID	ONLINE	TOTAL
Spring 2016	445	1120	1,575
Fall 2015	345	1175	1,510
Spring 2015	367	1,182	1,549
Fall 2014	372	1,209	1,581
Summer 2014	32	364	396
Spring 2014	1,603	1,170	2,773
Fall 2013	506	1,273	1,779
Summer 2013	19	434	453
Spring 2013	323	1,420	1,743
Fall 2012	480	1,307	1,787
Summer 2012	27	453	480
Spring 2012	255	1,443	1,698
Fall 2011	460	1,364	1,824
Summer 2011	59	417	476
Spring 2011	379	1149	1,528

learning central SERVICES

TRAINING IN

- Adobe Connect
- Adobe Presenter
- Adobe Pro
- Atomic Learning
- Brightlink boards
- Camtasia
- D2L Brightspace
- Lodestar
- MediaSpace
- Microsoft Office
- Respondus
- Smarthinking
- SoftChalk
- StudyMate
- Turning Point

SOFTWARE LICENSING

- Adobe Connect
- Atomic Learning
- Lodestar
- MediaSpace
- Respondus
- Smarthinking
- SoftChalk
- StudyMate
- WIDS

OTHER SERVICES OFFERED

- CD/DVD Duplication
- Video Production Support
- Access to Sound Booth for Recording
- Macs and PCs for Faculty/Staff Use
- Online Course Internal Peer Review
- Quality Matters External Peer Review
- Online Course Development
- Captioning for Course-use Videos

itv utilization FOR SOUTH CENTRAL COLLEGE

SCHEDULED TIMES

TOP FIVE ITV ROOMS THAT WERE UTILIZED IN FY16

- 1. NORTH MANKATO (E132)**
TOTAL HOURS OF ITV USAGE: 1,012
NUMBER OF SESSIONS SCHEDULED: 482
- 2. FARIBAULT (C36)**
TOTAL HOURS OF ITV USAGE: 959
NUMBER OF SESSIONS SCHEDULED: 449
- 3. FARIBAULT (C37)**
TOTAL HOURS OF ITV USAGE: 635
NUMBER OF SESSIONS SCHEDULED: 331
- 4. NORTH MANKATO (E130)**
TOTAL HOURS OF ITV USAGE: 582
NUMBER OF SESSIONS SCHEDULED: 296
- 5. NORTH MANKATO (C129)**
TOTAL HOURS OF ITV USAGE: 449
NUMBER OF SESSIONS SCHEDULED: 226

COMET/METNET

COMET/METNET is a collaboration between two of the six regions which make up the Learning Network of Minnesota. COMET/METNET consists of 19 institutions (24 campuses) and the COMET/METNET staff are responsible for scheduling, connecting and supporting all ITV events for these member institutions.

COMET/METNET staff maintains the infrastructure for the Learning Network of Minnesota. This includes hardware and support for Jabber clients for all of the campuses of the state along with WebEx support.

There were over 800 Jabber Clients in FY16 within the COMET and METNET region. The total for the entire Learning Network of Minnesota is now over 1500.

During the past year, Acano which is a new bridging platform is being used for academic classes and job interviews as well.

Several administrators are routinely joining meetings from remote locations via their Jabber clients. In addition to classes and meetings we have also made many connections for interviews at various MnSCU institutions (the majority of which were for SCC). Several large statewide meetings are also being conducted via video conference (several Charting the Future teams and the College Presidents Meetings, for example).

FASTFACTS

SUMMARY OF ITV ROOM USE

TOTAL HOURS USED: 4,927

NUMBER OF SESSIONS SCHEDULED: 2,569

