Program Review - 2015-2016

Information Technology

Module:	Department Purpose
Question:	Describe the purpose of the Discipline/Program/Service.
Answer:	IT department plans, designs, implements, and coordinates a variety of information technologies to meet the needs of the college. The department is responsible for daily operations of computer usage at the campus. It also maintains and oversees telecommunication systems and performs systems modifications as needed. The Information Systems Department is also responsible for the Administrative Information System and web portal, college email systems, college-owned computer hardware, Wireless network, software installation and licensing, the telephone system and the major backup system. Additionally, the department provides Support Desk functions for these systems.
Question:	Describe how the stated purpose aligns with the college mission statement.
Answer:	The Office of Information Technology facilitates the College mission as it applies to management, teaching, learning, and community services through the use of technological resources. Info Tech supports the College's programs for instruction, administration, student services, and research. In pursuit of this mission, Info Tech: provides electronic access to information provides a robust, reliable, and secure information technology infrastructure to the College community supports the use of information technology to enable academic innovation in teaching and learning promotes and develops partnerships to empower campus-wide use of technology promotes a high level of employee dedication to provide professional customer service and satisfaction

Module:	Enrollment Trends.
Question:	Describe the trends in Enrollment and FTES. Given the data, what are the implications for your program/ service?
Answer:	High demand of technology usage , new technology and additional new building, Faculty , Staff offices, and classroom with the bond construction program has resulted in the more need to add significant numbers of additional personnel in different area in the technology department.

Module:	Students and Student Success.
Question:	Based on the demographic trends in enrollment, what are the implications for your Program/ Service?
Answer:	There have been no implications related to demographic trends or changes.
Question:	Given the data, describe the trends in Success Rates and Retention Rates. What are the implications for the Program / Service?
Answer:	Increased enrollment and focus on student success may drive demand for upgraded Campus technology such as AV equipment, Wifi Technology and Computer Equipment..etc..

Question:	Given the data, describe the trends in Degrees and Certificates awarded. What are the implications for your Program/ Service?
Answer:	N/A

Module: Staffing Trends

Question:	Describe the trends in FTEF. What are the implications for your program?
Answer:	Increases in FTEF, driven in part by increased instructional offerings and district-assigned FON goals, will defintely drive demand for computers for faculty and classroom technology upgrades.
Question:	Are staffing levels adequate to fulfill the purpose of the Discipline/Program/Service? Explain.
Answer:	No. the rapid increase in new campus buildings, more out-of-date equipments , new advance web-based content management many advance technology projects, many new high-end complex hardware and technology funded by the bond construction program has resulted in the more need to add significant numbers of additional personnel. Again, it is desirable to hire more staff members for Information Technology in order to maximize technology support and services to all divisions campus-wide.
Question:	Describe the Reassigned and Release time assigned to faculty in the division. Include the faculty name, amount of release/reassigned time, length of time the assignment will last (one semester, one year, if it's renewable, etc.), and the purpose of the release/reassigned time.
Answer:	N/A

Module: Functions and Services.

Question:	List the functions and services provided by the Office / Program / Service.
Answer:	The Information Technology Department serves as the first point of contact faculty, and staff for all computing needs. The Information Technology manager works closely with Technology Committee, the faculty chair and staff managers of the college to provide services and support to accomplish the college goal. The role of the Information Technology Department is to implement policies and procedures to ensure safe, secure, and efficient data retrieval. Information Technology provides support for lab computers, distance learning computers, email, enterprise servers, faculty and staff computers, software and hardware operation, and other technological needs. The Information Technology manager is involved with District-wide Technology Council and College Technology Committee to ensure best business practices, fulfill the recommendation and monitor leading-edge technology development. Some of the functions of the Information Technology staff include: Responding to student, faculty, and staff computer issues✢ Creating and maintain email addresses; Maintain and control Email gateway; Monitoring and maintaining the most efficient network infrastructure possible; Working with District, the Academic Affairs, Administrative Services and Student Services division with many development projects such as Dynamic Web schedule, Nemo Kiosk , Document Scanner; Website, Course Syllabi ADX cms, Nettrack, Kentico CMS, Student Info System, Financial Aid Application..etc.; Academic advising; Maintains more than Virtual 40 Servers, approx. 2000 computers and 220 printers in all campus locations including all related networking, communications, and threat monitoring to insure safe access to local network storage and internet connectivity.; Manages software updates,including all operating system updates, support software updates, anti-virus updates, Administrative Information System updates, and instructional software; Complies with all software end user agreements by managing and maintaining current licensing; for all software used in every system at West LA College; Manages and maintains the VOIP phone system for West LA college; Provides "Info Tech support desk" services CMMS for employees who need assistance, with usernames/ID numbers and password resets for email and District accounts; New Technology equipment roll-out and implementation; Support various specific department application; College Security Camera; Support District-Wide Application such as DEC, Portal, Transcript Printing, Financial Aid . New coming District Student Information System. . Physical Security System. Emergency Notification System
Question:	What are the emerging trends in technology that affect the program?

Answer:	Mobile Device Diversity and Management. The Bring Your Own Device (BYOD) phenomenon is a new reality in the workplace. Info Tech is in the middle of deciding how we want to address the expectations of our students are pushing BYOD themselves, in a bid to save costs on hardware, software as well as IT supports. Provisioning for all of these devices is a major undertaking, which helps ensure secure network access for faculty/Staff, and students, even when they are using personal devices at Campus. More out-of-date equipment is growing and less college technology funding is available to replace and upgrade. Likely, Info tech depends on Special program fund or Bond fund.
Question:	Describe the technological advances that have been implemented to improve and streamline the Program/ Service.
Answer:	VMware virtual technology has been introduced to IT department few years ago. Web based Content Management system has been deployed to ease the college web supports.

Module: Survey Results

Question:	Describe the results of relevant surveys (point-of-service surveys, student surveys, staff surveys).
Answer:	In spring 2015, the survey was administered from March 9th through April 3rd with 197 people responding. The Administrative Services Division Survey results showed that 87.6% of users satisfy with IT performance. Only 12.4% respondents disagreed with the same statement. In particular, respondents have seen IT staff as responsive and customer focused however some area needed to be improved such as wire-fi technology and more campus-wide technology training.
Question:	Discuss the implications of the survey results for the program.
Answer:	The Survey results shows that the most of the college community is satisfied with the IT staff s overall response, customer service/technical skills in addressing their computer problems. The qualitative feedback will be very helpful to further enhance and improve overall IT staff response in addressing their problems in timely fashion to minimize the computer downtime. The Survey results will also provide some new ideas for improvement in operation and training of users and IT staff.

Module: Service Level Outcomes/ SAOs

Question:	Describe the program Service Level Outcomes/ SAO assessment methods and results in the prior year.
Answer:	To Constant/regular monitor of CMMS help desk ticket queue by IT supervision to ensure that customer problems are being addressed in timely manner. Random follow up from IT supervision to ensure customers were satisfied with the IT services. Constantly reminding IT staff in regular staff meetings about the importance of resolving the user▲ computer problems in professional in timely fashion.
Question:	How has dialogue regarding assessment results and improvement plans been conducted and documented?
Answer:	Educate users to log all their problems via District-wide CMS IT help Desk system to keep track of the problems. Train users on using the campus Help Desk system on college website. Provide Technology Workshops during the year. Inform and explain new coming technology for campus at technology meeting.

Module: Departmental Engagement.

Question:	What interoffice collaboration has your office/program/service been involved in during the past six years?
Answer:	- Regular Department Status Meetin Department head meets with Technology Manager for updates on current projects and events. - Monthly Meeting with College Technology Committee to discuss College technology issues, Info Tech projects, College Master Plan and many subjects related to Bond projects. - Technology Administrative Services Meetin VP of Administrative Services meet with Technology Mangers for the updates on Bond Projects, Technology projects, divisional and departmental goals - Bond Construction Discuss and establish decision making meeting w/CPM office, Facilities on technology construction projects monthly. - Join regularly with District Wide Technology Council meeting, TPPC/DTC meeting and District-wide security taskforce.

Question:	What has your department/ program done since the last review to establish connections with schools, institutions, organizations, businesses, and corporations in the community?
Answer:	Monthly District Technology Council meeting Council made up of nine (9) Information technology managers from District campus, District CIO , District Technology managers as well as college administrators, business partners reviews the campus-wide projects, plan and makes recommendations for additions, deletions, and revisions.

Module: Professional Development.

Question:	For each regular full-time person in your program, provide the committees in which each person is active, and list the 2 most significant professional development activities engaged in over the last 2 years.

1 Employee Name	2 Committees	3 Role in committees	4 First Prof Dev Activity	5 Year First PD Acitivity	
Nick Dang	College Technology Committee	Resources	Master Plan, SLO/SAO	2012	
Nick Dang	District Technology Council	CO-Chair	Student Information System	2011	

Question:	In order to keep current with new developments in your field, are there areas of unmet professional development needs among staff in this program? If yes, please describe.
Answer:	Increased budget for the department would be necessary to acquire the college-wide needed technology, such as systems for a secondary Internet connection, additional disk space storage, redundant core switches , redundant VMware system , more advanced training for IT staff and to purchase on-going software , support consultant contract (Block of Time) and equipment maintenance contracts for data, telephone, and to repair/upgrade outdated supplying necessary parts. These following advanced development training are also necessary for Info tech staff:

  Apple Technician Training
\- Wireless Network Training
  Cisco VoIP IP. |

Advance Kentico Content Manager System Training
- NEW SIS Student information System
- Physical Security Project training
- Advance VMS/EMC training

Module: Facility Planning.

Question: List and describe any current facilities challenges (e.g., location, quantity, quality) affecting your progra◯ s ability to achieve its goals and meet institutional needs.

Answer: Install a door Lock card reader in Info Tech Data Center. Build new secondary Datacenter to avoid single point of failure and maintain the business continuity

Question: Specify the division/ department's short term goals (1 year) for facilities improvement and functionality.

Answer: Working with District and CPM on Physical Security Project to improve the security of IT data Center and design the plan to build a new Data Center.

Question: Specify the division/ department's long term goals (2-6 years) for facilities improvement and functionality.

Answer: New Primary DATA CENTER should be build in next 3 years from Measure J bond project. Total Cost of Ownership (TCO) program for campus-wide technology should be developed and implemented.

Module: Completion.

Question: List the people who participated in this Program Review.

Name	Role
Nick Dang	Administrator
Larry Rowell	Staff

Question: Program Manager: Fill out your name and date of final approval, save, and submit the program review.

Answer: Nick Dang 11/03/2015