

Information Technology Department

Annual Unit Plan for Academic Year 2018-2019

October 2017

Describe Department/Unit

Connection to College Mission

The department of Information Technology's (IT) mission is to provide a reliable technological environment that allows students, faculty, and staff to efficiently carry out the mission of the college. Our goal is to be a leader in Customer Service and establish systems, processes, and solutions based on best practices and industry standards. IT provides leadership for effective strategic and tactical planning in the use of technology at the college and facilitates the effective integration of technology throughout the college through planning, programming, training, and other support activities. Finally, it is the mission of IT to promote new uses of information technology through the support for exploratory and innovative applications.

Report on Improvements Made and Gaps Identified in the Prior Year

Student Equity: Actions Taken

In the past the department has not identified any equity gaps, and always felt the computer and services provided were equity neutral. The department does provide assistance and support for students with disabilities by installing and configuring accessibility software that is provided by Access Programs. During the next year the department plans to work with the research department to see if there is a need for a few computers in the open lab to have Spanish as the primary language for Windows. Cerro Coso has a large number of Hispanic students, however what is not known is the number of those target students that struggle with reading and understanding the English language which is currently default language for Windows on all the campus computers.

Student Equity: Gaps to be Addressed

Ethnicity: Hispanic

Gap Identified:

The department does not have any past data or previously identified equity gaps. The college does have a high Hispanic population and in the past the department has had to provide more hands on support on general computer use for the older Hispanic students. The department does think it may be easier for these students to use and navigate the computer programs if the default language for Windows was Spanish, the department plans to work with the research department to see if there is a need.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

There were not gaps identified from the previous student satisfaction survey, therefore no actions were taken in the prior academic year.

Assessments completed in the prior academic year

There were no assessments done in the prior academic year, the next assessment is part of the next student and staff satisfaction surveys.

Outcomes Assessment: Gaps to be Addressed

IT AUO

Type:

AUO

Target Missed/Gap Detected:

None, all targets were met.

Type of Gap:

Analysis and Plan for Improvement:

NA

Anticipated Semester for Implementing Planned Improvements:

NA

Anticipated Semester of Next Assessment:

Spring of 2018

Program Review: Actions Taken

Information Technology

Year of Last Program Review:

In process

Actions Taken in the Prior Year to Address Strategies:

The Information Technology Department is in the process of completing the departments first program review. The program review has been submitted to the program review committee and should be finalized at the committee's October meeting.

Strategies Still to be Addressed:

NA pending final approval of program review.

Annual Planning: Actions Taken

Replace two ITV rooms at ESCC

Due to equipment failures at the IWV campus we had to change which rooms were getting upgraded. We replaced two rooms at IWV instead of the ESCC rooms and they were identified as rooms to upgrade next year.

Replace campus computers

This initiative is complete all of the computers that were scheduled for upgrading this years have been upgraded.

Classroom AV upgrade

This project is complete. The rooms have been upgraded with new mixers and short throw projectors.

Replace UPS at Bishop

All the equipment has been ordered and on site we are just waiting to get an electrician on site to change out the outlets.

IT Utility Cart

The department was given one of the new carts that was used to shuttle students when the main parking lot was closed. We purchased a flat bed for the cart and this works well and meets the departments needs.

Run network out the baseball field

This project was withdrawn due to the district wide emergency notification initiative. As component of that initiative will run network out to the baseball field to provide communications to that area.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Replace two ITV rooms at ESCC and one at KRV

Classroom AV upgrade

Battery Backup for Main building MDF

Run network out to the baseball field

Expand Wifi Coverage to outdoor gathering areas

Upgrade Broadcast Equipment

Replace Campus Computers

Digital Signage Project

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Have ITV classroom available for use.

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

The current ITV equipment is EOF (End of Life) and we are no longer able to purchase support contracts for from the vendor. The equipment needs to be upgraded in order to be able to purchase support contract. Last year we had planned to replace both Bishop and Mammoth, however there was only funding for 1 room. In addition during the last the vendor no longer supports our older touch panel equipment and the touch panel will have to upgraded with the codec.

The estimated cost to complete this initiative is **\$56,000.00**

Lead Measure of Success:

Ensure all IT equipment has a support contract to cover repairs and service.

Have equipment that is able to support the latest software versions.

All of the hardware is the same at all sites and ITV rooms.

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

All ITV equipment is covered by a support contract

All Codec's have the latest software and features.

Person Responsible:

Campus IT team

It addresses a program review strategy

2 year strategy, goal one, "Replace remaining unsupported ITV rooms"

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 5: Strengthen Organizational Effectiveness

Instructional technology upgrade

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Replace the ceiling mounted projectors with short throw interactive projectors and whiteboards.

Install AV control panels for using the equipment instead of multiple remotes.

Replace desktop speakers with ceiling speakers and amplifier, to provide balanced sound through out the room.

Replace older style podiums with podiums that have equipment racks and use less classroom space.

The plan is to do two rooms per year, the cost is \$13,500 per room for a total of **\$27,000.00**.

Lead Measure of Success:

The equipment in the classrooms has the same functionality at all sites.

Faculty know how to use the equipment in all smart classrooms, at all sites without additional training.

Are any of the lead measures identified above lacking assessment instruments?

Yes

Does the department request help to develop these instruments?

Yes

Lag Measure of Success:

All classes can be offered in any smart classroom as all rooms have the same functionality.

Faculty can use the equipment in any classroom, at any site.

Person Responsible:

IT Department Staff

It addresses a program review strategy

5 year strategy, goal one "Upgrade remaining classrooms to smart classrooms".

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 5: Strengthen Organizational Effectiveness

Keep campus desktops and laptop current

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

In the past the college had a 5 years hardware replacement plan, however with changes in technology, particularly solid state hard drives, the department believes that we can extent the life of computers out to 7 years. The department is in the process of inventorying all computers and laptops and developing a 7 year hardware replacement plan. This plan will be reviewed and approved by the campus technology committee (TRT) and presented to College Council in the spring of 2018.

Replace hardware identified in year 1 of the plan, the cost to replace the equipment identified for replacement this year is **\$110,380.00**.

Lead Measure of Success:

Programs and software installed on the computers perform efficiently, and effectively.

The computers are reliable and available for use and meet the needs of students, staff and faculty at Cerro Coso.

Are any of the lead measures identified above lacking assessment instruments?

No

Does the department request help to develop these instruments?

No

Lag Measure of Success:

Campus computer users are satisfied with the technology at the college and within their work or academic environment.

The computers have adequate hardware resources to run the latest windows operating system and department requested software.

Person Responsible:

IT Department Staff

Other

IT AUO goal to keep technology reliable and available.

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

In the past IT has asked for additional storage space, this is still a need but is not a priority.

Information Technology

In the past this section was used to address both the department and campus technology needs, this year this section is only addressing the needs of the department. The departments technology needs are adequate for this year and the department is not requesting any new or additional technology this year.

Marketing

None needed.

Professional Development

training for staff, Extron has a new AV media programming software and i would like to get the staff trained on how to effectively use the software.

AV training, would like to send a technician to AV training classes. These are difficult to find and may not be possible.

Staffing Requests

1000 Category - Certificated Positions

2000 Category - Classified Staff