

Information Technology Department
AUP for Academic Year 2020-2021
October 2019

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. The department will work with the research department to review all equity areas for gaps.

Student Equity: Gaps to be Addressed

Disability Status: DSPS

Gap Identified:

Large monitors were installed in the High Tech Center to help the visually impaired.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

None. All goals from previous AUO's have met or exceeded the targets

Assessments completed in the prior academic year

The AUO survey has not been sent yet, therefore at this time there is no assessment data.

Outcomes Assessment: Gaps to be Addressed

Type:

AUO

Target Missed/Gap Detected:

All Targets achieved

Type of Gap:**Analysis and Plan for Improvement:****Anticipated Semester for Implementing Planned Improvements:****Anticipated Semester of Next Assessment:**

Spring of 2020

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. We are currently in year three of the plan.

The second two year strategies was to upgrade the remaining unsupported ITV classrooms. last last year we upgraded two rooms, one at Bishop and one at the Mammoth Lakes campus. This has been completed. All ITV rooms are now upgraded and fully supported by the vendor.

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. This strategy needs to be completed by January 1 of 2020 and we are on track to complete before the dead-line.

The last two year strategy was to move the data center back to the main building. This is anticipated to be complete during the fall of 2018. This was completed during the summer of 2018 and the data center is fully operational.

Strategies Still to be Addressed:

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 upon funding.

Annual Planning: Actions Taken

Have ITV classroom available for use.

This was completed August of 2019 and all ITV classrooms are updated.

Instructional technology upgrade

Not attempted due to funding

Keep campus desktops and laptop current

This was completed and the equipment that was scheduled for replacement has been purchased and installed.

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Keep campus computers current

All computers and laptops have been purchased will be installed by the end of the calendar year.

Instructional Technology Upgrades

This is on hold pending funding

Have ITV classrooms available for use

This project is pending funding however because of the USDA grant and replacing the equipment in two rooms this year we now have two spare touch panels.

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 second year of the 7 year hardware replacement plan. This year will be the computers and laptops that need to be replaced in year three of the plan. Replace hardware identified in year two of the plan, the cost to replace the equipment is **\$129,944.**

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?

Yes

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 Staff

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

Have ITV Classrooms available for use

Is this part of a multiyear initiative?

Yes

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 by the vendor and is having issues and need to be replaced. If we could replace two units a year this would allow us to have working spares while we cycle through. The cost to replace two per year would be **\$25,500** The cost to replace all of the touch panels at all sites is **\$73,000**.

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 Staff

Other

The current touch panels are no longer supported by the vendor.

Which strategic goal does this initiative address?

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**.

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?

No

Does the department request help to develop these instruments?

No

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 Staff

It addresses a program review strategy

Which strategic goal does this initiative address?

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

Keep core infrastructure current

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Replace two edge network switches that are no longer supported by the vendor. This a multiple year initiative, however, it is not every year. It cycles as the vendor discontinues support for the different models of switches that we own. This year we need to replace two of our older switches, the cost for this replacement is **\$6200**.

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.

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:

Person Responsible:

IT Staff

Other

All network equipment is covered by a support contract All network switches have the same interface and features.

Which strategic goal does this initiative address?

Goal 5: Strengthen Organizational Effectiveness

Add Zoom capability to classrooms

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Add cameras to multimedia classrooms that support Zoom video conferencing

Lead Measure of Success:

That classrooms are more interactive both internally and externally and can be used for instructional two way video and collaborative meeting. We will start by installing cameras and microphones in ESCC classrooms. The cost for this year is **\$1200**.

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

Yes

Does the department request help to develop these instruments?

No

Lag Measure of Success:

That all classroom have collaborative video capabilities

Person Responsible:

IT Staff

Other

Request from faculty and the need for additional meeting spaces for multi site events

Which strategic goal does this initiative address?

Goal 1: Maximize Student Success, Goal 4: Enhance Community Connections, Goal 5: Strengthen Organizational Effectiveness

Evaluate Resource Needs

Facilities

IT needs additional long term storage space that is secure. Last year a 20 foot storage container was placed outside of IT as a short term solution. We would like to request to purchase a 20 foot storage container to be placed out next to IT for long term storage of IT equipment. This space should have shelves and venting. Estimated cost is **\$3700**.

Information Technology

The IT department is requesting tablet PC's for the IT staff to use. This request is so that we can keep up with changes in current technologies and provide support of the devices that both the students and staff at Cerro Coso are using. The cost for this request is **\$2500**.

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 workshops 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, and some assistance with identifying equity gaps.

Staffing Requests

1000 Category - Certificated Positions

Information Technology

Location:

Ridgecrest/IWV

Justification:

None needed

2000 Category - Classified Staff

Information Technology

Location:

Ridgecrest/IWV

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

None needed