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| **Porterville College Mission Statement**:  With students as our focus, Porterville College provides our local and diverse communities quality education that promotes intellectual curiosity, personal growth, and lifelong learning, while preparing students for vocational and academic success.  In support of our values and philosophy, Porterville College will:   * Provide quality academic programs to all students who are capable of benefiting from community college instruction. * Provide comprehensive support services to help students achieve their personal, vocational and academic potential. * Prepare students for transfer and success at four-year institutions. * Provide courses and training to prepare students for employment or to enhance skills within their current careers. * Provide developmental education to students who need to enhance their knowledge and understanding of basic skills. * Recognize student achievement through awarding degrees, certificates, grants, and scholarships.   **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.  **Services Area Outcomes**:   * Data from the help desk ticketing system will help assess the amount of time technology help requests are addressed and completed. This will show downtime lengths that students, faculty and staff experience. This data will be help IT focus on completing help desk request in a timely manner. This will be assessed every three years. * Data from the instructional technology survey will show that IT is providing appropriate support and timely services to faculty. This data will be assessed every three years.  * Cyclical three to five-year replacement schedule (dependent upon funding) of computer systems, will show that IT maintains current computer technology systems to ensure the college stays competitive with other institutions in the delivery of information technology instruction. The inventory data will be reviewed every three years, to stay in line with the three to five-year replacement schedule. |
| **Program Analysis and Trends**  ***Changes in Program over the Last Three Years***  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 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 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 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 number of computers which the IT staff maintains has increased to approximately 700 student computers / laptops and approximately 240 staff and faculty computers / laptops. Computers for student use include computers in computer labs, classrooms, study areas and the library. Student laptops include laptops which are checked out to students for remote use and on-campus laptop carts.  The IT staff 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 overlap training of individual job duties of other technicians within the IT department.  The IT staff supports all staff, faculty, and administrative services at Porterville College, to include student services, human resources, business services, maintenance 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 one System Support Specialist II, two System Support Specialists I, one full time (10 month) Computer Lab Assistant, one part-time Computer Lab Assistant and a part-time Media Specialist.  Since the last program review, the second System Support Specialist I was converted to a full-time position. Currently, the part-time Media Specialist position is vacant. Also, since the last Program Review, the positions of the college Educational Media Design Specialist, Graphics Technician and Web Content Editor, have been reassigned from the IT department to other departments on campus.  The System Support Specialist II has the primary role of maintaining the campus network. He works closely with district office IT technicians on the local and wide area network connections. The Systems Support Specialist II maintains the campus virtual server environment for the various servers needed to support college services. He also is responsible for the network requirements and equipment needed to support the campus telephone voice-over-IP system.  Both System Support Specialists I have the primary responsibility of the repair and maintenance of computers and peripheral devices. As well as, the installation of new technology equipment. They work as a team to reimage existing student computers over the summer to have available for the next school year. They also provide support to staff, faculty and in some cases directly to students, on computer and software issues. Together, in conjunction with a district IT technician, they provide support for the operation and configuration of the campus Wi-Fi systems.  The second Systems Support Specialist I works a type of swing shift schedule. He starts his day at noon and works until the close of the campus in the evening. This allows the IT department to provide technology services for classes held on campus during the evening sessions.  ***Data Review***  A review of help desk request data shows that within the last few years, many help desk requests submitted have had longer than expected service and completion times. However, this could be attributed to the fact that many times, some of the IT staff will complete a job but not close the help desk ticket in a timely manner. Also, there have been system delays of some help desk tickets not being quickly sent to local IT. The Director of IT follows up on many aging requests with the originating requestor. In most cases the help desk request had been completed but not closed by the IT technician. Because of the non-closure of the help desk ticket, data will show that response times and completion times may be excessive. The Director of IT will work with IT staff to emphasize the importance of addressing and closing help desk request for accurate data.  ***Program Strengths***  The IT staff maintains approximately 940 computers, approximately 180 printers, 10 servers in a virtual environment and a multitude of networking equipment throughout the campus. They provide IT support for all administrators, faculty, classified staff, and approximately 3,500 students. The team handles approximately 75 -100 service requests each month.  The current IT staff has over 90 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 a serve are the District IT Managers Committee, College Council, President’s Advisory Council, Facilities Planning and Advisory Committee, Budget Committee, Crisis Management Team 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.  Due to COVID, the IT Department quickly configured over 200 laptops which were checked out to staff and students. IT worked with the district office to configure the needed remote accounts so staff could remote into their on-campus desktop computers while they worked remotely. Although, most of campus staff are working remotely, IT has been on campus for a reduced week, to help ensure staff receive the needed support for their remote connections to on-campus computers. Also, in order to provide the needed Wi-Fi access to students for on-line learning, IT worked with district office IT to provide Wi-Fi access in all front and back campus parking lots.  ***Areas for Improvement***  The IT staff members recognize that they need regular training to stay on top of the rapid changes in technology. In the past, training had not been provided on a regular or practical basis. Going forward, specific strategic training sessions, workshops, and conferences should be identified for IT staff to attend. These will enhance the IT staff’s technical expertise as well as provide them with information about technology of the future.  As the campus grows and IT needs increase, all of the IT staff recognize they need to develop better time management skills, which are measured by job response and completion times in the work order system and completion of major infrastructure projects such as Wi-Fi services, data connections, new instructional technologies and networking trends.  With the growing technology needs of the college, it is important that IT can support them in a timely manner. IT staffing levels cannot remain the same as more college functions become dependent upon technology and the support of these technologies. Converting the vacant part-time Media Specialist position to a full-time Systems Support Specialist I would help improve the response time for support, repair and resolutions of technology requests.  In addition to the proposal to increase the staffing level, the Director of IT is working to develop strategies to handle the range of growing campus IT needs. Good relationships with faculty, administration, staff and students are high priorities with the IT staff. The Director of IT will work with IT staff to help maintain a positive working relationships with all of these groups.  With the rapid changes in technology, computers become outdated within a few years. The IT department had previously implemented a three-year replacement schedule. However, most computers usually were not replaced within that time period due to funding or other needs. A more realistic three to five-year computer replacement schedule should be followed to allow for the needed replacement of computers. Dependent upon funding, computers which are over three years old should be replaced as the standard warranty of the computer is over after three years.  However, if the outdated machine is still operational, it could be moved to an area where it would have less use for an additional two years, keeping in mind that the machine will no longer be under warranty for repair and there would be additional costs if the machine needs repair. Also, older machines may not support the requirements of newer software or operating systems. If the machine is not fully capable of running required software or is not operational, it should be declared as surplus. |
| **Goals** (This section is for you to report on progress on ***previously established goals***. If your program is addressing more than 2 goals, please duplicate this page)   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Goal(s) | Completion Date | Needed resources | Person(s) Responsible | Obstacles to completion  (if any) | | 1. Improve response and completion times for jobs in work order system | Original completion date was Fall 2018. Goal is on-going | Training, Funding and Staffing | Director of IT | Funding, Staffing and training of current staff |   Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)  Item 1\_\_\_ Item 2 X Item 3\_\_\_ Item 4\_\_\_ Item 5\_\_\_ Item 6\_\_\_  Progress on Goal: Some improvement has been seen with the conversion of the part-time Systems Support Specialist I to full-time. Converting the part-time Media Specialist position to a full-time Systems Support Specialist I would enhance response times and completions of jobs. Some of the current staff need training and initiative to understand the importance of providing timely service to work orders submitted for completion.  Completed (Date )  X Revised (Date 2020 )  Comments: This is a vital goal that will be ongoing as IT requirements increase across the campus. The IT staff will need to grow as well to continue to provide timely services for the campus.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Goal(s) | Completion Date | Needed resources | Person(s) Responsible | Obstacles to completion  (if any) | | 2. Implementing a replacement schedule for campus computers | Spring 2020 | Funding | Director of IT | Funding |   Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)  Item 1 X Item 2 X Item 3 X Item 4 X Item 5 X Item 6\_\_\_  Progress on Goal:  Completed (Date )  X Revised (Date 2020 )  Comments: Originally, the standard computer replacement cycle has been established to replace computers every three years. However, based on previous years of replacement, IT has noticed a trend that most computers are usually replaced between three to five years. Reestablish the computer replacement cycle be extended to every three to five-years. |

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| **Goals** (This section is for you to report ***new goals*** for your program. If your program is creating more than 2 goals, please duplicate this page)   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Goal(s) | Timeline for Completion | Needed resources | Person(s) Responsible | Obstacles to completion  (if any) | | 1. Uniform standard of technology equipment in all classrooms | Spring 2023 | Funding | Director of IT | Funding |   Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)  Item 1 X Item 2 X Item 3 X Item 4 X Item 5 X Item 6\_\_\_  Progress on Goal: The IT department has started to install new technology within some locations. Newer technology such as high definition monitors, laser projectors and newer document cameras.  \_\_\_\_Completed (Date )  X Revised (Date Spring 2020)  Comments: Over the years the technology within the classroom has changed. Not all classrooms have exactly the same technology equipment. It would be beneficial if every classroom had the same standard uniform technology equipment. With the advancement of technology, newer technology equipment may operate differently than older equipment, which sometimes can cause confusion for those needing to use it. Instructors can become frustrated that in one classroom they need to use different operating procedures for technology equipment than the procedures needed in another classroom.   |  |  |  |  |  | | --- | --- | --- | --- | --- | | Goal(s) | Timeline for Completion | Needed resources | Person(s) Responsible | Obstacles to completion  (if any) | | 2. Physical Inventory of Campus Technology Equipment | Spring 2023 | Staff Time | Director of IT | Staff Time |   Which of numbered items under the Mission Statement (see page 1 of this document) will be furthered if this goal is completed? (select all that apply)  Item 1\_\_\_ Item 2 X Item 3\_\_\_ Item 4\_\_\_ Item 5\_\_\_ Item 6\_\_\_  Progress on Goal: The IT department will implement a schedule to conduct a campus-wide physical inventory of technology equipment.  \_\_\_\_Completed (Date )  X Revised (Date Spring 2020 )  Comments: As new technology equipment is purchased; an inventory of the items is recorded. However, over time some of the equipment may be moved to other locations, transferred to other staff or replaced due to malfunctions or device failure. A physical inventory of technology equipment should be done every three years, to stay in line with the computer replacement schedule. The physical inventory will help insure that equipment is still in use and accounted for. |

STAFFING REQUEST

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| **Staff Resources:** Current staffing levels in the IT department are as follows: One Director of IT, One Systems Support Specialist II, Two Systems Support Specialist I, .5 Media Specialist, .75 Computer Lab Tech, .5 Computer Lab Tech. | | | | | | |
| Current Staffing Levels Full-time Staff | | | Part-time Staff | | | |
| Faculty | |  | Faculty | |  | |
| Temporary | |  | Temporary | |  | |
| Classified | | 3 | Classified | | 3 | |
| 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 | Systems Support Specialist I | | Classified | Full Time | | New |
| Position 2 |  | |  |  | |  |
| Position 3 |  | |  |  | |  |
| **Justification:**  **Position 1:** The IT staff currently has one part-time Media Specialist position which is currently vacant. Converting the part-time Media Specialist to a full-time Systems Support Specialist I, would allow the IT department to provide quicker responses to IT requests and provide additional technology support to staff, faculty and students. This new full-time position could also periodically switch work hours with the other Systems Support Specialists I to provide technology support for the evening classes. | | | | | | |

TECHNOLOGY REQUEST

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

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| --- | --- |
| 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.

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| --- | --- |
| 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.

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| --- | --- |
| Safety & Security Need | Justification |
| Item 1 | NA |
| Item 2 |  |

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 | Specific technology training conferences for IT staff. Training should be attended by each IT staff member at least once every three years. |
| Item 2 |  |

BUDGET REQUEST

(Do not include staff increases in this section)

|  |  |  |  |
| --- | --- | --- | --- |
|  | Current Budget | Amount of Change | Revised Total |
| 2000 (Student Worker Only) | $0 | $0 | $0 |
| 4000 | $24,500 | $0 | $24,500 |
| 5000 | $66,330 | +$2,000 | $68,330 |
| 6000 | $48,000 | +$30,00 | $78,000 |
| Justification: (Include justification for each change requested.)   * Increase of $2,000 in (5520) to cover cost of technology training and / or technology conferences for IT staff. * Increase of $30,000 in (6412) to cover cost of replacing old computers to stay in line with computer replacement cycle.   -----  $24,500 (4313) Supplies & Materials – IT Services needs many supplies and materials to operate efficiently and support the college. Items needed include, patch cables, software, replacement telephones, monitors, tools, software memory upgrades, hard drive upgrades and specialized equipment.  $3,500 (5119) Consulting Service – IT has sophisticated hardware, which at times have problems beyond the staff skill set which requires hiring a specialist to resolve.  $4,000 (5220) Training – As new technologies are developed, training for the IT staff is required.  $27,500 (5650) Software Maintenance, Licensing and Upgrades – The college utilizes many specialized software programs which must maintain yearly support contracts for maintenance, support and upgrades.  $480 (5651) Internet Access – Annual cost for mobile internet access on cellular device hotspot.  BUDGET REQUEST  $27,700 (5685) Hardware Service Contracts – Service contracts which cover the maintenance and support of the campus network switches and the main battery backup system in the main datacenter.  $4,500 (5690) Other Maintenance / Repairs – Items which must be repaired and / or maintained, which do not fall in other categories.  $150 (5880) Taxes, Licenses and Permits – The LRC datacenter requires an electrical backup generator in the event of power loss. A permit is required to maintain and operate the generator.  $500 (5890) Other Services and Expenses – Item expenses or services which do not fall in the other categories.  $500 (6214) Buildings – Testing and Inspection – Testing and inspection of fire suppression system in LRC main datacenter room.  $78,000 (6412) Computer / Technology Equipment – Annual replacement of at least one student computer lab with printer. To include student computers within library, commons  areas or classrooms. Replacement of instructor computers within classrooms and instructor offices. On-going costs for replacement cycle.  $19,000 (6412FA) Computer / Technology Equipment Fixed Asset – Annual replacement of network equipment when needed.  **$190,330 Total IT operational / equipment budget.** | | | |