



Section A – Operating Data

1. Please enter the number of students that your program has served over the previous three years.

Year	Fall	Spring	Total
2012-2013	Campus Wide	Campus Wide	Campus Wide
2013-2014	Campus Wide	Campus Wide	Campus Wide
2014-2015	Campus Wide	Campus Wide	Campus Wide

2. Is the number of students served by your program increasing, decreasing, or remaining constant?
Remaining Constant
3. Describe the reason(s) for this trend (600 characters max).

The IT department at Ventura College serves all students campus wide. Hence, the number of students that we serve fluctuates with the entire college FTES totals.

4. Enter the number of students from each demographic group that your program served in the 2014-2015 academic year.

Race/Ethnicity	Number of Students Served in 2014-2015
Asian	Campus Stats
Black	Campus Stats
Hispanic	Campus Stats
Native Amer	Campus Stats
Pacific Islander	Campus Stats
Two or More Races	Campus Stats
Unknown	Campus Stats
White	Campus Stats
Gender	Number of Students Served in 2014-2015
Female	Campus Stats
Male	Campus Stats



5. Are you able to increase the number of students your program serves and/or serve more students from underrepresented groups?

Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

6. If no, please describe why your program is unable to do this (600 characters max).

Section B – Services Offered

Please describe the type of services that your program offers.

Service Offered (100 characters max)	Offered Face to Face (Day)	Offered Face to Face (Evening)	Offered Online	% of Total Students Served who Used this Service in the Past Year
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%
IT doesn't interact with students directly.	- Select -	- Select -	- Select -	0.00%

1. Are you able to improve the quantity or quality of services that your program offers?

Yes



If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

2. If no, please describe why your program is unable to do this (600 characters max).

Section C – Service Unit Outcomes

Please enter the following SUO information for your program.

Service Unit Outcome	Date/Semester of Most Recent Assessment	Brief Description of Assessment Results	Changes Made as Result of Assessment	Date/Semester of Next Assessment
Continuously improve its services to students, staff and the community.	12-1-14	A majority of the responses were positive in the 2014 IT survey. Lync phone and Wifi performance were identified as areas for improvement.	Continued to upgrade wireless access points on campus and improve the Lync phone servers and client training.	December 2015
Maintain staffing levels to provide acceptable responses.	5-22-15	It is our goal to be under 10 pending work tickets by the last month of each semester. We had 83 pending work tickets on 5-22-15.	Added two additional IT technicians in 2015 to keep up technological support demands.	December 2015
Do not exceed the allotted IT budget for each fiscal year.	8-5-13	We stayed within our budget for FY13: Budget = \$600,489 Expenditures = \$585,786 Balance = \$14,703	Waiting for final FY14 to be posted.	December 2015

1. How does your program facilitate the achievement of the college's institutional student learning outcomes or institutional service unit outcomes? (600 characters max)



Information Technology (IT), 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. IT's responsibilities include: the provisioning and support for reliable voice, video, and wide-area network services to the campus and its satellite facilities; systems administration and enterprise application management; desktop computer maintenance; software support; and phone/voice-mail.

2. How many department/program meetings have you held in the previous year in which SUO's have been discussed?

2 meetings

3. Are you able to improve the service unit outcomes for your program (i.e. number of SUO's assessed, adherence to rotational plan, improved SUO assessment results, etc.)?

Yes

If yes, please create an initiative in Section F that describes how your program will do this, and what resources, if any, are necessary to achieve it.

4. If no, please describe why your program is unable to do this (600 characters max).

Section D – Program Staffing

Please enter the following staffing information.

Type	Headcount	FTE
Full-Time Non-Instructional Faculty	0	0
Adjunct Non-Instructional Faculty	0	0
Classified Staff	6	0
Unclassified Staff	0	0

1. Describe any changes in the staffing levels in your program over the past three years, and if applicable, describe how these changes have impacted your program (600 characters max).



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Via the program review process, we added two new ITSSII positions to our IT department. This additional staff has helped to stabilize our pending work ticket counts and response times to emergencies. Although, all other divisions are also ramping up with additional staff, technology requirements and I.T. support requests. This additional technical staff arrived just in time to help with this added workload.



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Section E - Previous Year Initiatives

Program	Funding Category	Initiative ID	Initiative Title	Initiative Description	Cost	Grants/ Categorical	College Funds	Program Priority	Division Priority	Committee Priority	College Priority	Funded	Status	Outcome
IT	Computer	VCIT1503	Add UPS to all IDF's on campus.	We would like to add UPS devices to all of the IDF data rooms on campus. This should help to keep our CX-600 and CX-700 phones operational for 30 minutes during a power outage.	30,000		30,000	H	H	H	H	Yes	Pending	Still Pending
IT	Computer	VCIT1504	Phase II Wireless Upgrades	The technology committee identified the nursing, ESL and MCE-MCW buildings as the next areas to upgrade with stronger and more reliable	50,000		50,000	H	H	H	H	Yes	Pending	Waiting for shipment.



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				access points. The nursing building was fulfilled through Title V funds, so this initiative will cover upgrading the wireless in MCE-MCW, Math/Science and the ESL building.										
IT	Computer	VCIT1505	Office PC upgrades	There are approximately 265 fulltime faculty and classified employees at Ventura College. We would like to refresh ~10% of these computers or 27 machines and monitors. Each setup will cost approximately \$1200/office.	32,400		-	H	H	H	H	Yes	Pending	Still working on creating quotes for this approved initiative.
IT	Computer	VCIT1507	General I.T. Upgrades and Maintenanc	We still use SSD drives and RAM kits to upgrade or	44,000		44,000	H	H	H	H	Yes	Ongoing	We purchased and received



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			e. SSD/RAM	repair existing computers on campus. We will need another 150 SSD/RAM kits to keep up with this general maintenance demand. Each kit contains a 180 GB SSD and 6 GB RAM for a total of \$293.33/kit.										these SSD/RAM kits. We have used these kits to upgrade 4 large drafting labs on campus and many offices on campus.
IT	Computer	VCIT1510	Ten spare Dell 23" monitors for new hires/monitors failures.	We are out of our surplus 23" Dell monitors. We would like to purchase 10 more units to have on hand for hardware failures and new hires. Each monitor and speaker bar will cost \$256/monitor.	2,560		2,560	H	H	H	H	Yes	Ongoing	These surplus monitors have been purchased and will be used for hardware failures and new employees.
IT	Computer	VCIT1512	Edge switch upgrades	We need to upgrade the edge switches on our	40,000		40,000	H	H	H	H	Yes	Ongoing	We are preparing quotes for this



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IT	Computer	VCIT1513	Campus Technology R&D	campus. We need to keep up with the latest trends in educational technology. We will use these funds to	10,000		10,000	H	H	H	H	Yes	Pending	initiative. The I.T. group is researching emerging technology to enhance classroom learning.
IT	Computer	VCIT1511	Ten spare POE injectors for phones/cameras/IAP	We need spare POE injectors to setup and support future phone/camera/IAP deployments. Each POE injector costs approximately \$140/injector.	1,400		1,400	M	M	M	M	Yes	Pending	Need to create quote.
IT	Facilities	VCIT1502	Air conditioning for the SCI-109 IT office.	There is no air conditioning in our office. The temperature rises considerably in the summer and this air conditioning will provide relief to our I.T. staff and	10,000		10,000	H	M	M	M	Yes	Completed	Thank you!!!! Moral and productivity have improved due to additional AC.



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				will help to protect our temperature sensitive electronic gear.										
IT	Equipment	VCIT1502	Air conditioning for the SCI-109 IT office.	There is no air conditioning in our office. The temperature rises considerably in the summer and this air conditioning will provide relief to our I.T. staff and will help to protect our temperature sensitive electronic gear.	10,000		10,000	H	H	H	H	Yes	Completed	Thank you!!!! Moral and productivity have improved due to additional AC.



Section F – 2015-2016 Initiatives

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
IT	VCIT1601	Hire Full Office Assistant	We have to close up shop a few times a week when all technicians are in the field. We need a fulltime helpdesk assistant to make sure that all calls/walk ins are covered for our staff and faculty.	\$65,000/year	College Funds	Classified	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
IT	VCIT1602	Refresh lab computers in SCI-315, 318, 218, 211	The lab computers in these rooms are past end of life and need to be replaced. 21 computers x \$1000 = \$21,000	\$21,000	College Funds	Computer	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



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Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
IT	VCIT1603	Refresh Autolab WAM Laptops	The laptops in the WAM autolab are under powered for their current use. We need to replace the 15 laptops 15 x \$1200 = \$18,000	\$18,000	College Funds	Computer	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
IT	VCIT1604	Smart classroom - New Diesel Program	There is a new diesel program. This room needs a new AV, smart classroom setup.	\$15,000	College Funds	Computer	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



2015-2016 Program Review
Information Technology (IT)

Program	Initiative ID	Initiative Title	Initiative Description	Cost	Funding Source	Initiative Category	Educational Master Plan Goal	Expected Improvement	Program Priority	Division Priority	Committee Priority	College Priority
IT	VCIT1605	Hardware upgrade for ELC Laptops	The laptops in the ELC lab are showing their age and need to be upgraded. 30 laptops x \$300 SSD/RAM kits	\$9000	College Funds	Computer	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low
IT	VCIT1606	Replace/up grade wiring for the entire Math/Science Building	The wiring in the Math/Science building is aged, limited and needs to be enhanced.	\$150,000	College Funds	Computer	<input type="checkbox"/> Goal 1 <input type="checkbox"/> Goal 2 <input type="checkbox"/> Goal 3 <input checked="" type="checkbox"/> Goal 4 <input type="checkbox"/> Goal 5	<input type="checkbox"/> Enrollment <input type="checkbox"/> # Under-represented students <input checked="" type="checkbox"/> Quantity/ Quality of Services <input type="checkbox"/> Course Success Rate <input type="checkbox"/> Productivity/ Fill Rate <input type="checkbox"/> Close equity gaps	<input type="checkbox"/> Req <input checked="" type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low	<input type="checkbox"/> Req <input type="checkbox"/> High <input type="checkbox"/> Med <input type="checkbox"/> Low



Educational Master Plan Goals

Goal 1: Continuously improve educational programs and services to meet student, community, and workforce development needs.

Goal 2: Provide students with information and access to diverse and comprehensive support services that lead to their success.

Goal 3: Partner with local and regional organizations to achieve mutual goals and strengthen the College, the community and the area's economic vitality.

Goal 4: Continuously enhance institutional operations and effectiveness.

Goal 5: Implement the Ventura College East Campus Educational Plan.



Section I – Process Assessment

How have the changes in the program review process this year worked for your area?

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

Appeals

After the program review process is complete, your program has the right to appeal the ranking of initiatives (i.e. initiatives that should have been ranked high but were not, initiatives that were ranked high but should not have been), the division's decision to support/not support program discontinuance, or the process (either within the department/program or the division) itself.

If you choose to appeal, please complete the Appeals form (Appendix E) that explains and supports 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.

Section I – Submission Verification

Preparer:

Dates met (include email discussions):

List of Faculty/Staff who participated in the program Review Process:

Preparer Verification:

I verify that this program document was completed in accordance with the program review process.

Dean/VP Verification:

I verify that I have reviewed this program review document and find it complete. *The dean/VP may also provide comments (optional):*



APPEAL FORM

The program review appeals process is available to any faculty, staff, or administrator who feels strongly that the prioritization of initiatives (i.e. initiatives that were not ranked high but should have been, initiatives that were ranked high but should not have been), the decision to support or not support program discontinuance, or the process followed by the division should be reviewed by the College Planning Council.

Appeal submitted by: (name and program) _____

Date: _____

Category for appeal: _____ Faculty
 _____ Personnel – Other
 _____ Equipment- Computer
 _____ Equipment – Other
 _____ Facilities
 _____ Operating Budget
 _____ Program Discontinuance
 _____ Other (Please specify)

Briefly explain the process that was used to prioritize the initiative(s) being appealed:

Briefly explain the rationale for asking that the prioritization of an initiative/resource request be changed:

Appeals will be heard by the College Planning Council. You will be notified of your time to present.