

Administrative Services Program Review 2019/20 UPDATE

College Technology Services

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General Information (Administrative Services Program Review 2019/20 UPDATE)

2019/20 Administrative Services Program Review

SUBMISSION INFORMATION AND UPDATES (REQUIRED)

Lead Writer - David Fierro

Liaison - Pablo Vela

Mnanger/Service Area Supervisor - Lorenze Legaspi

OUTCOMES AND ASSESSMENT (REQUIRED)

Form: 2019/20 Program Review Outcomes and Assessment Section (See appendix)

PROGRAM ANALYSIS FOR EQUITY AND EXCELLENCE (REQUIRED)

Form: 2019/20 Program Review Administrative Services Analysis Section (See appendix)

PROGRAM GOALS (REQUIRED)

2018-2019 Goals for College Technology Services

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.

Mapping

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.

Mapping

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.

Mapping

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 FOR GOALS (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 to 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 to 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 to achieve this objective and associated costs (Supplies,	Staff time in research, documentation, and resolution.

Equipment, Computer
Equipment, Travel &
Conference, Software,
Facilities, Classified Staff,
Faculty, Other):

GOAL STATUS REPORT (REQUIRED)

Action Statuses

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 to 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.

Status for Organize training

Current Status:

In Progress

If the Current Status was marked Completed, what

was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Continued training modules commensurate to skills updating for te technical 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 to 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.

Status for Building the area

Current Status:

Completed

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

The impact was threefold:

1. Staff have been able to return equipment back to service in an expeditious manner and also save replacement costs as numerous equipment have been saved from scrap (thus requiring replacement).
2. Staff have experimented with new products, tested new and damaged equipment and expand videography operations. This has enabled the

department to save on outsourcing costs and to expedite newer products to the instructional environment.

3. The new area has also served as a location catalog and store equipment and spare parts for the department.

If the Current Status was not marked Completed, what are the implications and next steps:

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 to 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.

Status for Root cause analysis

Current Status:

In Progress

If the Current Status was marked Completed, what was the impact of the completed objective on your program:

If the Current Status was not marked Completed, what are the implications and next steps:

Continued root-cause analysis for common failures. some issues have been identified such as training of the user base and testing of equipment prior to production release.

Request Forms

CLASSIFIED POSITION, BARC AND FACULTY POSITION REQUEST

Reviewers

LIAISON'S REVIEW

Form: Administrative Services Liaison's Review 2019/20 UPDATE

MANAGER'S REVIEW

Form: Administrative Services Manager's Review 2019/20 UPDATE

Appendix

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- A. **2019/20 Program Review Outcomes and Assessment Section** (Form)
 - B. **2019/20 Program Review Administrative Services Analysis Section** (Form)
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Form: "2019/20 Program Review Outcomes and Assessment Section"

Created with : Taskstream

Participating Area: College Technology Services

(REQUIRED) Program name

College Technology Services

(REQUIRED) Are you on target with your assessment schedule?

Yes - the assessment areas under consideration include the following:

1. Support for Instructional Technology Infrastructure
2. Instructional Technology Updates
3. Audio-Visual Support

(REQUIRED) What have your assessments revealed about your courses/programs/service area/school/division/office?

1. Make repairs to Instructional Technology Infrastructure

The year preceding this Review revealed nearly **1200** trouble calls on faulty systems or equipment. Assessing the data revealed numerous chronic/repeat problems as well as common failures among related systems.

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 - and that the Technology Services Department responded appropriately to the need. Approximately 293 projects were completed for the 2019 academic terms. Example of projects include library computing moves and upgrades; library materials scanning station; classroom moves; Design Center software upgrades; music instructional computing installation and other related projects.

3. Provide Audio-Visual Support

Assessment of AV support showed that our method of support was consistent with respect to coverage, communication and preparedness (for setups). Approximately 290 setups, arrangements and support was provided to the college by the AV team this past review cycle. There were, however, some instances where materials were unavailable, non-coverage for the request occurred.

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

With respect to the Technology infrastructure, the volume of trouble calls demonstrates the need for the user base to be trained to the extent required to match the equipment to be used. Examples of this are usage of equipment locks and component operation.

In the AV support area, lack of equipment caused some events to be turned away - mostly due to microphone and videography equipment shortages.

Please provide any other comments.

Assessment showed that the Technology department is at parity with projects requested: manpower/staffing and equipment - with the exception of the aforementioned equipment needs.

Form: "2019/20 Program Review Administrative Services Analysis Section"

Created with : Taskstream

Participating Area: College Technology Services

Administrative Service Area Name

(REQUIRED) Type your service area name.

College Technology Services

Part A: In this section, please analyze your service area in terms of its role in promoting equity and excellence as well as its contribution to the College's identity of being a Hispanic Serving Institution.

(REQUIRED) A1. How does your area help foster equity and excellence across the campus?

The Technology Services group fosters equity and excellence across the campus by delivering flawless services at the times requested. according to Mesa's Equity plan, "Our commitment to equity requires that marginalized students have access and support across all campus systems, from application to completion."

This means requests for approved services shall be provided and supported though their lifetime in a manner that is flawless: execution, performance and compatibility. With this self-imposed expectation, Mesa Technology Services exceeds the role of promoting equity and excellence.

(REQUIRED) A2. How does your area contribute to the College's identity of being an Hispanic Serving Institution (HSI)?

Mesa College's status of HSI (eligible and at least 25% of the enrolled students are Hispanic) means that the group of students identified as Hispanic are historically marginalized and thus the department endeavors to make its services accessible to these and all other students. As such, it is important that the department does its part to ensure this as well as all other marginalized groups be brought to parity with respect to available products and services that are offered from a technology point of view.

Areas of contribution include, but are not limited to, student printing delivery and support, academic computing design, delivery and support and media services setup, delivery and support. these aforementioned areas are central to the department's commitment to a student-centered equity environment. An example of this is the introduction, planning, development and delivery of 50 'loaner' laptops available to students that were placed in the library. This will enable all students to engage in online courses at home as well as having access to basic computing where they would otherwise not have access to computers.

(REQUIRED) A3. Have you made any changes to services or procedures in support of the topics discussed in A1 and A2? Explain.

yes, we have made the deployment of 50 no-cost laptops to students - available for checkout at the library.

(REQUIRED) A4. What data do you collect to inform your practices, policies, and procedures? How do you use this data? What have you learned from this data? If you don't collect any data, how can the Mesa Research Office support you in this area?

Data collection are in three major areas:

1. Computing services: Trouble calls in academic areas (that need corrective actions)
2. AV and academic computing projects that are requested and completed
3. AV service requests - videography, specialized setups, assessments to areas that affect pedagogy

Data is used to guide our work with respect to training, product reliability, vendor feedback, design of future academic setups and return on investment decisions. The data has yielded information such as training needs on the part of users, technician who do the deployments, product reliability considerations, etc

Part B: In this section, look at the area of focus you identified in last year's program review and answer the following questions.

(REQUIRED) B1. How have you developed this focus? Are you seeing any results? What are your next steps?

Area of focus was the reduction of the high number of trouble tickets that were generated (access to reliable academic computing services and systems). The number of trouble tickets has fallen by nearly 8%, which means that emphasis of training, post setup testing and other strategies appears to be working.

the other area of focus was to provide technical support for AV systems for the college. This has been realized as the volume of AV coverage has increased and support for training has been provided for self-start AV systems for the SB, BT, MC and MS complexes. in addition, the goal of creating an innovation and repair area has been realized as the location has been set up and is now functional and supports the area of AV focus.

Training for both AV techs and the college has been realized through ongoing training opportunities.