

Information Technology Department AUP for Academic Year 2022-2023 October 2021

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 Last Year

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 statutes an equal opportunity. During the last year the IT department configured and made available for students to check out a mixture of chromebooks, Surface Go tablets, Ipads, and MIFI devices. In all we have 160 devices that are ready for students with needs to check out.

Gaps to be Addressed

After meeting with IR there are not any new gaps to be address, however with the continuation of covid IT will be looking to improve access to the classrooms for those who cannot attend and provide technology for those who are unable to come to campus to use the computer resources on campus.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

None at this time as all previous goal were met.

Outcomes Assessment: Results of Last Year's Assessments

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

An AUO assessment was not done. I think we need to have a meeting for those who are doing

AUO's to review the process

Type:

AUO

Target Missed/Gap Detected:

Type of Gap:

Analysis and Plan for Improvement:

Anticipated Semester for Implementing Planned Improvements:

Anticipated Semester of Next Assessment:

Outcomes Assessment: Schedule of This Year's Assessments

Students and staff will report that IT staff were helpful and polite.

Target: 95% satisfaction

Data from the helpdesk system and staff reporting will show that reported issues are resolved in a timely fashion.

Target: 5 day average from the time a ticket is created till it has been resolved and closed.

Students and staff will report that the technology at Cerro Coso was reliable and available.

Target: 90% satisfaction

Program Review

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. We have added 8 additional zoom carts for doing Zoom from any location.

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, however with Zoom's ability to record sessions and the use of scheduled Zoom we are doing some lecture capturing. 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.

Last Year's Initiatives

Keep campus computers current

The computers have been ordered. However due to covid and distance requirements in that were in place at the time we did scale back the number of computers that we use in the classrooms.

Have ITV Classrooms available for use

604 and 722 have been upgraded.

Instructional technology upgrade

There were no on ground classes last year and with the uncertainty of covid we put this on hold.

Keep core infrastructure current

Add Zoom capability to classrooms

Every classroom has a camera and a microphone.

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Keep campus computers current

Have ITV Classrooms available for use

Instructional technology upgrade

Keep core infrastructure current

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 forth year of the 7 year hardware replacement plan. This year will be the computers and laptops that need to be replaced in year five of the plan with a modification to the plan. We are reducing the number of open lab computers at the IWV campus from 71 to 25. In addition we are going to move up the replacement of the computers at Bishop and Mammoth,

these computers were purchased during a time when we bought refurbished computers, and they will no longer run the latest version of windows 10 effectively. The cost to replace the equipment is **\$153,720.00**

Early Observational Data, or "Lead" Measure(s):

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.

Does the department request help developing these instruments?

No

Institutional Performance Data, or "Lag" Measure(s):

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

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy

Replace campus network edge switches

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

In the past we have slowly been replacing the older legacy network switches at all sites. When we purchase network equipment, we try to keep the equipment as long as we can as the switches have a lifetime warranty. However, there is a point where the vendor will no longer provide software and code updates for a switch. What happens is we are notified when a model of the switch is no longer available to purchase and then depending on the model there is usually 3 to 4 years of support that we can purchase and then they announce a end of support date. We have now received the notice that a large number of our switches are at the end of support, and we will need to replace 37 of our edge switches. The cost to replace our edge switches at all sites is estimated at **\$172,000.00**

Early Observational Data, or "Lead" Measure(s):

All network switches need to be fully supported and on the same code version to maintain interoperability across the sites and buildings

Does the department request help developing these instruments?

Institutional Performance Data, or "Lag" Measure(s):

To have all switches on the same code and fully supported by the vendor.

Person Responsible:

IT Staff

Unit gap or institutional goals addressed:

It addresses a 2- or 5- year program review strategy

Evaluate Resource Needs

Facilities

more storage. we could use another conex box with shelves for storing IT equipment.

Information Technology

none

Marketing

none

Professional Development

none

Other Needs

none

Staffing Requests

1000 Category - Certificated Positions

Information Technology

Location:

Justification:

none needed

2000 Category - Classified Staff

System support specialist 1

Location:

Salary Grade:

no change

Number of Months:

12

Number of Hours per Week:

9

Salary Amount:

no change

Justification:

Modify to a current position to assign a tech to Tehachapi 1 day a week