2023-2024 Non-Instructional Program Review - Information Technology

Latest Version

Pilot: Self-study template for Non-Instructional Program Review process. Review period: 2020-2021, 2021-2022, and 2022-2023.

Program Review Overview

Section 1: Non-Instructional Area Overview

A. Non-Instructional Area Mission and Alignment : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. Please review your mission statement provided above. Does it clearly and succinctly describe your non-instructional area's purpose, direction, and values? If you have made revisions or updates to your mission statement, please provide your updated mission statement below.
No Value
2. Briefly describe how the mission and purpose of your non-instructional area aligns with the Cerritos College mission and educational master plan.
Information Technology provides one of the major infrastructures for the campus including Internet, computes, Audio Visual and server resources. We support the campus which helps the College achieve our mission.

B. Non-Instructional Area Description : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

Department	Description of Services
Helpdesk	Provide helpdesk support for the campus computers and users of the network
Audio Visual Support	Provide Audio Visual support for the campus
Copy Services	Provide copy services for the campus
PeopleSoft	Maintain, develop and support for campus PeopleSoft systems
Infrastructure Support	Maintain, develop and support the campus network, infrastructure, and IT needs for new construction.
Accessibility Compliance	Provide accessibility compliance reviews for all campus software and Information and communication technology (ITC) purchases.

B. Non-Instructional Area Description Continued : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

2. Describe efforts to promote the availability of your services to current and prospective users.
a. Describe the key methods used to assist users in getting information about your service offerings (e.g., publicity, outreach, recruitment, etc.).
At the start of each semester, we send out an informative email to the campus that outlines our services, provides helpful links to these areas, includes hours and FAQs. We also provide a lot of information on our campus website. We have a helpdesk for Audio Visual, computer help and PeopleSoft assistance.

C. Non-Instructional Organizational Resources : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. Please describe your non-instructional area's organizational and personnel structure. Discuss:
a. Reporting relationships.
b. Distribution of responsibilities/authority.
c. Use of management or work teams.
d. Lines of communication (e.g., area meetings structure/frequency, staff-to-staff and staff-to-manager communication, etc.).
The following areas report to the Director, Information Technology/

1. Manager, Information Technology
2. Two PeopleSoft Database Administrators (Managers)
3. Manager, Information Technology Security
4. PeopleSoft (7 programmers, 1 Information Technology Analyst
5. Copy Services (2 Document Services)
6. Senior Accessibility Compliance Specialist
7. Senior Electronic Systems Technician
8. IT Department Secretary

The following areas report to the Manager, Information Technology

1. User Support (1 User Support Specialist , 7 Senior Technical Specialist)
2. Senior Computer Operator
3. Audio/Visual Services (3 Multimedia Technicians)

The following areas report to Manager, Information Technology Security

1. Senor Network Administrator
2. Information Technology Analyst

The department meetings

1. Entire IT department once a month.
2. Helpdesk team meets weekly
3. Infrastructure team meets every other week
4. PeopleSoft team meets once a month

5. Director meets every other week with each programmer
6. Director and Manager touch base on almost a daily basis

Various teams utilize Teams chat groups that are used daily to communicate issues and ideas with the team. The Director is on many of these groups and helpdesk email which helps to see patterns or issues that are popping up.

2. How does your current staff, faculty, and/or management profile facilitate or impede the area's ability to fulfill its primary mission and functions?

a. What departments/units face greater challenges?

b. Describe the challenges with respect to the recruitment and retention of qualified staff, faculty, and/or management?

c. If applicable, what strategies has the area adopted to address staffing-related impediments?

Information Technology had seen additional requirements and needs added to our responsibilities such as GLBA compliance and other compliances that require a lot more time to be devoted to them. The Director is spending a lot of his time dealing with more day-to-day items which keeps him from dealing with more of the strategic planning for the department and campus. With the recent funding from the Chancellor's Office for a security position we are in the process of hiring a new Manager, Information Technology Security which will help take over some items from the Director.

The biggest challenges that the department faces are more projects than the department can handle which has led to some of the required updates to be set at lower priorities. Many of these items are now critical and are being prioritized high on the list as they are now needed to provide all the items for the campus. The department has met with the Vice Presidents to prioritize the all the needs of the campus which takes into consideration all the background items that are needed to keep the campus working.

Recruitments for our Senior Applications Analysts have been challenging. Currently we have two open position which one has been open for over one year. The District has approved a remote position. We ran into some challenges on hiring a remote person which limits us to only hire someone who is a California resident.

3. How does the area facilitate appropriate career development and progression for staff, faculty, and/or management?

a. Describe the area's professional development resources, activities, and/or opportunities.

b. How does this engagement directly reflect on the direction of your area.

Career development and progression are challenges for the department as all jobs are highly technical, job duties are not shared. We do not have junior positions that staff can promote from. We do hire student workers that we train and some have been able to move into a full-time position.

Trainings have been setup with consultants for the PeopleSoft team to provide them with training on new tools and these trainings were recorded for them to go back to in the future. The topics were decided up on by the team.

Manager, IT holds group trainings for the helpdesk team to learn new tools and technologies to best assist the campus with its needs. The team does a lot of collaboration and exploring as a group. The team learns together or trains each other on items that they have learned.

Use of online tools and websites is highly encouraged.

For larger projects we will team up individuals with various knowledge based on the product(s) to help all develop new skills.

The team is stronger than ever. They consult with each other regarding issues or questions to come up with solutions.

4. Please describe the succession planning for your area.

a. What steps are in place?

b. How does the area plan to make changes to services or programs (realignment, reorganization, or other strategies) to ensure continuous improvement in the face of staff, faculty, and/or management turnover, retirement, and attrition?

Succession planning in Information Technology has been a challenge. With retirements over the last few years, we have looked at the position of the person retiring and have worked with our Vice President to restructure the department and reclassify some positions to better meet the needs of the campus.

Our Computer Operator position duties had changed significantly and it was no longer needed. We were able to replace this position with a Multimedia Technician that is needed more. One of our Senior Electronics Technician was replaced with a Senior Technical Support Technicians. Our PeopleSoft security position was reclassified into a hire position that included some duties of a Business Analyst.

5. What assessment methods and measures (either formal or informal) does the area use to determine staff, faculty, and/or management well-being, satisfaction, and motivation?

a. How does the area use the findings from these assessment efforts to improve the work environment?

Information Technology uses Informal assessments by having regular meetings with each area as a group and department. Information is shared with all these groups and feedback is discussed. The Director seeks feedback from staff regarding needs and works to provide items whenever possible. Staff lets us know if there are any issues or items that need our attention. The feedback from these meetings is evaluated and we make adjustment where we can and plan for others that will take more time.

Information Technology uses formal assessments through our helpdesk ticketing systems where users enter requests or report issues. The Department has various Microsoft Teams chats that are used to collaborate with each other on issues and to share information. Many of these teams include the Director and/or Manager on them which helps to see trends or patterns that the users might not see if they are in the middle of an issue.

Information Technology is looking into ways to send users our satisfaction and new computer replacement surveys to gather more information from the campus on the services that we provide and how we can improve.

6. What significant projects, tasks, workgroups, and committee work are the staff, faculty, and/or management of your area engaged in?

a. How does this participation reflect on your area's plans and integration with the college.

IT Standards Committee, is led by IT and sets the standards for the campus. IT Master Plan guides in the design and the implementation. IT Director or Manager are named member of ACE and Web Standards committees. Director sits on Planning and Budget. IT Manager sits on Facilities Planning and Distance Learning committees. Some of our classified employees sit on various committees for their CSEA union and are Eboard members. We take feedback from these committees to help develop our area plans and develop our goals and requests. This all integrates with the college mission, vision and values.

Section 2: Non-Instructional Area Trends

A. Non-Instructional Area User Demographics : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. Whom do you serve?

a. Describe your primary and secondary user groups that the non-instructional area attracts and serves.

b. *If serving students* directly, describe the demographics and representativeness of the populations served (e.g., race/ethnicity, gender, age range, foster youth, formally incarcerated, and first-generation status).

1. Helpdesk
    1. Primary groups are all campus employees.
    2. Secondary is student support for account access.
        1. No Demographic data is collected. As we support the whole campus, it reflects the entire student demographic.
2. Audio Visual Support
    1. Primary groups are all campus employees to support classroom and meeting rooms.
3. Copy Services
    1. Primary groups faculty, managers, confidential and classified employees within different divisions, departments and areas on campus.
4. PeopleSoft
    1. Primary groups are all campus employees
    2. Secondary is all student (support for enrollment).
        1. No demographic data is collected.
5. Infrastructure Support
    1. Primary groups are all campus employees.
    2. Secondary is all students.
        1. No demographic data is collected.
6. Accessibility Compliance
    1. All campus groups (Employees and Students.
        1. No demographic data is collected.

2. *If serving students,* how do the demographics of your users compare with the college as a whole?
a. Are the trends within your area in alignment with the broader, collegewide trends?
We support all current and past students so this matches the college as a whole. No Demographic data is collected, because we support the whole campus, it reflects the entire student demographic.

B. Non-Instructional Area Service Trends : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. Describe the usage trend for your area in the last three years.
a. Has it remained steady, increased, or decreased?
b. Describe any factors that contributed to any change.
c. If serving students, are there different patterns of usage for different demographic groups (e.g., race/ethnicity, gender, age range, foster youth formally incarcerated, and first-generation status)?
c. *If serving students*, draw clear connections between your data trends and attempts to identify and mitigate equity gaps.
Over the last few years usage has increased in all areas except for our copy services area. With the pandemic, we had to provide more support for remote work which required use to setup ways for users to work and teach remotely. We provided a significant number of laptops to staff and students which increased the number of devices that we support. We implemented more ways of collaboration such as Teams, SharePoint, and Zoom. We are in the process of adding additional Zoom capabilities
to all campus conference rooms and converting 10 classrooms to HyFlex. We are now looking to convert more classrooms to our new HyFelx standard. The campus implemented remote work schedules for staff increasing the need of laptop and VPN access has increased. With more classes returning to campus we are discovering some classrooms have hardware that require IT attention.

2. Describe how your overall area meets the needs of users.
a. Standard hours of operations.
b. Alternative modes (e.g., online, hybrid, etc.).
c. Schedules of delivery (e.g., early morning, evening services, etc.).
To meet the needs of the campus:

1. Helpdesk support is available from 7:00 am to 9:30pm Monday through Thursday, 7:00 am to 5:00 pm on Friday and limited support from 8:00 am to 4:30 pm on Saturday.
2. Audio Visual support is available from 8:00 am to 9:30pm Monday through Thursday, 8:00 am to 4:30 pm on Friday and limited support from 8:00 am to 4:30 pm on Saturday.
3. Copy Service support is available from 7:00 am to 8:30pm Monday through Thursday, 7:00 am to 5:00 pm on Fridays and limited support 8:00 am to 4:30 pm on Saturdays.
4. PeopleSoft support is available from 7:00 am to 5:00pm Monday through Thursday, and 7:00 am to 5:00 pm on Friday

3. What are the differences in service usage based on modality? If you do not offer varying modalities, explain why not.
a. How does this help inform future practices?
Support is requested through our helpdesk online ticket submission system, emails directly to the IT helpdesk and by phone. We support users in person, via Zoom, Teams and email. Depending on the request we will use the method that best supports the users in obtaining a quick and efficient way to solve their issues. IT is always looking for ways to improve our support by using new technologies.

Section 3: Non-Instructional Area Performance and Effectiveness

A. Administrative Unit Outcomes Assessment Process : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. What methods are used to assess your administrative unit outcomes (AUOs)? If these are not in place, what do you plan to do in the future to collect this evidence?
The AUOs are new and something that IT is currently developing. We are working on creating new AUOs and appropriate assessment methods. We will be sending out surveys to anyone that submitted a helpdesk ticket. We assess the response time of our helpdesk tickets and look to improve our average response times compared to previous years.
2. How are the area's needs assessed? If these are not in place, what do you plan to do in the future to assess the area's needs?
a. What methods does the area use to remain current with respect to understanding user needs, interests, and experiences?
b. What are the sources of information your service area uses to understand current needs?
c. How have the needs changed over time?
Helpdesk tickets are the main way that our users submit help requests. We look at the type of helpdesk tickets we receive. We look at response times, we will send surveys to anyone who submitted a helpdesk ticket at the end of each month. IT will work with IREP to develop a campus Technology Survey to get an understanding of the campus issues and needs.

IT meets regularly with Admissions and Records, and Financial Aid to review all needs for our PeopleSoft environment in these areas. Vice Presidents, IT, Student Services and Academic Affairs meet regularly to discuss current campus projects and to set priorities for upcoming projects.
3. To what extent does the area obtain and use comparative/benchmark data to stay current with competitors that deliver similar programs and/or services (both those that are on and off campus)?
IT is a unique area on campus. We are solely responsible for keeping our systems updated with technologies that are being released. IT works diligently to apply and follow best practices and is always looking at new technologies and methods while looking at the useability and reliability of all our systems and how we can improve them and remain current.
4. How does the area monitor compliance with the laws/other regulatory requirements that apply to the areas programs and/or service responsibilities?

We have hired an outside security company to monitor our systems for any cyber incidents. We are working with this company to develop policies, procedures and best practices. We conduct regular phishing email tests of our users which includes training for those that fail the test. We conduct penetration testing of our systems and remedy any items that the audit reveals. We conducted a GLBA audit and are currently analyzing the audit findings. All software is tested for accessibility and EEAAPs are created as needed to provide support if a product is not fully accessible.

Section 4: Previous Three-Year Non-Instructional Area Program Plan Reflection

Non-Instructional Area Three-Year Reflection : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. What are the primary strengths of your area?
a. How have these changed over time?
b. What innovative programs/services/practices has the area instituted that puts it out in front with respect to "best practices" in the field?

IT is proud of the way we manage the high volumes of requests for support, new products, maintenance of existing products. Additional features and new products have been added to our environment and are always coming in for IT. We take pride in being able to accommodate and support technology that is part of student and overall campus success and in a short period of time. Most of the changes implemented related to remote working capabilities were items that were slated to be addressed however, with the start of the pandemic, they moved to a top priority status.

Security is always on top of our priority list as regulations that require more security measures are always put in place. We conduct regular audits to ensure compliance.

The following items were implemented:

1. Campus VPN for those that need remote access
2. Implemented Microsoft OneDrive to replace Z drives
3. Implemented Microsoft Teams for collaboration and area storage
4. Automation of Zoom Licenses for staff
5. Implemented Microsoft System Center for imaging of computers and remotely installing software
6. Remote support for users over Zoom or Teams
7. Implemented new Microsoft Security measures in the cloud
8. Replaced all campus Wi-Fi to latest standard
9. Moved campus Wi-Fi to cloud based management

2. Please comment on the progress toward achieving your previous area goals and AUOs. Discuss what has/is/will happen and the status of each goal and AUO.

Based on goals.
Goals:

1. Enhance collaboration across the Department through digital solutions to inform and engage internal and external audiences.
    1. Information Technology has monthly department meetings where updates are shared and provides the ability to contribute to department (and campus) success and goal achievement.
    2. Helpdesk team meets weekly to discuss items and provides the ability to contribute.
    3. PeopleSoft team meets has monthly meetings where updates are shared and provides the ability to contribute.
    4. Infrastructure team has Monthly meetings where updates are provided and provides all users the ability to contribute.
    5. Various Microsoft Teams Chats are setup for team members to discuss issues, collaborate and share ideas and work toward solutions.
2. Deploy a modernized IT infrastructure that enables seamless access to information resources.
    1. Servers and network devices are replaced on a regular bases. Replacement schedules are based on support of the software they are running on. This is an ongoing campus wide activity.
    2. User computers are replaced on a five-year replacement cycle. This is an ongoing campus wide activity.
    3. Classroom audio visual equipment is maintained, upgraded to be a tool towards student success as needed. 10 rooms upgraded to HyFlex standards. This is an ongoing activity.
3. Protect the integrity of the Department's information and IT assets by strengthening our cybersecurity posture.
    1. We have a cyber security company monitor our system logs 24/7 and provide us alerts to issues.
    2. We are developing polices and procedures for the department and the campus.
    3. We remain current on updates for all our systems to patch for any vulnerabilities.
    4. We do random phishing email testing to all staff and provide trainings for those that fare not successful.
    5. Security trainings are provided to all campus personnel.
4. Improve secure mobile and remote access to appropriate College and Departmental resources.
    1. We implemented VPN access that is provided to approved staff.
    2. VPN services are only on allowed on district devices.
5. Provide excellent service to meet the campus demands for technology.
    1. An additional Senior Technical Support position was added to provide better support for the campus.
    2. An additional Multimedia Technician was added to provide better support for the campus classrooms
    3. With the use of new technology, we can provide more remote support no matter where our users are.
    4. We work to improve our response times each year.
    5. We added our PeopleSoft support system to Spiceworks to better track our PeopleSoft support requests.
6. Ensure the PeopleSoft Student Information System is maintained with the current patches and updates.
    1. Regular patching and updating are done when needed by Financial Aid and other departments.
    2. Windows updates are run on a monthly basis.
    3. PeopleSoft and Oracle updates are applied when needed.

3. Please provide a financial overview of the area.
a. How are resources allocated to support the mission, goals, and outcomes of the area?
b. How are budget allocation/reallocation decisions made in your area?
c. What factors influence the use of area resources?

Information Technology's budget is setup to support many of the campus information technology needs. Each year IT has placed the following items on our resource requests which have been funded each year: server network upgrades, staff computer replacements, student computer lab replacements, audio visual upgrades and support.

Most of our technology is on a 5-year replacement cycle. We base our request on this cycle and any needs for replacement if more funding is needed.

Most renewal and support comes out of the Information Technology budget. Any items that are new or replacements are accomplished through resource requests. Campus request have an impact on projects and needs for requests.

4. Describe resource changes the area has encountered over the past three years and future anticipated changes.
a. Explain what circumstances prompted these changes.
b. How these changes have/will affect the area operations and services.
c. How the area plans to address these changes.
Over the past three years many items and projects were funded through HERRF and Instructional Technology funds. Now that these funds have sunset, we will need to conduct an in depth review of how many of these items, includes HyFlex classroom will be funded. These expenses will most likely be covered by requesting additional audio visual funds. The items that instructional technology used are usually funded through resource requests.

Many new projects are being proposed as we are finding newer solutions for many of our PeopleSoft systems. This has added new products that we now need to implement, support and maintain. This pushed back some needed PeopleSoft updates which are now critical. We have worked with the Vice Presidents to prioritize these items. We have completed the first phase of the needed HR upgrade.

Many new regulatory requirements are placing extra work and obligations on the department. We have hired an outside company to help us develop new policies and procedures to meet the new regulations.
5. How effectively do the area's current facilities, space, and equipment support area operations?
a. To what extent must these organizational resources change to keep pace with the future needs and expectations of the area users and program?
b. What strategies have been adopted or will be adopted to institute these changes?
Information Technology's current facility does not have enough space for all our staff. We currently have our two PeopleSoft DBAs in another building and our staff is scattered throughout our main area in the Social Science building.

Our data center needs more security to isolate it from our Publications area to meet GLBA compliance. We are working with Facilities to develop a plan to secure our data centers as well as implementation of key card access to our areas.

Information Technology Standards Committee has added new standards for desktop computers that are more powerful. Many of our staff were provided with this new standard computer to better meet their needs.
6. How has technology been integrated into the programs, services, and operating functions of the area?
a. In what ways have technological applications been used to promote innovation, responsiveness, and continuous improvement in the area?
b. How has the area kept pace with the development of hardware, software, maintenance, and training support?
c. What are the area's projected technology needs for the future?
d. What strategies have been adopted or will be adopted to address these needs?
Technology is the center of the Information Technology department and all that we support on the campus. With the use of Teams and Zoom we can provide more support via remote methods. We also use our Helpdesk systems to make it easier for our users to request support and track their progress.

We are in process of implementing more Microsoft security products. We have moved more items into our single sign on for security and multifactor authentication for ease of use and added security.
7. What major challenges face the area?
a. What needs to occur, primarily within existing resources, to successfully make improvements in these areas?
Most challenges come from the need to implement many projects simultaneously and we are currently lacking staff members. We are working with College leadership to set priorities for all PeopleSoft projects and evaluating other pending items while holding others until these are completed.

Additionally, security is top of the list in everything that we do. We need to keep all our systems up to date to ensure our systems are not vulnerable to malicious attacks. We are required to meet many regulatory requirements for our systems such as GLBA, PCI, FERPA and HIPPA.

We are currently in the hiring process for a Manager, Information Technology Security, two Senior Applications Analysts, one Multimedia Specialist and one Information Technology Analyst. We have had a challenge filling some of these positions with unsuccessful searches. We continue to fill these necessary positions.
8. Where would you like your area to be three years from now? Dream big while considering any upcoming changes (e.g., new buildings, growth, changes in the services, etc.). Consider the following in your response:
a. Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.
b. What specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
c. What long-term impact would you like your service area to have on the College and the community?
d. What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?
In the next 3 years we need our data centers made more secure by limiting access to only those who need to access to them via keycard access and having our primary data center segregated from our Publications area to make it a true data center.

Information Technology is central to all items and areas on campus. We strive to continue in the direction that we are heading in collaboration with the campus on new products and services. We are looking to move more items to the cloud to provide more and easier access to products and services while also increasing security and protection.

With the new Manager, Information Technology Security position, we will be able to look at the overall security of the campus systems, policies, procedures and best practices. This will enable us to implement more secure systems and train our users to identify issues. With the help of this new position, we will also be able to implement regular patching of our systems which will keep the campus safer and be more secure in general.

We work closely with many of the Community Colleges in the state to collaborate on projects and new ideas. This allows us to pool our staff and be able to help each other through issues. We have been able to implement new products and make existing products more secure with their help.

Section 5: Non-Instructional Three-Year Action Plan (Goals, AUOs, Objectives, Action Plans, and Resource Requests)

A. Non-Instructional Area Goals, AUOs, Objectives, and Action Plans : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

College Goal Alignment	Goals	AUO(s)	Objectives	Target Cycle Year for Assessment	Responsible Person(s)	Method of Assessment	Action Steps
Goal E	Provide up-to-date computers and digital infrastructure. Maintain an effective server and network environment.	1. Staff will have up to date computers to perform their work in a secure manor. 2. Students will have up to date computers to perform their class work in a secure manor. 3. The campus will have up to date servers and network devices that meet the needs of the campus in a secure manor. 4. Faculty and students will have the most up to date classrooms that allow for the best teaching environment. 5. Campus Police will have up to date security cameras to monitor the campus for safety.	1. Replace staff computers on a five-year cycle, with assessment of completion every academic calendar year. 2. Replace student lab computers on a five-year cycle, with assessment of completion every academic calendar year. 3. Replace old server/network infrastructure. 4. Add, replace or convert to HyFlex audio visual equipment in classrooms. 5.Replace old Security Cameras. 6. Provide campus network resources 24/7 with no down time 7. Maintain an effective server and network environment and continue expansion of secondary data center.	Annually	Director, Information Technology: Patrick O'Donnell Manager, Information Technology: Javier Banuelos Database Administrators: Maria Mendez, Mike Salazar Network Administrator: Marc Maruzzo	1. Percentage of staff computers replaced on the five-year cycle. 2. Percentage of student lab computers replaced on the five-year cycle. 3. Percentage of servers/network devices replaced from the identified list. 4. Percentage of rooms that were replaced or upgraded during the fiscal year that were identified. 5. Percentage of old security cameras replaced during the fiscal year that were identified.	1. Create list of staff computers on a five-year cycle. 2. Create list of student lab computers on a five-year cycle. 3. Create list of old server/network equipment. 4. Create list of classrooms that need Audio Visual equipment replaced or upgraded. 5. Create list of old security cameras 6. Replace Staff computers 7. Replace student lab computers 8. Replace old server/network infrastructure. 9. Add, replace or convert to HyFlex audio visual equipment in classrooms. 10.Replace old Security Cameras.
Goal A, D, E	IT will ensure that all State and Federal reporting is submitted timely and accurately reflects Cerritos College.	1. All campus date will be reported on time. 2. All reported data is included and accurate.	1. Submit all mandated reports on time. 2. All submitted data is included and accurate.	Annually	Director, Information Technology: Patrick O'Donnell Senior Applications Analyst: Mauricio Pedroza	1. Percentage of reports submitted on time. 2. Percentage of submitted data that is complete and accurate.	1. Identify all reporting deadlines. 2. Gather all data that is needed from outside sources. 3. Create reports. 4. Identify errors 5. Fix errors or report to others what date is missing or needs to be updated. 6. Submit data. 7. Work with campus to validate data. 8. Resubmit if needed to fix or add missing data. 9. Work with campus to validate data after resubmission.
Goal E	Implement Phase I of Information Technology Master Plan.	1. The campus will have the best possible systems and resources.	1. Complete items that are on the IT Master Plan.	Annually	Director, Information Technology: Patrick O'Donnell	Number of items completed from the list.	

College Goal Alignment	Goals	AUO(s)	Objectives	Target Cycle Year for Assessment	Responsible Person(s)	Method of Assessment	Action Steps
Goal D, E	Decrease time required to respond to help desk tickets from prior year. Decrease time required to respond to help desk tickets from prior year. Continue to be proactive on upgrading classroom technology.	1. Staff helpdesk requests will be taken care of as quickly as possible. 2. Get users back to work quickly.	1. Provide quality helpdesk support in a timely manor. 2. Users will be back working quickly.	Annually	Manager, Information Technology: Javier Banuelos Senior Technical Support Specialists Multimedia Specialists	1. Percentage of helpdesk tickets closed during the fiscal year. 2. Average amount time it takes to close helpdesk tickets. 3. Review of user surveys	
Goal A, D, F	Complete all 508 compliance assessments in a timely manner.	1. The campus will have software that is accessible or has an EEAAP (Equally Effective Alternative Action Plan). 2. Software that is not accessible will not be purchased.	1. Review all software and ICT for accessibility 2. Create EEAAP for items that are not fully compatible 3. Identify software that is not accessible and deny the purchase	Annually	Director, Information Technology: Patrick O'Donnell Senior Accessibility Specialist: Tim Kyllingstad	1. Percentage of reviews completed during the fiscal year. 2. Average amount time it takes to review software compared to previous years. 3. Percentage of EEAAPs that are created. 4. Average amount days it takes to create EEAAPs compared to previous years.	1. Review software or ICT once helpdesk ticket is submitted. 2. Send review to 508 Committee for review. 3. 508 committee makes recommendation on approval or not. 4. Committee sends their decision. 5. EEAAP is created with user if needed. 6. Purchase is approved to move forward.

B. Non-Instructional Area Resource Requests : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

Priority Ranking	Resource Request	Estimated Cost	Occurrence	Resource Type	Funding Source	Goal(s)/AUO(s)	College Goal	Justification
1	Funding for staff computer replacements	$250.000	One-time	Technology and Software	General Funds (Program 100)	Goal 1. Objective 1	Goal E	Replace staff computers on a five-year cycle, with assessment of completion every academic calendar year. After 5 years computers start to fail and run slow. This will make users more productive. Replace 250 staff computer with either desktop or laptop computers.

Priority Ranking	Resource Request	Estimated Cost	Occurrence	Resource Type	Funding Source	Goal(s)/AUO(s)	College Goal	Justification
1	Funding for student lab computer replacements	$360,000	One-time	Technology and Software	Vintage	Goal 1. Objective 2	Goal E	eplace student lab computers on a five-year cycle, with assessment of completion every academic calendar year. After 5 years computers start to fail and run slow. This will make students more productive.
1	Funding for server/network infrastructure	$300,000	One-time	Technology and Software	General Funds (Program 100)	Goal 1. Objective 3	Goal E	Replace old server/network infrastructure. By replacing aging servers and network infrastructure we can provide better and faster access to the campus resources.
1	Funding to add, replace or upgrade to HyFlex audio visual equipment in classrooms	$250,000	One-time	Technology and Software	Vintage	Goal 1. Objective 4	Goal E	Add, replace or upgrade to HyFlex audio visual equipment in classrooms. By keeping or adding audio visual equipment in classrooms provides faculty with the classroom tools that they need to better student success.
1	Funding for Security Camera Replacement.	$50,000	One-time	Technology and Software	General Funds (Program 100)	Goal 1. Objective 5	Goal E	Replacement of aging security cameras on campus as well as replacing cameras that are no longer supported by the vendor.
1	Funding to Implement Phase I of Information Technology Master Plan.	$500,000	One-time	Technology and Software	General Funds (Program 100)	Goal 1. Objective 6	Goal E	Funding for Phase 1 of Information Technology Master Plan. The implementation of the IT Master plan touches all areas on campus and will have the campus stay current.

Priority Ranking	Resource Request	Estimated Cost	Occurrence	Resource Type	Funding Source	Goal(s)/AUO(s)	College Goal	Justification
1	Funding to continue to optimize and implement changes and fixes to PeopleSoft system.	$500,000	One-time	Technology and Software	General Funds (Program 100)	Goal 1. Objective 7	Goal E	Continue to optimize, implement changes and fixes to PeopleSoft system. Continue the work on PeopleSoft to keep the optimizing system.
1	Funding to cover the increase in the PeopleSoft Annual Maintenance.	$34,000	Recuring expense	Technology and Software	General Funds (Program 100)	Goal 1. Objective 7	Goal E	Funding to cover the increase in PeopleSoft software maintenance that is required for our PeopleSoft systems.

Section 6: Non-Instructional Area Program Review Process Reflection

Non-Instructional Program Review Reflection : Version by **ODonnell, Patrick** on **02/16/2024 00:27**

1. In what capacity were your area staff, faculty, management, and/or constituents involved in the program review process?
The items that are covered in this program review are core to the Information Technology department and all the services that we offer. Most of the items are discussed at our department meetings and area meetings. Many items are brought forward through Teams chats with staff members who bring items to our attention. We have many replacement plans that we implement each year. Our Database Administrators bring forward items that are needed for our PeopleSoft systems this allows us to schedule and our planning. The Director and IT Manager meet daily to discuss projects that are going on and any items that we need to plan for in the future. Helpdesk tickets also help identify any problem areas and new technology needs that maybe forthcoming. Projects, issues, priorities and future planning are part of weekly meetings with Executive Vice President Lopez who provides guidance on future and current items for Information Technology. We collaborated with IERP to review our program and obtained useful feedback.

2. How did you ensure all members of your area were involved in the outcome assessment discussions, evaluation of area data, and contributed to the area goals, AUOs, objectives, and action plan discussions and development?
These items are discussed at our department meetings and in each area meetings. These discussions include current and pending project in the department and feedback is always welcome.. We rely on our staff to bring items forward as well as bring new ideas on how to continue to improve our services.