

A. Description and Goals

1. Describe the program and/or service area under review and how the program supports the mission of Santa Monica College.

- The Academic Computing department is responsible for instructional technology planning, budgeting, and purchasing; for operation of the student computer labs and computer classrooms on the main campus and satellite campuses (Emeritus, Bundy, and Performing Art Center); for technology user training.

D1. Looking Back

1. Describe any accomplishments, achievements, activities, initiatives undertaken, and any other positives the program wishes to note and document.

Academic Computing:

Student technology support -

- Planned, evaluated, and implemented the student pay-for-print Papercut solution and provided the technical implementation support to integrate this solution with Ricoh and Xerox hardware to provide unified print services to students in all campuses, as well as to the Associated Students computer lab.
- Successfully installed and supported the majority of student computing facilities and computerized classrooms, covering a total of 1400 computer workstations, throughout 5 campuses with maximized coverage hours despite decreased staffing.
- Supported the procurement and implementation of departmental technology equipment and software, as well as the annual update plans to achieve curriculum and teaching/learning needs. In the past 6 years, a total of 289 instructional technology procurement requests have been fulfilled.
- Supported the procurement and implementation of student lab and computerized classroom computers and software, as well as associated annual update plans. There have been approximately 1,200 student workstations installed, updated in a full refresh cycle in the past 6 years. Major software updates are performed at least once per academic year on all workstations and numerous ad hoc patches and incremental updates throughout.

G2: Future Planning and Recommendations

1. Projecting toward the future, what trends could potentially impact the program? What changes does the program anticipate in 5 years; 10 years? Where does the program want to be? How is the program planning for these changes?

Academic Computing:

- Security Management
- Student centered BYOD strategy
- Digital content and eText book adoption
- Lecture and screen capture technology to provide on-demand teaching resources

I. Executive Summary

Narrative

Information Technology (IT) is the unit responsible for developing and implementing effective technology solutions to support Santa Monica College's overall institutional mission and goals. Organizationally, Information Technology consists of four distinct departments and programs:

- Academic Computing – responsible for instructional technology planning, budgeting, and purchasing; operation of student computer labs and classrooms on the main campus and three satellite sites (Emeritus, Bundy, and the Performing Arts Center); and for technology user training.
- Management information Systems – creates, maintains, and expands the College's primary, centralized information system in support of the campus portal for faculty/staff, student self-serve system, all administrative areas, and the self-service internet access portals for faculty/staff and for students.
- Network Services – administers SMC's computer network services including all College network components, network security, the campus email system, and campus server and storage infrastructure.
- Telecommunications – installs repairs, and maintains the campus telephone systems, administrative and faculty desktop computing systems including software and peripherals, physical security systems, public safety communications equipment, and fiber and copper infrastructure cabling.

Collectively these departments have grown in response to the increasing demands for access, functionality, support, and security. Since the last six-year review, the technology infrastructure has been expanded, new systems and functions have been developed and implemented in order to streamline data collection and processes, access, capacity, and security has been increased, and support for faculty, staff and students has grown significantly. At the same time, however, funding to support the demand for new technology and maintenance and upgrades of existing technology has decreased. Even computer upgrades are several years behind the standard workstation refresh cycle. IT has developed multi-year budget plans for some categories of technology spending. The institutional needs to address the impact of inconsistent funding for the college's steadily increasing technology needs. A baseline of funding in the budget would enable IT to plan more effectively to support instructional and operational units in executing their functions. In light of the severe impact of recent budget decreases, the accomplishments of the Information Technology units are impressive and reflective of staff commitment.

Drastic changes in technology have required IT to be flexible, respond rapidly, and to make significant changes. For example, the increasingly ubiquitous nature of consumer-centric

technology innovations such as mobile tablets and phones have increased client expectations of convenient access to digital resources without any physical, operational, time, or device limitations. Upgrades to infrastructure and systems, including installation of new infrastructure management tools, implementation of college-wide emergency systems, and development and launch of unique tools like MyEdPlan are just a few examples of the IT response to ever expanding demands for services.

As new technologies are added, the need for adequate staffing grows as well. Even as technology demands increase exponentially, IT staffing has decreased in the last decade so that staffing is currently well below benchmarks established by the Chancellor's Office Technology Plan II. To the credit of the College, IT's own staffing plan—developed some time ago and updated regularly—has been prioritized as the budget picture has improved and the process of hiring new staff has begun. A complicating factor is the new skill sets required to support rapid changes in technology use and demand. New job classifications need to be developed and approved and training for existing staff supported. Internal processes, not the IT department, are a hindrance to addressing these needs in a timely fashion. That Information Technology has accomplished so much within budgetary, staffing, and fiscal constraints is a testament to these departments' commitment, planning, and collaboration.

Collaboration is integral to the work of all Information Technology areas, not only amongst the units but also within the larger college community. Additionally, IT staff members are valued participants in and contributors to the DPAC Technology and Academic Senate Joint Information Services Committees, to which they bring their planning expertise. The bulk of the annual institutional Technology Plan is derived from IT's departmental planning, which is informed by these two committees, by needs for support arising from planning in other operational units, and by external mandates.

Information and network security is taken seriously, thus IT has deployed multi-tier and multi-layer security measures throughout the entire core technology infrastructure. Increased institutional reliance on technology for mission-critical business requires an increase emphasis on, and investment in, disaster recovery (DR) and robust continuity of operations plan (COOP) capabilities. IT planning has addressed these issues within fiscal limitations and the College is fortunate to have so far avoided significant losses or down time, but these are factors that will affect all operations and should be factored into institutional fiscal planning.