

**PORTERVILLE COLLEGE  
PROGRAM REVIEW REPORT: NON-INSTRUCTIONAL PROGRAMS**

Program Name:  
**Information Technology**

Contact Person:  
**Jay Navarrette**

Submission Date:  
**April 2023**

**Porterville College Mission Statement:**

With students as our focus, Porterville College provides our diverse local communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for career and academic success.

In support of our values and philosophy, Porterville College will:

1. Provide quality academic programs to all students.
2. Provide comprehensive support services to help students achieve their personal, career and academic potential.
3. Prepare students for transfer and success at four-year institutions.
4. Provide courses and training to prepare students for employment or to enhance skills within their current careers.
5. Provide comprehensive support systems tailored to each student’s skill level.
6. Recognize student achievement through awarding degrees, certificates, grants, and scholarships.

**Guided Pathways Framework:**

1. Clarify the Path: Create clear curricular pathways to employment and further education.
2. Enter the Path: Help students choose and enter their pathway.
3. Stay on the Path: Help students stay on their path.
4. Ensure Learning: Ensure that learning is happening with clear outcomes.

**Program Mission Statement:**

The goal of the Porterville College Information Technology Department is to provide a reliable technological environment that meets the needs of students, faculty, staff, and administration.

**Service Area Outcomes (SAOs):**

SAO Statement	Describe assessment results and discussion of this SAO	Describe how the results impact your goals and needs going forward
1. Students, faculty, and staff will	Satisfaction reports show some Help Desk requests are not being addressed in a timely manner.	Because of the limited IT staff available to address

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<p>report satisfaction with the amount of time a technician took to complete the Help Desk request.</p>		<p>all of the tickets, some resolutions to help desk ticket requests are taking longer than expected.</p>
<p>2. Campus technology is up-to-date to meet current and future technological needs.</p>	<p>Faculty, staff, and students have access to up-to-date technology which is appropriate for meeting a cyclical three to five-year replacement schedule. Purchasing data will show technology systems are meeting current technology trends.</p>	<p>The biggest factor to ensure the replacement cycle is met, is available funds to purchase equipment and additional staff to install and support equipment.</p>

**Program Analysis and Trends:**

The Information Technology (IT) staff of Porterville College supports and maintains a variety of technology equipment and software on the campus. The staff also manages the Computer Commons Labs by monitoring and assisting students with computer and software usage. The IT staff works closely with district IT staff to maintain connectivity of the LAN (Local Area Network) and WAN (Wide Area Network). They provide a full spectrum of IT services from the end user's workstation to infrastructure network support. In addition to maintaining computers, they furnish support for a variety of printers, LCD / laser projectors, scanners, IP-based telephones, video conferencing equipment, document cameras, remote access, internet access, and a variety of other technology hardware and software.

At Porterville College students are our focus. In that regard, the IT staff collaborates district-wide with other IT professionals to provide students with the best possible technological learning environment. They contribute to all aspects of instruction, student services, and auxiliary services by maintaining the technology involved in those functions. Additionally, they ensure that students have access to reliable computers and peripheral equipment in student computer classroom labs, open computer commons areas, the library, and other student study areas.

The IT staff provides desktop support for hardware and software via telephone, remote computer access, and in-person. They handle hardware repairs for computers and when

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possible, for peripheral devices. In addition, the staff provides some end-user training on an individual basis as needed.

The timely maintenance of equipment from the end-user's computer to the network and internet connections will help minimize any IT service disruptions to Porterville College users. One of the goals of the IT department is to meet technology needs quickly and effectively whenever possible.

The IT staff are responsible for the maintenance and configuration of all computers and laptops for both staff and student use. Computers for student use include computers in computer labs, classrooms, study areas, and the library. Student laptops include laptops that are checked out to students for remote use and on-campus laptop carts.

The IT staff also stays aware of information technology trends and the latest advances in technology that will impact their service area through performing online research, reaching out to other institutions as resources, self-education, and overlapping training of individual job duties of other technicians within the IT department.

IT staff supports faculty, college staff, and administrative services at Porterville College, which includes Student Services, Human Resources, Business Services, Maintenance, Athletics, College Foundation, Associated Students of Porterville College, and Safety and Security. There is not an area on campus that does not depend upon the college IT department to some degree.

The IT department staff consists of two System Support Specialists II, one System Support Specialist I, one full-time (10-month) Computer Lab Assistant, one part-time Computer Lab Assistant, and one Director of IT (management).

The System Support Specialists II have the primary role of maintaining the campus network. They work closely with district office IT technicians on the local and wide area network connections. The Systems Support Specialists II maintain the campus virtual server environment for the various servers needed to support college services. They are also responsible for the network requirements and equipment needed to support the campus telephone voice-over-IP system. Together, in conjunction with a district IT technician, they provide support for the operation and configuration of the campus Wi-Fi systems.

The System Support Specialist I has the primary responsibility for the repair and maintenance of computers and peripheral devices. As well as, the installation of new technology equipment. The System Support Specialist II and System Support Specialist I work as a team to reimage existing student computers over the summer to have them available for the next school year. The System Support Specialist I provides support to staff, faculty, and in some cases directly to students, on computer and software issues.

### ***Data Review***

The data from the help desk system and reports from staff, faculty, and students, show that some of the IT help desk tickets were not closed in a timely manner, resulting in delays in the completion of correcting the issues reported. In some cases, the help request was completed, but

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the technician did not close the ticket, due to servicing other requests. Because of the limited number of technicians in the IT department, and the amount of help desk tickets submitted, some of the help requests were not completed within the expected completion timeframe. If the IT department had additional technicians, the workload of the help desk tickets could be more evenly distributed amongst all of the technicians and the requests could be completed sooner.

The IT department has worked with the VP of Finance to secure funding to allow the purchase of many computers in the classrooms, which replaced computers that were three to five years old. However, funding is still needed to purchase replacement computers for the computer commons areas and the Fine Arts computer lab. The computers within these areas are almost five years old.

***Changes in Program over the Last Three Years***

Within the last three years, when COVID hit, we experienced the effects it had on the operation of our college. An additional workload was put on the IT department due to having to support on-campus desktop computers and over 300 laptops and Chromebooks that were checked out for remote access, and in some cases are still being used remotely by faculty, staff, and students.

The IT staff worked closely with college departments and faculty to ensure that users were able to log in remotely. IT staff also provided support to students who checked out laptops to take classes online. Many times, IT provided direct online support for users, by remotely connecting to the user's laptops and working with the user to correct issues that prevented them from being able to perform their required tasks. In some cases, this support was done during the evenings and weekends. Because of the limited number of IT technicians available, many other jobs were moved back or not completed, in order to provide the remote support needed. Although most college faculty and staff worked remotely off campus during COVID, the IT department worked on campus to provide support.

With the availability of COVID funding, IT worked with a vendor to install equipment in 22 classrooms to provide a hyflex environment for teaching. This equipment included two high-end pan/tilt/zoom video cameras, omnidirectional ceiling microphones, and touchscreen tablets. The hyflex environment allows classes to be taught face-to-face in the classroom as well as having remote students attend virtually. Because of the complexity of the hyflex equipment, the IT staff is now tasked to maintain the equipment in the classrooms and all of the required back-end equipment needed to run the system.

Historically, the configuration and maintenance of the college telephone system were handled by KCCCD district IT staff, which included the assignment of telephones, extension numbers, programming, etc. The local campus IT department would submit a work request to district IT for the needed telephone services. Recently, district IT has now assigned these tasks to the local campus IT department. Currently, IT staff are learning how to use the telephone configuration

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system, including the placement of phones, the assignment of extension numbers, the configuration of voicemail, programming, and inventory of the telephones.

Another function that the IT department is now responsible for, is the ID/keycard system. The IT department takes the ID pictures for staff and programs the keycard, based on the approved areas the staff member needs access to. Since the layout of the ID card has changed, with a new logo and additional information, IT staff are working to print and replace keycards for those staff who have old ones. This process is requiring IT staff to devote additional time to complete this task.

Over the last three years, the number of computers that the IT staff maintains has greatly increased from about 400 student computers/laptops to approximately 700 and from about 240 staff and faculty computers/laptops to approximately 350. The increased number of computers and laptops has added more of a workload on the IT department.

Since the last program review, the System Support Specialist II position was vacated by the retirement of the staff member. The open System Support Specialist II position was filled by one of the System Support Specialist I and the other System Support Specialist I position was converted to an additional System Support Specialist II. The vacant System Support Specialist I position was filled with a new hire.

***Report on Previous Goals***

Goal	Status/Progress
1. Improve response and completion times for help desk tickets in the work order system.	This goal has been an ongoing goal and has not yet been completed. The reassignment of supporting the increased workload brought on by COVID and the limited IT staff available contributed to this goal not being achieved.
2. Uniform standard of technology equipment in all classrooms	For the most part, this goal has been achieved, with the exception of a few classrooms with unique circumstances which have prevented the installation of all of the standardized equipment. These classrooms are being evaluated to determine the best way to provide the same type or compatible function of equipment.
3. Physical Inventory of Campus Technology Equipment	This goal has not been completed. Due to the increased IT workload and the limited number of IT staff, the resources are not available to complete the full physical inventory.

***Program Strengths***

The IT staff maintains approximately 1000 computers/laptops, approximately 200 printers, 10 servers in a virtual environment and a multitude of networking equipment throughout the

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campus. They provide IT support for all administrators, faculty, classified staff, and approximately 3,500 students. The current IT staff has over 70 years of combined service within the IT field. They work as a dedicated team with cross-training between job functions. They all have a strong desire to improve their expertise and service whenever possible.

The IT staff serves on many campus committees. Their representation on these committees allows them to share information about their service area and how they can impact various areas of the campus and district. Committees on which they serve are the District IT Managers Committee, College Council, President's Advisory Council, Facilities Planning and Advisory Committee, Budget Committee, Crisis Management Team, Accreditation Committee, and the Information Technology Committee.

The IT team meets as needed with the Director of IT to discuss current IT requests, technology improvements and other items to better meet the IT needs of the college. Each member of the team has the opportunity to share their insights and offer their suggestions on the best course of action on all college IT issues. Many technology issues require a team effort to correct or implement new technology. The local IT team depends not only on each other to get the work done, but also works with district IT for tech support and assistance.

***Areas for Improvement***

As technology advances at a rapid pace, IT staff must be prepared to meet the technology issues of today and the future. It is extremely important that all IT staff be trained to meet those needs. It has been at least eight years since any of the IT technicians have attended any type of conference, technology workshop, or training outside of the district. Professional Development funding is needed to allow the technicians to attend these types of training so they can learn new strategies and techniques in technology. They can no longer be expected to maintain a campus without the training needed to support new systems, operating systems, and data networking trends. Professional development and training will allow them to meet and support the growing technology needs of the campus.

Because of the additional technology support items added to the workload of the IT department, the number of IT technician positions is not sufficient. It is imperative that the college adds, at minimum, two more full-time System Support Specialist I positions to the IT department. If the number of technician positions is not increased, campus technology support will suffer. Support for staff, faculty, and most importantly, students will not be sufficient to meet the future technology needs of the college. The additional positions would help ensure support needs are addressed quickly and allow the IT department to move to a more proactive approach and not work only in a reactive mode.

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**Goals** (This section is for you to report on progress on *new goals*. If your program is addressing more than 3 goals, please add rows. Note that for the Mission Statement column, please list the numbered goal(s) from the college Mission Statement and Guided Pathways Pillars (see page 1) that would be furthered if this goal were accomplished.)

Goal(s)	Timeline for completion	Needed resources	Person(s) Responsible	Obstacles to completion (if any)	Mission Statement	Guided Pathways Pillars
1. Physical Inventory of Campus Technology Equipment	Spring 2024	Additional staff	Director of IT	The current level of staffing insufficient to perform task	2	4
2. Upgrade of campus network infrastructure and equipment.	Spring 2024	Funding	Director of IT	Lack of funding	2	4



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**Staffing:**

***Current Staffing Levels***

Please use the table below to describe current staffing levels, by employee type. Raw numbers are sufficient, not FTE.

Full-time		Part-time	
Faculty		Faculty	
Temporary		Temporary	
Classified	3	Classified	2
Management	1	Management	

***Request for New/Replacement Staff***

Use one line for each position requested. Justify each position in the space below.

	Title of Position	Classification (Faculty, Classified, or Management)	Full- or Part-Time	New or Replacement
Position 1	System Support Specialist I	Classified	Full Time	New
Position 2	System Support Specialist I	Classified	Full Time	New
Position 3				

Justification:

To meet the growing technology needs and technology support of the campus, additional positions will allow the IT department to provide support in a more timely manner and be able to address projects which have been on a low priority. The current staffing level of the IT department is not sufficient to maintain all IT support items and projects.

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**Resource Requests**

**TECHNOLOGY REQUEST**

Use this section to list any technology needs for your program. If you have more than two technology needs, add rows below.

	Technology Need	Justification
Item 1	NA	
Item 2		

**FACILITIES REQUEST**

Use this section to list any facilities needs for your program. If you have more than two facilities needs, add rows below.

	Facilities Need	Justification
Item 1	NA	
Item 2		

**SAFETY & SECURITY REQUEST**

Use this section to list any safety & security needs for your program. If you have more than two safety & security needs, add rows below.

	Safety/Security Need	Justification
Item 1	NA	
Item 2		

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**PROFESSIONAL DEVELOPMENT REQUEST**

Use this section to list any professional development opportunities you would like to have available for your program. If you have more than two professional development needs, add rows below.

	Professional Development Need	Justification
Item 1	Training / Conferences	IT staff need to attend technology conferences, workshops, or other training to stay current with new technology trends. Recommend that staff attend conferences, training, or workshops at least once every two years
Item 2		

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**Budget**

	Current Budget	Amount of Change	Revised Total
2000 (Student Workers Only)	\$0	\$0	\$0
4000	\$22,000	\$0	\$22,000
5000	\$71,150	+\$63,500	\$134,650
6000	\$64,500	+\$55,000	\$119,500

Justification:

Increase to 5000 budget includes:

(5250) - \$8000 for IT staff to attend conferences and training

(5650) - \$6000 for new network switches operating system software licensing

(5890) - \$49,500 for new backbone fiber infrastructure installation

TOTAL - \$63,500

Increase to 6000 budget includes:

(6412FA) - \$55,000 – For the purchase of new networking switch equipment