

A Summary of the 2020-2021 Information Technology and Reprographics Reviews

Comprehensive Review Date: November 3, 2020

Program Overview

The Information Technology (IT) Department at SMC is responsible for delivering a full range of services to support the core academic, student support, and operational/administrative functions of the College. The IT Department is comprised of 43 staff and management members who serve on one of four teams:

- **Academic Computing** – Operates the student computer labs and computer classrooms on the main campus and satellite campuses, including the Center for Media and Design;
- **Management Information Systems (MIS)** – Creates and maintains the various information systems used by the College, including the student information system, the human resources system, and business services systems;
- **Network Services** – Manages and maintains the College’s central computer and network infrastructure (i.e., network security, email and web systems, enterprise server, and storage infrastructure administration); and,
- **Technical Support Services (TSS)** – Responsible for installing, repairing, and maintaining the campus telephone systems, employee desktop computer systems (including software and peripherals), and campus audio/visual equipment in the classroom/for instruction.

Reprographics is a function under the Education Enterprise Department. The Reprographics Department, staffed with four full-time staff, is responsible for producing materials for instruction (for example, OER texts and exams) and support services (for example, marketing materials) as well as managing and maintaining self-service copy and print devices for both students and administrative offices.

Program Populations Served and Outcomes

The IT Department serves the entire college community, including prospective and current students, employees, alumni, and affiliated communities such as the Broad Stage, Foundation, and consultants.

The IT Department regularly engages in assessment and review of unit outcomes (UOs) to ensure students and faculty receive satisfactory service and support and the mission-critical systems are reliable and secure at all times. In addition to the assessment and analyses of UOs, the IT department monitors data related to response time for help desk tickets and the volume of help desk requests (both employees and students). Area managers review and respond to this data regularly to ensure that students and employees receive quality and timely service from IT.

Similar to the IT Department, the Reprographics area serves all students and employees. Reprographics’ two UOs are designed to ensure the area provides timely service to its student and employee customers. The UO data are regularly collected and analyzed. In the recent past, Reprographics implemented an annual survey to assess customer satisfaction and collect feedback on how to improve its current level of service. The survey data indicated a steady increase in the use and satisfaction of the

DSF print service (uploading print materials into an online system) and broad satisfaction with Reprographics, in general.

Response to the COVID-19 Pandemic

The IT Department was a key part of the College's successful transition to remote instruction and services when the pandemic hit in March of 2020. The IT Department was tasked with providing technical support for all employees to work and students to learn remotely, including setting up and configuring existing technology resources, such as laptops, iPads, and monitors for check out, and providing remote access to desktops for intra-net applications (WebISIS, etc.). The IT Department also developed a virtual computing lab to ensure students had remote access to SMC's physical lab computers and their software, set up the extended Bundy Campus wireless network to allow students free access to the internet in the Bundy Campus parking lot, and worked with stakeholders to configure new and revise existing policies and practices, for example, displaying type of remote instruction (asynchronous vs. synchronous) in the class schedule, implementing the EW grade policy in the student information system, and awarding emergency CARES Act funding to eligible students.

Changes and Milestones Since Last Review

Addition of Media Services to IT Department, Addition of Reprographics to Enterprise Services: In 2018, Media Services, which was previously part of the disbanded Reprographics and Media Services Department, was merged with the IT Department. The reprographics function was merged with Enterprise Services.

Strategic Plan Completed: With seed money granted from the California Chancellor's Office Institutional Effectiveness Partnership Initiative (IEPI), the IT Department hired a consulting firm, Berry Dunn, to conduct a thorough and comprehensive IT assessment. Data from over 900 survey responses from college community members and 34 focus group discussions about stakeholder needs were used to inform the development 2020-2025 Technology Master Plan, the first strategic, multi-year IT plan developed since 1999. As stated in their review, "the plan serves as a roadmap for technology planning and decision-making... over the next five years as the College continues to invest in IT infrastructure, services, and functions to support student success" (p. 17).

Progress on Acquiring and Implementing a Modern ERP: The IT Department has completed several steps in preparation for the transition from the legacy student information system (WebISIS) to adoption of a modern ERP, including conducting a readiness assessment, defining a timeline, and completing a fit-gap analysis. In their interview with the Program Review Committee, the IT Department indicated that the RFP process for selecting a new vendor was put on pause to address the more immediate and urgent technology needs related to the COVID-19 pandemic. The delay has benefited the College as the ERP industry is currently in flux as many of the existing systems are aging and antiquated but the emerging, cloud-based systems are not yet widely adopted.

Addition of Color Printer in Production Shop: Prior to the addition of the color printer, the campus community used outside services to print materials in color. The acquisition of the color printer will significantly reduce the costs of outside printing for the College.

Response to Previous Program Review Recommendations

The development of the 2020-2025 Technology Master Plan addressed the two recommendations for program strengthening made by the Program Review Committee during the IT Department's last comprehensive review. The recommendations focused on planning for administrative systems and implementing a refresh cycle for infrastructure and equipment.

Based on evidence from its review, the Reprographics area adequately addressed the two recommendations from the Program Review Committee related to conducting surveys and increasing use of the DSF web print services.

Commendations

The IT Department is commended for:

1. Developing a comprehensive, data-informed, strategic, and forward-thinking Technology Master Plan to guide the College in its planning and implementation of technology resources in support of teaching and learning, student success, and conduct of College business;
2. As part of the technology master plan process, articulating clear and concrete goals and objectives to achieve its vision;
3. Developing a staffing plan to address the emerging technology needs of the College by leveraging the talents of existing staff and providing focused training and professional development;
4. Modifying the student information system (SIS) and Canvas platform to ensure students' affirmed names are displayed;
5. Engaging in regular assessment and evaluation, including soliciting input and feedback from students and employees, as part of its continuous improvement and planning efforts for each area of IT; and,
6. Achieving the Herculean task of supporting students and employees in the transition to a remote working and learning environment in response to the COVID-19 pandemic.

The Reprographics Department is commended for:

1. Continuously delivering quality customer service with a deliberate intent of being patient, friendly, accessible, and responsive to the College's needs;
2. Responding to customers' printing requests and needs by acquiring a color printer; and,
3. Saving the College over \$100,000 annually to upgrade existing copier equipment.

Recommendations for Program Strengthening

The Program Review Committee has identified the following as recommendations for areas of growth and program strengthening for the...

IT Department:

1. Implement strategies to improve marketing and communication and increase usage of available student help desk services and resources (including computer labs);
2. To help with workload issues, investigate the use of student workers to assist the department in addressing basic technology tasks, such as troubleshooting and data collection; and,
3. Successfully transition the College from the legacy SIS to a modern ERP system.

Reprographics:

1. Revise the customer satisfaction survey to align with the departments' current priorities and administer revised survey.

Recommendations for Institutional Support

The Program Review Committee proposes that the College respond to the following recommendations in order to support the continuous improvement of the IT and Reprographic Departments:

1. The College ensures students have access to the necessary technology, software, and support during and after the COVID-19 pandemic without overextending the current IT bandwidth; for example, consider outsourcing a 24-hour help desk for students; and,
2. The College continues to prioritize the replacement of the legacy SIS with a modern ERP.

Approved by the Program Review Committee on 11/17/2020