Welcome to the Lone Star College Office of College Services 2018-2019 annual report.

Last year we had a strong focus on user experience for both students and employees. This focus will continue as we work to improve how technology supports our customers, students, and employees. It is just as important to understand customer expectations and technology behavior while we work to enhance customer experience. We will continue to leverage design thinking, user experience sessions, and supporting data to make informed decisions.

Of course, any annual report is a summary of what was accomplished last year, including key data related to IT, AIR, and Web Services. The Office of College services uses the industry standard model of Run, Grow, Transform and Protect along with alignment with LSC strategic goals for all projects.

In the Office of College Services, I use a 5x5 planning model. This model is very common in industry as well as the public sector. The simple view is 5 key areas with 5 actions to achieve the established goals (KPIs).

I hope you find the annual report informative. And as always, feel free to reach out to me with any questions or ideas on how we can better serve you.

Link Alander
Vice Chancellor and CIO
Our Students & Their Digital Behaviors

Where do students register and enroll from? fall 2019

88% Off-site - Not on campus
12% On-site at an LSC Location

What type of device do they prefer to use for registration and enrollment? fall 2019

57% Mobile
42% Desktop/Laptop
1% Tablet

Student Experience Survey
5,402 respondents spring 2019

Students responded they have access to a …

<table>
<thead>
<tr>
<th>Device Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Smartphone (Android, iPhone, etc.)</td>
<td>87%</td>
</tr>
<tr>
<td>Laptop</td>
<td>82%</td>
</tr>
<tr>
<td>Home computer</td>
<td>44%</td>
</tr>
<tr>
<td>Tablet (PC or iPad)</td>
<td>35%</td>
</tr>
<tr>
<td>Do not have access to a home computer, laptop, or tablet</td>
<td>3%</td>
</tr>
</tbody>
</table>

The majority use their phone to:
- Text or chat
- Read & send email
- Check/update social networking sites

The majority use their computer to:
- Attend online classes
- Search & register for classes
- Submit homework
- Check class schedule or grades
- Take notes for class
- Read book/e-textbooks

54% would choose an e-textbook at a reduced cost over a traditional book

LinkedIn Usage
- Professional and social media profile: 28%
- Post resume: 28%
- Search for a job: 32%
- Networking: 28%

Social Media Site Preference
- Ranked in order of preference (left to right)
  - Instagram
  - Snapchat
  - Facebook
  - Twitter

96% have Internet access at home

99% confidence level; 2% margin of error
Enhancing the Experience with Design Thinking

What exactly is Design Thinking? It is an iterative process that we use to:

- seek to understand our students’ unique needs and problems,
- challenge assumptions made about these needs and problems, and
- redefine them in order to identify alternative strategies and solutions that might not be instantly apparent given our initial level of understanding.

Design Thinking is not new. The concept has been in practice for years and it’s grown in popularity over the past three decades as brands like Apple, Google and Samsung use it to develop their products and services. Leading universities like Stanford, MIT and Harvard got on board and now they teach classes on it.

There are many benefits to using a Design Thinking approach. Students are at the center of the process which leverages the collective expertise of faculty, staff, administrators and students. Real problems are solved using empathy, encouraging prototyping and fast feedback. The method scales to solve small and large problems alike.

AIR began conducting Design Thinking workshops for the colleges last year to introduce them to the process, and now several teams are in the process of developing a design thinking project for their campus.

OTS has also been working internally to rethink our customer experience with technology. Teams at all levels participated in User Interface (UI) and User Experience (UX) workshops, and they incorporate design thinking principles in order to enhance customer experience. They found opportunities to improve efficiencies and helped customers identify their process improvements as well.

The OTS Enterprise Applications Center of Excellence has been utilizing Design Thinking in several project in an effort to see problems as opportunities.

- **Empathize** – We listen to the customer describe their problem statement and how this is affecting them, and then we try to find a method to quantify the issue.
- **Define** – During a project’s “discovery phase”, we conduct open discussions in order to flush-out the process (problem).
- **Ideate** – The results are then utilized during the design phase (Ideation) as a “road map” where now, instead of IT leading the conversation to a standard procedure, the customer is coming up with “How do we get from point A to point B”.

In order to provide the most effective and intuitive iStar user experience possible, design thinking methodology was used to design the new iStar FLUX (Fluid interface) user experience that was implemented throughout the year. By focusing on the improvements that could be obtained from the users perspective, we took time to allow the standard prototyping to occur which presented new issues. From here, we went back to the drawing board and asked how we can re-create the functionality without any modifications. After testing, we found the results were a more streamlined user experience with minimal go-forward maintenance.

After testing, we found the results were a more streamlined user experience with minimal go-forward maintenance.

... see problems as opportunities

Empathize

Define

Ideate

Prototype

Test
Gartner developed the Run-Grow-Transform model "to support IT portfolio planning and investment in IT products and services. It also helps CIOs make decisions on the resources and capabilities required to develop, manage and support those IT investments."

LSC’s CIO Link Alander has taken this model and run with it (pun intended). "Market shifts and changing customer needs in a digital environment mean that companies must create short-term and more targeted strategic objectives. CIOs must be able to adapt their IT strategies to support these new objectives so that companies are not left behind in the new digital business environment," per Gartner.

LSC College Services sees our customer needs shifting constantly in today’s digital environment and our need for meaningful data in order to create goals and make informed decisions is a priority.

The College Services leadership team has taken this model and applied it to all of our projects in order to map IT resources and ensure we are operating and maintaining (run), enhancing and expanding (grow), and innovating and driving (transform). Every project is now categorized according to how it fits in this model so we can constantly track where our priorities lie and keep them balanced according to the goals of the department and the college.

Our current dashboards in ServiceNow allow us to see a high-level view of current capacity, including areas of functional shortfalls or gaps. This allows College Services leadership to address any gaps where expectations may not be aligned with the capabilities and resources within the organization.

Alander has taken the model one step further by introducing a "Protect" role to our model. Projects that are categorized as a protect role are ones that focus on protecting the data and assets within the organization. As the digital environment continues to grow and transform, so does the risk to these properties. Keeping the network, all of our hardware and software, and the endless bits of data that are being accumulated and crunched are tantamount to keeping the organization running efficiently and effectively.

Take a few moments to read further about specific projects College Services has completed this year and how they fit into our Run - Grow - Transform - Protect model.
"Run" functions are typically associated with the continuing operation of the business or "keeping the business running." Some essential IT activities include infrastructure and operations, business support, application and hardware maintenance, and compliance. The following projects highlighted here are just a few examples that fit into the "Run" function:

Faculty Have an Impact

Years of research confirm faculty have a positive, long-lasting effect on their students. Because some students need a little encouragement to continue taking classes and often look to their instructors for advice, AIR created a roster tool specifically for faculty.

The report displays a roster of current students and who has/has not registered for the following term. This information provides instructors with an opportunity to discuss academic goals and courses with their students.

Establishing a Competitive Edge

LSC’s Resource Development & Administration team works hard – they also work smart! AIR partnered with RDA to develop two very robust PBI reports to support writing highly-competitive federal grant proposals.

The TRIO and Title V interactive reports allow grant writers to tell our “best story” using real-time data and dozens of slicers that generate different data scenarios. The reports provide better insight and flexibility when comparing student groups and they are a huge time-saver! No more ad hoc data requests which take lots of time to both create and complete. Now the data in the reports are simply refreshed and ready for grant writers to use.

Enhancing the Visual Experience

As part of a system-wide audio-visual upgrade, 87 rooms in centers and main campuses were updated to enhance the visual experience for all customers. The majority of the upgrades were to replace 8–9 year-old control equipment gear. In addition to the control gear, projectors were also updated to LED (resulting in a significant cost savings of $500 a year by avoiding costly bulb replacement). Plus, customers receive the added benefit of a brighter display. Self-cleaning projector filters were also installed which saves the team precious time doing pre-semester start-up preparations.

Re-Building After the Storm

After sustaining devastating flooding during Hurricane Harvey, the team was tasked with rebuilding after the storm.

We received over 1,000 computers in October and November that were delivered to Kingwood SCC Conference center where they were unboxed and prepared for installation. Staging areas were created where the imaged machines could be stacked to deploy into the newly reconstructed offices and classrooms. And then over Winter Break, OTS employees from across the system worked to install 850 computer systems into five buildings that were scheduled to open in January for Spring 2019 classes.
Providing & Maintaining the Tools Necessary for Success

In June, OTS installed the remainder of the computers into the new Learning Center in the Library in order for students to get help with tutoring, Library services, and to use the only open computer lab on campus. A new Loaner Laptop "Vending-Machine" for Students was also installed so students could check out a laptop to use on campus.

Protecting & Extending the Value of Systems

With PeopleSoft Update Manager, Oracle provides a back-end, system-driven process that is optimized for the business and designed to protect and extend the value of our PeopleSoft applications.

In April 2019, the OTS Enterprise Applications team managed the upgrade of Oracle PeopleTools to 8.56.13. PeopleTools provides the underlying technology for PeopleSoft applications, and thus all of iStar and myLoneStar respectively. These upgrades as required in order to maintain the current functionality of iStar as well as introduce new features and functionality.

...over Winter Break, OTS employees from across the system worked to install 850 computers in five buildings... to open in January for Spring 2019 classes

Students enjoy working collaboratively in the new Learning Center pods at LSC-Kingwood
The Finely-Tuned Engine

12 virtual data centers
7 college server rooms
2 main data centers

99.36% virtualized private cloud

9.1 Petabytes total replicated storage in LSC private cloud

1,255 virtual servers 77 more since last year

115,000 average number of wired connections 30,000 more since last year

512,000 average wireless connections per month

41,000 unique mobile devices on the network at one time

Running the Marathon

5,502,122 total square footage supported

5,906 rooms containing technology

970 Mediated classrooms 1,753 computer count

459 Computer labs 9,079 computer count

51 Open computer labs for students 978 computer count

22,291 Total computers & printers supported 2,740 more since last year

108,036 Total Part-Time Hours

Technician : PC Ratio 1:317

55 computers more per tech than last year
Answering the Call

140,659 Service Desk tickets opened

39 seconds average speed to answer an incoming call 44 seconds quicker than last year

2 min. 50 sec. average time a caller is on the phone 46 seconds less time than last year

94% Percentage of customers who said they were satisfied with the level of service they received

4.6 out of 5 stars

Top 3 Service Catalog Requests:
1. Request Event Setup/Support
2. Request File Share Access
3. Request Access, Computer Equipment and a Phone for a New Employee

The Fuel that Feeds

573 Power BI license holders 61 more than last year

28 Power BI workshops

438 Attendees at Power BI workshops

77,590 Views in Discovery 30,530 more than last year

502 New Power BI Reports

8,532 Views in AIR Portal

34 New reports in AIR Portal

Drawing in Crowds via the Web

49 MILLION Total page views 200 page views per minute!

43,758 Interactive map engagements

Conducted 20+ user surveys with 500+ user feedback

Surpassed 50% usage on mobile devices

1,073 Closed user requests

2 industry awards
AMA American Marketing Association
Crystal Awards Best Web Landing Pages
"Grow" functions are focused on developing and enhancing systems in support of business growth. According to Gartner, they extend existing capabilities, deliver differentiation and provide competitiveness. The following projects are a few examples this year that fit the "Grow" function of our business:

Expanding LSC’s Data Culture

What began several years ago as internal training on a new toolset, PowerBI workshops are now offered by AIR staff to all LSC employees with over 400 trained to date! Initially, the sessions were offered to individual departments and workgroups but in 2018 the AIR team began offering the training to all interested faculty and staff. It was so popular, we created an Intermediate-level session to teach employees how to create their own PowerBI reports and dashboards. See below for one staff member’s story.

Working Smart

Janet Goins, a division operations manager at LSC-North Harris, attended AIR’s Introductory and Intermediate PowerBI workshops this past year because she knew the tool could help in her day-to-day work. With her new-found knowledge and a bit of assistance from an AIR analyst, in just 3 hours Janet developed an immensely useful report showing enrollment history in workforce programs.

Tracking enrollment before was a time-consuming, laborious process. Now it’s a few clicks and all of the information she and her dean need are at their fingertips. The report shows at a glance if program enrollments are lower than expected in relation to the cohort moving through the program. This allows lead faculty and workforce advisors to immediately intervene with students who should be enrolling for the next step in their program. Janet believes this proactive, personal attention given to students will help them progress towards completion.

Forecasting Future Enrollments

To better understand enrollment trends and what the future may hold, AIR developed an enrollment projections model to forecast future growth. The model groups students into distinct populations and then applies the historic rates of change for these populations to calculate projected growth or declines. Data points from external sources like the Texas Education Agency are also included in the model.

This approach improves accuracy and gives decision-makers insight into specific student populations. The model is updated as new data become available to improve and refine its projections.

Expanding our Offerings with a Top-Notch Technology Center

Lone Star College was excited to open our most technically-advanced center to date in January 2019, the LSC-Westway Park Technology Center, located in Houston’s highly-concentrated oil and gas business district. The Center’s focus is to equip students with the skills needed to fulfill the high demand for CIT and visual communications professionals in the area.

The Cisco Networking Academy located within the Center was designed and equipped to give networking students hands-on experience with networking, wireless, data center, and security equipment.

There are over 800 pieces of equipment housed in the instructional data center for students to utilize. These devices keep pace with current industry practices so that students are familiar with equipment utilized in the workplace when they enter their new careers.
Supporting Success Through Campus Improvements

The OTS Technical Services team continues to upgrade infrastructure at campuses to improve services. This will allow for better security and faster speeds to desktops and other devices connected to the network. These updates have been happening across the system and are expected to continue throughout the year until complete.

Enhancing the Student Wi-Fi Experience

OTS Technical Services has also been setting the stage to enable the latest in wireless enterprise technology in order to allow for faster speeds and more connections to wireless access points throughout the system. During this process we have been replacing old wireless access points to allow for the new technology to be implemented.

Using the latest technology and extensive policy enforcement will allow us to stop and contain security threats as well as reduce LSC’s exposure to risk as well as enhance our guest wireless experience. On average, users typically bring three wireless devices to campus so it is vitally important the wi-fi experience exceeds expectations.

On average, users typically bring three wireless devices to campus...

1 student, 3 wireless devices!
"Transform" functions are focused on delivering innovation, creating new experiences, and developing new services. The following projects are examples of projects this year that fit the "Transform" function of our business:

**Data Institute**
AIR established a Data Institute in 2017 to enhance the data research and analytics knowledge and skills of employees through a rigorous project-based curriculum. Sixteen participants are selected from across the system and last year we graduated our second cohort of fellows. The 2018-19 class presented the following:

**Transient Students at Lone Star College**
Crista Force, Nicole Keenan, Laurie Passmore, and Reyna Tippets
Research revealed interesting and actionable information on a hidden market – university students who reside in our community during the summer months – and how to market our courses to them while they are here.

**STEM Course Success and Persistence of LSC Students**
Marisue Freed, Nolides Guzman-Zambrano, Amy Ramirez, and Katerina Wingfield
Studied persistence and success of students in STEM courses across the system with a focus on factors such as age, gender, ethnicity, matriculation status, and the mode and time of course delivery.

**Engagement in Online Courses**
Kathy Bakat, Cassandra Marquez, Jim Nutt, and Cynthia Sledge
Examined teaching strategies in high and low-achieving online classes to better understand faculty engagement and its relationship to student success.

**Stories of the LSC Corequisite Model**
Brandy Beucler, Christine Longoria, Chris Reid, and Mehreen Siddiqui
Focused on FTIC students enrolled in LSC’s new corequisite model and the factors, risks and strategies influencing success and persistence.

**Connecting Our Community with Education**
The Web Services Team completed a major re-design of our public-facing website, LoneStar.edu. First impressions are important. Our digital designs create excitement and build a positive association with Lone Star College. The team’s strategic use of engaging design elements builds trust and reinforces the decision to make Lone Star College the college of choice.

The team gathered a multitude of data to aid them in their efforts — usage statistics, heatmaps, funnel goals, and session recordings, A/B testing, navigation mapping, campaign tracking, goal conversions, and acquisition analysis. More importantly, they compiled that data and shared actionable reporting with various business owners to help them make decisions that improve our institutional success.

Since the LoneStar.edu Re-Design debuted May 22, we have observed:

- **Increased** “About LSC” page views: 607%
- **Increased** Interest in “How to Pay for College”: 134%
- **Increased** Specific program inquiries: 70%
- **Increased** “Class Search” traffic: 29%
- **Increased** Program exploration: 28%
- **Increased** Inquiries via “Tell Me More”: 19%
- **Increased** Action toward Admission: 9%
- **Increased** Positive reviews from users: 1,000
Next Gen Solutions for a Seamless Experience - It’s Like Magic!

An upgrade to the data centers has been ongoing by the OTS Technical Services team in order to position the infrastructure to be more robust and have less user-facing downtime. The upgrade will allow us to have end-to-end automation within the data center, allowing unified management of all workloads within the data center including storage, compute and networking. This dynamic next gen solution will allow our main data centers to appear as one when using specific applications, allowing for maintenance and patching to happen during the day without bringing systems down, and all transparent to our customers. Just like magic!

OTS Innovation Initiatives

The OTS Innovation initiatives advance the organization in the innovative use of technology to meet Lone Star College’s unique challenges and needs. The following initiatives advance the organization in the innovative use of technology to meet Lone Star College’s unique challenges and needs.

We also financially support our faculty members’ great ideas. In addition to projects that are funded through our regular annual budget planning process, the Office of Technology Services provides up to $550,000/year to fund innovative academic initiatives across our system.

Each of our six colleges is given $50k to spend on IT-related projects that impact teaching and learning. The selection process is rigorous and a cross-functional team selects the projects. For the sixth straight year, OTS also provides up to $250,000 for IT-related initiatives.

Chancellor’s Faculty Technology Innovation Grant (CFTIG) Recipients for FY2019:

Nearpod
Latoya Lewis, Sarah Stewart, Caroline Jamroz, and Shuang Zhao

Many faculty deliver a lecture with presentation notes in a PowerPoint or other presentation programs. The only way students can interact with the content is to take notes and study those notes. However, there is a way for students to be engaged and participate in the learning that goes on in any college classroom, and that way is with Nearpod.

With Nearpod, these presentations that up until now have only been displayed on the screen can be interactive and in the students’ hands on a variety of devices. While some professors may upload the presentation to D2L for students to follow along, Nearpod keeps the control with the instructor and the focus on instruction.

Anatomage: Virtual Life Size Human Dissecting/ Learning Platform
Tammy Edmonds, Dr. Indrani Rajan, and Mary S. Allen

The Anatomage™ Alpha table device (https://www.anatomage.com/table/) allows students to explore human anatomy and physiology in a manner unimaginable a generation ago. With expanding ethical, moral and scientific issues surrounding use of cadavers in educational institutes, most health care personnel have never experienced learning anatomy on a cadaver.

The Anatomage™ has life-sized display of the human body at all depths, with clinical content, and imaging software, which when combined with hands–on interactive tools makes it an exceptional group learning tool. Medical schools are even transitioning to use of this platform.

The Anatomage™ will enhance the learning experience within LSC-North Harris biology, nursing, kinesiology, EMT training and a number of healthcare-related programs.

Training for Careers in Bio-Medical, Industrial, and Environmental Chemistry
Dr. Ira L. Goldknopf, Marvin Brandon Lowery, Dr. Mohammad Mojibul Haque, Dr. Muslim D. Shahid, Dr. Doug Lampin, Dr. William J. Simcik, Dr. Daniel Kainer, and Dr. Janeau Houston

The objective of this grant is to make our students more competitive for academic advancement and employment opportunities by providing STEM experiences they will encounter in academia and the workforce. This will include laboratory testing, interpretation, and use of results in diagnostics, pharmaceuticals, and treatment monitoring, industrial chemical quality control, and in environmental analysis.

This includes laboratory experiences in proteomics, immunoassays, and gas chromatography with chemical identification. Funding will be for hardware, including a high throughput gas chromatograph with a mass selective detector and a purge and trap auto sampler. With these, students will perform modern laboratory testing in the teaching labs and in research projects, with interpretations of results, in cutting edge studies, including publications and presentations at scientific meetings, reflecting well on the quality of education at LSC.
Dear Account Holder,

This is a courtesy notice from Admin Team, your account has been limited and will be disconnected after 48 hours.

To avoid exceeding quota and continue receiving emails, please follow your email address below to increase (Mail Quota).

VERIFY EMAIL

We apologize for any inconvenience and appreciate your understanding.

Thank you,

Lone Star College Office of Technology Services (OTS)
LoneStar.edu/OTS

Phishing is a Messy Business

Technical Services has remediated over 100 phishing attempts this year alone that have taken several hours if not days to contain and quarantine.

We are always on the lookout for strange activity and unusual behavior as it relates to the network and the users. We have tools in place to help us identify and remediate as quickly as possible to help eliminate the threats.

 sample of actual phishing email received by a student this year

Dear Student,

We regret to inform you that last week our server suffered a malfunction which led to a massive data breach of all student records and account information. In order to secure your account from outside access, please follow the steps below to secure your account ASAP. (NOTE: Please follow these steps from a desktop or laptop computer, not a mobile device.)

To protect your account:
1) Please visit our Secure Account page.
2) From the secure account page, please click the download button to download our account protection software.
3) After download completes, please run the Secure Account program to protect your account from outside access.

CLICK HERE TO SECURE YOUR ACCOUNT

sample of actual phishing email recently received by an employee

Dear Account Holder,

This is a courtesy notice from Admin Team, your account has been limited and will be disconnected after 48 hours.

To avoid exceeding quota and continue receiving emails, please follow your email address below to increase (Mail Quota).

VERIFY EMAIL

We apologize for any inconvenience and appreciate your understanding.

Thank you,

Lone Star College Office of Technology Services (OTS)
LoneStar.edu/OTS

sample of actual phishing email received by a student this year

Dear Student,

I need to update my Direct Deposit info, can you get that done now? So I can forward you my new account details or will you just attach me a DD Form to fill and send back.

sample of actual phishing email received by a student this year

Sample of actual phishing email received by a student this year

Sample of actual phishing email recently received by an employee

Sample of actual phishing email received by a student this year
1.1 BILLION
Requests in the last 30 days

784,100
Requests blocked (last 30 days)

1.9 Million
OpenDNS requests blocked
(July 1 - Sept. 5)

2.2 BILLION
OpenDNS requests allowed through
(July 1 - Sept. 5)

448,900
Security-related blocks (last 30 days)

DATA THREATS ~ BAD GUYS

WORLDWIDE THREAT SERVICES

LOG ANALYSIS

REVERSE DNS CLOUD PROTECTION SPAM FILTERING

THREAT MANAGEMENT

CONTRACTED SECURITY TEAMS

Advanced Threat Protection

FIREWALL
blocks
30% of threats

NEXT GENERATION FIREWALL
blocks
70% of threats

ENDPOINTS

DATA

• file scanning for PII
(personally identifiable information)
• anti-virus and intrusion detection
• scanning for vulnerabilities

• advanced malware protection
• anti-virus and intrusion detection
• patch management
• whole drive encryption

4,791
PII incidents reported
(PII detected on share drives)

14,772,624
Fraudulent emails blocked
this year

18,253
Anti-virus identified
threats detected

1.1 BILLION

1.9 Million

2.2 BILLION
Going Beyond IT

We recognize that our future lies in our students, so we strive to support them both with IT resources and beyond. The College Services team is committed to serving our students, faculty, and staff as well as the entire Lone Star College service district community. We recognize that our efforts to go "Beyond IT" are an important part of our mission here at Lone Star College. Every individual or family we help by serving is a bit stronger, a bit healthier, a bit farther along on their journey to success. And we love every minute of it.

ALL OTS-Scholarship Fund

Starting in September 2018, a new “bucket” fund was established called the OTS-Scholarship Fund. Every three months, the new fund is applied to Endowments that are in progress so that they may each reach their goal in a timely manner. Once a fund reaches it’s goal and is considered fully-funded, it is closed and the OTS-Scholarship Fund dollars are then applied to other endowments as they are created.

The "Women in Technology" and "Veterans in Technology" funds are always open and ongoing. As funds come in they are applied so that more of these vital scholarships are created. This past year, another "Veterans" scholarship was funded, bringing the total up to three scholarships, and there is a second "Women" scholarship that will be funded within the first few months of fall 2019.

Funding In Progress

![Image of scholarships in progress](image-url)

22 scholarships funded!

And more are on the way!
Thanks to our employees, more students every year have help paying for college!
We recognize that our future lies in our students, so we strive to support them both with IT resources and beyond. The College Services team is committed to serving our students, faculty, and staff as well as the entire Lone Star College service district community. We recognize that our efforts to go "Beyond IT" are an important part of our mission here at Lone Star College. Every individual or family we help by serving is a bit stronger, a bit healthier, a bit farther along on their journey to success. And we love every minute of it.

Serving Others In Need

Our teams regularly participate in a variety of donation drives and service opportunities for their local community. Our OTS Campus Service Team at LSC-CyFair is just one example of a team going beyond their roles and responsibilities to help improve lives. They provided gifts to 18 local children through the Angel Tree holiday drive.

18 local children were "adopted" through the Angel Tree program

In addition to the Angel Tree, the team was named the winner in the LSC-CyFair Empowerment Center’s food drive for being champions and collecting 626 pounds of food for the on-campus food pantry. And this is just one example of how our teams are helping eliminate food insecurities and other barriers that prohibit students from staying in school.

Several volunteers from across OTS spent an afternoon sorting and packing food at the Montgomery County Food Bank. The team split into two groups — one to sort non-perishable canned and boxed goods and the other to sort perishable produce. Camaraderie commenced as the teams had some fun while helping others at the same time. What a great way to spend an afternoon!

4,259 pounds of food sorted at Montgomery County Food Bank

Every fall, all College Services full-time employees meet to hear updates from the leadership team and discuss lessons-learned from the past year and what our goals are for the current year. Over the last few years, it has become a tradition to hold service opportunities as part of this large assembly.

Employees bring in toys to donate to the Eastex Detachment of Toys for Tots who serve the children of N.E. Harris, Polk, San Jacinto, Liberty, Walker, and Montgomery Counties. The team collected and donated a record-breaking 783 toys in October 2018.

Mr. Morris Deihl, the Toys for Tots Coordinator explained that the extraordinary amount of toys the team brought in was extremely appreciated because one of their major donors, Toys R Us, had gone out of business, severing a vital supply for their toys. The team’s donation had actually surpassed what the local Toys R Us store would donate, so Mr. Deihl was very grateful for our contribution.

Team members also bring in tons of non-perishable food to donate each year. We have some fun with it first, creating obstacles courses or mini-golf courses with it as a team-building opportunity. The creativity of our teams increases every year — this year we even had one team re-create the

Servant Leaders in Action
Astros playing in the World Series at the "Juice Box."

In the past, donations have been sent out to Cypress Assistance Ministries and the Montgomery County Food Bank. However since so many LSC campuses have been opening their own on-campus food pantries, the team donated all of the food brought in to the campuses.

The food brought in this year filled some pantries to the point that the campuses then donated the surplus to local food pantries such as T.E.A.M. - Tomball Emergency Assistance Ministries.
The Office of Technology Services is funded by two sources: Operating Funds (68%) and Technology Fees (32%). Operating Funds are derived through taxes and tuition and are allocated in the annual budget process. They are used to pay for the department’s operating expenses and represent a majority of the OTS budget. Operating Funds are used to pay the salaries of OTS staff and a host of operating expenses, including annual licenses and maintenance costs, IT infrastructure costs and enterprise software costs. Bond funds are not included in any of the budget items below; these are tracked separately.

As a centralized service supporting the colleges, we use a project-based budget model and track all college related expenses using the iStar Project Costing Module. The high level view of the budget uses a model that breaks down expenses based on the following three groups:

- **In Support of the Colleges.** Items in this group are support from the 24/7 Service Desk, Technical Services, Enterprise Applications, IT Security, Telecommunications, and system-wide projects.
- **On Behalf of the Colleges.** Typically this includes software license renewals and support contracts.
- **Directly at the Colleges.** These are the OTS budgets at the colleges along with hardware replacements and project funds related to a specific college or colleges.

**Priority Considerations**

The budget is broken down according to the following list of priorities:

- Personnel/Benefits
- Hardware Replacement
- Software Licensing
- Project Funding
- Telecommunications & Internet
- Security
- Innovation Funding

**Our Telecommunications & Internet Cost Over 5-Year Period**

<table>
<thead>
<tr>
<th>Year</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>FY15</td>
<td>$853,700</td>
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<tr>
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AIR Mission, Vision, Values

VISION
TO BE AN INDUSTRY LEADER IN THE USE OF DATA AND ANALYTICS TO DRIVE INSTITUTIONAL AND STUDENT SUCCESS.

MISSION
Serve as a trusted partner providing data and analytical expertise to support planning and decision-making.

VALUES
These beliefs are at the core of everything we do:

ACCURACY
Deliver correct & precise information

COMMUNICATION
Connect through dialogue

CUSTOMER FOCUS
Delight our customers

INNOVATION
Introduce new approaches

INSIGHT
Contribute to deeper understanding

RESPECT
Treat others well
OTS Mission, Vision, Values

**VISION**

**TO BE THE INNOVATION & SERVICE EXCELLENCE LEADER IN HIGHER EDUCATION**

**PURPOSE**

Serve the information technology needs of Lone Star College.

**VALUES**

Leadership  
Excellence  
Agility  
People  
Speed

**MISSION**

Provide exemplary services that promote student success, quality instruction, effective employees, and a thriving community.

**STRATEGY**

Strategic Alignment  
Service Excellence  
Innovation  
Security  
IT Foundation

**METRICS**

Efficiency  
Stewardship  
Customer Delight  
Service Performance  
Contributions

**PURPOSE**

Serve the information technology needs of Lone Star through:

**ACADEMIC SUPPORT**  
Application of technology in the classroom

**ADMINISTRATIVE SYSTEMS**  
Solutions that enhance productivity

**INFRASTRUCTURE SERVICES**  
Stable, robust framework

**CONSULTING**  
Trusted advisor

**PARTNERSHIPS**  
Cultivate relationships internally & externally

**VALUES**

These beliefs are at the core of everything we do:

**LEADERSHIP**  
Rally ourselves and others to achieve great results

**EXCELLENCE**  
Surprise and delight our customers with our work

**AGILITY**  
Rapidly change

**PEOPLE**  
Treat everyone with respect

**SPEED**  
Respond with urgency

**STRATEGY**

We pursue a five-prong strategy:

**STRATEGIC ALIGNMENT**  
Work on what matters most

**SERVICE EXCELLENCE**  
Continuously improve

**INNOVATION**  
Put great ideas into play

**SECURITY**  
Protect our customers

**IT FOUNDATION**  
Build for innovation

**METRICS**

We measure achievement of our vision through:

**EFFICIENCY**  
Operational effectiveness

**STewardship**  
Management of resources

**CUSTOMER DELIGHT**  
Satisfaction

**SERVICE PERFORMANCE**  
Key Performance Indicators

**CONTRIBUTIONS**  
Build the profession
Web Services Mission, Vision, Values

VISION
TO BE THE INSPIRATION THAT ENCOURAGES PEOPLE TO START THEIR EDUCATION.

PURPOSE
Connect our Community to Education

MISSION
Create expertly designed digital content that encourages people to start their education and continue toward success.

VALUES
- CREATIVITY
- FOCUS
- COLLABORATION/PEOPLE
- EXCELLENCE