Administrative Services Program Review 2018/19 (Comprehensive)

College Technology Services

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General Information (Administrative Services Program Review 2018/19 (Comprehensive))

2018/19 Administrative Services Program Review

Program Review Data and Resources

Submission Information (REQUIRED)

- Name of Lead Writer: David Fierro
- Name of Liaison: Pablo Vela
- Name of Manager/Service Area Supervisor: Lorenze Legaspi

Faculty/staff (REQUIRED)

- Number of Full-Time Classified Professionals: 11
- Number of Part-Time Classified Professionals: 0
- Number of NANCE: 1
- Number of Students: 0

Service Area Mission (REQUIRED)

a. Service Area Mission: The Mission of College Technology Services is to provide students access to a learning environment with computational and audio/visual equipment having definition commensurate with the educational need

b. How does your service area mission support the mission of the College? The Department provides students access to a computing and audio/visual infrastructure in an equitable manner thus enabling them to achieve their learning objectives - thereby allowing them to reach their educational goals.

Service Area Overview (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Overview Section (See appendix)

Outcomes and Assessment (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section (See appendix)

Service Area Analysis (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Program Analysis Section (See appendix)

Form: "2018/19 Comprehensive Program Review Administrative Services Program Overview Section"

Created with : Taskstream
Participating Area: College Technology Services

(REQUIRED) Service Area Name

College Technology Services

(REQUIRED) Service Area Strengths

Discuss strengths of the service area.

1. Can-do attitude of team members

2. Collective technical knowledge base

3. Availability of Technical staff

4. Staff is highly resourceful

(REQUIRED) Service Area Challenges

Discuss challenges to the service area.

Service Area Challenges

1. Training seems to be an ongoing challenge as it is difficult to have all the staff versed on all the numerous systems and equipment.

2. Spare parts are absent for the more expensive units

3. Work volume during inter sessions can be overwhelming due to access to classrooms and laboratories.

4. Converse to the preceding challenge, work during the semester can sometimes be sparse; keeping all members busy with meaningful work can sometimes be difficult.

(REQUIRED) External Influences

Discuss external influences (Collegewide and beyond).

External Influences:

1. College requests for services and materials - especially last minute requests

2. Student requirements for computing equipment evolve rapidly

3. General college schedules with respect to modification projects: synchronization of instructional terms and room availability

4. Access and Availability to third part vendors

(REQUIRED) Areas of Focus

Describe one or more areas that your department is focusing on. You will refer to this response in the Program Analysis Section.

1. Establish IT planning cycle so as to avoid high volume modification projects during college inter sessions

2. Build a well-stocked spare parts inventory

3. Provide training for IT personnel

4. Develop equipment obsolescence schedule

Form: "2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section"

Created with : Taskstream
Participating Area: College Technology Services

(REQUIRED) Service Area Name

College Technology Services

(REQUIRED) We are halfway through our 6-year cycle. Is your area on target to complete assessment by Spring 2022? Please attach your schedule for assessment, with explanations as needed.

Refer back to Direction #3 on how to attach documents.

yes, we are on target to make assessments. Assessments made this past year are the same throughout the entire cycle:

1. Repairs made to instructional technology infrastructure

2. Instructional technology updates

3. Audio-Visual support provided

Schedule:

Academic year 2018-2019: Data collection and evaluation

Academic year 2019-2020: Data collection and evaluation

Academic year 2020-2021: Data collection and evaluation

Academic year 2021-2022: Data collection and evaluation

(REQUIRED) Please list your AUOs.

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

2. The Technology Services group will provide technical support for Audio Visual and Computational systems for students, faculty and staff.

(REQUIRED) What have your completed assessments revealed about your area?

1. Make repairs to Instructional Technology Infrastructure

The year preceding this Review revealed 1332 trouble calls on faulty systems or equipment. Assessing the data revealed numerous chronic/repeat problems as well as

common failures among related systems. The aforementioned data will help guide decision making efforts related to staffing, equipment and materials needed to support the AUOs

2. Update Instructional Technology

Assessment has shown that certain segments of the college are in need of upgrade or investments so as to support the current instruction/pedagogy. Example of these are the areas of Health Sciences, Dramatic Arts equipment introduction to the B-complex, new student printing system, LRC Computing upgrade, etc. In all, there were **140 major** projects conducted this past review cycle in supoprt of technology updates, repairs . The aforementioned data will help guide decision making efforts related to staffing, equipment and materials needed to support the AUOs

3. Provide Audio-Visual Support

Assessment of AV support showed that our method of support has improved greatly with the introduction of the new Events Planning Portal. This past year Technicians have supported **786 events** involving Audio-visual support (in the form of videography, sound setup etc). The aforementioned data will help guide decision making efforts related to staffing, equipment and materials needed to support the AUOs

(REQUIRED) If issues or problems were identified, what is your plan for implementing change?

The biggest issue we have encountered is that of unplanned work in the form of trouble tickets logged. A trouble ticket means that equipment, system, software etc deployed by the technology services group has failed and corrective action was needed.

We are currently trying to understand commonalities among tickets so that root cause fixes can happen, and thus the trouble will cease. At this time, though, our collection methods and analysis need strengthening so we can eliminate the high number of problems that are occuring through the college.

A note on the quantity of trouble calls this past cycle: in the past year we have started to track problems associated with copiers as well as the new student printing system - each of which experienced high initial start-up failures.

The overall plan for implementing change is to conduct root cause analysis thereby identifying common problems and their associated fixes.

(REQUIRED) Based on your assessments, have you identified resource needs?

- Classified Professionals

Please provide any other comments.

The plan for corrective action is to address the root cause for common problems that are occuring and to assign a fix for them. This aforementioned plan means that a staff member will have to be withdrawn from part of their normal duties and conduct root cause analysis

of technical problems - and this means they will not be available for some of their normal duties.

Form: "2018/19 Comprehensive Program Review Administrative Services Program Analysis Section"

Created with : Taskstream
Participating Area: College Technology Services

(REQUIRED) Service Area Name

College Technology Services

(REQUIRED) Given your stated area(s) of focus in Part 4, has your service area introduced new or different actions that have changed how you do your work? Please describe.

Please see synopsis provided below:

1. Establish IT planning cycle so as to avoid high volume modification projects during college inter sessions

All work has been transitioned to 'Project-based Planning' which means that manpower resources have been allocated to works tasks according to planned times and duration.

2. Build a well-stocked spare parts inventory

materials, spare parts, consumables, etc have been placed into the new inventory within the Tech Services work area. In addition, a new database of parts has been built for this new stock room.

3. Provide training for IT personnel

Training has been established in several areas that include computing and audio visual technologies. A training record has been created that tracks recency of experience, quantity and type of training for the Technologies and reprographics department.

4. Develop equipment obsolescence schedule

The Tech department has partnered with the District's Tech department to establish base-line obsolescence of computing systems as well as software upgrades for the Mesa computing environment.

(REQUIRED) How do you create an environment that fosters equity, diversity, and inclusion?

The environment is made equitable by ensuring all employees, students and community members are provided access to the same opportunities. Employees are provided opportunity to grow no matter their backgrounds; growth opportunity come through training opportunities as well as selection for job tasks according to qualification and classification.

Diversity in the environment is realized by the makeup of our team - gender, backgrounds and cultural expressions, etc. Diversity in our group is the collection of backgrounds - and

this environment fosters this goal of celebrating differences. This environment has been achieved and created by the commitment to hiring practices in our workplace.

Inclusion is one of our greatest strengths here. This is about our group feeling valued and included in what we want to do to make mesa a better place for all people. We hold regular planning meetings and team activities, celebrate birthdays, holiday meals together, etc.

(REQUIRED) Do you see trends in access to your services? What changes might you foresee in the next 2-3 years?

Access to our services means both ability to obtain and their reliability. Within the next 2-3 years we expect to realize a greater reliability of deployed systems and equipment. At this time we are coping with higher than expected rates of failure, which, in turn, reduce access to our services as the systems are removed from service until repairs can be made. Changes include a robust reliability program that utilizes modern manufacturing systems of data reduction and fault isolation.

(REQUIRED) Do you have a vision for your area's future? Do you have ideas for changes to services or procedures? Please explain.

Yes. Changes to services include the expansion of services for the college, but will necessitate a greater training effort for local staff. An example of this is the increased demand for videography - training technicians (other than the ones already versed in these skills) for this will provide more opportunity for students to view lectures made by faculty. Areas of training will include, but not limited to the following areas1:

Global Viewer, Papercut pay-for-print, multi-funtion printing, Database maintenance, System Center Configuration Management, etc.

A new area to add will be that of video editing. This area will be absorbed from Learning Resources as their editor is retiring and the equipment will be displaced to the Technologies Department. We expect the workload to be increased by at least 10 man-months.

(REQUIRED) Describe how your area interacts and collaborates with other College areas/programs and the effects of that interaction

College Technologies interacts with all members of the college. The greatest interaction comes though the setup, maintenance and product delivery to the instructional segment of the college. In addition to the instructional unit, the Technologies department interacts with Student Services (all areas) for room and event setups, videography, audio etc. Lastly, the Tech department interacts with the District Offices for major setups such as special outdoor events, Board of Trustees and VIP visits.

Service Area Goals (REQUIRED)

2018-2019 Goals for College Technology Services

Goal

Goal	Mapping
Increase audiovisual training to staff members In the next academic year, our office will increase audiovisual training to staff members in order to meet the demand of instruction and student services support.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 6.1, **Institutional Learning Outcomes 2016/17:** Information Literacy
Create an innovation and repair area Within a one year time frame, our office plans to create an innovation and repair area so that technician can return equipment back to service and experiment with educational delivery systems. This will ensure students, faculty and staff have access to reliable academic computing services and systems.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 1.3, Strategic Goal 1.6, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 6.1, **Institutional Learning Outcomes 2016/17:** Information Literacy
Investigate and document common equipment problems Within the next three to five years, our office is planning to catalog and investigate common computing and audiovisual problems. This will enhance the quality of technical support for Audio Visual and Computational systems for students, faculty and staff.	**CA- Mesa College Strategic Directions and Goals:** Strategic Goal 1.2, Strategic Goal 1.6, Strategic Goal 4.1, Strategic Goal 4.2, Strategic Goal 4.3, Strategic Goal 5.2, Strategic Goal 6.1, **Institutional Learning Outcomes 2016/17:** Information Literacy

Action Plans (REQUIRED)

Actions

2018-2019 Goals for College Technology Services

Goal

Goal: Increase audiovisual training to staff members

In the next academic year, our office will increase audiovisual training to staff members in order to meet the demand of instruction and student services support.

Action: Organize training

Describe the actions needed to achieve this objective:	Gather staff availability schedules. Set training dates. Find training facilitators. Complete training sessions.
Who will be responsible for overseeing the completion of this objective:	Supervisors: Michael Davis, Kevin Branson
Provide a timeline for the actions:	This is a one year goal.
Describe the assessment plan you will use to know if the objective was achieved and effective:	Monitoring that the training sessions are taking place and also measuring that the trained staff members have demonstrated competency.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	For this we already have the equipment on hand and the trainers are already on staff.

Goal: Create an innovation and repair area

Within a one year time frame, our office plans to create an innovation and repair area so that technician can return equipment back to service and experiment with educational delivery systems. This will ensure students, faculty and staff have access to reliable academic computing services and systems.

Action: Building the area

Describe the actions needed to achieve this objective:	There is an existing approved area to use.. Create a sequencing plan for moving equipment.
Who will be responsible for overseeing the completion of this objective:	Supervisor: Michael Davis
Provide a timeline for the actions:	This is a six month to one year plan.
Describe the assessment plan you will use to know if the objective was achieved and effective:	The area will be fully set up and functional.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Staff time for planning and executing the plan.

Goal: Investigate and document common equipment problems

Within the next three to five years, our office is planning to catalog and investigate common computing and audiovisual problems. This will enhance the quality of technical support for Audio Visual and Computational systems for students, faculty and staff.

Action: Root cause analysis

Describe the actions needed to achieve this objective:	We need to complete a data review., determine trends in common modes of failure. Conduct RRCAs for common problems.
Who will be responsible for overseeing the completion of this objective:	Entire department staff.
Provide a timeline for the actions:	Ongoing, within the next three to five years.
Describe the assessment plan you will use to know if the objective was achieved and effective:	We will evaluate whether this can reduce the number of issues reported.
List resources needed achieve this objective and associated costs (Supplies, Equipment, Computer Equipment, Travel & Conference, Software, Facilities, Classified Staff, Faculty, Other):	Staff time in research, documentation, and resolution.

Closing the Loop (REQUIRED)

Form: 2018/19 Comprehensive Program Review Administrative Services Closing the Loop (See appendix)

Form: "2018/19 Comprehensive Program Review Administrative Services Closing the Loop"

Created with : Taskstream
Participating Area: College Technology Services

(REQUIRED) Service Area Name

College Technology Services

(REQUIRED) Which one(s) of the following were received in past year?

- BARC
- IELM

(REQUIRED) How have these resources benefited your service area?

These resources have benefited our service area by increasing the communication among staff members through the purchase of walkie talkie equipment via BARC. This also increased work efficiency and returned learning environments back to service quickly.

The IELM funds were used to modernize classroom audiovisual and student computing systems.

Request Forms

- **BARC & Facilities Requests**
- **Classified Position Request**
- **Faculty Position Request**

Reviewers

Liaison's Review

Form: Administrative Unit Program Liaison's Review 2018/19 (Comprehensive)

Manager's Review

Form: Administrative Unit Program Manager's Review 2018/19 (Comprehensive)

Appendix

A. **2018/19 Comprehensive Program Review Administrative Services Program Overview Section** (Form)
B. **2018/19 Comprehensive Program Review Administrative Services Outcomes and Assessment Section** (Form)
C. **2018/19 Comprehensive Program Review Administrative Services Program Analysis Section** (Form)
D. **2018/19 Comprehensive Program Review Administrative Services Closing the Loop** (Form)