

PROGRAM REVIEW REPORT

Name of Program: Information Technology

Division/Operational Area:

Contact Person: Kathleen Bennett

Submission Date: September, 2006

Porterville College Mission Statement:

Students are our focus at Porterville College. We are committed to providing an excellent educational experience to our diverse community in an environment that fosters student learning and success. In promoting a student-centered learning environment, we commit ourselves to innovation, respect, collaboration, collegiality and participatory governance.

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, classified staff and administration and promotes a student-centered learning environment.

Program Student Learning Outcomes:

To be determined.

Analysis of Current Performance:

(Using data elements provided by the Office of Institutional Research and/or other information provided by the program.)

The IT team of Porterville College supports and maintains a variety of IT equipment on the campus. They also maintain connectivity with the WAN (Wide-area Network). They provide a full spectrum of IT services from the end user's workstation to the Internet. In addition to maintaining computers, they furnish support for a variety of printers, scanners, and other hardware and software.

At Porterville College, students are our focus. In that regard, the PC IT team collaborates district-wide with other IT professionals to provide the best possible learning environment with the most advanced technology available. They contribute to all aspects of instruction and student services by maintaining the technology involved in those enterprises. Additionally, they ensure that students have access to reliable computers and peripheral equipment in student computer labs.

The IT team provides desktop support for hardware and software via telephone and in person. They handle hardware repairs for computers and, when possible, for peripheral devices. In addition, the team provides some training for end-users on an individual basis as needed.

The timely maintenance of equipment from the end-user's computer to the Internet and quick response time for repairs ensures that IT disruption to Porterville College is minimized. The goal of IT is to meet technology needs as quickly and effectively as possible.

The IT team works directly with students by creating login accounts and verifying network space for those accounts. In addition, the team maintains approximately 300 machines for student use, including those in computer labs, classrooms, and the library.

PROGRAM REVIEW REPORT

Name of Program: Information Technology

Division/Operational Area:

Contact Person: Kathleen Bennett

Submission Date: September, 2006

The IT team supports all staff, faculty, and administrative services to Porterville College, including student services and business services. There is not an area on campus that does not depend upon IT to some degree. This team keeps critical campus IT operations running.

Program Strengths and Areas for Improvement:

(Based on the information above and history since previous review, describe the program's strengths, areas that need improvement, and strategies and actions to make those improvements.)

Strengths:

The IT team serves all aspects of the campus. They maintain 491 computers, 127 printers, and 15 servers as well as support for all administrators, 79 full time faculty, 75 classified staff, and nearly 4,000 students. The team handles 100-150 service requests each month.

The current IT team has a combined experience of 50 years of service in IT. They have been described by Eddie Alvarado (LSC Assistant Director, Information Technology) as the best-working team in the District. They work as a dedicated team with complete cross-training. They all have a strong desire to improve their expertise and service as much as possible. They feel that their communication skills are strong, as evidenced by the many committees they serve on: District Wide IT Committee (DWITC); the IT Committee; Network Managers Committee (subcommittee of DWITC); Campus Learning Council; President's Cabinet; Facilities Planning and Advisory Committee; LMC Remodel Committee; Budget Reduction Task Force; and the Banner Subcommittee.

Areas for Improvement:

The IT team members recognize that they need regular training to stay on top of the rapid changes in technology. In the past, training has not been provided on a regular or practical basis. Going forward, the team has identified strategic training sessions, workshops, and conferences that will contribute to their technical expertise as well as provide them with information about technology of the future.

As the campus grows and IT needs increase, the IT team recognizes the need for good time-management skills. They are working with their Dean to develop strategies to handle the range of campus IT needs. Good relationships with faculty and staff are high priorities with the team, and they all work to maintain positive working relationships campus-wide.

PROGRAM REVIEW REPORT

Name of Program: Information Technology

Division/Operational Area:

Contact Person: Kathleen Bennett

Submission Date: September, 2006

Goals (This section is for you to report on progress on previously established goals and listing of new goals. If your program is addressing more than 2 goals, please duplicate this page)

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
1. Secure wireless network to meet District standards	Fall 2006	time	

Progress on Goal:

___ Completed (Date)

___ Revised (Date)

Comments:

This is a large project that will take planning and organization. The IT staff will develop a plan to move steadily toward completion by December, 2006.

Goal(s)	Timetable for Completion	Needed resources	Obstacles to completion (if any)
2. Implementing PC replacement schedule for all campus computers	Ongoing	funding	

Progress on Goal:

___ Completed (Date)

___ Revised (Date)

Implementing a PC replacement schedule would ensure that campus computers remain under warranty and unexpected crises do not occur. This requires adequate IT budget allocation.

PROGRAM REVIEW REPORT

Name of Program: Information Technology

Division/Operational Area:

Contact Person: Kathleen Bennett

Submission Date: September, 2006

STAFFING REQUEST

<u>Staff Resources:</u>				
<u>Current Staffing Levels</u>				
<u>Full-time Staff (FTE)</u>		<u>Part-time Staff (FTE)</u>		
Faculty		Faculty		
Temporary		Temporary		
Classified	3	Classified		
Management		Management		
<p><u>Request for New/Replacement Staff</u> Use one line for each position requested. Justify each position in the space below.</p>				
	Title of Position	Classification <small>(Faculty, Classified, or Management)</small>	Full or Part Time	New or Replacement
Position 1	IT Administrative Manager	Management	Full time	New
Position 2	IT help desk	Classified	Full time	New
Position 3	Webmaster	Classified	Full time	Increased %
<p>Justification: (Address each position requested)</p> <p>Position 1: Porterville College does not have an IT Administrative Manager. At the present time, PC IT reports to a dean who has no IT background. This person represents PC on District committees where critical IT issues are discussed and decisions are made. Under the current structure, PC is not adequately represented District-wide, and there is a lack of vision and leadership on the campus.</p> <p>Position 2: IT requests would be handled more efficiently and effectively if a full time person was available to answer phones in the IT area and log tech requests. A well-trained help desk person could assist faculty and staff with troubleshooting and could reduce the number of calls each tech makes. This person would increase the productivity of the IT area without hiring an additional tech.</p> <p>Position 3: The PC website is an increasing important source of information for those on campus and in the community. Because the volume of changing information is growing rapidly, there is need for a full time webmaster to coordinate all web materials and monitor ADA compliance with content on the site and on links. At this time, the webmaster is a split position with graphics designer. The graphics design requests take a significant amount of time, and that interferes with this person's ability to handle web responsibilities.</p>				

PROGRAM REVIEW REPORT

Name of Program: Information Technology

Division/Operational Area:

Contact Person: Kathleen Bennett

Submission Date: September, 2006

BUDGET REQUEST

	Current Budget	Amount of Increase	Revised Total
2000 (Student)	N/A	N/A	N/A
4000	1,474	19,526	21,000
5000	35,509	1,106	36,615
Other 6412	5447.60	1296.19	199,500
6412FA	13,703.81	194,052.40	15,000

Justification:

\$27,615 (5685) Service Contract - Extreme service contract for the backbone of the network. This fee must be paid or the campus will run into major problems.

\$20,000 (4313) Supplies & Materials - Technology services needs many supplies and materials to operate efficiently such as, hubs, switches, patch cables, software, and tools.

\$2,500 (4313, 5685) Web Coordinator – Software, supplies, materials, camera, and web design machine backup system.

\$10,000 Software Upgrade and Replacement - Many specialized software packages are being used on the campus with little or no funds to support future upgrades. This money would allow us to upgrade these packages on a regular basis.

\$15,000 (6412 FA) Server Upgrade - This will give us the capability to either upgrade or replace campus servers when needed. This amount will allow for one or two each year.

\$15,000 (6412) Back-up System - As the campus network grows so should the backup system to support its needs. This will allow us to upgrade the backup system on an annual basis and keep up with the current growth rate.

\$7,500 (5650) Training - The techs on the campus are very capable of doing their jobs, but with the proper training some jobs could be completed quicker and more efficiently.

\$97,615 Total IT operational equipment budget.

\$184,500 (6412 FA) Campus wide equipment replacement.
Porterville College currently has 491 systems in operation. Each new machine purchased falls under a four-year service contract. $491 / 4 = 123$ systems per year must be replaced. $123 \times 1500 = \$184,500$.

\$282,115 TOTAL BUDGET