

IT 2009-10

Accomplishment Description:

Programming Services Accomplishments

Much was accomplished this past year in the Programming division of the IT department. Besides the completion of hundreds of requests for general support and assistance with Banner, ExpressLane, and the R25 suite of products, the programming department in partnership and collaboration with nearly all departments at Lane, handled the development and implementation of the portal project. myLane has been fully implemented, providing a new, innovative and simplified way for Lane's faculty/staff/students to access the information they need to be successful at Lane. This was a huge undertaking and required work and collaboration (at various levels) with all departments and teams at Lane. IT and Enrollment Services, along with the Title III grant staff played some of the largest roles in this project, working long, hard hours to implement this new service.

Beyond this, several updates/changes were made to the Banner/ExpressLane processes which improved performance and decreased down time due to backup processes from 4 hours to 15 minutes. Even though these processes were schedule in the wee hours of the morning, it was negatively affecting Lane students who need near 24x7 access due to their work load at school, work and home. Some of these changes included:

- Change the settlement time to 12:05 am
- Change the payment opening time to 12:15 am
- Change the Java Payment Client startup time to 12:15 am
- Change the INB and SSB services startup time to 12:15 am
- Schedule the entire payment processing steps to occur overnight Friday night/Saturday morning, the same as all other nights
- No longer perform any payment processing steps as part of the Friday evening maintenance steps
- Enable automatic ASH processing

Strategic Direction

- Build organizational capacity and systems to support student success and effective operations.
- Create, enhance, and maintain inviting and welcoming facilities that are safe, accessible, functional, well-equipped, aesthetically appealing and environmentally sound.
- Create a diverse and inclusive learning college: develop institutional capacity to respond effectively and respectfully to students, staff, and community members

of all cultures, languages, classes, races, genders, ethnic backgrounds, religions, sexual orientations, and abilities.

- Foster the personal, professional, and intellectual growth of learners by providing exemplary and innovative teaching and learning experiences and student support services.

Learning Plan Goals

- Implement the Instructional Technology Strategic Plan once approved.
- Facilities enhancement.
- Enhance student success and retention

Student Affairs Plan Goals

- Ensure success-oriented systems and experiences.
- Create a Welcoming, Inclusive, and Responsive Environment.
- Commit to a culture of routinely assessing programs, services, and learning to encourage continuous quality improvement.

College Council Priorities

- 5.2 Instructional Redesign: Leveraging Technology
- 5.1 Instructional Redesign: Work Processes
- 4.1 Responding to unit plans/council plans: Innovation
- 3. Efficiencies