

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.

Summary and Reflection

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.

Related Documents for Charts and Graphs

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

Are there any edits or updates to the Executive Summary above?

2023-2024: no updates

Are there any edits or updates to the Data Reflection above?

2023-2024: no updates

Are there any edits or updates to the Practice Reflection above?

2023-2024: no updates

Summary and Reflection

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: 2026 - 2027

Mapping

Mesa College Strategic Plan: Roadmap to Mesa2030: (X - Highlight the X to Align)

- Community - Objective 1: X
- Stewardship - Objective 6: X

| Action Plans | Action Plan Update |
|--|--------------------|
| <p>Action Plan Status: Active</p> <p>Action Plan: 1. Provide immediate service and, if possible, corrective action for classroom needs. 2. Coordinate root-cause fixes for chronic equipment failures.</p> <p>Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026</p> | |

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: (X - Highlight the X to Align)

- Completion - Objective 4: X

| Action Plans | Action Plan Update |
|---|--------------------|
| <p>Action Plan Status: Active</p> <p>Action Plan: 1. Ensure equipment is operational upon start of new terms. 2. Provide check-out computing to students.</p> | |

Summary and Reflection

| Action Plans | Action Plan Update |
|--|---------------------------|
| Action Plan Cycle: 2022 - 2023, 2023 - 2024, 2024 - 2025, 2025 - 2026 | |