1. Assessment Plan - Four Column

PIE - Administrative Services: IT - Academic Technology Unit

Where We Are: Analysis and Summary

2017-18

Contact Person: Ron Bean
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External Conditions, Trends, or Impacts (Student Services): Changes in technology not only force upgrades in hardware and software, but also create training challenges.
Internal Conditions, Trends, or Impacts (Student Services): The growth of the college challenges the staff by having to install and maintain more systems.
The growth of technology challenges the staff to continually learn new applications and new hardware.
Critical Decisions Made by Unit: Staffing levels
Training
Resource management
Notable Achievements for Theme A: To Advance Academic Excellence and Student Achievement: Maintained thousands of computer systems to ensure that students, faculty, and staff are able to provide efficient, accurate, and timely information.
Notable Achievements for Theme B: To Support Student Access and Success: Installed nearly 500 new computers in classrooms throughout the campus.
Notable Achievements for Theme C: Secure Human, Technological, & Financial Resources: Added one full-time computer facility assistant and filled two vacant computer facility assistant positions, which help to prepare systems for use by students, faculty, and staff.
Contributors to the Report: Eric Carpenter Patricia Castillo, Lee Jones, Sean Truong, Antonio Gallardo, Joe Vasquez, Jim Carl, Monica Cantu-Chan, Kate Morales, Dale Vickers

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Classroom Computers - Provide Professors and Students the latest technology in computers needed for quality instruction and learning. **Status:** Active **Goal Year(s):** 2017-18, 2018-19	Maintain technology at a peak level and replace computer systems in classrooms and computer labs that exceed five years of service. Providing current systems allows the Professor to instruct with the latest software used in their discipline. This in-turn gives the Student the advantage of learning the current tools improving the student's chance at success.	**Reporting Year:** 2017-18 **% Completed:** 25 This year we were able to upgrade 202 systems in 41 classrooms across 5 Divisions. By providing new equipment, student's are able to complete the curriculum necessary for success in today's marketplace. (05/29/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Describe Plans & Activities Supported: Computers, monitors and printers. See detail on attached sheet **Lead:** Ron Bean **One-Time Funding Requested (if applicable):** 400000 **On-Going Funding Requested (if applicable):** 175000 **Type of Request:** Technology Equipment - new, Technology Equipment - replacement/upgrade **Planning Unit Priority:** High **What would success look like and how would you measure it?:** Classrooms are not interrupted by technological difficulties. Software performs as expected. **Documentation Attached?:** Yes **Related Documents:** Instruction Purchase.xlsx	
Professional Development - Work toward offering professional development that will provide technology related subject matter experts in each Division. **Status:** Active **Goal Year(s):** 2017-18, 2018-19	**In Progress -** Provide training to IT staff to maintain computers and computer related technology. **Describe Plans & Activities Supported:** Virtualization training, (e.g. VMWare). Virtualization is becoming a staple in the technology environment. --$10,000 Project Management training. Creating projects and working within schedules help complete projects on-time and efficiently. --$5,000. Remote deployment education. --$3,000 Inventory management. --$2,000 Help Desk Software training. --$5,000	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Mobile Device Management training. -- $9,000 **Lead:** Ron Bean **One-Time Funding Requested (if applicable):** 25000 **Type of Request:** IT Support **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Programs and associated data are presented to the proper audience. Project are completed on-time and within budget. Computers are deployed efficiently with limited IT intervention. Equipment is tracked by location and age. Help Desk requests are logged and analyzed for efficiencies.	
Faculty and Staff support - Continue to improve the services provided by technicians for the Faculty and Staff of Mt. SAC. **Status:** Active **Goal Year(s):** 2017-18	Support the Instruction Office with the use of software applications. Continue to improve the efficiency of the Instruction office with improved workflow processes using the latest technology **Describe Plans & Activities Supported:** 1 - 100% Business Analyst for Instruction--$100,000 **Lead:** Monica Cantu-Chan **On-Going Funding Requested (if applicable):** 115000 **Type of Request:** Human Resources **What would success look like and how would you measure it?:** Projects are completed in a timely manner and within budget; including an established timeline, project support team, and documentation.	**Reporting Year:** 2017-18 **% Completed:** 100 The Instruction Business Analyst was funded and hired in January 2018. (06/01/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Provide Professors with quality reproductions **Describe Plans & Activities Supported:** Replace aging Canon 7095 copiers with two new Canon Varioprint 115 copiers. One in the mail room and one in the front of the Printing Services office.--$100,000 **Lead:** Jim Carl **One-Time Funding Requested (if applicable):** 100000 **Type of Request:** Equipment - new **What would success look like and how would you measure it?:** Professors are able to reproduce quality classroom handouts.	**Reporting Year:** 2017-18 **% Completed:** 100 Copiers were purchased and installed. Note: Printing Services now reports to Purchasing. (05/31/2018)
Network Infrastructure - Continue to improve the speed and availability of networked data. **Status:** Active **Goal Year(s):** 2016-17	Upgrade network in Building 28. **Describe Plans & Activities Supported:** Network wiring --$40,000 Add/upgrade wireless access points in common areas -- $10,000 **Lead:** Sean Truong **One-Time Funding Requested (if applicable):** 50000 **Type of Request:** Equipment - replacement/upgrade **What would success look like and how would you measure it?:** Networked data easily accessed. Data streams without interruption.	**Reporting Year:** 2017-18 **% Completed:** 25 Wireless Access points were installed in various rooms in building 28. Needs additional infrastructure improvements. (05/31/2018)
Expert staffing - Maintain qualified, diverse, expert part-time and full-time staff to ensure the best environment for teaching and learning. **Status:** Active	**Report directly on Goal** **Full Funding Requested -**	**Reporting Year:** 2017-18 **% Completed:** 50 This year we were able to hire a new Manager, Technical Services and an additional Coordinator, Computer Facilities. (05/31/2018)

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
Goal Year(s): 2016-17, 2017-18, 2018-19	Appropriate staff to maintain hardware and software on computers and computer related technologies. Increased expertise for data analysis for data-driven business decisions for providing IT support and services. Currently, the IT department services over 6,000 computers on campus. The industry averages about 1 technician per 200 systems, at this ratio Mt. SAC should have around 30 technicians. **Describe Plans & Activities Supported:** Increase staffing levels. Update and create job descriptions to match technology advancements. Streamlining and updating of IT processes to improve efficiency. Increased data on campus assets, past history and forecasting of needs, and planning use of campus resources accordingly. **Lead:** Ron Bean **On-Going Funding Requested (if applicable):** 200000 **Type of Request:** Staffing, IT Support **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** All computer systems are working at their most efficient level. IT Student, Faculty and Staff requests are promptly and properly serviced.	
Equipment and Supplies - Provide the necessary equipment and supplies so that technicians can provide quality service to the campus constituents. **Status:** Active	**Full Funding Requested -** Remote support, deployment, asset tracking, and upgrading software. **Describe Plans & Activities Supported:** Allow technicians to	

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Goal Year(s): 2017-18, 2018-19 **Goal Entered:** 05/31/2018	remotely add, delete and upgrade software on computers. Allow technicians to access IT services management software and resources flexibly. Automate and streamline software installation, upgrade and deployment. Expand reach of remote support, configuration, and deployment of software and services. Improve and streamline processes. Improve processes and response times for classroom and staff support. **Lead:** Ron Bean **One-Time Funding Requested (if applicable):** 60000 **On-Going Funding Requested (if applicable):** 40000 **Type of Request:** Instructional Equipment, IT Support **Planning Unit Priority:** Medium **What would success look like and how would you measure it?:** Campus staff receive broader IT support delivered remotely. A decrease in incidents of staff waiting for IT to arrive on site. An increase the number of days IT can provide configuration services to classrooms. **Full Funding Requested -** Provide tools, equipment, storage space, and office space. **Describe Plans & Activities Supported:** To ensure that the technicians have the proper tools and space to do their work. **Lead:** Ron Bean **On-Going Funding Requested (if applicable):** 45000 **Type of Request:** Facilities ,	

Unit Goals	Resources Needed	Where We Make an Impact: Closing the Loop on Goals and Plans
	Instructional Supplies, Non-Instructional Supplies, IT Support **Planning Unit Priority:** Medium	