



# Non-Instructional Program Review 2015-2016

**Systems Technology Services (ACT):**

**Date: 05/20/2016**

- Program Review Non-instructional Cycle F 2015\_Systems Technology Services (ACT)

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.1 - 4.2, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

## Systems Technology Services (ACT)

### PR Section 1.0

#### Program Review Non-instructional Cycle F 2015\_Systems Technology Services (ACT)

#### 1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

#### Mission:

Fullerton College's mission statement is "We prepare students to be successful learners." The services provided by Academic Computing Technologies (ACT) align directly with this mission since technology has become a prerequisite for students to become successful learners. Whether an instructor is showing students a YouTube video during class, a student is checking their email for a homework assignment, an administrator placing a call to a peer, or even when a campus safety officer is securing a door; all activities related to technology are enabled and supported by our department.

#### Vision:

Fullerton College has a vision to create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning. Although most of the staff in our department do not interact directly with the instructional processes, we embrace this vision through teamwork, constant learning, and improving our service.

#### Core Values:

ACT aligns itself with the college's core values:

- We respect and value the diversity of our entire community, therefore we treat everyone with professionalism and dignity no matter who they are.
- We value tradition and innovation, therefore we implement applicable leading-edge technologies to help our users do their work well.
- We support the involvement of all in the decision-making process, therefore our frontline staff's opinions are always being considered and valued by our managers.
- We expect everyone to continue growing and learning, therefore we keep up with trainings to be current in our field.
- We believe in the power of the individual and the strength of the group, therefore we always collaborate with one another to solve problems.
- We expect everyone to display behavior in accordance with personal integrity and high

ethical standards, therefore we do not engage in office politics.

- We accept our responsibility for the betterment of the world around us, therefore we always look for ways to contribute our parts.
- We value and promote the wellbeing of our campus community, therefore we are very conscientious about safety, security and ethics in our work.

**College Goals:**

We enable the college to meet its goals of "promote student success", "reduce the achievement gap", and "strengthen connections with the community" by doing our job well to minimize any technical problems for the rest of the campus. For example, in order for college staff to have email communication to "strengthen connections with the community", FCNet mailboxes will need to be free of spam as much as possible. On a typical day, there are over 100,000 emails being received by our college. The users see only 4% of that traffic. We maintain a spam-filter- appliance to keep 96% of the junk from hitting your in-box. In other words, we keep the technical issues from hampering the rest of the campus, providing a solid base from which the college's goals and objectives can be met.

**PR Section 4.1 - 4.2**

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**4.1 - 4.2**

**4.1 List your SAOs and complete the expandable table below.**

	<b>Service Area Outcomes (SAOs)</b>	<b>Date Assessment Completed</b>	<b>Date(s) Data Analyzed</b>	<b>Date(s) Data Used For Improvement</b>	<b>Number of Cycles Completed</b>
1.	Provide design, implementation and support of infras tructure to support campus state-of-the-art computer and media technology	Annually		Ongoing	35 years
2.	Provide applications, services and support to assist campus departments and organizations	Weekly	Weekly	Ongoing	30 years

	in achieving their technology goals which support SLOs				
3.	Support student access by staffing and supporting open labs and classrooms	End of semester	Every semester	Following semester	35 years
4.	Provide assistance to faculty, staff and students through both a staffed help desk and a self-help portal	Weekly	Weekly	Between semester	15 years
5.	Provide telecommunication services	Ongoing	Monthly	Each semester	10 years
6.	Support and service computer and media technology equipment	Weekly	Weekly	Ongoing	35 years
7.	Provide infrastructure to support a safe campus environment with appropriate security control and monitoring	Annually	Annually	30 days	15 years

**4.2 Assessment: Complete the expandable table below.**

<b>Service Area Outcomes Assessment for the Department/Office</b>			
<b>Intended Outcomes</b>	<b>Means of Assessment &amp; Criteria for Success</b>	<b>Summary of Data Collected</b>	<b>Use of Results</b>
1. A stable, robust	Outage reports with	Data collected shows	Determined the need

network	minimum 99.99% uptime	network uptime is about 99.87% over a 12 months period.	to upgrade and replace network hardware and software
2. Complete campus wireless coverage	Wireless coverage heat map survey	Report of campus Wi-fi coverage map shows approximately 100% coverage	Upgrade hardware and software in order to eliminate wireless dead spots
3. Adequate, robust, reliable, and secure computing platforms	Documented product requirements; Operating systems should be up to date and meet application requirements	Reports indicate that the operating systems and applications are not current and need to be upgraded to meet manufacturer's requirements.  A total of 15 "out of support" server operating systems need to be upgraded	Defined a process and scheduled upgrade and migration to newer operating systems and applications
4. Faculty and students will have adequate technology for their instructional needs	Satisfactory scores on annual TechQual survey from the District	An on-line survey conducted annually by the district to all staff and students	Determine the perceived needs for wireless technology and funded the remaining buildings
5. Provide safe, reliable, efficient services for security monitoring	Daily system management, faculty and staff feedback and service requests	System scheduling & user errors, room security compromised	Determined need to minimize alarm and scheduling errors, increase response and repair time
6. Reliable voice mail; more efficient call handling and switchboard capabilities	Ease of use for both FC staff and callers. Service requests. Interviews with customers	VoIP software was upgraded with additional call handling capabilities and an updated switchboard solution	Established need to upgrade the system to provide increased reliability and required functionalities
7. Provide adequate, safe, reliable and efficient data storage	Monitor and report on availability, performance and capacity; Read/Write latency measured at less than 10ms; maintain 15% available storage	Report indicates latency on data accessing; users are requesting additional space for email, file, multimedia and web space	Determined the need to upgrade storage hardware to decrease latency and add needed storage capacity
8. Provide safe, reliable and efficient computing resources	Maintain an average CPU utilization less than 50% and an average memory utilization	Results show steady growth in campus computing resources usage due to additional devices and	Determined a need for more memory/CPU's to increase availability and performance to the campus servers

	less than 65%	services	
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## PR Section 4.3 - 4.6

### Program Review Non-instructional Cycle F 2015\_ Systems Technology Services (ACT)

#### 4.3 - 4.6

#### 4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

Using these measurement reports, we can prioritize which area of service require what level of upgrade and maintenance. For example, using the wireless usage reports, we can determine areas in the Library which were overloaded with too many users per access point and once the Library obtained funding, we purchased and deployed additional equipment to alleviate the load.

#### 4.4 What challenges remain to make your SAOs more effective?

These service measurements are collected through systems monitoring, service response times and customer feedback. Due to workloads, we often fail to communicate these measurements to our customers to manage their expectations, which results in frustration for both our customers and for us.

#### 4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>)

As previously stated, we enable the college to meet its goals of "promote student success", "reduce the achievement gap", and "strengthen connections with the community" by doing our job well to minimize any technical problems for the rest of the campus.

All of our SAOs above for a reliable, safe, robust computing platforms and network will enable faculty and staff to serve our students well.

#### 4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

Every year District IS initiated an on-line survey called TechQual to all staff and students to collect users' satisfaction in regarding to technologies, especially wireless and internet access.

#### B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

The TechQual survey measures three core commitments expected of IT organizations in higher education: 1) Faculty, students, and staff want great technology services, particularly online services; 2) they want to be able to access those services from anywhere, at any time, in a reliable and effective manner; and 3) they want consistent and timely support whenever necessary so that they can use technology as effectively as possible. Since this survey are used by many other colleges and universities, we can have a reliable baseline to compare our services against other similar institutions. Please see <https://www.techqual.org> to learn more.

#### C. How were the assessment results used to make improvements to services

**provided by this department/office? Please provide examples.**

According to the 2013 TechQual survey, there was a high level of dissatisfaction in regard to wireless availability across the District. As a result, the President's Office allocated \$450K to upgrade the network infrastructure and to equip every classroom on campus with a wireless access point. We are now 100% Wifi, except for a few "deadspots".

**PR Section 6.0 SAP w/o Resource Requests**

**Program Review Non-instructional Cycle F 2015\_Systems Technology Services (ACT)**

**Action Plans**

*SAPs* for this three-year cycle:

<b>STRATEGIC ACTION PLAN # 1</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Move all campus computers (including servers) to the current support level operating system from Microsoft (Windows 10 for desktop and 2012 for servers).
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	Desktop staff will upgrade all capable PCs to Windows 10, Network staff will upgrade all capable servers to Windows 2012 by 2018.
What <i>Measurable Outcome</i> is anticipated for this SAP?	All computers that are capable will be upgraded
What specific aspects of this SAP can be accomplished without additional financial resources?	There will be no cost for those machines that already have the hardware that can run the desired software. Those machines which are not capable will need to be upgraded. These costs will be dependent on what funds are allocated by the campus.

<b>STRATEGIC ACTION PLAN # 2</b>	
Strategic Action Plan	Continue network upgrade for inter-building fibers, end-of-life network

Name: (formerly called short-term goal)	switches, and Wifi coverage
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	By 2018, our network staff will: -Replace the 2 end of life core switches -Replace the remaining 42 end of life edge switches (we have completed 86 in the previous cycle) -Replace the Network Analysis Modules -Replace inter-building fibers -Increase inter-building networking ten-fold to 10GB -Eliminate Wifi "deadspots" -Expand Wifi coverage to the parking lot
What <i>Measurable Outcome</i> is anticipated for this SAP?	All network infrastructure will be at the same level of current industrial support
What specific aspects of this SAP can be accomplished without additional financial resources?	There is no cost for network reconfiguration programming

### STRATEGIC ACTION PLAN # 3

Strategic Action Plan Name: (formerly called short-term goal)	Expand the functionality of the TimeKeeper System
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	By 2017, development staff will: -Expand the TimeKeeper clients and import tools to allow tracking of students in non-traditional sites and environments including event tracking, mobile labs/workshops, online tutoring and outdoor facilities. -Provide mechanisms to allow the Office of Institutional Research & Planning to utilize TimeKeeper data when assisting campus programs to increase student success and reduce the achievement gap. -Improve the TimeKeeper client user interface, to be easier to use and better match campus branding.
What <i>Measurable</i>	The TimeKeeper client software will be available to use at non-

Outcome is anticipated for this SAP?	traditional sites, including sites that do not have dedicated workstations and network ports via mobile devices. TimeKeeper tools will be made available to import data collected from non-TimeKeeper sources and export data for use by OIRP
What specific aspects of this SAP can be accomplished without additional financial resources?	Basic non-mobile TimeKeeper client software and tools can be expanded without cost. Better interfaces will require purchase of Application GUI libraries. Mobile versions will require mobile devices for development, testing and deployment.

<b>STRATEGIC ACTION PLAN # 4</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Deploy collaborative messaging service for the campus
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	By 2017 network and development staff will test and configure Skype for all computers, desktop staff will deploy it in campus standard image, customer service staff will train users how to use it effectively.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Staff can collaborate with one another using Skype throughout the campus and across the district
What specific aspects of this SAP can be accomplished without additional financial resources?	Instant messaging is possible without cost. We will need to upgrade the network in order to support video and voice.

<b>STRATEGIC ACTION PLAN # 5</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Improve support services with Microsoft System Center Configuration Manager (SCCM)



List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	By 2017 network desktop staff will use SCCM to deploy anti-virus updates, system patches, computer images, as well as remote user support.
What <i>Measurable Outcome</i> is anticipated for this SAP?	All computers except MACs will be deployed and managed using SCCM.
What specific aspects of this SAP can be accomplished without additional financial resources?	In order to upgrade and use this system with the new Windows 10 platform, we would need \$10K for consulting/training.

<b>STRATEGIC ACTION PLAN # 6</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Migrating students email service to the cloud
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 1, 5
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	By 2018, network and development staff will migrate students email service to the cloud
What <i>Measurable Outcome</i> is anticipated for this SAP?	All students mailbox will reside off-premise in Office 365
What specific aspects of this SAP can be accomplished without additional financial resources?	

