Appendix B: Initiatives to Enhance the Operation and Effectiveness of the Institution

Part 1: Initiatives completed before May 2012

Banner Implementation
From 2006-2009, College of Marin replaced its collection of separate systems supporting student services and administrative processes with the integrated Banner system. With this new system, the College has been able to eliminate duplicate processes and many manual tasks. Additionally, the new system has significantly improved the College's data management and analysis capabilities and is enabling the College to continue to enhance its services in the following areas:

- Admissions
- Budgeting
- Finance
- Financial Aid
- Human Resources/Payroll
- Purchasing
- Registration
- Reporting
- Student Accounts
- Student Advising
- Student Records
- Student Recruiting,
- Enrollment Management,
- and Retention

Data Dashboard (2011)
Using the Argos reporting tool, which is driven by information in the Banner system, the College developed the Data Dashboard, a tool designed to systematically track student retention and success. This Dashboard provides a user-friendly method for employees to access information and statistics about students including demographics, enrollment, achievement, retention, and success rates.

The Dashboard is accessible by all employees via the College Intranet. The primary target audience expected to use the Dashboard most frequently includes the President’s Cabinet, Office of Student Learning Deans and Directors, Department Chairs, and the Research Advisory Group. Additionally, many faculty members are expected to be interested in tracking student success using the Dashboard.

In 2011 the College implemented a service that allows students to access library databases through the MyCOM portal. Prior to this implementation, library staff had to maintain a separate account for each student for each of sixteen databases. Students can now access any of the library databases through the portal.

Online Registration Payment Plan (2011)
In 2007, as part of the MyCOM portal implementation, the college contracted with TouchNet to allow students to pay for registration online. In 2011, the college
contracted with NelNet, replacing TouchNet. This new service allows students to pay fully or set up a payment plan.


In addition to the major migration to new enterprise administrative systems, the College has implemented four ancillary applications and one hosted application to automate and streamline College academic and administrative processes, improve data management, and reduce reliance on paper documents.

- **Online Course Outline Database**: Online application to support tracking, updating, revising, adding, and deleting course outlines.
- **Program Review Submission and Review**: Online application to support submission and review of Program Review materials.
- **HR Recruiting and Applications**: Online application hosted by NEOGOV and administered by HR for submission and review of position applications.
- **Degree and Certification**: Online application to support tracking and updating of degree and certificate requirements including student learning outcomes (SLOs) for degree and certificate programs.
- **Integration with cccApply**: Automatic loading of credit applicant data into Banner.

Online Parking Permits (2011)

The college contracted Credentials Solutions to allow students to order and pay for parking permits online. Students obtain a permit when they register for a future term or can order one for a term in progress. Permits are sent via U.S. Mail in 24 hours.

College Web Presence (2008)

In 2008, the College implemented the web publishing and web management tool, Adobe Contribute, and restructured responsibilities for web content management to enable redesign, enhancement, and expansion of the College web presence. The College distributed content management and publishing responsibilities from a small central group to approximately 60 designated campus staff. The College’s web site features online resources for prospective students, current students, faculty, staff, and the community.

Web Accessibility (2011)

The College has Web Accessibility Standards and Guidelines for www.marin.edu web content as well as a Web Accessibility Checklist detailing the 508 compliance rules. These documents appear in the Technology Plan, Appendix 1.

Faculty and Staff Computers
The College supports more than 550 faculty and staff Windows computers and a small number of faculty and staff Macintosh computers. A list of faculty and staff systems purchased in 2010, 2011, and 2012 appears in the Technology Plan, Appendix 3.

**User Support Infrastructure (2006-2010)**

A robust user support infrastructure is critical to effective integration and use of technology. Since 2006, the College has been working to address several critical user support elements.

- **Introduced Tech Stream (2006):** This is a real-time web-based form for faculty and staff to report problems and submit requests to the IT Help Desk.
- **Implemented the TrackIT Help Desk (2009):** IT staff use this software to track incidents, problems, and change requests.
- **Implemented TrackIT Inventory (2009):** IT staff use this software to track current hardware and software configurations. IT staff track have completed configuration and testing for faculty and staff Windows systems and have begun testing for Macintosh systems.
- **Implemented AbsoluteTrack (2010):** When new laptops are deployed or existing laptops serviced, IT staff install AbsoluteTrack to enable locating stolen or misplaced systems.