SAN DIEGO MESA COLLEGE

# Program Review

Summary and Reflections with Unit Goals, Action Plans, and Updates

## Administrative Services - College Technology Services

## Executive Summary

**Describe the successes and challenges your unit has faced since the last comprehensive review.**
Successes – Non-discretionary obligations for setups, modifications and software services were met for instructional requests. AV support for planned events and special occasions occurred on time.
Challenges - Staffing shortages hindered the completion of many discretionary projects. Academic computing and Planning/AV groups have several stalled projects that are awaiting manpower allocations; as unplanned work continues to happen, other planned projects are delayed.

**If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those changes since the last comprehensive review.**
Major service changes have occurred in the areas of equipment modernization and sustained maintenance. Although these are not entirely new since the last review, some aspects such as supporting LR laptop services, AV support and accessory upgrades.

**If applicable, describe the impact of any new resources (human, fiscal, etc) on the unit and/or action plan implementation.**
No impact of new resources.

**If you assess OUTCOMES, please confirm that the outcomes have been reviewed for accuracy. If you do not assess Outcomes, skip this question.**

**Related Documents for Charts and Graphs**

**Executive Summary Complete**
Yes

## Data Reflection

**Trends observed in program/service area's data.**
Trends are observed in three areas:
1. Trouble tickets for failed equipment: a significant spike has been realized during the fall term. As of this date, 214 trouble tickets have been logged with a continuous number (approximately 20) remaining open.
2. Planned workload has significantly risen making this a busier than usual term for technical support.
3. AV events has increased moderately this term with students returning to campus.

**Describe any equity gaps in the data. Are there differences and/or patterns observed by demographics (e.g.race/ethnicity, gender, age, etc.)**
Although we have no accurate data for those students checking out equipment, we do realize the ‘digital divide’ affects citizens of all ages and backgrounds, but mostly those of lower income. Within the college environment, some students lack exposure and resources for computing applications – thus necessitating college sponsored laptop checkouts and classroom technologies.

**Related Documents for Charts and Graphs**

**Describe the discussion(s) that took place about the unit's learning outcomes assessment data.**
Discussions are continual and mostly informal and in team meetings as to the issue of reliability and AV support. The most persisting and overwhelming comments are that of support – or the lack thereof – and the need for additional technical support.

**Data Reflection Complete**
Yes

## Practice Reflection

**Describe current practices your program/service area has engaged in that you believe impact the above data trends and equity gaps.**
The primary practice we have adopted is to make our services known and accessible to all users of our equipment.

**What other factors (internal or external) might also impact the above data trends and equity gaps?**
We are currently a number of man-months of work outstanding due to retirements and promotions in the group. This means we have a large quantity of work that will not be completed in a timely manner.

**Related Documents for Charts and Graphs**

**Practice Reflection Complete**
Yes

## Mid-Cycle Updates

**YEAR 2 Updates (2023 - 2024)**
**Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 2.**
2023-2024: no updates

**Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 2.**
2023-2024: no updates

**Review Outcomes Report. Review the unit's outcomes assessment process for 2022 - 2023. Discuss connections to unit goals/action plans/resource requests.**

**Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 2.**
2023-2024: no updates

**YEAR 3 Updates (2024 - 2025)**
**Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 3.**
Update: One AV technician and one Computer technician have been hired. At this time we will conduct re-assessment of labor needs. However, a recurring issue with non-standard start times for AV needs continues.

**Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 3.**
we have been averaging nearly 75 trouble calls per month (weighted) at the peak, which is about the same that we have been seeing term over term. This past season there was an urgent need from the District IT department to help students and employees with their multi-factor authentication for enterprise systems (such as Canvas, email , etc). The College Tech department had to divide human resources from normal computing/Print-mail tasks to help desk resolution. The College recognizes the importance of the assistance, but some normal college tech department tasks were delayed.

**Review Outcomes Report. Review the unit's outcomes assessment process for 2023 - 2024. Discuss connections to unit goals/action plans/resource requests.**
n/a

**Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 3.**
internal/external factors that have changed are those of outstanding work - a number of man-months of work remains outstanding, though the hiring of two technicians and one NANCE employee has alleviated some of the burden. Much of the work that has yet to be completed are in the areas of inventory management, material(s) obsolescence, Computing refresh, network topology mapping and server domain maintenance. in fact, as of this writing, server maintenance has elevated to non-discretionary status.

**YEAR 4 Updates (2025 - 2026)**
**Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 4.**
Update: Two part time (NANCe) employees were brought on board to help out and then three technicians were hired to assist the efforts of the department. A deficit for computing remains as workload to available resources imbalance remains.

## Summary and Reflection

**Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 4.**
trouble tickets (mostly instructional) continues at the near-rate of year 3, though multi-factor student issues has shifted to the Student Services division. Work outstanding for inventory, refresh, topology and other related projects are ongoing. The volume of work was nearly the same as in the prior year (increase by 9 projects).

**Review Outcomes Report. Review the unit's outcomes assessment process for 2024 - 2025. Discuss connections to unit goals/action plans/resource requests.**
Not applicable

**Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 4.**
the addition of three technicians in the academic computing group during the fourth quarter of 2025 will certainly alleviate the imbalance of workload-to-available resources.

**YEAR 5 Updates (2026 - 2027)**
**Provide any edits or updates to the prompts originally documented in the Executive Summary section for Year 5.**

**Provide any edits or updates to the prompts originally documented in the Data Reflection section for Year 5.**

**Review Outcomes Report. Review the unit's outcomes assessment process for 2025 - 2026. Discuss connections to unit goals/action plans/resource requests.**
**Provide any edits or updates to the prompts originally documented in the Practice Reflection section for Year 5.**

# Unit Goals, Action Plans, and Updates

## Technical Support for Audio Visual and Computational Systems

**Unit Goal**: Will provide technical support for Audio Visual and Computational systems for students, faculty and staff.

**Goal Status**: Active

**Beginning Year**: 2022 - 2023

**Projected Completion Year**: 2025 - 2026

**Mapping**
Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Community - Objective 1:** Use technology to improve communication and accessibility across campus. (✓)
- **Stewardship - Objective 6:** Develop a proactive hiring plan that includes a review of advertising, screening, and interviewing with a goal of establishing a diverse and competent workforce that is reflective of the student population and the local community (✓)

| Action Plans | Updates |
|---|---|
| **Action Plan Status:** Active<br>**Action Plan:** Provide immediate service and, if possible, corrective action for classroom needs.<br><br>**Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023 | **Submission Date**: 12/01/2025<br>**Action Plan Update**: Technical support for Audio Visual and Computational systems for students, faculty and staff: goals are realized for computing support as all requests for software modifications, hardware relocations, new hardware placements have occurred. Although support has been provided to AV systems and setups, the pressure to allocate human resource coverage has been challenging in some cases. One ILT-Media technicians was recently promoted and this a vacancy now exists. The AV group has, in the past number of months, been more in demand due to increased employee extra-curricular dealings. Many of these support requests arrive in queue within days of the actual need, which sometimes causes service disruptions.<br>**Update Year**: 2025 - 2026<br>**Action Plan Progress**: Barriers Encountered |
| | **Submission Date**: 11/27/2024<br>**Action Plan Update**: Will provide technical support for Audio Visual and Computational systems for students, faculty and staff: goals are realized for computing support as all requests for software modifications, hardware relocations, new hardware placements have occurred. Although support has been provided to AV systems and setups, the pressure to allocate human resource coverage has been challenging in some cases. We recently hired a ILT-Media production personnel and this has helped. The AV group has, in the past number of months, been more in demand due to increased employee extra-curricular dealings. Many of these support requests arrive in queue within days of the actual need, which sometimes causes service disruptions.<br>**Update Year**: 2023 - 2024 |

# Unit Goals, Action Plans, and Updates

| Action Plans | Updates |
|---|---|
| | **Action Plan Progress**: On Track |
| **Action Plan Status:** Active<br>**Action Plan:** Coordinate root-cause fixes for chronic equipment failures.<br>**Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023 | **Submission Date**: 11/27/2024<br>**Action Plan Update**: root cause for many AV failures has been traced to the failure of the Switch. The switch is integral to the I/O of classroom technology and is critical to system operation. Due to manufacturer's proprietary design and repair capability, the switch can only be corrected in their repair station and not under local means. At this time we a have a few spares in our inventory and this should suffice for the short term.<br><br>With respect to computing failures, most failures related to classroom PCs have been traced to image development and lack of product testing. Field failures has decreased significantly as the result of standardized image development as well as better testing; most notable improvements have been seen in the library laptops as a one-stop image has been deployed for library personnel.<br>**Update Year**: 2023 - 2024<br>**Action Plan Progress**: On Track |

## Access to Reliable Academic Computing Services and Systems

**Unit Goal**: The Technology Services group will ensure students, faculty and staff have access to reliable academic computing services and systems.

**Goal Status**: Active

**Beginning Year**: 2022 - 2023

**Projected Completion Year**: 2025 - 2026

**Mapping**
Mesa College Strategic Plan: Roadmap to Mesa2030:

- **Completion - Objective 4:** Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity (✓)

| Action Plans | Updates |
|---|---|
| **Action Plan Status:** Active | **Submission Date**: 12/01/2025 |

# Unit Goals, Action Plans, and Updates

| Action Plans | Updates |
| --- | --- |
| **Action Plan:** 1. Ensure equipment is operational upon start of new terms.<br>2. Provide check-out computing to students.<br><br>**Action Plan Cycle:** 2025 - 2026, 2024 - 2025, 2023 - 2024, 2022 - 2023 | **Action Plan Update**: Numerous upgrades to classrooms, infrastructure have occurred. Unfortunately, some classrooms and meeting spaces have seen their Extron AV equipment fail and spare parts were not available thus necessitating outside repair.<br>**Update Year**: 2025 - 2026<br>**Action Plan Progress**: On Track<br><br>**Submission Date**: 11/27/2024<br>**Action Plan Update**: laptops for students have been completed for library lending: students can check out units, have them returned to the library when completed - then the library personnel are able to update the units with a self-service program that was developed by the Tech services department. Although this goal can be considered 'complete,' we want to establish more time on this new library deployment.<br>**Update Year**: 2023 - 2024<br>**Action Plan Progress**: On Track |