

Information Technology Department
AUP for Academic Year 2019-2020
November 2018

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

None, at this time there are no equity gaps identified with the IT Department.

Student Equity: Gaps to be Addressed

Disability Status: Not DSPS

Gap Identified:

We have installed Windows 10 on all student computers which has a built in screen reader.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

None

Assessments completed in the prior academic year

The AUO survey has not been sent yet, therefore at this time there is not assessment data.

Outcomes Assessment: Gaps to be Addressed

None

Type:

AUO

Target Missed/Gap Detected:

The AUO data has not been surveyed.

Type of Gap:

Analysis and Plan for Improvement:

NA

Anticipated Semester for Implementing Planned Improvements:

Anticipated Semester of Next Assessment:

Spring 2019

Program Review: Actions Taken

Information Technology

Year of Last Program Review:

2017

Actions Taken in the Prior Year to Address Strategies:

The first two year strategy was to implement a 7 year hardware replacement plan for all of the staff and student computers. This plan was approved by TRT, and College Council during the last year with the first phase to start in the fall of 2018.

The second two strategies was to upgrade the remaining unsupported ITV classrooms, last year we upgraded two rooms one at Bishop and one at the Mammoth campus. We still have two more rooms to do which will be done in the current year, this will complete this strategy.

The third two year strategy was to upgrade all campus computers to windows 10, during the last year all of the student use computers were upgraded. We will be upgrading the staff computers upon completion of the Banner 9 upgrade project.

Strategies Still to be Addressed:

The last two year strategy is to move the data center back to the main building, this is anticipated to be complete during the fall of 2018

There are two five year strategies, the first is to develop and implement a lecture capturing platform this has not been started, the second is to upgrade the remaining classrooms to smart classrooms, this is an on going process we try to do two a year depending up funding.

Annual Planning: Actions Taken

Replace two ITV rooms at ESCC and one at KRV

Two rooms were done at ESCC during the spring of 2018, this still leaves us three rooms to do, then all rooms will have supported codec's.

Classroom AV upgrade

This project is complete and the faulty are using the new equipment in the gym and a krv.

Battery Backup for Main building MDF

Run network out to the baseball field

This project is on hold pending the outcome of a district outdoor notification project.

Expand Wifi Coverage to outdoor gathering areas

We now have outdoor wifi coverage in the sculpture garden and outside of the GYM.

Upgrade Broadcast Equipment

This project is complete and the equipment is currently in use.

Replace Campus Computers

This project is complete and students and staff are using the computers

Digital Signage Project

This project is complete and has been upgraded to the new digital sign platform.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Have ITV classroom available for use.

Due to a reduction of instructional equipment funds this project was not funded this year.

Instructional technology upgrade

Due to a reduction in instructional equipment funds this project was not funded this year.

Keep campus desktops and laptop current

No help is needed, we did have a reduction in funding so we implemented the first year of the plan with refurbished computers.

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Keep campus computers current

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Last year was the first year of the 7 year hardware replacement plan. This will be the computers and laptops that need to be replaced in year two of the plan.

Replace hardware identified in year two of the plan, the cost to replace the equipment is **\$102,150.00**

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

It addresses a program review strategy

Two year strategy to keep technology current

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Instructional Technology Upgrades

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

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

Have ITV classrooms available for use

Is this part of a multiyear initiative?

No

Specific Action Steps to be Taken:

The current touch panels that controls the ITV equipment and is the interface for the faculty to interact with is no longer supported to by the vendor and are having issues and need to be replaced. The cost to replace all of the touch panels at all sites is **\$73,000.00**

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 ITV classrooms have the same interface and features.

Person Responsible:

IT Department

Other

We were just informed by the vendor that the touch panels were not longer supported and would need to be replaced

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

IT needs additional storage space that is secure, this storage space will be used for both short term and long term items, we would like to request to purchase a 20 foot storage container to be placed out next to the warehouse for storage of IT equipment. Estimated cost is \$3000.00

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

IT has no marketing needs for this year.

Professional Development

IT is not requesting any professional development at for the next year, internally we send our local staff to work shops that are offered at the District Office as part of a District strategy as needs arise.

Research and Data

The only data request would be to have the IT AUO data questions surveyed for this year.

Staffing Requests

1000 Category - Certificated Positions

IT

Location:

Ridgecrest/IWV

Justification:

None needed

2000 Category - Classified Staff

IT

Location:

Ridgecrest/IWV

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

None needed