The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest and authentic view of a service/office /program and to assess its strengths, opportunities, needs, and connection to the mission and goals of the college. The process is based on the premise that each area reviews assessment data and uses these data to plan for improvement. The results of these annual

B. STAFFING PROFILE

1. In the table indicate the number in terms of FTE. For instance, 1 full-time staff person is 1.0, and a half time employee is .5.

Positions	2011-12	2012-13	2013-2014
Management, Supervisors			
Classified Staff			
Classified Staff- Part-time			
Faculty Staff			

This s ection must be completed for ALL services/offices/non -instructional

		They need the software and systems required for their job to be kept up to date and enhanced when appropriate. They need someone to support them in thinking ahead of the current process or technology on how to integrate or change the process with others for better efficiency. They need not to worry about the how of technology allowing them to thing about the how and what of their jobs.
Full Time Faculty	125	Hartnell College full-time faculty face a relatively diverse population of students in terms of age and race. Class sizes are typical, but social needs are large as instructors struggle to push some ill-prepared, and economically challenged students though their first couple years of college. Instructors need technology to work in the classroom and need issues to resolved quickly when they arise. They need tools to teach students using various methods and modalities. Technology can provide many of these needs if applied correctly and supported by reliable computer systems. Modern day LMS, CMS and smart classrooms can help instructors use technology to engage students and effectively present information. Lastly, full time faculty need opportunities to be trained to develop their craft but also to come up to speed on emerging campus technology and tools. When issues arise or change is needed they ne(l)-3(3(e)5()2((e)5(n)16(e(l))4(r)11(s)-1(ur)11(s)2(ly))

of our outreach programs to education younger minds of the opportunities of education and benefits of staying on a school path. Making access to community ed programs, general services and bridge programs convenient and easy to access has proven to make a difference in many family's lives.

Data Sources

- An accurate work order log is kept of all technology/audio-visual requests for repairs and assistance. Utilizing the statistics of how long a work order was open before resolution, as well as how many work orders are created for repeat issues can show how the departments are responding in a timely fashion, as well as resolving issues proactively.
- Evaluation surveys are conducted at the completion of work orders; these surveys can show customer satisfaction with the departments meeting their demands.
- Semi-annual surveys for students, faculty and employees

  The survey data suggests that IT is understaffed and needs to communicate more with its constituents before, during and after needs are being addressed or projects occur. It also suggests that there is room for improvement in addressing customers needs quicker and helping them understand what we have done. However, it is also clear that our constituents know that we are stretched and they feel that we are constantly improving and trying to provide the campus with tools to enhance instruction, productivity and our ability to reach everyone.

- Hartnell College's Collegue Student Information System, CCC Chancellors Office Scorecard and CCCSE were also referenced sources for this review.

2. Analyze and report on external and internal trends impacting data. Give evidence pertaining to trends in service needs, staffing and/or key factors identifying potentially challenging issues in service/program provision, in terms of future, anticipated evaluation of service/offering-initiative/program.

Needs

Overall endeavors of our area are to react to trends and needs of our constituents. This requires us to provide leadership for effective strategic and tactical planning for the use of technology on campus and for the benefit of our students and the employees that serve them.

It is critical for our area to deliver secure, highly-available, reliable, and innovative information technology and audio-visual resources. We need to proactively manage the campus' information technology infrastructure, architecture, applications, development, and investment priorities to support growth and environmental change. For the benefit of its constituents, we need to capitalize on information technology and audio-visual opportunities to improve efficiency and opti(re)Dc 08p et(en)16(ts)13(.)4rci

1 - Not at all satisfied	6	15%
2	6	15%
3	6	15%
4	8	21%
5 - Very satisfied	2	5%
7 - Cannot evaluate	8	21%
8 - Never heard of service	3	8%

Overall satisfaction with Classroom/Lab/Open Access Consulting/Assistance shows room for improvement.

Yes	21	54%
No	18	46%

50% of the campus does not feel IT has adequate software to meet the instructional goals of Hartnell College.

Better customer service	11	11%
Better technology	9	9%
Better communication	28	29%
Greater availability	18	19%
Increased ITS staff	24	25%
Other	6	6%

Customer service from ITS personnel could best be improved by the factors indicated above.

Yes	19	49%
No	20	51%

Do you feel the IT department provides expected technology services to you satisfactorily 85% of the time or better.

Yes	19	49%
No	20	51%

50% of the campus does not feel they receive timely and helpful information from IT representatives regarding technology solutions for services that are requested by administration, divisions, departments and programs.

	M-F 8am-5pm	Online, Phone, Virtual	Min Hu	Programmer
	M-F 8am-5pm	Online, Phone, Virtual	Megan Blevins	Instructional Tech.
	M-F 8am-5pm	Online, Phone, Virtual	Laura Lark	Instructional Tech.

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1. Please complete the following tables

List Service Area Outcome(s) scheduled for assessment this specified	Was action taken on changes identified in service/program as needed during?	Was Service Area Outcome Assessment Summary completed (if expected)?
Network		
All Hartnell College campus locations provide fast, campus-wide network access to both connected and wireless users 20/7/365.	Wireless improvements and additions have been made over the last 18months.	Yes. Achieve outcome was achieved. Faculty, staff, and students reported network uptime 95% of the time. iSupport ticket system had less than 10 occurrences when network under perform-ed or was not available.

communication systems, file services, and virtual and vendor-provided software solutions.	launched and moved forward to improve the health of the main administrative systems of the campus. GoogleDocs and Google Email have been d

		supportive 90% of the time to Etudes requests for helping users log into the system. Faculty and Staff will report IT as responsive and supportive 90% of the time to Etudes training and setting up the teaching environment requests.
Planning and Purchasing and Asset Management		
IT is a dependable resource to help and enable the campus in planning and purchasing technology	ITR uses iSupport to track requests and turn quote requests and purchasing around within a few days or in some cases hours.	Yes. Outcomes partially achieved. Faculty and staff reported IT as responsive in supporting and enabling technology purchases 80% of the time in annual survey. iSupport has only now been put in place. But it is proposed that iSupport logs will show a consistent number of quotes, information or direct intervention to acquire a needed technology. iSupport logs will show less than 3 days response time to provide a quote, information or direct intervention to acquire a needed technology.

maintains, updates and publishes service catalog to campus constituents so they are aware of what services are available and ready.	service catalog for public consumption, but this has not slowed the campus requests for support.	take place over fall term.

List Service Area Outcome(s) needed for assessment in AY 14-15	**How will the Outcome(s) be assessed?**
Network	
Provide fast, campus-wide network access to both connected and wireless users.	x ITR Survey determining network performance from end user perspective x Measured by the number of campus outages and data breaches itemized by type. x Measured by the firewall management monitoring tools x Measured by iSupport instances logged
Provide reliable and modern telephonic and unified messaging for both academic and administrative effectiveness.	
Provide assurance that the campus data network environment has been upgraded with sufficient protection and bandwidth to support the educational and business functions of the college and ensure they are not disrupted by attack or misuse.	

Greater adoption of help desk system for reporting issues.		ITR performance from end user perspective
	x	

D. PREVIOUSLY SCHEDULED ACTIVITIES

This subsection focuses on

	provide support to computers and iPads without having to be physically in front of items.			
5. Deployed new remote desktop tool deployment system - Apporto	Recently deployed, but benefits have already been realized as we have been able to push out to all machines at once or specific machines the applications requested by faculty members.	Awareness of the campus of the possibilities of the tool so that we ITR can utilize to benefit their program and needs	No	No
6. Deployed new training and one-on-one campus support web conferencing system – GotoMeeting	Recently deployed, but already being utilized by FRC and ITR to create on-demand meetings with vendors and with campus constituents.	Training	No	No
7. Deployed paperless board management system – BoardDocs	Significant time of the executive secretary and team has been saved. The system mandates and manages process of building and completion of board agendas and packets . The system also manages the meeting as it occurs and created summary notes after the meeting is over.	None	No	No
8.Deployed new online project management system – Smartsheet	Powerful tool that integrates tightly with GoogleDocs. Smartsheet tracks to-dos and dependencies as well as encourages collaboration of team members around a project.	Training, awarenessand adoption.	No	No
9. Deployed new website and content management system	New website allows for easy editing of website content without technical experience. New	End users will need to continually update and maintain web content. Training	Yes	No

	look and feel is much more inviting and representative of the quality programs and personnel at Hartnell College.	will need to be consistently available online and face to face.		
10. Created and deployed 800 virtual desktops to support academic and administrative programs.	This new technology is one of the most liberating and opportunity filled technologies the campus has to offer. Anyone on campus or off that has access			

* For each activity that will continue in **AY 2015-16** and that requires resources, submit a separate resource request in **Section III**

1. **Evaluate success of each activity listed, in the ongoing activities scheduled and to improve. Was the desired outcome achieved? Did the activities and resources lead to significant increases in course success?**

		planning resources	
3. Deployed new help desk system and inventory management - iSupport	Completed. Started to track and more efficiently resolve help desk requests. I have greater insight into ticket load, ticket resolution time, issue trends, and communication to users. Need to enter in inventory items.	Hartnell personnel can configure custom forms, custom workflows, and custom integrations. Workflow is now possible as Hartnell ITR technicians can write rules which can be grouped together to perform almost any task we can imagine. Better asset tracking. iSupport includes scanning technology that queries our networks and builds databases with detected IT assets.	Yes. The system will change significantly the way we track requests, respond to clients issues, communicate before, during and after a ticket has been issued. The software will allow me as a manager to determine ticket loads, resolution speed and distribution. This tool should help us become a better ITR department and servicer of the campus. The positive reputation of ITR has already improved and the ability of our department to be aware of and resolve more issues has increased.
4. Deployed new remote support system - Bomgar	Completed.	4-7(.)-7( )]TJ 0.003 Tc -0D 12 Tw 0 -1.141 TD Lut3msid ssicceeto(R)-1( )]TJ -0.005 T	

	and completion of board agendas and packets . The system also manages the meeting as it occurs and created summary notes after the meeting is over.	managed and keep agenda rolling forward. System provides better research capabilities for public to research previous meetings. System ties board discussions to strategic goals.	
8.Deployed new online project management system – Smartsheet	Powerful tool that integrat es tightly with GoogleDocs. Smartsheet tracks to-dos and dependencies as well as encourages collaboration of team members around a project.	Increased efficiency and effective management. Saved paper. Greater project oversight. Effective consistent templates for spreadsheet reports.	Yes. Smartsheet has already proved useful in moving forward accreditation deliverables, key IT projects, room retrofits, and hardware migrations. The tool is used primarily by the ITR, but its is a tool available to the whole campus. It makes our managers much more organized, more efficient and directed as projects, tasks, and events take place.
9. Deployed new website and content management system	New website allows for easy editing of website content without technical experience. New look and feel is much more inviting and representative of the quality programs and personnel at Hartnell College.	Better presentation of Hartnell College Distribution of content responsibility Lifecycle management of content	Yes. The newwebsite will change the perception and role of the webmaster significantly changes the way the campus will create, post and socialize with others about their contribution.
10. Created and deployed 800 virtual desktops to support academic and administrati ve programs.	This new technology is one of the most liberating and opportunity filled technologies the campus has to offer. Anyone on campus or off that has access to a virtual desktop can access any software application, content or service	Greater flexibility in support academic and administrative users. Greater range of possibilities to deploy software. Greater support and maintenance	Yes Virtual Desktops have changed the way we distribute software to many computers at once. It allows to respond to as quickly. VDI is the wave of the future

	made available through the desktop, no matter their location without any special software needing to be installed.	ease.	
11. 300 new thin clients	300 new thin clients represent a generational leap in speed and ease of management in comparison to the computers they replace. They take much less power, are compact and emit little noise or heat.	Increase computing quality across the campus. Uniformity of system across campus. Increased management of end user computing	Yes. Thin clients year over year will ensure the computing environment will be fast and reliable.
12. Deployed 72 new multi -function devices to replace over 300 computers	New multi -function devices increase flexibility a nd toolset (print vs. print, scan, copy, fax, send to email, send to folder) available to campus constituents.	Tremendous savings of paper and toner. Decreased burden of supporting printers. Increased access to printing and other functions across campus.	Yes. MFDs have reduced workloads for IT so that hundred of calls a year were printer related. This initiative will allow to track usage better, allocate paper funds where needed and deliver greater printing flexibility to all constituents.

This s ection must be completed for ALL services/offices/non -instructional programs, whether scheduled for annual or comprehensive review in spring 2014.

A. NEW ACTIVITIES

Network capacity 40TB		access to both connected and wireless users.	grow the number of virtual desktops we are able to maintain and provision to students and programs.				
5. Continue build-out more sustainable professional development (training) and instructional design environment , additional software seat for curriculum development, microphone drops for remote attendees of training sessions and video recording equipment.	1a,2a,2b,3 b,4c,5a	FRC/PDC offerings were delivered more often and through more varied modalities. Support tra rm					

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			reset.				
11. Improve work conditions of specific IT staff members; desk improvement, work bench additions and connection of two separated rooms. Consolidate IT into one area	2a,2b,4c,5a						

for existing servers to lengthen the life of existing older servers and enhance and optimize speed.			operational capacity of existing servers. Increased performance by 30-40 percent.				
16. IT equipment supplies, mouse pads, keyboards, web cams, mice, etc.	2a,2b,3b, 4c	Provide fast end user computing units and reliable printers, keyboards, mice, etc. Students will have confidence in their communicati on systems, file services, and virtual and vendor-provided software solutions.	Improved computing environment for students and staff, increased classroom computing environment	mouse pads, keyboards, web cams, mice	Stephen Otero	Jan 2015	
17. Additional wireless access points to increase capacity in high density classrooms	2a,2b,3b, 4c,5a		Improve flexibility and capacity to use wireless devices during instruction	Meriaki Access Points	Eric Price	Jan 2015	

		mice, etc. Students will have confidence in their communicati on systems, file services, and virtual and vendor-provided software solutions.					

* See Appendix Afor a list of the 11 goals in the college's Strategic Plan.

Activity: Consolidation of IT department

Consolidation of our IT department into a single location as well as an upgrade of our server room environment to ensure consistent power, cooling, and security controls.

Consolidation of the IT department and moving of the server room will ensure the continued operation of the computing systems of the campus. The activity does not require any extra staffing, but it will require shifting of employee workspaces resulting in expected resistance from the staff affected. There may need to be additional work furniture brought in as well. But moving the IT department will move IT personnel to a central location to collaborate and coordinate better. This will also allow better oversight of the coming and going of the employees. This consolidation will place helpdesk personnel next to those executing on help desk tickets. It will place all qualified personnel next to the critical server room resources with which they need to interact.

SLO Supported

Network

Provide assurance that the campus data network environment has been provided with sufficient controls and protection mechanisms in order that the educational and business functions of the college are not disrupted by attack or misuse.

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-sa-31(f)-7(t)-3(he c)-9(a)-6(m)-6(p)-136([)-6(e)-6(l)-6(e t)4 Tn w 0.p(i1-i[721(ur)-3(a)-6(n-1(s)-3(ec)-i)-3(de a) 0.p(i1-i[

ITR staff coordination and collaboration will be demonstrated by increased tem projects and coordinated issue resolution. iSupport will be able to indicate this increased coordination.

Safety of computer and server system, no longer residing under a bathroom and in a building with adequate cooling will be obvious and welcomed.

c) Wat are t e bar i er s t o ac i ev i ng t he r esul t s i n t hi s act i v i t y?

Moving of server room will require infrastructure be upgraded in the Library to receive the additional racked servers.

Moving of personnel will require transition of current office locations and will meet resistance.

Act i v i t y B2 a i - d Cog Rep

Cognos Report Build Out

Cognos Report Build Out is an activity that requires a technical expert to help build out major reports inside the Cognos environment. Additionally, ITR resources are required to reach out to every academic and business unit to determine reporting needs and existing reports. These reports will be used for operational and strategic purposes. The intent is to have a single reporting platform for all campus reporting and to help users learn how to derive their own reports and data given the ease of use of the reporting tools. While these tools are intended for business users, there is significant effort to prepare the environment and set report templates that serve the business users and most importantly create a operable source of data elements in a repository for technical people to draw from to build reports.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management

Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Help Desk

Provide timely response to initial request.

SPGs Supported

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Goal 2A: Hartnell College will p

Goal 4C: Hartnell College will maintain a current, user-

Support the student learning environment

Planning, Purchasing and Asset Management
Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Educational Environment Technologies
Providing reliable operation of campus enhanced technology in the classroom.

Provide faculty with responsive support and technology tools to enhance their ability to deliver quality education.

Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

SPGs Supported

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Dest i sact i v i ty pn

Activity: Deploy additional Storage Area Network capacity 40TB

Deploy additional Storage Area Network capacity 40TB

The computing infrastructure of the academic and administrative server and computer environment relies heavily on storage. We have about 60 terabytes of storage today, we believe we will need 3x that much over the next 5 years. We do not want to over buy as storage costs go down each year. This activity is buying enough storage to last 2-3 years.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management

Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Educational Environment Technologies

Providing reliable operation of campus enhanced technology in the classroom.

Provide faculty with responsive support and technology tools to enhance their ability to deliver quality education.

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SPGs Supported

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

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Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Does this activity require funding every year? No

If yes, describe the action plan for completion of this activity.

Each year, ITR will recommend purchasing 400-500 units to replace aging computers. The computers will be tracked by serial number or bar code to determine which units will be switched out.

b) Wat measurable outcomes are expected from this activity? List indicators of success

Adequate storage to make room for virtual clients, thin clients and cloud storage. Users will indicate that they have adequate space to store their files up to a point.

The performance of virtual and thin clients will be satisfactory as reported by end users via semi-annual survey and iSupport tickets will not indicate a trend of performance or storage issues.

c) What are the barriers that could prevent success in this activity?

Budgeting for additional storage before it is needed.

Activities By [illegible] of [illegible] available [illegible] 5.3g4 [illegible] 9-7()5t [illegible] -11(1p [illegible])-11()

Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

SPGs Supported

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 3A: Hartnell College is committed to 1) increasing diversity among its employees; 2) providing an environment that is safe for and inviting to diverse persons, groups, and communities; and 3) becoming a model institution of higher education whose respect for diversity is easily seen and is fully integrated throughout its policies, practices, facilities, signage, curricula, and other reflections of life at the college.

Goal 3B: To attract and retain highly qualified employees, Hartnell College is committed to providing and supporting relevant, substantial professional development opportunities.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Does this activity apply multiple years? No

If yes, describe the action plan for completion of this activity.

b) What measurable outcomes are expected from this activity? List identification of success

Reported and trackable satisfaction with support given at the PDC by instructional technologists via post training surveys and semi-annual survey. 80% will indicate satisfaction.

Frequency and number of training offered with attendees both remote and in person tracked by after training or assistance survey. 10 trainings a month with remote attendees.

Number of iSupport or scheduled Google form sessions with virtual helpers/designers. 10 a month

c) What are the barriers that might impact evidence of success in this activity?

Fear of technology from certain faculty could prohibit adoption.

Technology will rely on an in person designer/trainer to set the virtual person up. The process needs to be quick and painless

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Activity Status: Report Update B110, KC109, Steinbeck Hall Cumbs

Smartroom Repair/Upgrade B110, KC109, Steinbeck Hall, Computer labs. Implacement of 10 classroom projectors across campus as well as repairs to smartboards, document cameras and speakers. Many of the items are over 7 years old and are ready for replacement.

SLO Supported

Academic and Administration

b) What measurable outcomes are expected from this activity? List indicators of success

Reported and trackable satisfaction with quality technology tools for instruction via reduced number of tickets for classroom issues and semi annual survey. 80% will indicate satisfaction.

c) What are barriers to achieving success in this activity?

Updated technology needs to be supported correctly. Training of faculty on use and was to leverage will be key.

Technology will always rely on correct use. Placing updated technology does not ensure positive results.

Activity 2: Development of a Unified Messaging System

Deployment of a Unified Messaging system to enhance communication and collaborative integration between key business units and the community. Unified messaging (or UM) is the integration of different electronic messaging and communications media (e.g. SMS, fax, voicemail, video messaging, etc.) technologies into a single interface, accessible from a variety of different devices. While traditional communications systems delivered messages into several different types of stores such as voicemail systems, e-mail servers, and stand-alone fax machines, with Unified Messaging all types of messages are stored in one system. Voicemail messages, for example, can be delivered directly into the user's inbox and played either through a headset or the computer's speaker. This simplifies the user's experience (only one place to check for messages) and can offer new options for workflow such as appending notes or documents to forwarded voicemails. This activity can significantly enhance communication and dropped opportunities to assist and help.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus

a) Destructive action

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management
Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Pedagogical Development Support/Professional Development Support

Support the campus human resources professional development goals by providing readily available training programs in relevant subject areas in multiple formats at variable times of the day and evening.

Provide course content development support and faculty software and technical training to enhance the quality of instruction, methods and content.

Educational Environment Technologies

Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

SPGs Supported

Activity 10 Deployment of an identity management system

Deployment of an identity management system to enhance integration, secure data sharing and collaborative integration between key business systems. This activity and technology is critical to integrating systems on campus together and with systems off campus when that opportunity arises. This technology allows a top level security negotiator to exist that will allow two completely different systems using different authentication methods to talk to each other at the process level, not just data.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management

Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Pedagogical Development Support/Professional Development Support

Support the campus human resources professional development goals by providing readily available training programs in relevant subject areas in multiple formats at variable times of the day and evening.

Provide course content development support and faculty software and technical training to enhance the quality of instruction, methods and content.

Educational Environment Technologies

Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

SPGs Supported

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Does this activity require funding in the next year? No

If yes, describe the action plan for completion of this activity.

b) Wat measurable outcomes are expected from this activity? List indicators of success

Reported ease of use of combined technologies such as self-service password reset for all system the constituent would log into or tight integration between all applications a user could have access to logging first into a portal or a mobile app. 75% people would report success in interacting with multiple vendor systems without having to log in again.

Reported benefit from not having to have multiple logins for the systems needed for academic or administrative work. 80% of students of employees will report satisfaction with the benefit or changed experience after technology is deployed.

c) Wat are the barriers to achieving success in this activity?

Skill sets would need to be developed and be essential to an install.

Activity Title – Update and Improve IT Workplace Environment

Improved productivity of IT resources, increased job satisfaction, increased ef-11(0P(o)1)]TJ0c5(i)-2(n)Scc>>BDC /Te bk Envir

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

a) Does this activity require additional funding? **No**

If yes, describe the action plan for completion of this activity.

b) What measurable outcomes are expected from this activity? List indicators of success

Improved oversight and awareness of IT personnel activities, status, availability and location. Increased output and effectiveness would result from improved workspace and accountability. Increased coordination between software and computer services will improve shared proactive and preventative activities and projects. This can be measured by the increased satisfaction from the campus directly related to services rendered.

c) What are the barriers that exist to achieving results in this activity?

Finding space on campus, finding budget to perform improvements of physical space.

Activity AV Equipment Upgrade

AV is under fire at all times to replace bulbs, provide equipment, deliver equipment and supplies. This equipment is expected to be reliable and work. AVs existing equipment needs updating.

SLO Supported

Academic and Administration
Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management
Support the campus in planning and purchasing technology

Educational Environment Technologies
Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

SPGs Supported

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Does this activity require additional funding? **No**

If yes, describe the action plan for completion of this activity.

b) Measurable outcomes expected from this activity? List indicators of success

Reliable equipment that supports instructional, celebratory, campus or administrative events will be delivered to said events.

Campus will take pride in the service and the quality of Hartnell AV services and the associated equipment increasing the respect and expectation of the services from ITR. 80% of students or employees will report satisfaction with the equipment after technoa Tc 0.0-46.97305 Tc

If yes, describe the action plan for completion of this activity.

b) Wat are the measurable benefits expected from this activity? List indicators of success

More efficient use of space as office becomes a small conference room when few exist nearby.

More coordination can occur from the office due to the enhanced capabilities of the room, bringing more efficiency to the team and projects he oversees.

c) Wat are the barriers to achieving these benefits in this activity?

none

Activity: ITS Staff ITIL Certification Training and continued VMware

Increasing the skill, work habits and procedural experience of the ITS team is critical to taking the ability of this dedicated staff members to the next level of customer and technology support. The Information Technology Infrastructure Library (ITIL) advocates that IT services must be aligned to the needs of the business and underpin the core business processes. It provides guidance to organizations on how to use IT as a tool to facilitate business change, transformation and growth.

The five core guides map the entire ITIL Service Lifecycle, beginning with the identification of customer needs and IT drivers o

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

d) Does this activity require funding in subsequent years? No

If yes, describe the action plan for completion of this activity.

e) What measurable outcomes are expected from this activity? List indicators of success

Increased and more regimented and documented help desk and management processes.

More sophisticated and organized schedule of preventative as well as service requested actions and tasks. Hardware, systems, and people will be better managed.

f) What are barriers that might prevent this activity?

IT team members may not put the principles into practice.

g) Does this activity require funding? No

If yes, describe the action plan for completion of this activity.

h) What measurable outcomes are expected from this activity? List indicators of success

Increased speed and performance of major key administrative and academic systems. Log files and noted performance from users will indicated success. Longer life of systems before needing to replace can also be tracked and noted.

i) What are the barriers that may prevent this activity?

None

Activity 7: IT Equipment supplies, mouse pads, keyboards, web cams, mice, etc.

IT equipment essentials such as mouse pads, keyboards, web cams, mice for use when administrative and academic environments need replacements or refresh, IT is able to supply and evaluate need when such requests are made. The items are typically damaged or easy wear items that stop working unexpectedly and need to be replaced quickly to avoid hardship.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management

Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Educational Environment Technologies

Support and deliver on campus enhanced technology plans required by divisions, departments, programs and students.

k) What measurable outcomes are expected from this activity? List indicators of success

Better equipped labs and user environments. Operation systems. Survey at the time of service noted in iSupport and annual survey will indicate success.

l) What are the barriers that may impact the ability to achieve results in this activity?

None

Activity Add additional wireless access points to increase capacity in high density classrooms

Additional wireless access points to increase capacity in high density classrooms. In 2017, 1125 access points will need to be replaced. Staggering the number of access will decrease the financial hit required in 2017 and increase the coverage for high density classrooms most often used for iPads and wireless laptops.

SLO Supported

Academic and Administration
Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management
Support the campus in planning and purchasing technology

Assist in automation of planning, maintenance of support and campus operations.

Educational Environment Technologies

If yes, describe the action plan for completion of this activity.

j) What measurable outcomes are expected from this activity? List indicators of success

Obvious increased speed and capacity from the next generation Aps will benefit campus utilization.

k) What are the barriers to achieving results in this activity?

None

Activity Plan Analyst Computer Refresh – Provide new for each programmer

Programmer Analysts Computer Refresh – Provide new tower and laptop for each programmer to enhance the ability of our programmers to build, deploy and manage computer and data applications. Systems currently in use by the programmer analysts are over 6 years old. The programmer have never had laptops to work from home or to meet with campus customers to realize efficiency and effectiveness.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Employee satisfaction and validation accomplished with updated systems.

) Wat are t e bar i er s t o ac i ev i ng ces i n t i s act i v i y?

None

Act i v i y 14 Gat Re f es

Laptop carts we have on campus are reaching 5 years in age. The laptops need to be replaced as part of inventory refresh to support administrative and academic environments.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services,.227.227 Td[s Tc 0 Tw 14.es)-0es,.227.21 567-14(nv)s Tc 04.esioe

Increased access and increased speed will provide opportunities for development learning.

What are the barriers to achieving these objectives?

None

Activity Control Management of Campus Cameras

Hartnell currently uses Honeywell software to manage cameras through its campus locations. This software has proved to be unreliable, difficult to keep current and configure. Additionally, the support organization we rely on to help us resolve issues with the cameras often over charge us for services rendered. It would be

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file

Determining whether calling in support company is more cost effective that paying a management fee to an outside agency.

B. RESOURCE REQUESTS

If new/additional resources are needed for your service/office/program , it is important that you identify them and project their cost , and that these resources and costsbe considered through the College'sintegrated planning (governance, budget development, funding decision making, and resource

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APPENDIX A. Strategic Priorities & Goals

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improve d institutional effectiveness and student learning.

Priority 6: Partnership with Industry, Business Agencies and Education

Goal 6A: Hartnell College is committed to strengthening and furthering its current partnerships, in order to secure lasting, mutually beneficial relationships between the college and the community that the college serves.