

Information Technology Department

AUP for Academic Year 2021-2022

October 2020

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

With campus computers being unavailable to students during COVID the IT department recommended purchasing of Chromebooks to check out to students. This purchase has had a positive impact on students who are economically disadvantaged and did not have the resources to purchase technology for instructional purposes. In addition the IT department continues to support the Access Program's laptop loaner program for students who have disabilities.

Student Equity: Gaps to be Addressed

Socioeconomic Status: Economically Disadvantaged

Gap Identified:

COVID-19 has made campus computers off limits to students. This is a greater impact to students who are economically disadvantaged. The IT department will continue working to find solutions that will give students of all statuses an equal opportunity.

Outcomes Assessment: Actions Taken

Actions taken in the prior academic year

None, All goals from previous AUO's had met or exceeded the targets

Assessments completed in the prior academic year

We have not done a new AUO survey this past year.

Outcomes Assessment: Gaps to be Addressed

Type:

AUO

Target Missed/Gap Detected:

All targets see in previous AUO have been met or exceeded.

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

Spring of 2021

Program Review: Actions Taken

Information Technology

Year of Last Program Review:

2017

Actions Taken in the Prior Year to Address Strategies:

One of the two year strategies was to have all classrooms updated to smart classrooms, this year with the COVID virus one addition we made to all classrooms was to make them capable to hold zoom classes. We added 20 Polycom Studio cameras and microphone to our existing classrooms.

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

Keep campus computers current

The computers that were scheduled for replacement have been replaced and deployed.

Instructional Technology Upgrades

We implemented two classrooms at Tehachapi.

Have ITV classrooms available for use

This was not funded

Review of Current Year Initiatives

Reminder of Initiatives for the Current Year

Keep campus computers current

No assistance needed.

Have ITV Classrooms available for use

No assistance needed.

Instructional technology upgrade

No assistance needed.

Keep core infrastructure current

No assistance needed.

Add Zoom capability to classrooms

No assistance needed.

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 third 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 **\$71,300.00**

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?

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

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 are having issues and need to be replaced. Last year we replaced two units and we are requesting to replace two more of the units at a cost **\$25,500.00**

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 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:

All network equipment is covered by a maintenance contract.

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

Evaluate Resource Needs

Facilities

None requested

Information Technology

The department has no new requests this year. College requests and needs will be addressed in the initiative section.

Marketing

None requested

Professional Development

None requested

Research and Data

Would like data on student who need technology for online studies and attending classes VIA zoom. This data could change what type of technology we are purchasing. An example would be should we purchase more mobile technology and less on ground lab computers.

Staffing Requests

1000 Category - Certificated Positions

Information Technology

Location:

Ridgecrest/IWV

Justification:

No changes needed

Information Technology

Location:

Ridgecrest/IWV

Justification:

No changes needed

2000 Category - Classified Staff

Information Technology

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification:

None needed