

# Information Technology Services Department ASP for Academic Year 2024-2025

April 2024

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## Description Of Section

### 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.

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## Review And Planning

### Performance and Equity Gaps Still to be Addressed

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.

### Last Year's Initiatives

#### Keep campus computers current

All computers have been replaced and installed, this initiative is complete

#### Replace campus network edge switches

The campus switches have been replaced and the switches are running the most current version of the code.

### Initiatives for Next Academic Year

#### EW Classroom upgrade

##### Is this part of a multiyear initiative?

Yes

##### Specific Action Steps to be Taken:

This is a request from IT to upgrade EW 210 and 207 from VGA technology to HDMI. This upgrade will include adding camera, microphone and hardware to support both zoom and lecture capture. The estimated cost to have these two rooms done is **\$90,000.00**

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

The current classrooms no longer support modern computers or laptops due to the discontinuance of VGA graphics.

The current classrooms do not support lecture capture recording

**Does the department request help developing these instruments?**

No

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

To have the classrooms support display port, HDMI, and USB-C graphics.

Faculty will have the ability to record their lecture from the classroom without requesting a special setup.

**Person Responsible:**

IT Department

**Unit gap or institutional goals addressed:**

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

**ESCC Classroom upgrade**

**Is this part of a multiyear initiative?**

Yes

**Specific Action Steps to be Taken:**

ESCC is requesting that classroom AV be upgraded Bishop 160 and 161 from VGA technology to HDMI. This upgrade will include adding camera, microphone and hardware to support both zoom and lecture capture. The estimated cost to have these two rooms done is **\$93,000.00**

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

The current classrooms no longer support modern computers or laptops due to the discontinuance of VGA graphics.

The current classrooms do not support lecture capture recording

**Does the department request help developing these instruments?**

No

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

To have the classrooms support display port, HDMI, and USB-C graphics.

Faculty will have the ability to record their lecture from the classroom without requesting a special setup.

**Person Responsible:**

IT Department

**Unit gap or institutional goals addressed:**

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

**Keep campus computer current**

**Is this part of a multiyear initiative?**

Yes

**Specific Action Steps to be Taken:**

This is year 7 of the 7 year hardware replacement plan. This year we need to replace 10 faculty & staff laptops at a cost of **\$15,000.00**. We also need to replace 25 laptop for DOJ, and 25 for the science cart, and replace 50 desktops with 50 laptops at Bishop and Mammoth and two carts. This would be a **lottery fund expenditure** at a cost of **\$154,000.00**.

**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 Department

**Unit gap or institutional goals addressed:**

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

## Resource Needs

### Facilities

None needed

### Information Technology

All IT needs are included as part of the IT Section Plan

### Marketing

None needed

## Professional Development

None needed

## Other Needs

All IT resource requests from the AUP's have been addressed either this year or in this section plan.

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## Staffing Requests Not Already Listed In Unit Plans

### 1000 Category - Certificated Positions

#### IT

**Location:**

Ridgecrest/IWV

**Justification:**

None needed

### 2000 Category - Classified Staff