

Information Technology Department

AUP for Academic Year 2023-2024

October 2022

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

COVID-19 has made campus computers limited to students as we return back to normal. 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. 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.

Students still need laptops, all of the laptops for students have been checked out and more have been ordered. IT will continue to get the laptops ready for students to check out and give that a very high priority in efforts to meet the needs of all the students.

Outcomes Assessment: Loop-Back Improvements Made

Actions taken in the prior academic year

None at this time as all previous goals were met.

Outcomes Assessment: Results of Last Year's Assessments

Target Met?

Did Not Assess

Target Met?

Target Met?

Did Not Assess

Target Met?

Did Not Assess

Target Met?

Did Not Assess

Target Met?

Did Not Assess

Outcomes Assessment: Missed Targets

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:

none

Type:

AUO

Target Missed/Gap Detected:

none

Type of Gap:

Analysis and Plan for Improvement:

none

Anticipated Semester for Implementing Planned Improvements:

none

Anticipated Semester of Next Assessment:

none

Outcomes Assessment: Schedule of This Year's Assessments

I will work with IR to get my AUO questions included in the student and climate surveys

Program Review

Information Technology

Year of Last Program Review:

2017

Actions Taken in the Prior Year to Address Strategies:

we are currently updating the program review and will have new goals and actions

Strategies Still to be Addressed:

none

Last Year's Initiatives

Keep campus computers current

All hardware has been ordered and installed

Have ITV Classrooms available for use

The touch panels have been updated

Instructional technology upgrade

We are not replacing any classrooms until we return back to full on ground classes and see what needs there are

Keep core infrastructure current

switches are installed

Reminder of Initiatives for the Current Year

Reminder of Initiatives for the Current Year

Keep campus computers current

Replace campus network edge switches

Plan Initiatives for Next Year

Initiatives for Next Academic Year

Replace UPS units in IDF's at IWV

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

Replace 10 UPS units at the IWV campus at a cost of **\$30,000.00**

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

To have phones and WIFI available for 1 hour during a power outage

Does the department request help developing these instruments?

No

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

Phones and WIFI remain working for the first hour of a power outage on campus

Person Responsible:

IT Staff

Unit gap or institutional goals addressed:

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

Keep campus computers current

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

This year we need to replace 45 nursing laptops (lottery funds), 23 Student services lab computers that include the transfer center, high tech center, and workrooms. We also need to replace 10 faculty laptops, 2 deployment servers, and 5 classroom projectors. The cost for this years replacement is **\$127,600.00**

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 AV system in EW 203 and 206

Is this part of a multiyear initiative?

Yes

Specific Action Steps to be Taken:

The audio visual equipment in those two classroom is 11 years old and is uses out dated VGA technology. We are recommending that those two classrooms are converted to Hyflex classrooms similar to what is at BC and PC. These rooms would be fully zoom enabled and ready to deliver classes in from a hybrid mode. The cost for the two rooms is estimated at **\$110,000.00** this is just a budget estimate as the prices and availibility of spacific equipement changes. I will also be submitting this project for consideration for use of HERF funds.

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

Ensure that the classrooms are setup to with technology that enhances learning both in the classroom and for multiple delivery modalities.

Does the department request help developing these instruments?

No

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

All classrooms are configured to meet the needs of the faculty and for the office of instruction

Person Responsible:

IT Staff

Unit gap or institutional goals addressed:

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

Evaluate Resource Needs

Facilities

No resources are needed

Information Technology

Training for new SSSII positions. With the onboarding of two SSSII we will need to send them to be trained on how to program with extron and other technologies. Estimated cost \$3000.00

Marketing

none needed

Professional Development

None at this time

Other Needs

We will need student workers during the next year. This is also a good opportunity for students in the CIS field to get experience

Staffing Requests

1000 Category - Certificated Positions

no new staff needed

Location:

Justification:

2000 Category - Classified Staff

no new staff needed

Location:

Salary Grade:

Number of Months:

Number of Hours per Week:

Salary Amount:

Justification: