Beta Annual Program Review Questions 2019

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, copy and paste from last year's review.
If it exists, feel free to copy the brief description of your program from the college catalog:
http://www.smc.edu/CollegeCatalog/Pages/default.aspx

Santa Monica College provides technology solutions and services that enable its students, faculty and staff to reach individual and institutional goals. The IT Department develops and implements effective technology solutions to support SMC's overall institutional mission and goals.

Current organizational structure at SMC IT consists of six cohesive service areas:

•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.

•The Management Information Services (MIS) department is responsible for creating, maintaining, and expanding the College's primary, centralized information system in support of the campus portal for faculty/staff, student self-serve system, Academic Affairs, Enrollment services, Business services, Human resources, and other administrative areas, as well as mission critical self-services internet access portal for faculty/staff, students.

•The Network Services department manages and maintains the District's mission-critical computer and network infrastructure. This includes network security, public safety technologies, account provisioning, email and web systems management, enterprise server and storage infrastructure administration.

•The Technology Support Services department is responsible for the installation, repair and maintenance of the campus telephone systems, administrative and faculty desktop computer systems including software and peripherals, physical security systems, public safety communications equipment, fiber and copper infrastructure cabling. In addition, the department also provides and operates district switchboard services.

•The Media Services department is responsible for all classroom technical support, the lending out and repair of campus audio/ visual equipment, duplication of college related video tape, Cd and DVD, as well as Media Production Services

•The CMD Academic Computing department is responsible for the day to day academic computing IT operations at the CMD Campus. Support includes both lab and classroom.

II. PARTNERSHIPS:

(CTE only):

Part 1:

Industry advisory meeting dates and attendance for 2018-2019. Insert additional rows as needed:

Date of meeting	# of SMC attendees	# of non-SMC attendees
NA		

Part 2:

Employer partnerships/collaborations in 2018-2019 (insert additional rows as needed):

Employer Name	Type of partnership or collaboration: • Advisory attendance • Internship site • Donations • Job placement • Other	Optional: Additional information about partnership or collaboration
NA		

III. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES):

Identify the original objectives from your last review as well as any new objectives that have emerged since then (if applicable).

For each objective, determine status and explanation for status.

Objective	Status(Completed, in progress, not started, no longer pursuing)	Status Explanation
Network Services Objectives: 1. 10Gig Internet upgrade CMD	1.In Progress.	1.Pending installation of circuit from Cenic.

2.Domain Servers for remote campuses.	2.Completed.	2.Need to remove old servers from remote locations.
3. CMD Campus	3.Completed.	3.Migration of virtual servers to CMD environment completed.
4. Migrate pay for print services to Showcase support services enable wireless printing.	4. Completed.	4. Migration completed to both library and CMD campus.
5. Website Mobile Responsive: To make the SMC website responsive and compatible with mobile devices, we will upgrade the SharePoint.	5. No longer pursuing	5. Marketing made decision to move away from SharePoint and adopt Omni Update as their new CMS.
6. 10Gig Internet Upgrade Main Campus.	6. Complete.	6. Cenic completed 10Gig upgrade on main campus.
MIS Objectives:		
1.Implement new Orientations program for SMC students	1. Completed.	1. The new Comevo online orientation is live.
2. Migrate to new version of Banner	2.Completed.	2. Banner upgrade to version 9 was completed in April, 2019.
3. Work with LACOE to move to new ERP for HR/Finance	3.In Progress.	3.A decision was made to move to future wave.
Academic Computing Objectives:		
1. Identify and upgrade existing computer labs to Windows 10 operating system.	1.In Progress.	1.Replaced 120 Science lab computers.
2. Evaluate Chromebooks for lab use.	2.Completed.	2.A number of Chomebooks are being used as a pilot.
3. Evaluate Mac OS deployment software	3. No longer Pursuing	3. Apple has changed the way computers will be deployed. This has made it difficult to manage in an enterprise environment.
Technical Support Services and Media Services Objectives:		
1. A/V setup in three classrooms in Art, working with integrators on Letters and Science Bldg.	1. Completed.	

2. Updating the Technology Replacement Plan for Classroom Audio/Visual Equipment.	2. Completed.	
3. Assist in planning and preparation related to Technology and Connectivity in new Student Services Building	3. In Progress.	
4. Assist in early planning and preparation related to Technology and Connectivity in new Math/Science Building	4. In Progress.	
5. Progressively upgrade all District Computers from Windows 7 to Windows 10	5. In Progress.	5. Windows 7 will reach EOL in January of 2020.
6. District TERP (Technology Equipment Replacement Plan)	6. Completed.	6. Yearly refresh of computers identified in TERP deployed.
CMD Objectives: 1.(VDI) Virtual Desktop Infrastructure	1.Completed.	
2. Replace existing Mac computers in lab.	2. In Progress.	2. Part of the TERP.
3. Refresh CMD Lab computers	3. In Progress.	3. Part of the TERP.

IV. ACHIEVEMENTS:

(Optional) List any notable achievements your program accomplished in the last year.

Created a Management Information Systems Manager classification and successfully hired, Wendy Liu.

Created an Information Systems Security Officer classification and successfully hired, Dan Rojas.

Was awarded an Institutional Effectiveness Seed Grant for $200,000 to address areas of focus identified in the Accreditation Quality Focus Essay.

Completed Partnership Resource Team process that consisted of 3 site visits and a project plan to address areas of focus.

Identified the need for a Technology Master Plan as an area of focus for the IEPI seed grant. Created a SOW and selected a vendor to assist with the process. Project will start once procurement is complete.

Completed ERP Readiness assessment as part of IEPI seed grant.

V. ASSESSMENT AND EVALUATION

Part 1: Outcomes and Evaluation Results

A. Reflect on the outcome assessment (PLO, SLO, UO) data that your program reviewed in the current year (2018-2019) that have yielded **notable** or **actionable** findings. Insert additional rows as needed.

Note: It is not required that you mention every outcome assessed in your program.

What outcome were you assessing?	How was the outcome assessed?	What were the results of the assessments?	Describe any changes that are planned or in progress to address the results
Satisfaction of IT services provided to faculty and staff. Satisfaction was based on time to resolve issue, quality of service and quality of response.	*A survey is sent each time an IT staff member completes an IT request.*	Over the past year, 129 responses were received with the following ratings: Timeliness 4.87 out of 5 Quality of Service: 4.9 out of 5 Quality of Response 4.85	An IT Service Level Agreement was created and approved by Senior Staff to ensure user expectations are met.

B. Reflect on other effectiveness data you collected and analyzed for the program this year.

1a: Course Success and Retention (Instructional Depts Only)
After reviewing the course success and retention rates for your program, describe how these rates reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

NA

1b: Racial and Other Equity Gaps for Course Success (Instructional Depts Only)

After reviewing the course success rates by ethnicity/race and other demographic variables, identify any equity gaps, and discuss any planned changes or actions your program plans to take to address the gaps (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

NA

2: Degrees and Certificates (Instructional Depts Only)
After reviewing the numbers of degrees and certificates awarded by your program, describe how the data reflect the overall effectiveness of your program, and discuss any planned changes or actions your program plans to take to address the results (if applicable). *Access data in Tableau (http://tableau.smc.edu)*

NA

3: Additional Data Demonstrating Effectiveness (If applicable)
If available, describe the results of other data indicating the effectiveness of the program and discuss any planned changes or actions your program plans to take to address the results.

Examples of other data include: surveys, document reviews, observations, performance indicators, focus groups/interviews, advisory committees, labor market demand, license exam pass rates

Part 2: Analyses of Results

This question is designed to bridge the results of your evaluation and outcomes assessment with next year's objectives (VI).

In one or two paragraphs, describe what you have learned about your program and how this knowledge will inform your plans for next year.

The IT job classifications have not kept up with current IT trends. Existing job duties are becoming obsolete and are being replaced by new duties that require different skills. There are IT job classifications that could be better aligned to meet the changing needs of students, faculty and staff.

VI. NEXT YEAR'S OBJECTIVES:

Itemize any specific strategies or projects you plan to accomplish next year to improve the effectiveness of your program. *Limit 3 objectives.*

Objective	Rationale for Setting Objective *Link to data, if applicable.*
Establish multi-year Technology Master Plan	Address the need of IT planning.
Establish Information Security Initiatives	Address the growing concerns of Information Security.
Continue to work towards a new ERP Solution	WebISIS is nearing EOL status and must be replaced.

VII. CURRENT PLANNING AND RESOURCE NEEDS:

Part 1: Narrative

Broadly discuss issue or needs impacting program effectiveness for which institutional support or resources will be needed for the coming year.

The completion of a multi-year Technology Master Plan will help assess issues impacting program effectiveness and identify resources that are needed in the future.

There are currently 6 vacancies in the IT department. A staffing plan needs to be developed to ensure IT has an adequate staffing level and current job classifications.

The ERP Readiness assessment identified the need to replace WebISIS with a commercial ERP solution. This need will become critical if not addressed in the near future.

Part 2: List of Resources Needed

Itemize the specific resources you will to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives.

While this information will be reviewed and considered in institutional planning, this information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resources Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	IT currently has 6 vacancies.	Will assess the need to replace as part of Technology Master Plan.
Facilities *(information inputted here will be provided to DPAC Facilitates)*	A complete assessment of all IT IDFs will be conducted as part of the TMP. Issues identified by the assessment may require facility resources.	IT facilities in aging buildings need to be maintained to ensure delivery of network and computing resources.
Equipment, Technology, Supplies *(information inputted here will be provided to TPC)*	The need for a commercial ERP was identified by the recent ERP Readiness Assessment .	WebISIS is nearing EOL and will need to be replaced within 3-5 years.
Professional Development	Travel for IT related industry conferences and workshops.	Maintain technology currency of the changing IT landscape.

VII. CHALLENGES:

(Optional) List significant challenges your program faced in the past year (optional)

In the past year, IT has absorbed the work of six vacancies that occurred from retirements, promotions and resignations.

I am attempting to extend the life of WebISIS by upgrading Banner, database, hardware, APEX and addressing security issues until a new ERP solution is found. At the same time, I am attempting to meet the growing requests for new projects and new WebISIS development. At some point, a decision will need to be made to freeze future development of WebISIS and delay new projects to focus on the migration of a new ERP solution.