

# College Technology Services Program Review

2012-2013 (FY13)

## 1. Program Description

### A. Description

Ventura College Technology Services (CTS), in collaboration with our sister campuses and district IT, develops, implements, and maintains Ventura College's technology infrastructure, provides coordination and leadership to advance technology across the enterprise, and guides policy creation and implementation.

### B. Vision

Ventura College will be a model community college known for enhancing the lives and economic futures of its students and the community.

### C. Mission

Ventura College, one of the oldest comprehensive community colleges in California, provides a positive and accessible learning environment that is responsive to the needs of a highly diverse student body through a varied selection of disciplines, learning approaches and teaching methods including traditional classroom instruction, distance education, experiential learning, and co-curricular activities. It offers courses in basic skills; programs for students seeking an associate degree, certificate or license for job placement and advancement; curricula for students planning to transfer; and training programs to meet worker and employee needs. It is a leader in providing instruction and support for students with disabilities. With its commitment to workforce development in support of the State and region's economic viability, Ventura College takes pride in creating transfer, career technical and continuing education opportunities that promote success, develop students to their full potential, create lifelong learners, enhance personal growth and life enrichment and foster positive values for successful living and membership in a multicultural society. The College is committed to continual assessment of learning outcomes in order to maintain high quality courses and programs. Originally landscaped to be an arboretum, the College has a beautiful, park-like campus that serves as a vital community resource.

### D. Core Commitments

Ventura College is dedicated to following a set of enduring Core Commitments that shall guide it through changing times and give rise to its Vision, Mission and Goals.

- Student Success
- Respect
- Integrity
- Quality
- Collegiality
- Access
- Innovation
- Diversity
- Service
- Collaboration
- Sustainability
- Continuous Improvement

### E. What are the strengths, successes, and significant events of the program?

Our program strives for continuous, technological improvement and excellent customer interaction. Our staff uses their many years of work experience to navigate through complex and challenging projects and deadlines. CTS was reorganized last year. A Library Technician II and an Information Technology Support Specialist I were abolished and a new Information Technology Support Specialist II was established.

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## F. Organizational Structure

Robin Calote, President

David Keebler, Vice President

Dave Fuhrman, Associate Vice Chancellor, Information Technologies

Grant Jones, Supervisor

Reuben Asahan, Information Technology Support Specialist II

Lester Tong, Information Technology Support Specialist II

John Wolfe, Information Technology Support Specialist II

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## 2. Performance Expectations

### A. Service Unit Outcomes

1. College Technology Services (CTS) will continuously improve its services to students, staff and the community.

*Performance Indicators:*

- *All CTS staff will assess their and CTS's efforts to improve customer services and value to the college. CTS will average a 3.5 or better on a scale between 1 (severely declining service level) to 5 (significantly improving service level).*
- *A survey of students and staff will be conducted annually to assess whether there is overall improvement in providing services.*

2. College Technology Services will successfully plan and implement the objectives (projects) described in the College Technology Master Plan.

*Performance Indicators:*

- *At the last Technology Committee meeting in the spring term, all projects planned for implementation during the next fiscal year will be presented using project management format with time-lines, critical paths, and resource requirements.*
- *At the first Technology Committee meeting in the fall term, an analysis of the prior fiscal year's projects implementation status will be presented. The Technology Committee will then score the implementation success using a scale between 1 (not started) to 5 (implemented, tested and working as planned). CTS expects to receive a 4.0 or greater score.*

### B. Program Operating Outcomes

1. CTS total expenditures will not increase as a percentage of the total college expenditures.

*Performance Indicator:*

- *The prior year's ratio of [CTS expenses]/[total college expenses] will be compared to the prior year and/or prior three year average.*

2. CTS will continuously improve the use of technologies and work methods to increase the quality and quantity of services.

*Performance Indicators:*

- *All CTS staff will assess their and CTS's efforts to use technologies and work methods. CTS will average a 3.5 or better on a scale between 1 (severely declining service level) to 5 (significantly improving service level). An annual report will be included in the program review identifying the effects of implementing new technologies and work methods.*
- *A costs/benefits ratio will be established to compare the old technology/method to the new.*

3. Maintain staffing levels to provide acceptable I.T. responses

*Performance Indicators:*

- *During the next year, staffing/support level benchmarks will be researched and presented to the Technology Committee. A computer technology to staff target benchmark will then be established to be used in subsequent program reviews. (An example of a benchmark is: 400 instructional lab computers per 1.00 I.T. support staff. The numerator can be much more expansive and complex.)*

4. Optimize the utility of the existing computer technology hardware and software.

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### *Performance Indicators:*

- *During the next year, a complete inventory of computer hardware and software will be conducted. This inventory will include identifying the location, date of purchase, expected number of years of use, any annual maintenance costs, purchase FOAP, any restrictions for use, etc.*
- *During the next year, all inventories of unused hardware and software will be consolidated into a single warehouse. A notification system will be established to proactively inform the college users of this unused inventory (includes software and printer cartridges).*

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## 3. Operating Information

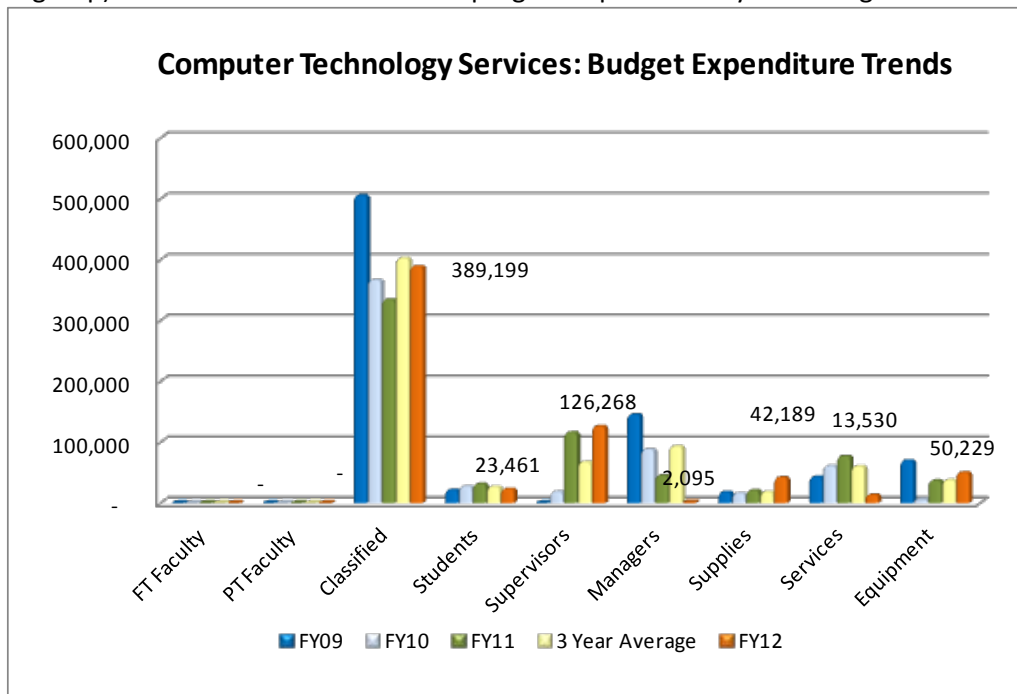
### A1: Budget Summary Table

To simplify the reporting and analysis of the Banner budget detail report, the budget accounts were consolidated into nine expense categories. The personnel categories include employee payroll expenses (benefits). The “3 Year Average” was computed to provide a trend benchmark to compare the prior three year expenses to the FY12 expenses. The “FY12 College” expense percentages are included to provide a benchmark to compare the program’s expenses to the overall college expenses.

Category	Title	FY09	FY10	FY11	3 Year Average	FY12	Program Change from Prior Three Year Average	College Change from Prior Three Year Average
1	FT Faculty	-	-	-	-	-	0%	8%
2	PT Faculty	-	-	-	-	-	0%	-8%
3	Classified	505,769	366,894	334,525	402,396	389,199	-3%	-7%
4	Students	21,557	27,502	31,428	26,829	23,461	-13%	2%
5	Supervisors	-	18,579	116,233	67,406	126,268	87%	6%
6	Managers	145,657	88,570	45,302	93,176	2,095	-98%	0%
7	Supplies	17,986	16,123	20,779	18,296	42,189	131%	1%
8	Services	43,083	60,976	77,136	60,398	13,530	-78%	2%
9	Equipment	70,105	6,396	37,141	37,881	50,229	33%	18%
	<b>Total</b>	<b>804,157</b>	<b>585,040</b>	<b>662,544</b>	<b>683,914</b>	<b>646,971</b>		<b>0%</b>

### A2: Budget Summary Chart

This chart illustrates the program’s expense trends. The data label identifies the FY12 expenses (the last bar in each group). The second-to-last bar is the program’s prior three year average.

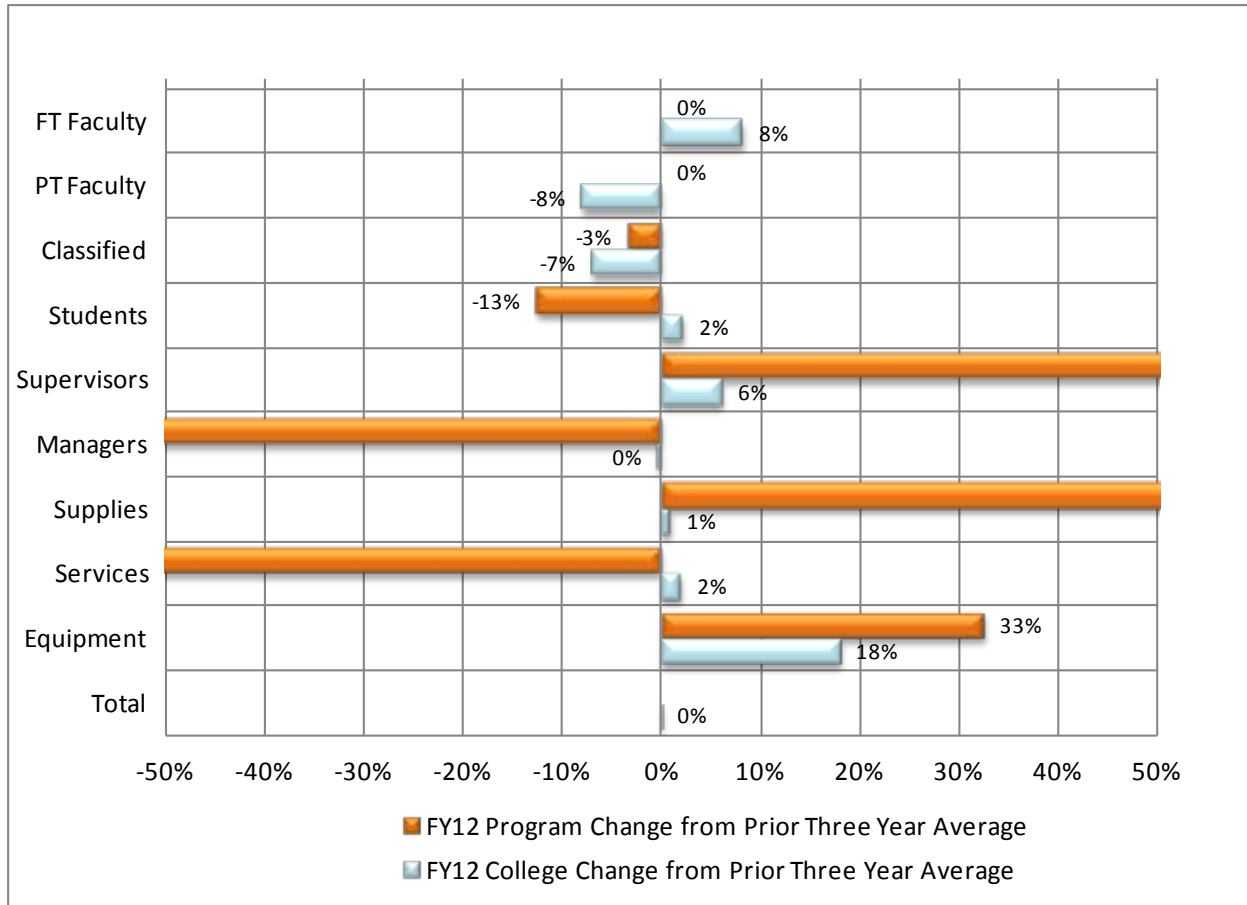


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### A3: Comparative Budget Changes Chart

This chart illustrates the percentage change from the prior three year average expense to the FY12 expenses. The top bar for each budget category represents the program's change in expenses and includes the data label. The second bar represents the college's change in expenses.



### A6: Interpretation of the Program Budget Information

This year's program review budgets include the equipment purchases from funds 114 and 445 (this was not done last year). The personnel budgets are stable. We significantly increased the supplies budget while reducing the services budget (138% and -78%) from the prior three year average. Last year's equipment budget increased 33% above the prior three year average.

### B1: Program Inventory Tables

We are currently conducting a physical inventory for items with a replacement value of over \$200. This is part of the college-wide effort to identify the total cost of ownership for equipment.

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## B2: Interpretation of the Inventory Information

### C1: Service Data:

a) *What populations are served by the program?*

Our I.T. service unit provides technological support for the following populations on campus:

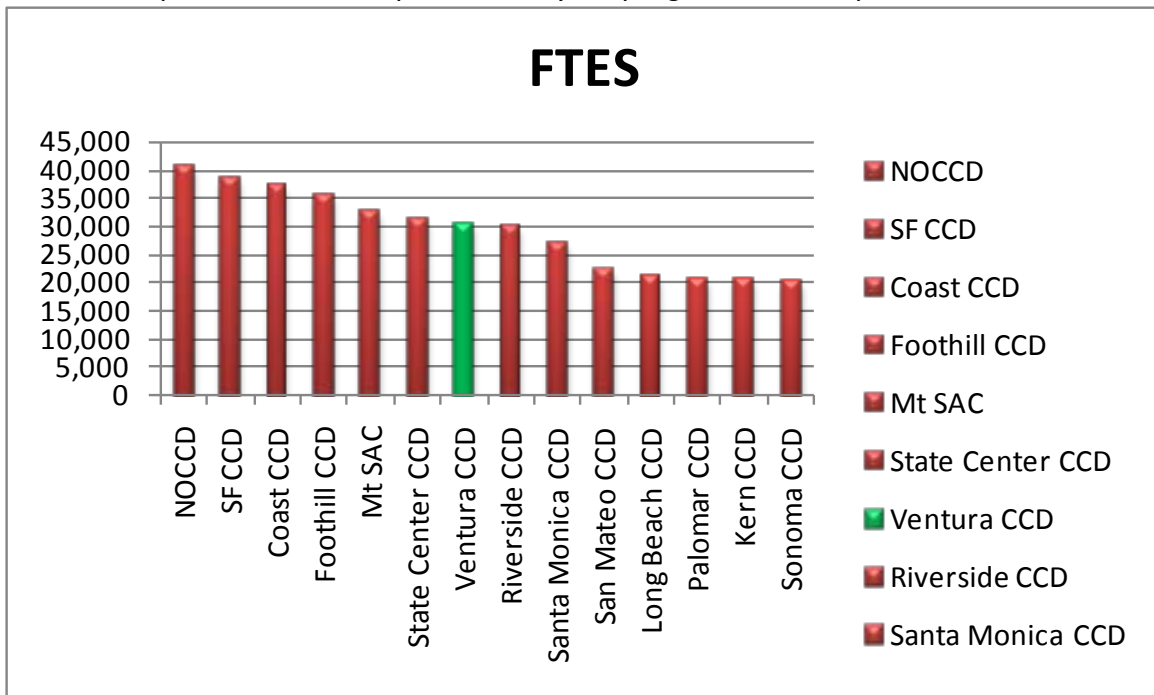
- Provide technology environments for 13,763 students. This equates to **4588 students/full-time technician**.
- Provide technology support for 141 full-time faculty members. This equates to **47 full-time faculty/full-time technician**.
- Provide technology support for 331 part-time faculty members. This equates to **110 part-time faculty/full-time technician**.
- Provide technology support for 114 smart-classrooms. This equates to **38 smart-classrooms/full-time technician**.
- Provide technology support for approximately 1,400 computers on campus. This equates to **467 computers/full-time technician**.

*\*In summary, each technician is responsible for 4,588 student computing environments, 47 full-time faculty, 110 part-time faculty, 38 smart-classrooms and 467 computers on campus.*

b) *How many students, classes, etc. have been served by the program over the last two years (per semester)?*

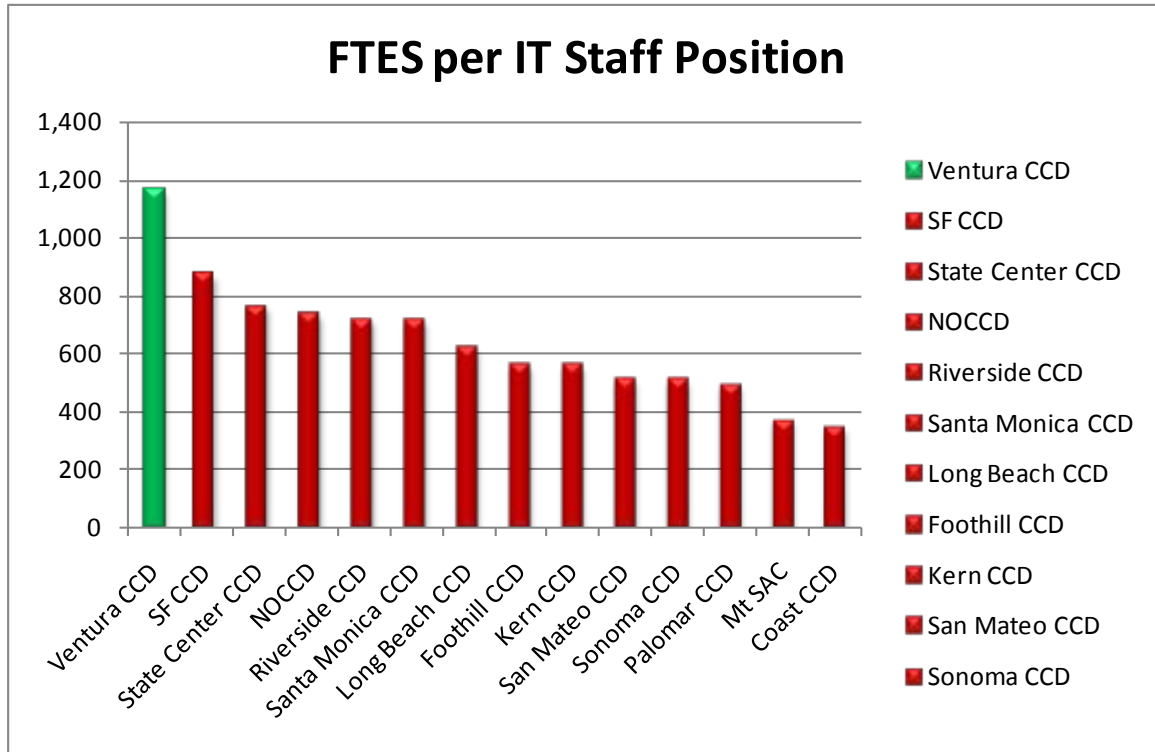
Our service unit provides support for the technology environments used by **13,763 students in 2012**.

c) *What other operational data is pertinent to your program? Please provide.*



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C2: Times of Operation (per semester/summer):

*Fall and Spring Semesters:*

Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific

*Summer:*

Monday through Friday, 8:00 a.m. to 5:00 p.m. Pacific

D1: User Survey – Assessment of Service Levels

Ventura College IT Performance Survey April 2012 - Max Number of Responses = 88

1. How long did you have to wait before a technical support staff member at Ventura College responded to your help request?

One Day	54.7%	47
One Week	33.7%	29
One Month	8.1%	7
One Year	3.5%	3

2. How well did the technical support staff member at Ventura College listen to you?

Extremely well	38.8%	33
Very well	36.5%	31
Moderately	12.9%	11
Slightly well	7.1%	6
Not at all well	4.7%	4



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3. How well did the technical support staff at Ventura College address your latest issue?

They got it right the first time.	65.9%	56
I had to request a 2nd technical	18.8%	16
I am still waiting for a resolution.	15.3%	13

4. When you called the Ventura College help desk x4357, did you receive the information that you requested?

Every time	56.3%	45
Sometime	40.0%	32
Never	3.8%	3

5. How pleased are you with the computer in your office?

Very Pleased	23.8%	19
Pleased	53.8%	43
Not Pleased	13.8%	11
Very Disappointed	8.8%	7

6. How pleased are you with the smart room "AV" technology on campus?

Very Pleased	37.3%	25
Pleased	49.3%	33
Not Pleased	11.9%	8
Very Disappointed	1.5%	1

7. How pleased are you with the reliability of the network on campus?

Very Pleased	29.4%	25
Pleased	47.1%	40
Not Pleased	20.0%	17
Very Disappointed	3.5%	3

8. How pleased are you with the telephone system on campus?

Very Pleased	15.9%	13
Pleased	59.8%	49
Not Pleased	18.3%	15
Very Disappointed	6.1%	5

9. How pleased are you with the wireless internet connections on campus?

Very Pleased	15.4%	12
Pleased	51.3%	40
Not Pleased	24.4%	19
Very Disappointed	9.0%	7

10. How pleased are you with the thin-client devices on campus?

Very Pleased	12.5%	5
Pleased	52.5%	21
Not Pleased	17.5%	7
Very Disappointed	17.5%	7

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Q1. If you have additional comments or concerns, please list them below. (the following are the first 10 responses)

1 computers are old, have not been cleared and reconfigured in 2.5 years. No software updates, Word 07, really. Adobe no updates. wow.

Apr 25, 2012 12:31 PM

2 I'm not sure what a thin-client device. Ignore my response in # 10 Apr 23, 2012 1:13 PM

3 In the faculty computer/printer room the computers' default is to print at the expensive color printer. The default should be set to the bw printer. Could save \$ over the course of the year just with this one change.

Apr 23, 2012 12:28 PM

4 I have a suggestion. When a work order comes into the help desk, it would be good if the person who requested the work to be done is notified of the name and email address of the tech who is assigned to the job. That way, we can follow up on the work requested.

Apr 23, 2012 11:50 AM

5 Appreciate all they do! Grant is always willing to go the extra mile! Apr 23, 2012 11:35 AM

6 What I have found is that the techs do not inform each other of the work they have done on a computer. When I had mine services it was not fixed, so another tech was sent and he had no idea what the previous tech did or what the problem was until I told him, and even then they could not fix it.

Apr 23, 2012 9:30 AM

7 Thin-client has been very problematical. Stations are down often, USB memory sticks are being broken off because of USN port location, and I never know if I will have enough operable computers to run my class.

Apr 22, 2012 10:21 AM

8 Grant is awesomely supportive! Apr 20, 2012 1:29 PM

9 Please consider removing deep freeze completely from Biology lab computers. We need to be able to save data and equipment software on there. Thanks!

Apr 20, 2012 8:48 AM

10 Surveys should include a neutral, or "indifferent," option Apr 20, 2012 7:34 AM  
Here are some summary points/actions items that I will initiate:

### D2: Interpretation of the Survey Responses

- **Response times** – I believe that our response times will get better this year. We were just keeping our head above water last year with the Santa Paula campus, new thin-client deployment, 45 smart classrooms, salvaging gear from 6 buildings, WAM, MCE, MCW buildings turn up, helping to build and move into our new I.T. office etc...
- **Aging office computers** – We purchased 100 SSD drives and accompanying RAM. Eliminating our legacy SX-GX Dell computers from circulation will help with our customer satisfaction.

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- **Wireless internet access** – We purchased 10 WAP's with our program review funds. We will deploy these access points to improve wireless coverage on campus.
- **Student technicians** – We will look at getting name tags for them to wear during their shifts. This will help to identify that they are on the clock and not just studying. This will also help when they are out in the field interacting with instructors and staff.
- **Thin-client improvements** – We are already taking steps to improve this environment. Migrating to new hardware, upgrading to Quest 7.5 and hiring a technician with a deep technical knowledge in this area are already underway.

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## 4. Performance Assessment

### A. Service Unit Outcomes

Service Unit Outcome 1	Performance Indicators
1. College Technology Services (CTS) will continuously improve its services to students, staff and the community.	<p><i>All CTS staff will assess their and CTS's efforts to improve customer services and value to the college. CTS will average a 3.5 or better on a scale between 1 (severely declining service level) to 5 (significantly improving service level).</i></p> <p><i>A survey of students and staff will be conducted annually to assess whether there is overall improvement in providing services.</i></p>
<b>Operating Information</b>	
No information was collected.	
<b>Analysis – Assessment</b>	
<p>This assessment will be implemented in FY12 and used in next year's program review.</p> <p><i>We need to consolidate our services and inventories by moving into a new I.T. office on campus.</i></p>	

Service Unit Outcome 2	Performance Indicators
2. College Technology Services will successfully plan and implement the objectives (projects) described in the College Technology Master Plan.	<p><i>At the last Technology Committee meeting in the spring term, all projects planned for implementation during the next fiscal year will be presented using project management format with time-lines, critical paths, and resource requirements.</i></p> <p><i>At the first Technology Committee meeting in the fall term, an analysis of the prior fiscal year's projects implement status will be presented. The Technology Committee will then score the implementation success using a scale between 1 (not started) to 5 (implemented, tested and working as planned). CTS expects to receive a 4.0 or greater score.</i></p>
<b>Operating Information</b>	
No information was collected.	
<b>Analysis – Assessment</b>	
This assessment will be implemented in FY12 and used in next year's program review.	

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Operating Goal 1	Performance Indicators
1. CTS total expenditures will not increase as a percentage of the total college expenditures.	<i>The prior year's ratio of [CTS expenses]/[total college expenses] will be compared to the prior year and/or prior three year average.</i>
<b>Operating Information</b>	
FY11 CTS Expenses = 643,748 FY10 CTS Expenses = 603,109 = 6.07% increase in expenses from FY10 to FY11 3 Year Average = 525,175 = 22.6% increase in expenses from the 3 Year Average to FY11  FY11 Total College Expenses = 43,724,913 FY10 Total College Expenses = 43,899,327 = 0.01% decrease in expenses from FY10 to FY11 3 Year Average = 43,545,166 = 0.04% decrease in expenses from the 3 Year Average to FY11	
<b>Analysis – Assessment</b>	
This outcome is not met. We need to identify operating benchmarks (costs for service levels). We will have to determine if the discrepancy is due to prior years' underfunding and the increase in new labs, or not. <i>We employed more student workers this summer to get the new buildings up and running by the beginning of the Fall 2011 semester. We will need to fortify our student account budget to offset this budget shortage.</i>	

Operating Goal 2	Performance Indicators
2. CTS will continuously improve the use of technologies and work methods to increase the quality and quantity of services.	<i>All CTS staff will assess their and CTS's efforts to use technologies and work methods. CTS will average a 3.5 or better on a scale between 1 (severely declining service level) to 5 (significantly improving service level). An annual report will be included in the program review identifying the effects of implementing new technologies and work methods.</i> <i>A costs/benefits ratio will be established to compare the old technology/method to the new.</i>
<b>Operating Information</b>	
No information was collected.	
<b>Analysis – Assessment</b>	
The assessment report will have to be completed this year for next year's program review. A method to conduct the costs/benefits analysis will have to be identified and tested. <i>We will reduce our "outstanding" Track-IT ticket count by 20%.</i> <i>Will work with district, network engineers to add 2 wireless access points on campus.</i> <i>Upgrade 3 legacy AV classrooms to our new smart room technology.</i>	

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Operating Goal 3	Performance Indicators
3. Maintain staffing levels to provide acceptable responses to user requests.	<i>During the next year, staffing/support level benchmarks will be researched and presented to the Technology Committee. A computer technology to staff target benchmark will then be established to be used in subsequent program reviews. (An example of a benchmark is: 400 instructional lab computers per 1.00 I.T. support staff)</i>
<b>Operating Information</b>	
No information was collected.	
<b>Analysis – Assessment</b>	

Operating Goal 4	Performance Indicators
4. Optimize the utility of the existing computer technology hardware and software.	<i>During the next year, a complete inventory of computer hardware and software will be conducted. This inventory will include identifying the location, date of purchase, expected number of years of use, any annual maintenance costs, purchase FOAP, any restrictions for use, etc. During the next year, all inventories of unused hardware and software will be consolidated into a single warehouse. A notification system will be established to proactively inform the college users of this unused inventory (includes software and printer cartridges).</i>
<b>Operating Information</b>	
<b>Analysis – Assessment</b>	
<p><i>We need to design, test and implement a new asset tracking database and system for Ventura College. This asset tracking database will help us to plan for future technical refresh requests and have an improved snapshot of our I.T. assets at Ventura College.</i></p> <p><i>We need to gather, test, image and consolidate all technology gear into one I.T. storage area in the TBA technology office. The consolidation of our surplus I.T. gear will help us to respond quicker to our customers by having all gear in one location. Currently, our gear is spread across several areas on campus.</i></p>	

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## 5. Findings

### **Finding 1:**

College Technology Services total expenditures has increased as a percentage of the total college expenditures. We need to identify operating benchmarks (costs for service levels). We will have to determine if the discrepancy is due to prior years' underfunding and the increase in new labs, or not. (OG1 and OG3)

### **Finding 2:**

CTS needs to conduct and incorporate into next year's program review measurement instruments and methods to assess the quality of its services. (SUO1, SUO2, OG2)

### **Finding 3:**

CTS needs to continuously improve its use of personnel, operating methods and technologies. (SUO1, OG2, OG3, OG4)

**College Technology Services Program Review**  
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**6. Initiatives**

**6A. FY12 FMO Initiatives**

Line Number	Program	Category	Program Priority (0, 1, 2, 3,...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Adjusted Cost	Accumulated Costs	Full Time or Part Time
1	College Technology Services	None	0	0			CTS1201	Establish operating benchmarks	Will be done by college services staff and the Technology Committee.			-	
2	College Technology Services	None	0	0			CTS1202	Establish qualitative measurement methods	Will be done by college services staff and the Technology Committee.			-	
3	College Technology Services	None	0	0			CTS1203	Establish a project management system for implementing the Technology Plan projects.	Will be done by college services staff and the Technology Committee.			-	
4	College Technology Services	Technology	0	H	H	H	CTS1205	Add wireless access points on campus.	Computer related equipment.	1,400	1,400	1,400	
5	College Technology Services	Technology	0	H	H	H	CTS1206	Upgrade 3 legacy smart classrooms on campus.	Computer related equipment.	29,250	24,000	25,400	
6	College Technology Services	Budget	1	H		M	CTS1204	Reduce the percentage of pending Trackit work orders.	Provisional or student workers to help during large installations.	47,000	47,000	72,400	

**Initiative 1:** Establish operating benchmarks (service level to costs).

**Initiative ID:** CTS1201

**Link to Finding 1:**

College Technology Services total expenditures has increased as a percentage of the total college expenditures. We need to identify operating benchmarks (costs for service levels). We will have to determine if the discrepancy is due to prior years' underfunding and the increase in new labs, or not. (OG1 and OG3)

**Benefits:** It is very difficult to assess the costs/benefits of CTS without some established benchmarks. These benchmarks will be used in the future to assess the effectiveness of CTS.

**Request for Resources:** None

**Funding Sources:**

No new resources are required (use existing resources)	X
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**Initiative 2:** Create qualitative measurement methods to assess the improvement and quality of services.

**Initiative ID:** CTS1202

**Link to Finding #2:**

CTS needs to conduct and incorporate into next year's program review measurement instruments and methods to assess the quality of its services. (SUO1, SUO2, OG2)

**Benefits:** We have quantitative information on the number and completion rates for work orders (Trackit). However, we do not have a systemic qualitative measurement method to evaluate the effectiveness of our work nor whether our efforts improved operations.

**Request for Resources:** None

**Funding Sources:**

No new resources are required (use existing resources)	X
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**Initiative 3:** Prepare, present and assess a project management system for the implementation of the Technology Master Plan.

**Initiative ID:** CTS03

**Link to Finding #2**

College Technology Services will successfully plan and implement the objectives (projects) described in the College Technology Master Plan. (SUO2)

**Benefits:** This will provide both a educational (what are we doing?) and an accountability (how did we do?) benefit. The Technology Committee can then assess the implementation successes or challenges and recommend solutions (resources, methods, etc.).

**Request for Resources:** None

**Funding Sources:**

No new resources are required (use existing resources)	X
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**Initiative 4 :** Upgrade existing electronic devices.

**Initiative ID:** CTS1301

**Link to Finding #3:**

CTS needs to continuously improve its use of personnel, operating methods and technologies. (SUO1, OG2, OG3, OG4)

**Benefits:** Will provide improved AV gear for the instructors and students and upgrade the electronic door locks in the LRC.

**Request for Resources:** Public address system and electronic door locks.

**Funding Sources:** Program review funds/technical refresh.

New equipment requests

Initiative ID	SU Priority	Description	Comment	Cost
CTS1301	High	Public address system	The current PA is very old and not adequate for large events.	5,000
CTS1301	High	Cipher electronic door locks	The LRC has 14 electronic push button door locks. These locks are old and are not wireless (for code authorization).	10,000

**Funding Sources:**

Requires college equipment funds (other than computer related)	X
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### 6B: Initiatives Priority Spreadsheet

#### FY13 CTS Initiatives

Line Number	Program	Category	Program Priority (R,H,M,L)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Estimated Cost	Full Time or Part Time
1	CTS	No New Resources	H				CTS1201	Establish operating benchmarks	will be done by CTS staff and the technology committee	-	
2	CTS	No New Resources	H				CTS1202	Establish qualitative service level assessment instrument	will be done by CTS staff and the technology committee	-	
3	CTS	No New Resources	H				CTS1203	Further develop the project management system	will be done by CTS staff and the technology committee	-	
4	CTS	Other Equipment	H				CTS1301	Public address system	replace the obsolete PA system with a better quality system	5,000	
5	CTS	Other Equipment	H				CTS1302	Replace the electronic door locks in the LRC	15 touch pads need to be replaced and connected via wireless network	10,000	

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## 7. Process Assessment

### 7A. Process Review

1. Did you complete the program review process last year, and if so, did you identify program initiatives?

*Yes. We identified 6 initiatives or requests in FY12.*

2. Were the identified initiatives implemented?

*Completion Status of the FY12 Initiatives*

Line Number	Program	Category	Program Priority (0, 1, 2, 3...)	Division Priority (R,H,M,L)	Committee Priority (R, H, M, L)	College Priority (R, H, M, L)	Initiative ID	Initiative Title	Resource Description	Completed
1	College Technology Services	None	0	0			CTS1201	Establish operating benchmarks	Will be done by college services staff and the Technology Committee.	Yes (needs committee validation)
2	College Technology Services	None	0	0			CTS1202	Establish qualitative measurement methods	Will be done by college services staff and the Technology Committee.	Mostly
3	College Technology Services	None	0	0			CTS1203	Establish a project management system for implementing the Technology Plan projects.	Will be done by college services staff and the Technology Committee.	Yes
4	College Technology Services	Technology	0	H	H	H	CTS1205	Add wireless access points on campus.	Computer related equipment.	Yes
5	College Technology Services	Technology	0	H	H	H	CTS1206	Upgrade 3 legacy smart classrooms on campus.	Computer related equipment.	Yes
6	College Technology Services	Budget	1	H		M	CTS1204	Reduce the percentage of pending TrackIt work orders.	Provisional or student workers to help during large installations.	No

3. Did the initiatives make a difference?

*Yes. The wireless access points and the upgraded smart classrooms provide a better learning environment. We were not able to significantly reduce the percentage of pending TrackIt work orders.*

4. If you appealed or presented a minority opinion for the program review process last year, what was the result?

*No appeals or minority opinions were put forth.*

5. How have the changes in the program review process worked for your area?

*This is the second year of this new program review process. We have received the benefit of presenting our needs to the college community and received some new resources.*

6. How would you improve the program review process based on this experience?

*Automate the forms as much as possible.*

### 7B. Process Appeals

After the division program review process is complete, your program has the right to appeal the ranking of initiatives. If you choose to appeal, please complete the appropriate form that explains and supports

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your position. Forms are located at the Program Review VC website. The appeal will be handled at the next higher level of the program review process.