

UNIVERSITY OF CALIFORNIA, SANTA BARBARA



STUDENT INFORMATION SYSTEMS & TECHNOLOGY  
ANNUAL ACCOMPLISHMENTS REPORT  
2014

**SIS&T Fourth Annual Accomplishments Report**  
Fiscal Year 2013 — 2014

Contributors:

Lubomir Bojilov | Joe Sabado | James Kinneavy | Diana Antova | Joe McLain | Tedi Tehrani

Steven Maglio | Adam Sottosanti | David Caroll | Cliff Chabot | Tom Lawton | Mark Weinsoff | Jarrod Sprague | Lisa Goto | Joshua Andersen | Justin Mead | Jeff Pignataro | Mark McGilvray | Keri Bradford ...

## Table of Contents

---

SIS&T Executive Summary   Lubo Bojilov .....	3
Strategic Architecture & Platform Integrations   James Kinneavy .....	4
IT Infrastructure, Security & User Support   Joe McLain .....	4
Student Information Systems & Software Development   Joe Sabado.....	5
Data Services & Business Systems Support   Diana Antova .....	5
Administrative Services   Tedi Tehrani.....	6
<b>DETAILED ACHIEVEMENTS REPORT .....</b>	<b>7</b>
<b>Identity &amp; Security .....</b>	<b>7</b>
<b>Software Development Infrastructure .....</b>	<b>7</b>
<b>Information Systems Architecture .....</b>	<b>7</b>
<b>Training, Development, and Support .....</b>	<b>7</b>
<b>Systems Infrastructure &amp; Security.....</b>	<b>8</b>
<b>Help Desk and User Support .....</b>	<b>9</b>
<b>Data Services - Database Support .....</b>	<b>9</b>
<b>Data Services - Business Intelligence.....</b>	<b>10</b>
<b>Data Services - Reporting.....</b>	<b>10</b>
<b>Business Systems Support - Arts &amp; Lectures.....</b>	<b>10</b>
<b>Business Systems Support – Student Health Services (SHS) .....</b>	<b>11</b>
<b>Business Systems Support – Counseling and Psychological Services (CAPS) .....</b>	<b>11</b>
<b>Business Systems Support - Recreation Center .....</b>	<b>11</b>
<b>Business Systems Support - Children's Center.....</b>	<b>11</b>
<b>Business Systems Support - Women's Center .....</b>	<b>11</b>
<b>Business Systems Support - Student Financial System Implementation Project .....</b>	<b>12</b>
<b>Admissions Information Systems Unit .....</b>	<b>12</b>
<b>Financial Aid Information Systems Unit .....</b>	<b>14</b>
<b>Registrar Information Systems Unit .....</b>	<b>14</b>
<b>Graduate Division Information Systems Unit .....</b>	<b>17</b>
<b>Student Services Information Systems Unit .....</b>	<b>19</b>
<b>Student Health &amp; Counseling Information Systems Unit.....</b>	<b>21</b>
<b>Marketing-Communications Unit.....</b>	<b>22</b>
<b>SIS&amp;T HR &amp; Hiring .....</b>	<b>25</b>

## SIS&T Executive Summary | Lubo Bojilov

---

Our team provides end-to-end computing services and technology solutions to Student Affairs and Graduate Division departments, including planning, architecture, project management, applications and database development, business intelligence/data analysis services, marketing & communications, and production operations of 130+ mission-critical information systems and applications. In addition, we are responsible for all business productivity tools, Help Desk and customer support, conference rooms, network, security, data storage, and student systems server and storage infrastructure.

After the completion of the SIS Conversion super-project last year, SIS&T and divisional management have reviewed the information technology needs and strategic priorities and established **the SIS&T Roadmap 2020**, which prioritizes the top 100 largest and most critical projects for Student Affairs and Graduate Division, focusing on productivity, security, compliance and collaboration.

As we were embarking on our new endeavors as part of the SIS&T Roadmap 2020, there were several strategic realignments we did in our organizational structure. This allowed us to further enhance coordination and focus resources in some important areas such as:

- Strategic architecture and integration of services, processes, and technologies;
- Identity, end-to-end security, and auditing capabilities;
- Cloud computing and services;
- Business workload automation and process management;
- Integration of user support and advanced client-systems, deployment, communication, and virtualization technologies;
- Applications release processes, application's infrastructure, and business continuity;
- Vendor/business systems support, quality assurance, and implementation management;
- Business intelligence, analysis services, and data interfaces;
- User experience, mobility, and communications;

With the growth of our staff to more than 70 technology professionals, and with the increase of our responsibilities and expectations for delivering quality services, SIS&T has continued to stay well organized, proactive, and work together as a team.

Some of our most notable projects in FY 2013-2014 include:

- **SIS Modernization (post conversion):**
  - Phase 2 (Stabilization), focused on monitoring the converted system's performance and providing resolutions to issues that arose as the system was used for the entire 2013-2014 academic cycle.
  - Phase 3 (Modernization), officially started in March 2014, focuses on developing and implementing services, components, and application infrastructure that are critical for the success of the Student Services Systems.
- **Student Financial System (SFS):** Developed requirements, RFP, and selected a vendor to replace and integrate the legacy undergraduate and graduate financial aid and awards systems with ProSAM, a solution from Sigma Systems. The project is now in progress.
- **Course Waitlist:** System provides students the ability to add themselves to a waitlist for a course that has already reached its enrollment maximum and to be automatically added to the course upon available space.

- **UCSB Meningitis Vaccination Clinics:** Designed vaccination clinic layout and configuration with Student Health staff to vaccinate 17,556 students. Provided direct labor and technical support. Generated reports for Centers for Disease Control and Prevention (CDC).
- **Sitefinity Web Content Management System (CMS):** The conversion to a CMS provided Graduate Division and Student Affairs Divisional staff the ability to maintain responsive, mobile-friendly websites in a timely manner with minimal reliance on IT staff.
- **Web Application Infrastructure Project:** Completed series of initiatives to upgrade our Microsoft-based distributed hosting environment for web applications and services (web farm) components to the latest versions, added additional infrastructure components to meet new technical needs of applications, and improved the overall manageability and stability of our web-based and service-oriented distributed systems.
- **Central Recruitment Fellowship Competition Process Automation:** Designed and developed an automation of annual recruitment offer process to award millions of dollars of support to top applicants for graduate education. The online system replaced U.S. Mail-based notifications with electronic letters, which eliminated notification delays and improved response rates.

## Strategic Architecture & Platform Integrations | James Kinneavy

---

During the FY 2013-2014 cycle, the SAPIS team continued its ongoing mission to plan, develop, and improve the information systems and development architectural services for the division. Its focal point was the SIS Modernization project group working on the key areas of Service Oriented Architecture, Web Farm Infrastructure, Deployment Automation, and Business Workload Management / Batch Processing, with additional improvements in the Identity and Application Security architecture. Additionally, the team continued its high level of support to development teams in working to improve development standards and practices.

## IT Infrastructure, Security & User Support | Joe McLain

---

The Systems team expended a considerable amount of time and energy modernizing the infrastructure on which SIS&T is built. The division's SQL servers were a central focus, and in addition to the development of a standardized security model, 228 databases were migrated from Microsoft SQL Server 2000 and SQL Server 2005 systems to Microsoft SQL Server 2012. Another infrastructure project moved services to new Windows Server 2012 computers and allowed many Windows Server 2003 systems to be decommissioned. Procedures have been documented and put into place to improve the application deployment process and workflow tracking was put into place to aid in the provisioning of new web sites. The Systems team also built and maintained centrally deployed applications leading to the rollout of new computers to 12 departments, while updating and maintaining applications for 900 existing Windows XP and Windows 7 computers. All of this was done while supporting a 100 TB SAN hosting more than 200 Windows servers and workstations with hundreds of associated sites and services.

The SIS&T Help Desk continued to provide not only troubleshooting and repair services for almost 900 physical computers, but also supported all of the division's staff in the use of their computers. 4,000 formal requests for assistance were logged and resolved by Help Desk staff and 3,000 additional requests for assistance came through and were resolved through phone calls. While fixing problems with computers and helping users find better and more efficient ways to leverage computing to get their jobs done, Help Desk staff also conducted 70 training sessions covering a variety of topics and, set up

and tore down 100 temporary computers to support many labs and clinics. In some cases, such as the meningitis vaccination clinics, several dozen computers were set up and tore down for each of the three separate clinics. While doing this, Help Desk staff deployed over 300 new computers to 12 departments.

## Student Information Systems & Software Development | Joe Sabado

---

Student Affairs Information Systems (SAIS) is a unit within SIS&T comprised of sub-teams dedicated to serving the technology and business needs of Student Affairs, Graduate Division, and the UCSB campus at large. SAIS consists of the Admissions Information Systems (IS), Office of Financial Aid and Scholars IS, Graduate Division IS, Marketing & Communication, Registrar IS, Student Health/Counseling and Psychological Services (CAPS) IS, and Student Services IS. Collectively, SAIS provides student information systems, marketing & communication, software developments, and project management services in collaboration with the other SIS&T units and business units.

In FY 2013-2014, SAIS units began work on major information systems projects as part of the SIS&T 2020 initiative. These projects include major enhancements/additions to the Admissions information systems, Student Financial Systems, Progress-to-Degree systems, Student Course & Records Management, integrated Student Information System (iSIS) modernization, Graduate Division information systems, student services information systems, and suites of enterprise productivity, communication, marketing tools, and services. These new projects are in addition to providing day-to-day operational support and responding to campus, UCOP, as well as state and federal mandates.

## Data Services & Business Systems Support | Diana Antova

---

During the last year, the Data Services unit provided database support to a wide range of SA and UCSB departments in support of new projects and system maintenance. The list includes support for the iSIS applications, the integration of student data with the mainframe and the campus identity system, Graduate Division data interfaces, Admissions data interfaces, L&S application support, SRB Printing, UC Online Courses, Inigral, eGrades, Sevis, Gaucho Space, Housing, Judicial Affairs Advocate, SHS and Counseling PNC Data Interfaces, and several infrastructure projects, including a migration of a large number of databases to the new version SQL Server 2012, and revamping our SQL Server security model. In addition, our team started the work on the implementation of a SA Business Intelligence solution and is currently working on phase I of the project to provide Registration analysis, as well as Graduation and Retention analysis to SA management.

During the last year, the Business Systems Support unit provided application and customer support to SA departments. Major accomplishments in this area are:

Arts and Lectures – Provided continuous support for the Tessitura application, including Tessitura and Advance Integration, Select Your Own Seat for Campbell Hall and Hahn Hall for web orders, email order acknowledgements, implemented ticketing and seating ADA changes, and implemented a new reporting solution.

SHS – Managed the transition from WFIS to ASH for insurance waiver site and provided general insurance waiver support.

CAPS – Provided PNC data interface and application support, created PNC reports, including ad-hoc reports for the Isla Vista Tragedy, and provided system audit support.

Recreation Center – Provided support for the Active application, created reports as necessary, and helped to coordinate the upgrade to Windows 7.

Children’s Center – Coordinated system upgrades for the NOHO application to facilitate the Windows 7 upgrade.

Women’s Center - Worked with the Women’s Center in the selection and implementation of the Osnum application, helped with requirements gathering, and facilitation of application layout and data logic changes with the vendor.

OISS – Provided FSA Atlas and Sevis support.

Financial Aid – Focused on selecting a new Financial Aid system. The team completed RFP Evaluation and selected Sigma Systems vendor, negotiated pricing and executed a contract with Sigma Systems, formed project team structure, created project timeline and started the implementation phase with environment setup, requirements gathering, custom development, test plan creation, and user training.

## Administrative Services | Tedi Tehrani

---

The Administrative Unit managed an operational budget of \$6 million (including a \$4.5 million permanent budget). In addition to the operational budget, this unit managed large and small projects during FY 2013-2014:

- iSIS modernization phase project
- Student Financial System
- Business Inelegance project
- Ellison Hall remodeling
- Remodeling of conference rooms in SA
- Wireless projects of few departments in SA
- Upgrading the server room in the Registrar’s Office
- Identity management and collaborating with other divisions and departments on campus
- IT and IS support to Graduate Division

Admin Unit processed contracts and purchase orders for following items:

- Acquisitions and maintenance of SA network infrastructure, server rooms, and SA network wirings
- Licenses for databases, software development tools, software engineering and architecture, and divisional PC’s

Managed payroll and timekeeping of 67.5 FTE and 6 students.

*== End of Summary ==*

# DETAILED ACHIEVEMENTS REPORT

*Grouped by the SIS&T organizational structure units / teams and areas of responsibilities*

## Strategic Architecture & Platform Integrations Team

### Identity & Security

- Created iSIS Person Index Management tool, providing an interface for business users to search, view, reconcile conflicts, and edit Person Index records.
- Created Windows Communication Foundation (WCF) web services to interface with both Master Person and Person Index data for Identity management within SA and iSIS.
- Integrated Student Affairs Single Sign On into our Sitefinity CMS Infrastructure.
- Rewrote iSIS Users service to pull user information from SA's Identity System.
- Researched and put in place AppFabric prototype for distributed caching service. Project is ongoing.
- Continued to improve monitoring and exception management for identity synchronization between campus and Student Affairs.

### Software Development Infrastructure

- Upgraded the version control and work item management infrastructure—Team Foundation Server (TFS) to the 2013 version.
- Continued to improve and extend the build management system.

### Information Systems Architecture

- Improved iSIS broker architecture to enable zero down time during deployments.
- Designed the next generation web farm architecture (implementing in FY 2014-2015).
- Created a number of new PowerShell modules that improve the manageability of systems.
- Evaluated and selected a divisional tool for managing batch business operations—MS Orchestrator (implementing in FY 2014-2015).
- Began planning our next generation Service-Oriented Architecture
  - Created prototype version of a services directory that enables developers to view what web services are available internally.
  - Created automated agent that collects information on available services in the environment.
- Enhanced the Web Extracts data service to provide additional information for UCSB Course Management and additional departments.
- Made significant improvements in provisioning and reporting for UCSB Alert system.

### Training, Development, and Support

- Planned and executed an onsite training for all SIS&T developers in modern Microsoft Services-Oriented Technology (Windows Communication Foundation).
- Trained Financial Aid and Graduate Division staff on how to model business processes and software requirements in preparation for the Student Financial Services project.
- Continued to provide software and architectural leadership to software development and systems teams.

## IT Infrastructure, Security & User Support Team

### Systems Infrastructure & Security

- Database Security Scheme – Improved security by creating a standardized approach of granting permissions via groups.
- PNC (both SHS and CAPS) migration to virtual machines and both the latest versions of Windows Server and PnC.
- Merged SHS and CAPS automated database jobs – improved manageability.
- Increased support for SHS/CAPS automated jobs by training more staff.
- Centralization of all HL7 windows services for improved manageability and quicker issue resolution.
- Migration of most SQL databases from SQL 2000 and SQL 2005 to SQL 2012.
- Created a Central Database Job Server – Centralized all database automated jobs onto one server for significantly easier management and control.
- Implemented TFS source code management for all database automated jobs.
- Implemented Veeam Enterprise Backup solution.
- Improved SQL Backup security.
- TFS 2010 to TFS 2013 Migration completed (in the same year the product was released!)
- Established TFS builds for iSIS projects.
- Defined process of requesting, performing, testing, and completing deployments as well as communication channels for each step to increase transparency and ensure accountability. Defined multiple roles within the Systems team staff and a rotation schedule so that no single individual is routinely overwhelmed by deployments, building in one week for each staff member doing deployments for them to be free of all deployments so they can focus on other projects.
- Established version consistency in Web Farm after delays due to compatibility issues with GradDiv ColdFusion. All Graduate Division sites now route through Proxy server and no longer through GradDiv servers.
- PPM Upgrade to v7.5 (from v6.8).
- Selected and purchased file system auditing tool which will be installed, configured, and ready for use before the end of summer 2014.
- Determined method to access & modify ARR rules in PowerShell by using XML, allowing automation of these tasks.
- Stood up BI environment in DEV, sorting out a host of problems (including the ability to use Kerberos for authentication) which gave us valuable knowledge for future SharePoint implementation.
- Stood up workflow tracking process in SharePoint for creating and deploying Sitefinity web sites, including the final tasks of cleaning up non-provisioned sites and URLs when complete. This workflow tracks and notifies systems engineers and developers when work has been completed and it is their turn to engage for more than 20 tasks per site and spanning five different working groups within SIS&T. The SharePoint workflow management farm is now ready for use by other groups.
- Built SharePoint Search topology and established synchronization between Active Directory and SharePoint.
- Set up our first SharePoint team site in production (Admissions IS functional team) with several sites under consideration for development.
- Office Web Apps server integrated into the SharePoint farm, allowing web viewing and editing of Word, Excel and PowerPoint documents, plus web viewing of Visio drawings.
- Stood up many Sitefinity CMS sites, including one that was brought from inception to production in five hours to provide information to students in response to the Isla Vista Tragedy.

- ARR Rule standards definition, clean-up, and documentation.
- Worked through several security issues to assess the threat of new vulnerabilities on SA Divisional IT systems and took action to remediate them as necessary.
- Continued training with four Systems team staff passing Microsoft certification exams.

### Help Desk and User Support

- Division Support:
  - Year round support for 864 workstations and 1639 users
  - Total HelpStar requests received: 4,546
  - Total HelpStar requests resolved: 4,604 (some from previous year and some will carry over to current year)
  - Total phone requests received: 2,938
  - Total phone requests resolved: 2,938
  - Average requests per day: 33 (based on number received)
    - \* Note: 14% of the SIS&T issues were Systems Support requests for developers. These pass through but are not resolved by the Help Desk
- Division Training and Conference Support:
  - New user orientations: 55 classes
  - Other Training: 15 classes
  - Conference/Presentation Support: 40 events
- Division Computer Lab Support:
  - STEP: 23 computers and 5 printers for two weeks in August
  - SRB Computer Lab and Satellites: 52 computers and 2 printers all year
  - GRADDIV Application Review Lab: 6 laptops, three locations, eight setup/teardowns
  - Net stations: 13 computers and three printers in five departments all year
  - Career Lab: 24 computers and one printer all year
  - Meningitis Clinics: 32 computers, three printers and one scanner for three clinics
- Windows 7 Deploy:
  - Deployed 313 workstations to 12 departments from July 1, 2013-June 30, 2014

## Data Services & Business Systems Support Team

### Data Services - Database Support

- SQL Server Database Migration to 2012
- New database security model design and implementation
- iSIS Data Cleanup
- iSIS Database Improvements - optimizations, indexing, and new functionality
- iSIS Student extract jobs rewrite from C# to SSIS
- iSIS UADM Applicant extract job convert and transition from Ateras code to SQL-based code, with performance increase of over 1000%
- iSIS Developer support for bug fixing
- LS Honors data extract rewrite from ODS to iSIS
- Additional student and applicant data to ODS
- iSIS and Mainframe Integration support

- Developed process to submit SRB print lab charges to BARC using the PaperCut database
- UC Online Extract for The HUB
- UCSB Alert database programming for new web service
- Converted >100 SSIS packages from 2008 to 2012. Also integrated project deployment options (new to 2012) and environment specific deployment parameters
- Developed process for the Registrar's office to be able to update enrollment maximums throughout the semester
- Inigral admit and student data support
- eGrades database support
- Sevis Support – activate archived students, summer session international students, and jobs maintenance
- Sevis extract directory replace of SA21 with SA8
- Gaucho Space Web Service Support
- Housing Advocate extract maintenance
- SHS –New Aetna Waiver Jobs and Roster Extract maintenance
- SHS – Interface Jobs Improvements – add parameters, job enhancements, and create test jobs
- Orientation – Visual Zen job maintenance
- Gaucho Link Career Services extract
- Graduate Division jobs maintenance
- Graduate Division SIR File extract automation
- Graduate Division SSIS Jobs Migration to SQL Server 2012 – in progress (>60 jobs)
- Graduate Student Employees – Implement Payroll Code Exceptions in the Campus Identity System

#### **Data Services - Business Intelligence**

- Implementation of Phase 1 of SA Business Intelligence using SQL Server Analysis Services and SharePoint – include additional data and table structures to the reporting database, create Data models using Analysis Services Tabular Mode, SharePoint for front-end, user training, documentation, SharePoint forms for report requests, support requests and data model requests All the functionality in Phase 1 is to support the Graduation and Retention data analysis in the division
- Proof of concept for report migration from Reporting Services to SharePoint

#### **Data Services - Reporting**

- New Graduate Division Reports
- SQL Server Reporting Services Training for Developers
- EOP – Create report “Student Visits by Mentor”, Modify “EOP Members” – add Colleges
- EOP – Include Financial aid fields (Household income, Fin Aid status, household size) via new report “EOP STEP Major Reviews and Financial Data”

#### **Business Systems Support - Arts & Lectures**

- Successfully integrated Tessitura System with UCSB Advance System. Allowed for the import of 4 years' worth of historical data as well as developing an ongoing integration solution.
- Developed email order acknowledgements that are sent directly from Tessitura's Order module. Reduces costs associated with printed paper receipts and improves customer experience.

- Implemented changes to meet current ADA requirements for performance ticketing and seating for on campus venues.
- Deployed SSRS (SQL Server Reporting Services) for custom report development. Allowed for new report development, enhancements to existing reports and ability to develop web reports which are available to run via web browser.
- Released SYOS (Select Your Own Seat) functionality for Campbell Hall and Hahn Hall. Was used in over 98% of web orders for SYOS enabled performances during the previous season.

#### **Business Systems Support – Student Health Services (SHS)**

- Provided project management for conversion of waiver system from WFIS to ASH- site was successfully released on 6/6/14
- Monitored waiver periods and provided late waiver file to SHS Insurance
- Provided general support to SHS Insurance for waivers - interacted/followed-up with vendor, provided technical support, attended meetings, and provided notes, etc.

#### **Business Systems Support – Counseling and Psychological Services (CAPS)**

- Quarterly, annual, and ad hoc reporting support for CAPS PnC including special reports as needed (e.g. Isla Vista Tragedy)
- Maintained roster and insurance feeds and make changes quarterly, and as needed
- CAPS PnC Configure Registration Interface to import eligibility/insurance file
- Setup CAPS PnC for Eligibility/Insurance
- CAPS CCAPS and UC Wide Intake Questionnaire Implementation CAPS PnC Billing Setup for Late Cancellations and Appointment No Show fees
- Worked with PnC (Elizabeth Hirsch to address outstanding configuration and role/ user security issues) and completed implementation of security changes
- Developed a Cancellation Query for a daily automated cancelation report for CAPS providers and worked with systems team to automate and refine the query
- Provided support to CAPS for audit (Keeling/UCOP)
- Developed a series of reports for CAPS peer review process

#### **Business Systems Support - Recreation Center**

- Helped coordinate the Recreation Center upgrade to Windows 7
- Ongoing application support including ad hoc reporting as necessary
- Developed requirements for changes to SIS Import

#### **Business Systems Support - Children's Center**

- Facilitated getting the Children's Center NoHo Care upgraded bro 5.16 to 5.21 so we could upgrade them to Windows 7
- Coordinate NoHo Care upgrades with Children's Center and Systems group

#### **Business Systems Support - Women's Center**

- Worked with the Women's Center staff to validate software selection, check references, and pursue purchasing vendor application
- Implemented Osnum software for the Women's Center - identify/review requirements, work with vendor on implementation, training, and any necessary customizations

- Ongoing support for additional customization of application layout; reporting and data validation, and manage vendor interactions

### Business Systems Support - Student Financial System Implementation Project

- Completed RFP Evaluation and selected Sigma Systems Vendor
- Negotiated pricing and executed contract with Sigma Systems
- Formed Project Team Structure
- Created project timeline
- Installed ProSAM DEV environment
- Requirements gathering for the following functional areas:
  - Graduate Division Enhancements
  - Institutional Need Analysis
  - Federal ISIR Load, Assn Docs, ECAR
- Implementation of the first core module is in progress: Federal ISIR Load, Assn Docs, and ECAR
- Developed test plan and cases for Federal ISIR Load, Assn Docs, and ECAR
- Created User Training and Documentation for the Federal ISIR Load, Assn Docs, and ECAR module
- Created multiple use cases for to-be Graduate Division functionality
- Created Glossary of Terms for OFAS and the Graduate Division

## Student Information Systems & Software Development Team

### Admissions Information Systems Unit

- **F14 Changes** – Implemented the F14 data changes from UCOP in the iSIS, Inside Admissions, Data Warehouse and ApplyUC XML systems. Created requirements documentation and timelines. Coordinated the updates, use case testing, and deployment of about 80 programs in iSIS, along with 30 SQL object updates. Removed the Engineering to L&S rollover (Letter 63) for the Decisions jobs. Implemented the new ELWR calculation rules for the IB LL and IBS LL exams.
- **Admissions Sitefinity Website** – Implemented and deployed new Admissions website to production. Integrated and re-styled the App Status, Staff site, and Campus Visits sites. Integrated the IntelliResponse system. Performed Section 508 accessibility tests and fixes. Performed cross-browser testing. Ran performance load testing for the F14 decision release. Integrated Google Analytics. Integrated Single-Sign On (SSO). Created widgets for rotating banners, videos, and Google maps.
- **ApplyUC XML Staging Database Load System** – Created the ApplyUCStaging database with 162 lookup tables and 160 data tables (322 tables total). Adapted the Entity Framework technology for data access layer. Created ApplyUC XML file load system.
- **ApplyUC XML to Inside Admissions Load System** - Created the ApplyUC to Inside Admissions data transform and load system for over 500+ Pathways data fields. Programmed transformation code and unit tests. Tested and compared thousands of transformed records for QA testing. Performed use case testing with Admissions staff. Created performance load tests, and made optimizations to reduce load time for 80,000 records from 7 days to 7 hours.

- **ApplyUC XML to iSIS Load System** – Programed transformation code for “original” and “change” records for 1,000+ fields. Created testing methods for comparing transformed records with existing UCAP records. Tested sets of 3,000 records.
- **UCAP** - Negotiated a Memo of Understanding with Berkeley for another year of UCAP data files. Worked with Berkeley to create a F14-S15 UCAP record layout documentation. Tested the F14 UCAP data from Berkeley.
- **Transfer Unit Cap Rule Changes** – Collaborated with the Registrar team to implement the 105 Unit Transfer Unit Cap Rule calculation across iSIS, GOLD, AAA, E-Grades, Registrar.Courses, and Registrar.MCP. Updated 44 applications with new code, 16 applications directly affected by the rule change. Created unit tests, use cases, and performed functional testing.
- **Database Migration** – Migrated the Admissions databases from the SQL 2003 server to the SQL 2012 server. Verified and tested legacy SQL queries will work on new server. Modified all Admissions systems to use new database connection strings. Upgraded BrokerClient library on all systems to use the new Instrumentation database.
- **iSIS Stabilization** – Fixed weekly occurring iSIS bugs and data corruption during the FY 2013-2014 Admissions cycle. Fixed the visa code corruption that caused thousands of international applicants to be classified as domestic. Fixed the concurrent perm assignment bug that caused many undergraduate and graduate applicants to get the same perm number.
- **iSIS Modernization** – Created modern MVC templates for iSIS screens. Converted the Admissions iSIS sites and broker solutions from websites to web applications.
- **Inside Admissions** – Added a new feature for automatically converting International grades to U.S based grades and calculate the GPA. Updated display of the High School Profiles. Add display of International External Exams and TOEFL sub-scores. Added support for multiple assignments of different review types of a single application in a shared work queue. Updated batch work assignment queries.
- **DeltaSys** – Upgrade DeltaSys from .NET 2.0 to .NET 4.5. Made bug fixes and annual changes.
- **App Status** – Prepared App Status for the W14 and F14 Decision releases. Performed performance load testing and applied modifications to increase performance during the F14 decision release. Integrated App Status with the new Admissions Sitefinity website. Tested integration with external departments systems.
- **Campus Visits** – Performed the annual Access database refresh of the campus visits events. Integrated with the new Admissions Sitefinity website.
- **OnlineSIR** – Performed bi-yearly update of the CASHNet password updates. Performed SIR testing to verify all Registrar records are getting correctly generated.
- **SharePoint** – Adopting SharePoint team and project sites for project coordination. Using SharePoint for coordinating the Transfer Unit Cap Rule Changes project, the ApplyUC XML integration project, and the F15 Changes project. Using SharePoint for meeting notes, task lists, and document sharing.
- **Data Warehouse Extract Rewrite** – Assisted with the rewrite of the Admissions Data Warehouse extract jobs. Helped test and validate data of the new extract code. Added code for extracting Transcripts. Programmed code optimizations to prevent 2GB memory overflow problems.
- **Federated Identity Management** Fixed corrupted UCSB Person Index records.
- **Business Intelligence** –Created a Data Dictionary in ER/Studio with Diana Antova.
- **RSVP Regional Receptions** – Replaced the RSVP Regional Receptions site, which was a legacy Classic ASP and Access site, with Fire Engine Red event management system.
- **HR** – Hired CNT III developer Steve Bishop (31 applicants, 16 pre-screen calls, 13 round-one interviews, and 5 round-two interviews).

## Financial Aid Information Systems Unit

---

- **Student Financial System (SFS)** – The Financial Aid Information Systems (FAIS) team has worked closely with the Office of Financial Aid and Scholarships (OFAS), Graduate Division, and Student Information Systems and Technology (SIS&T) to implement a Student Financial System. The team has assisted in defining and assessing the request for proposal for the SFS. The selection for Sigma Systems product was made and we have moved from the project initiation stage to the project implementation phase. We have worked closely with Sigma Systems to define requirements and have begun testing the first iteration, the delivery of the Federal ISIR Load, Document Assignment, and Eligibility and Certification Approval Report (ECAR).
- **SFS/My Aid Status Modernization** – The rewrite of the My Aid Status student self-service portal to a newer technology stack to integrate with the new Student Financial System has begun. This project is in the requirements gathering phase and is expected to intersect with the Online Applications Portal and Single Sign On (SSO) project.

## Registrar Information Systems Unit

---

### 105 Transfer Unit Cap

- In close collaboration with the Admissions Information Systems team, made updates to TEAS, AAA, GOLD, STAR, and SREG to accommodate the new 105-Unit Transfer Cap rule for admitted undergraduate students. Affected applications:
  - TEAS – Updated to pass an additional lower division unit value to the broker.
  - SREG – Updated 9 SREG programs. This included the broker, which updates the Admissions and Registrar tables with data from TEAS and others, which perform the unit cap calculation for either display or storage of transfer unit data.
  - GOLD/AAA – updated services responsible for MCP unit calculations and display of transfer units in AAA and GOLD.

### Course Waitlist

- In the past year, the REGS team worked with the Registrar’s Office and academic departments to collect requirements, design, and implement a Course Waitlist system. This consisted of updates to eGrades, GOLD, and the iSIS, providing the following features:
  - Management of Waitlist and Waitlist Settings in eGrades for Departmental Staff and Faculty
  - Ability for students to review course waitlist settings, sign up for course waitlists, and manage course waitlists in GOLD
  - Service which automatically adds students to courses when spaces become available
  - iSIS (GOLD Broker, SREG, and STAR) updates to:
    - Prevent students from adding to the course if an active waitlist exists
    - Include waitlisted units in units totals for the registration pass and maximum for the quarter
    - Update the waitlist status if the student adds to the course using an alternate method (e.g. approval code)
- This project is ongoing, and will have additional features and functionality built in the coming year.

## iSIS Support and Stabilization

- Since GoLive, Registrar IS has continued supporting and stabilizing the Registrar iSIS Applications, including completing 252 iSIS bugs and feature enhancements in the following areas:
  - 1 SSDA Batch item
  - 2 CRES Batch items
  - 2 STAR Batch items
  - 3 USEC items
  - 4 eGrades Broker items
  - 4 AAA Broker items
  - 7 eGrades items
  - 10 GOLD Broker items
  - 11 AAA items
  - 13 CRES Online items
  - 15 SLR items
  - 19 SREG Batch items
  - 23 STAR Online items
  - 30 GOLD items
  - 53 general iSIS items
  - 55 SREG Online items

## GOLD Mobile (Beta)

- Released a Beta mobile version of GOLD into the Production environment, which we are currently receiving feedback about. The tentative plan is to launch the mobile version of GOLD publicly during the Fall 2014 quarter. This initial version of the GOLD Mobile (Beta) included the ability for students to view and modify their schedule, search for and add courses, view their grades, view their registration information, and provide feedback about the application.

## SQL Server Database Migration

- Worked with SAIT and the Database team to migrate all Registrar-related databases from SQL Server 2008 to SQL Server 2012. This included planning the actual database movement dates and times (to minimize outages), as well as updating all applications to utilize the new DNS database connection strings.

## Academic Advising Assistant (AAA)

- **Application Support & Maintenance:** Support and maintenance for the AAA application, used by college advisors and staff on campus.
- **Graduate Students:** Updated the Academic Summary page to allow the viewing of Graduate Student records. Similar updates will continue throughout the application over the next year as we move forward with implementing degree audits for graduate students.

## DARS/Degree Audits

- **Graduate Degree Audit Pseudocourses:** Added new functionality to the DARS Broker to return

pseudocourses for Masters and PhD degree audits. This provides the data necessary for the audits to determine whether the student has fulfilled requirements not related to a course on the student's record. Examples include:

- Advancement to candidacy
- First quarter in P2 status
- Completion of oral defense
- Satisfaction of residency requirements

### DARS/Degree Audits

- **Degree Audit Batch Bug Fixes and Enhancements:** Worked with Sara Cook to fix and enhance the Degree Audit Batch system, including fixes that allowed more accurate populations to run (including/excluding some students who were incorrectly excluded or included), and enhancements that make the pertinent reports more useful.

### eGrades

- **Application Support & Maintenance:** Support and maintenance for the eGrades application, used by faculty and staff on campus for grading and course coordination.
- **Admin Rewrite:** Rewrite of the administrative functionality in a more modern technology. The old Admin functionality was a windows application, which did not work on Windows 7. That functionality was rewritten and integrated into the online eGrades application.

### General Catalog

- **Application Support & Maintenance:** Support and maintenance for the General Catalog application, used by prospective and current students, staff, and faculty.
- **Program Learning Outcomes:** Added an additional tab to the Academic Department pages so that departments may include the program learning outcomes developed as part of the WASC accreditation process, beginning with the FY 2014-2015 catalog.
- **Annual Rollover:** Rolled over the catalog, making the current version an archived version, and making the 'future' version of the catalog the new 'current' version. Also, created a new 'future' version of the catalog, which is the working copy for next year's rollover.

### GOLD

- **Application Support & Maintenance:** Support and maintenance for the GOLD application, used by over 20,000 students for course registration.
- **Prevent Scripted Course Adds:** Added functionality to GOLD to prevent scripts from attempting to add students to courses, including disallowing students who are attempting to use scripts from being able to register for courses by removing their registration pass times, forcing the student to speak with someone in the Registrar's Office before they are able to register for courses again.

### iSIS (the core Student Information System)

- **Pass Time Randomization:** Improved the pass-time process in iSIS to more randomly assign pass-times to students, ensuring more fair pass-time assignments.
- **Joint Doctoral Program:** Added the Joint Doctoral Program as a valid student program in SREG for the Graduate Division's use. Updated the Official Transcript to include a notation for students in a Joint Doctoral Program indicating the student was enrolled at another institution for the term.
- **Pre-Requisite Override Perm Upload:** Added the ability for users to upload lists of perms on the pre-requisite override screen in STAR, so students do not have to be input one-by-one.

### Miscellaneous

- **iSIS Accurev to TFS Migration:** Migrated all of the Registrar iSIS application source codes from Accurev to TFS, a total of eighteen projects.
- **ISE File Updates:** Updated the ISE file export to match the new specs required by UCOP.
- **Parent Contact Info:** Made updates to the Parent Contact Info app (part of the Steps to Enrollment for incoming UCSB students) to make additional fields mandatory, and make the list of countries more accurate.

### Registrar Website

- **UCSB Answers (Intelliresponse) Functionality:** Added the Intelliresponse functionality to the homepage of the Registrar Website, including auto-complete functionality for the question box. This functionality allows visitors of the site to ask questions, and get accurate answers based on information provided by the Office of the Registrar, the Office of Admissions, and numerous additional departments across the division.
- **Web Statistics and Updates:** Added Web Statistics to the Registrar Website, and made updates throughout the year as required, including updating the footer to more closely match the rest of the divisional standard, and moving the Google Site Search textbox into the updated footer.

### SLR (Student Legal Residence)

- **Application Support & Maintenance:** Support and maintenance for the SLR application, used by ~5000 new and returning students each year.

### Graduate Division Information Systems Unit

---

- **Central Recruitment Fellowship Competition Process Automation** – The team's most notable accomplishment of the year was the implementation of an entirely new system for processing the yearly Central Recruitment Fellowship Competition. This annual process awards millions of dollars of support for graduate education to incoming students and is a vital recruiting tool for the university. The newly implemented system features a wide array of process improvements, including the elimination of all paper artifacts. The previous methodology required the creation and mailing of physical award letters to award recipients, who in turn were required to mail

back a response. The new system allows all communication between staff, departments, and students to be performed electronically, and thus much more rapidly; this is notable as the timing of the receipt of these notifications may influence a student's decision to attend UCSB.

- **Graduate Division CMS Implementation** – Over the course of the year, GDIS worked with Graduate Division staff to migrate content from the existing website into a customized Sitefinity CMS implementation. The Sitefinity implementation allows functional staff to directly manage their own content using a friendly editing interface, significantly cutting down on both IS workload and turnaround time for content updates. In addition, the new implementation features a fully responsive design, allowing users of any internet-enabled device to view the site in the best format for their device.
- **Enhanced Reporting Tools** – This year GDIS implemented 26 new SQL Server Reporting Services reports as part of a continued effort to improve Business Intelligence for the Graduate Division. Members of the team were trained on the creation of SQL Server reports, greatly improving the ability to create reports as needed by staff. Of particular note, is the set of Monitoring and Probation reports, which allow the academic unit to generate on-demand reports about students' academic progress on a quarter-by-quarter basis – a task which previously required many hours of manual work from both technical and non-technical staff each quarter.
- **Student Financial System Project Involvement** – GDIS and the Graduate Division have invested heavily in the interdepartmental collaboration project between SIS&T, OFAS, and the Graduate Division. Working closely with functional staff, GDIS participated in the creation of a Request for Proposal for the project, assisted in selecting a vendor, and performed exhaustive documentation in support of the project. The successful completion of the project will represent a major revolution in the Graduate Division's financial operations and provide a stable foundation for improvements to the division's student service.
- **Existing Systems Support and Enhancement** – Throughout the year GDIS supported and enhanced several of the existing systems developed in prior years. The Admissions suite of systems, which conducted its third year of operations during this period, received most of this attention. New features for this system included departmental customizations for some application sections and general enhancements to the user experience. In addition, some minor enhancements were applied to the Commencement Registration system, which saw its second business cycle this year.
- **Infrastructure and Automation** – In parallel with the major project initiatives this year, GDIS took actions to improve the Graduate Division's technological infrastructure behind the scenes. The network was reorganized to simplify routing and remove an unnecessary proxy server from the infrastructure, bringing the Graduate Division more closely into line with other organizations supported by SIS&T. In addition, several tasks previously performed on a daily basis by functional or technical staff were automated by server jobs, including the transmission of SIR responses to the Registrar's office.
- **Team Development and Expansion** – During this fiscal year, SIS&T hired three new staff members to join the existing GDIS team of two. Junior staff members were selected on the basis of their ability to grow into positions within the team, and this strategy has already begun to pay dividends. Expansion of the team has allowed for a much higher level of support for the Graduate Division, meaning that major progress can be achieved in more than one functional area at one time.

## Student Services Information Systems Unit

---

### General

- **Google Analytics:** Implemented Google Analytics in place for SmarterStats which needed to be removed because of incompatibility with new server technology.
- **Database Migration:** Worked closely with SAIT to migrate all databases from SQL Server 2005 to SQL Server 2012.
- **Sitefinity:** Implemented Sitefinity to numerous sites throughout the division to replace the homegrown CMS that SIS&T had created previously.
- **Single Sign On:** Integrated the divisional single sign on solution into all Sitefinity sites and the CAPS Programs application.
- **TFS Project Management:** Converted all task tracking to use TFS tickets allowing for historical records regarding updates and code changes.
- **UCSB Answers:** Integrated UCSB Answers into all new Sitefinity sites.

### Academic Initiatives

- **Sitefinity Site:** Developed new mobile-friendly site for Academics.sa.ucsb.edu.

### Alcohol and Drug Program

- **AlcoholEdu Bridge System:** Created a system to bridge the dispirit systems of GauchoFYI, AlcoholEdu and HAVEN.
- **Life of the Party Website:** Performed updates and enhancements.
- **CASE Updates and Support:** Performed bug-fixes and implementation of new functionality for the ADP CASE application.

### Arts & Lectures

- **Campaign Website:** Created a new mobile-friendly site for the Campaign for Arts and Lectures.
- **Life of the Event:** Added functionality to control automatically when events are displayed on the website and available for purchase.
- **New Season Enhancements:** Several major overhauls of the website theme for each new season.
- **Select Your Own Seats (SYOS):** Implemented SYOS in the Arts and Lectures site.

### Associated Students

- **Sitefinity Site:** Created a new mobile-first site for the Week of Welcome.

### Campus Learning Assistance Services

- **Sitefinity Site:** Created a new mobile-first site for CLAS.

### Counseling and Psychological Services

- **Changed URL:** Moved counseling.sa.ucsb.edu to caps.sa.ucsb.edu to match the recent name change for the department.
- **Programs Application:** Created an application to replace the old web forms on the CAPS website opening the door for the Sitefinity site creation.
- **SaySomething Website:** Created mobile site for suicide prevention to go along with major social media campaign.
- **Sitefinity Site:** Created new mobile-friendly site for CAPS.
- **Red Folder Sitefinity Site:** Created new mobile-friendly site for the CAPS Red Folder campaign to support staff members.

### Career Services

- **GachoLink Authentication:** Implemented Shibboleth for authentication in GachoLink.

### Disabled Students Program

- **Services Application:** Ongoing maintenance and expansion of the DSP Services application which effectively manages all aspects of their business process.

### Division of Student Affairs

- **Sitefinity Site:** Creation of new mobile-friendly site for SA Home.
- **Intelliresponse Landing Page:** Created mobile-friendly layout for UCSB Answers.

### Educational Opportunity Program

- **STEP Application Updates:** Annual updates for the STEP application. Created new reporting and functionality to improve usability for both staff and students.
- **RegOnline Setup:** Worked with Business and Financial Services to create a RegOnline account for EOP to allow them to take deposits for STEP.

### Graduate Student Sexual Harassment Training Application Updates

- **Application Transfer to AAIT:** Worked closely with AAIT to transfer this application under their control and integrate it into the new OEOSH website.

### Health & Wellness

- **Calendar Upgrade:** Implemented new calendar functionality to allow for better display of events.

### MultiCultural Center

- **Website Updates:** Regular/Weekly updates of the MCC calendar.

### Office of International Students and Scholars

- **ISSD/SEVIS Maintenance:** Converted SEVIS to ISSD (new name and URL) for clarity to students and scholars. User management improvements to make using the application vastly more efficient for all parties.

### Office of Judicial Affairs

- **Advocate Reporting Application:** Developed an application using the Advocate API to allow faculty to create Advocate incidents.

### Office of Student Life

- **OrgSync Authentication:** Implemented Shibboleth for authentication in OrgSync.
- **Student Life Website:** Created new Sitefinity site for StudentLife.sa.ucsb.edu.

### Professional Development Conference

- **Sitefinity Site:** Developed new mobile-friendly site for PDC.

### Recreation

- **Sub Application Updates:** Updates to Walk, Fit4Life, Power Walk, and Eat Right UCSB.

### Student Affairs Business Officers Group

- **Sitefinity Site:** Developed new mobile-friendly site for SABOG.

### Student Health Services

- **Sitefinity Site:** Developed new mobile-friendly site for SHS including a completely new design

### Student Fee Advisory Committee

- **Staff Photos:** Refreshed photos for all staff members.

### Veterans Resource Center

- **Sitefinity Site:** Developed new CMS-driven site for the Veterans Resource Center.

### Women, Gender, and Sexual Equity

- **Sitefinity Site:** Developed new mobile-friendly site for the Women's Center.

## Student Health & Counseling Information Systems Unit

---

- Supported **MenB Vaccination** clinics
  - Direct labor and technical support
  - Vaccination system design and configuration
  - CDC reporting
- Member of UCOP **RMI project team**
- Clinical and technical support in wake of **Isla Vista shootings**
- **CAPS Late Cancellation** BARC billing; automated provider cancellation reporting
- Coordinate and setup technology for **Caps Out-Posts** located around campus
- Attended PNC OpenReport training in Boston; writing more technically challenging reports
- **Aetna Waivers**
  - New Aetna waiver site with expanded common OP waiver criteria
  - Performing 100% waiver audit to catch insurance fraud
- **Pharmacy Systems**
  - Electronic pharmacy interface reducing paper and privacy risk
  - Aetna quarterly HL7 interface allowing early loading of student insurance plans
- **Dental Office**
  - Dental office software upgrades
  - Ongoing claims processing support
- **Gaucho Health Insurance (GHI)**
  - Implemented Aetna medical insurance plan
  - Implemented Aetna vision and dental insurance plans
  - Developed 3 new GHI file interfaces to Aetna
- **GHI Referrals (CAPS & SHS)**
  - Aetna referral interface automation project
- **BARC Block**
  - Integrated BARC blocks reporting in PNC
  - Students with outstanding debt pay cash minimizing write-offs
- **QI - Patient Satisfaction Survey**
  - UC Standard survey for primary and urgent care
- **sFax System**
  - HIPAA compliant fax system
  - Inbound fax imports directly into medical charts
- **SHS and CAPS PnC upgrades and patches**

- **CCAPS survey** implementation for the UC's
- **UCOP CAPS Mental Health Initiative Project**
- RMI - Implementation and support of **conversion to UC Standard Templates**
- Worked to identify new **reporting capabilities with UC Standard Templates**
- Updated **roster/registration data feed CAPS PnC**
- Implemented new assessment software testing tools for **psychologists assessment group**
- Ongoing work with **CAPS Video** for training purposes for Interns and Practicum students
- Ongoing online surveys through Survey Monkey for **Pre-Doctoral Internship**
- Manage **CAPS Zoomerang surveys for Pre-Doctoral Internship Candidate Experience and Post Internship Survey**
- Ongoing quarterly security auditing of counseling staff in PnC
- Assisting in the development of the new **CAPS Mental Health Initiative Program**
- Advising Hosford Counseling & Psychological Services Clinic on their change over to PnC
- Overall Administration of **CAPS PnC systems**
  - Setting up new tools in PnC for CAPS use
  - Ongoing work with PnC adding new components into PnC
- Recurring
  - Run and upload weekly **Aetna referrals** through portal
  - First line of support for technical issues in CAPS & SHS
  - Provide desktop systems training for SHS & CAPS staff and students

## Marketing-Communications Unit

---

### Tool Management / Specialized Team Skills

- For the division, in FY 2013 - 2014, our team either **brought or maintained the following tools**:
  - Emma
  - WebDAM
  - Uiversity Facebook app
  - Basecamp
- Our team offered the division the following **specialized skills** throughout the year:
  - Accessibility and compatibility
  - UI/UX, browser usability, and browser/mobile testing
  - Web content analysis/strategy, and information architecture
  - Videography, photography, and graphic design
  - Marketing, communication, and social media
  - Consultation on all of the above

### Projects

- In August 2013, our team designed and developed the **#saysomething mobile site** for CAPS. This is significant because UCOP gave each UC school \$15,000 to develop a mobile-friendly suicide prevention site, and because we developed ours in-house (we were the only UC to do so), the \$15,000 from UCOP will, instead, be spent on staff training this fall. A small portion of the \$15,000 also was used to purchase promotional giveaways to pass out at GauchoFYI (these giveaways also were designed by our team).
- **Brandon James** joined our team in September 2013, as **Video Communications Coordinator**, and immediately created the for-credit **Student Affairs Media Internship (SAMI) program**. He

has interviewed and hired seven interns: four videographers, two photographers, and one motion graphics/kinetic typography artist. A total of 113 projects (*note: some projects include multiple videos/parts*) have been completed by Brandon and/or the SAMI team, to date. In April, one of our SAMI interns took First Place in the UC-wide “Directing the Change” video contest, to reduce the stigma and discrimination that can come with seeking help for mental illness.

Brandon’s videos (as well as SAMI videos) may be viewed at the division’s YouTube channel:

[www.youtube.com/ucsbsa](http://www.youtube.com/ucsbsa).

- In September 2013, Keri Bradford worked with Katya Armistead, Don Lubach, Joe Sabado, and Allyn Fleming to create **CommCollab**, the division’s new multimedia/communication/creative team. To date, CommCollab has more than 30 participants, has completed 20+ jobs, and has offered several hours of training to colleagues inside and outside our division.
- In November 2013, Keri Bradford set up a CommCollab account for **Basecamp**, a project collaboration/management tool. To date, we have about 60 users on the account.
- As CommCollab’s first major assignment, Keri Bradford worked with the **CAPS** team and SAIS to completely **overhaul their website** (design, content strategy, and functionality) and **rebrand their graphic identity**. This CommCollab project involved 12 team members, started in November 2013, and took a couple of months to complete. Since completion, some of the CommCollab team members who worked on this project have acted as consultants on other/similar CommCollab projects (peer-to-peer training).
- In November 2013, Keri Bradford worked with Mary Jacob and Briana Villaseñor to create the first-ever **Enrollment Services e-newsletter**, a bi-annual publication.
- In December 2013, Brandon James worked with a campus-wide committee and the Office of Public Affairs & Communications to create a public service announcement-type video for the new UC-wide **Smoke and Tobacco Free campaign**. Also, Brandon shot this video using a new tilt-shift technique he’d just learned from taking Lynda.com classes.
- In December 2013, Keri Bradford wrote and submitted an article (“**The Amazing Social Media Race**”) to the new Academic Initiatives department, to be published in the inaugural UCSB Student Affairs Journal (in development).
- From December 2013 to May 2014, Keri Bradford and Brandon James worked on the **Meningitis-B Vaccination awareness campaign**. Keri created several ads, fliers, and banners, and Brandon worked on multiple training videos.
- In January 2014, Keri Bradford and Brandon James began researching how to build a videography/photography studio. Research included consulting with other studio managers at UCSB and doing lots of reading about equipment and infrastructure. Keri and Brandon managed a **\$40,000 budget** (\$28,000 spent on construction, the rest on equipment) and oversaw the construction and design of the space. The **CommCollab Studio** opened in Ellison Hall in May 2014, although equipment installation won’t be complete until August 2014. At that time, the CommCollab Studio will be made available for use as a divisional resource, as will some equipment (e.g. DSLR camera, lights).
- In January 2014, **CommCollab** held its first official meeting and had 31 in attendance, with 17 signing up that day to participate in future projects. Brandon James presented the quick course that day, called “**What’s Your Google?**” about storytelling through video.
- In February 2014, Keri Bradford and Brandon James worked to create a **SAMI program social media strategic plan**, and provided interns social media safety training, marketing tips and guidelines, and Keri and Brandon set up SAMI’s Facebook and Twitter social media accounts.
- **Eric Mayes** joined our team in March 2014; his experience in **accessibility, UI/UX, mobile and front-end design** adds a huge amount of value to our team. Under his leadership, the division’s

first **UI/UX styleguide** is being developed; the first draft of this styleguide is due December 2014. **Future goals include:** developing strategies for browser and mobile device testing; setting standards for accessibility, compatibility, and usability; establishing guidelines for strategic web content analysis and information architecture; and adding in quality assurance steps before each site deployment.

- In March 2014, Brandon James worked with the department heads of each Student Affairs; department that was going out for a **lock-in (new or reaffirmation) fee increase** to create powerful **departmental overview videos**. Each video featured testimonials and outlined services offered; his videos were used to help market each department in hopes of attracting voters.
- In March 2014, Keri Bradford began taking over as Agency Manager for the division's **Emma email marketing tool**. This tool, with all its built-in analytics and marketing options, was incredibly helpful to use when Keri emailed 28,000+ newly admitted UCSB students in April 2014 and again during the Isla Vista Tragedy emergency response, in May 2014. The Isla Vista Tragedy email had a 47% open rate.
- In March 2014, Keri Bradford began setting up UCSB's instance of **WebDAM**, a digital asset management tool. Set up will be completed Summer 2014.
- In April 2014, Keri Bradford designed the template for the **Orientation Parent Calendar**, a new product that replaces the outdated Parent Handbook.
- In April 2014, Eric Mayes took over the responsive design, accessibility, and functionality of the new **Business Intelligence SharePoint** website.
- In April 2014, Eric Mayes completed the **Sitefinity standard template** (he had been working on this before he joined our team). Thanks to his work on the template, new Sitefinity sites are quickly set up and the design/functionality are consistent with the division's main branding.
- In April 2014, Eric Mayes began running **AMP tool accessibility scans** on various divisional sites and making results-based recommendations to those sites' support teams, with the goal of improving our accessibility scores.
- In May 2014, Keri Bradford joined the SA Accessibility team and designed the template for the **SA Annual Report** (scheduled to go to print in August 2014). Keri presented the template and gave content tips to participating departments at a Community of Learners workshop in May and enlisted the help of the Writers' Café team to help edit the report. From the team's edits, CommCollab and Writers' Café will create the first-ever **writers' styleguide** for the division.
- In May 2014, Keri Bradford pulled together the **CommCollab social media team** to explore the **Uiversity Facebook app's Keyword Alerts** and to put together recommendations (put forth to CommCollab Coordinating Team) for how to respond to high-alert words, and lastly, to develop training tips for departments that would like to use the Keyword Alerts feature.
- Keri Bradford and Jeff Pignataro worked with colleagues across campus to quickly create a website of resources, in the aftermath of the **Isla Vista Tragedy on May 23, 2014**. The site was put up in record time (thanks to the collaboration of many), updated 24/7, and **emergency resource information** was provided in English, Spanish, Simplified and Traditional Chinese languages. At a CommCollab meeting, later, Keri led an open discussion about crisis communication — what worked and what could have been improved.
- Brandon James worked with Rachel Arriaga, Allyn Fleming, and numerous departments across the division to create **really special, really touching video tributes to 10-12 retirees**. These videos were shown at the June 2014 divisional meeting and there were lots of laughs (and tears) coming from the audience. Dr. Young emailed us later to thank Brandon and to say that the new tributes were so loved that we wouldn't be going back to the way we used to honor retirees.



- For a **CommCollab assessment piece**, Keri Bradford curated a 1.5-hour video review (and corresponding custom bingo game!) at an event called, “**SA Goes to the Movies!**” in June 2014. Katya Armistead and Joe Sabado helped host the event, where there was popcorn, candy, sodas, bingo (with a prize), and several CommCollab/SAMI videos played (curated by topic).
- In July 2014, Keri Bradford and Brandon James began working with the **GauchosFYI** team to create new slides and new videos for the program’s third year.

## SIS&T HR & Hiring

---

- Hired the following positions:
  - Registrar IS team – 1 developer
  - Admissions IS team – 1 developers
  - Graduate Division IS – 3 developers
  - Financial Aid IS – OCA (in progress)
  - Student Financial Systems
    - Business Analyst (1)
    - Database Developer (1)
    - Application Developer (1)
- The following table shows the list of positions, number of applicants, number of interviews and number of selected candidates.

Position	Number of Applicants	Number of Interviews *	Selected
Application Developer, GRAD DIV – CNT (1)	22	7	3
Software Developer (CNT 3)	31	14	2
Business System Analyst (CNT 3)	42	5	1
Database Developer (CNT 3)	22	16	1
Application Developer, SFS (CNT 1)	16	8	1
Operation Coordinator Assistant ( __ Assistant III)	74	9	N/A
<b>Total</b>	<b>207</b>	<b>59</b>	<b>8</b>

*\* Most interviews consisted of second and third round of interviews.*

## Student Affairs IT Standards 2014

*"The Power of Unification and Leverage"*

IT Service Layer	Architectural Component	Divisional Standard	Metrics
<b>Network &amp; Security (A)</b>	Switching & Routing	<b>Enterasys</b>	<i>86 Devices 70 VLANs</i>
	Firewalls	<b>Enterasys &amp; Palo Alto</b>	<i>500,000 sessions/sec</i>
	Identity	<b>Microsoft</b> ForeFront Identity Manager (FIM) <b>Microsoft</b> Active Directory Federation Services (ADFS) <b>Microsoft</b> Windows Identity Foundation (WIF)	<i>FIM synchronizes roughly 50,000 users in each identity domains which allows nearly 50,000 users single sign-on capabilities with ADFS</i>
	Remote Access	Palo Alto, <b>Enterasys</b>	
<b>Servers &amp; Hosting (A)</b>	Power supply	APC	
	Server Hardware (Rack Mount and Blade Servers)	<b>Hewlett Packard</b>	<i>11 Physical &amp; 154 Virtual</i>
	Server Operating System	<b>Microsoft</b> Windows	<i>165 servers (in four domains)</i>
	Virtualization Infrastructure	VMware	<i>13 hosts</i>
	Web & App Hosting	<b>Microsoft</b> IIS 7.5 (Webfarm w/ ARR)	<i>18 Web Servers, 8 in Production</i>
<b>Storage &amp; Data (A)</b>	Storage Area Network (SAN)	<b>Dell Compellent &amp; Hewlett Packard</b> EVA3000	<i>125.0 TB 62.5 TB</i>
	Backup	<b>Hewlett Packard</b> SW & Vizioncore	

	Databases	<b>Microsoft</b> SQL Server	<i>114 Production Databases</i>
	(ETL) Extracting, Transformation & Loading	<b>Microsoft</b> SQL Server Integration Services	
	Reporting & BI	<b>Microsoft</b> SQL Server Reporting Services, Telerik Reporting	
	Directory	<b>Microsoft</b> Active Directory LDAP	<i>2,245 Groups 2,913 Users 150 Print Queues 1,537 Contacts (plus others) Total Objects: 10,886</i>
<b>Communications &amp; Productivity Tools (C)</b>	Web Servers	<b>Microsoft</b> Internet Information Services (IIS)	<i>90+ Production Websites</i>
	Content Management	Sitefinity CMS	
	Email & Scheduling Server	<b>Microsoft</b> Exchange	<i>1,561 Mailboxes</i>
	Spam & Virus Firewall	Barracuda	
	Collaboration & Communication	<b>Microsoft</b> Office Communications Server & <b>Microsoft</b> Lync <b>Microsoft</b> SharePoint Server <b>Microsoft</b> Project Server	
<b>Monitoring &amp; Escalation (B)</b>	Network Monitoring	<b>Enterasys</b> Atlas Network Mgr OPNet ACE Live / Palo Alto	
	Database Monitoring	Idera SQL Diagnostic Manager	
	Server Monitoring	<b>Hewlett Packard</b> Insight Manager	
	Operating System Monitoring	<b>Microsoft</b> Management Server (MOM)	

<b>Desktops &amp; Customer Support (B)</b>	Desktop/Laptops Hardware	Dell Optiplex Business Line	<i>794 Computers</i>
	Desktop Operating System	<b>Microsoft</b> Windows XP SP3 32-bit <b>Microsoft</b> Windows 7 Enterprise SP1 64-bit	
	Desktop Tools	<b>Microsoft</b> Office Professional 2003 SP3 32-bit <b>Microsoft</b> Office 2007 Professional Plus 32-bit <b>Microsoft</b> Office 2013 SP1 Professional Plus 64-bit	
	Help Desk	HelpStar Helpdesk System	
<b>Software Engineering &amp; Development (D)</b>	Application Integration	<b>Microsoft</b> Windows Communication Foundation (WCF) <b>Microsoft</b> Message Queue (MSMQ)	
	Software Configuration Management	<b>Microsoft</b> Team Foundation Server (TFS)	
	Software Build & Deployment	<b>Microsoft</b> Build / TFS, CruiseControl .NET Redgate SQL Compare	
	Architecture Modeling Tool	Sparx Enterprise Architect <b>Microsoft</b> Visio BizAgi Process Modeler	
	Software Issue Management Tool	<b>Microsoft</b> Team Foundation Server (TFS) <b>Microsoft</b> Team Companion	
	Development Platform	<b>Microsoft</b> .NET Framework & <b>Microsoft</b> Visual Studio .NET	
	Performance Analysis & Optimization	Redgate ANTS Web Application Testing (WAPT)	

