

## Program Review Report

Year :

2020-2021



Program :

IT/TSS



### Program Information

Program Review Authors (include names and campus locations):

Paul Chown, Erik Sorensen, Jose Ramirez, Kirt Frischknecht, Mark Bernards

Program Director's Signature: Paul Chown Date:10/27/2020

Vice President's Signature: Keith Flamer Date:10/27/2020

Primary Function:

The Information Technology department provides integrated technology support for the Redwoods Community College District in various functional areas: Administrative Computing, Client Services, IT Infrastructure (Systems & Network) and IT Security, etc.

IT provides computing facilities; administrative information systems; voice, data, and video communication networks and services; technological resources for teaching and research needs; and a variety of related services and support.

We are committed to providing reliable, cost effective, and high-quality Information Technology services to the college community in support of the college's mission. We value professionalism, communication, integrity, and teamwork.

State briefly how the program functions support the [college mission](#)

IT supports Ed Master goal 1a, 2a, and 2b by continually improving accessibility both on campus and to the outlying communities through enhanced network technology and Distance Ed support.

IT supports goal 6c through continual upgrading of tele-presence technology.

IT values its role in supporting goals 12a, b, & c; employing state-of-the-art technology district wide as resources permit.

State briefly program highlights/accomplishments:

IT configured over 100 laptops and VPN connections to assist employees working from home during COVID.

IT configure over 450 Chromebooks and 100 Windows laptops for loan to students in Eureka, Del Norte, and KT during COVID.

IT provided remote desktop support for Art, Networking, Forestry Management, and CADD to allow students to connect to computers on campus and have access to advanced software to advance their learning outcomes during COVID.

IT worked with the UIR project to replace much of the network cabling throughout the AT building and is continuing work on the migration of network equipment out of the old Admin building and into the LRC.

IT established wireless network connectivity in the parking lot areas of the Del Norte Campus and the Eureka Campus to provide socially distanced student Internet access during and after COVID.

IT assisted in the migration of the bookstore from Follett to Barnes and Nobel College.

IT integrated Nursing into Telepresence system for connection with Sutter Health to expand teaching and educational opportunities.

### Critical Reflection of Assessment Activities

Assessment Data

## 2.0 Administrative Area Outcomes

**Administrative Area Outcomes** are clear and concise statements about the impact of the work performed by your program. They include events that occur outside of the classroom that complement academic programs and enhance the overall educational experience of students.

**Here are examples from a marketing, information technology, and institutional research program:**

"The community is informed about opportunities available to them...."

"Faculty are provided with the resources necessary to effectively deliver online courses..."

"Administrators will have the data they need to effectively schedule classes and ...."

**List your Administrative Area Outcomes:**

- Support academic initiatives through a robust and dynamic technology infrastructure and related services.
- Provide consultation, technologies, and services to campus constituents to facilitate student recruitment, success, and retention.
- Invest purposefully in the expansion and improvement of the campus technology infrastructure to enhance college operations and the successful achievement of the district's goals.
- Strengthen compliance and information security through initiatives supporting the fulfillment of legal directives, operational regulations, and audit requirements and providing a safe, secure campus technology environment.
- Foster an effective ITS staff organization through collaboration and development opportunities and through strategic response to changing IT environments and requirements.

### **Assessment Plan and Results.**

Provide an explanation of how you evaluated your Administration Area Outcomes last year. Describe the results of these evaluations.

IT worked to configure laptops for employees and students for distance work and instruction due to COVID requirements. IT worked with Administrators/Faculty/Staff to provide quotes for software, hardware, and services that benefited the College. IT assisted the UIR project to upgrade network support infrastructure, in several areas including the AT Building, and started the migration of point of contact network services from the old Admin building to the LRC. IT worked closely with CENIC, our Internet provider, to work towards securing a second, diverse 1Gb Internet connection to limit Internet outages. IT provided several workshops and trainings on Network Security, Identity Security, and Internet Safety. IT fielded over 3027 phone calls and responded to over 1775 tickets through our online Help Desk System.

All of the items above resulted in provided quality education and instructional opportunities on the campus and through distance education.

Describe any improvements that you plan to make this year as a result of these assessments.

Be sure to include these actions in the planning section.

IT has participated in several grants this year, and if awarded, will provide faster, more secure off campus connections for College Students and Employees through a virtual desktop interface infrastructure. This includes access to additional technology and access to advanced applications remotely for students in Eureka, Del Norte, KT, Dual Enrollment, and anywhere a student or employee has Internet access.

IT has completed phase one of upgrading the software/hardware on our VOIP phone system. This year we secured the licensing. In 2021 we will work to complete phase 2: Upgrading the software and hardware associated with the phone system.

IT started the process of moving from entirely on campus applications to developing a hybrid system and moving productivity tools into the cloud including team building and document storage and sharing applications.

Upgrade hardware and software associate with the College's ERD/SIS system.

Continue work on UIR Project to improve speed, security, access, and reliability of college network.

### **Evaluation of Previous Plans**

3.1 Describe plans/actions identified in the last program review and their current status. What measurable outcomes were achieved due to actions completed? Include the impact of completed and uncompleted plans. Action plans may encompass several years; an update on the current status, or whether the plan was discarded and why.

Number	Program Plans	Current Status	Describe Impact of Action
1	Complete UIR	In progress.	Faster, more secure and reliable network. Annual Plan items

	infrastructure implementation.	Waiting on funding to complete.	18 and 19. Outcome #3 - Invest purposefully in the expansion and improvement of the campus technology infrastructure to enhance college operations and the successful achievement of the district's goals.
2	Upgrade Phone System	In progress. Completed phase 1:licensing and support.	Continued use of VOIP phone system. Ed Master plan #12 - Employ state-of-the-art technology, equipment, and facilities throughout the District to support learning and institutional performance.
3	Evaluate offsite backup solutions	In Progress	Recovery of data in the event of total loss of campus data centers.
4	Provide Budget Advisory Committee with plans for replacing UPS and Servers and infrastructure components	In Progress. Completed review of network equipment. Working on Server inventory.	To create a feasible strategy for equipment replacement and upkeep. Annual Plan items 18 and 19. Outcome #3 - Invest purposefully in the expansion and improvement of the campus technology infrastructure to enhance college operations and the successful achievement of the district's goals.

### 3.2 Describe how resources provided in support of the plan(s) contributed to program improvement:

IT improved the network connectivity throughout the AT building, provided faster and more reliant connections, and removed cabling that was strung across the roof by running it within the building; protecting the cabling from environmental damage. We renewed the licensing and support involved in maintaining the College's phone systems and prepared for phase two, upgrading hardware, to be completed in the current year. This year we provided employees access to their phone lines from college issued laptops, keeping phone communications robust while working from home. Priorities and projects changed due to COVID and evaluation of an offsite back solution was put on hold. New equipment and technologies acquired may help support moving forward on this project in the coming year. A complete documentation and valuation of the networking equipment was completed. The next step is to acquire costs for servers and develop a replacement schedule, which is in progress.

## Planning

### 4.1 Program Plans

Based on data analysis, student learning outcomes and program indicators, assessment and review, and your critical reflections, describe the actions to be taken for the next academic year in order of importance (from #1 at the top = highest priority and down from there).

Please be specific. This section and section 6 should include a detailed justification so that the resource prioritization committees understand your needs and their importance. Plans should be actionable, measurable and not just resource requests.

#	Program Plans	Related Institutional Planning Goals	Relationship to Previous Assessment	Expected Impact on Program/Student Learning	Resources Needed
1	Update OS on DataTel Systems	Upgrade system to stay in compliance with CCC Systems.	Continued support and update of College systems.	Compliant Employee Relational Program (ERP) and Student Information System (SIS).	Yes
2	Phone System Upgrade	Upgrading communications Network.	This is Phase 2 of 2. Continued support and update of College systems.	Telephone support and communications.	Yes
3	O365/Teams/Email	Better tools for online collaboration and security during and after COVID.	Continued support and update of College systems.	Departments, Committees, Faculty will have better collaboration tools. Email System will be more secure. Students will benefit from Microsoft	No

				applications, email, and single sign-on.	
4	Install 9400 Switch. UIR Project	Upgraded network backbone to modernize system and provide better security.	Continued support and update of College systems.	Students and employees will benefit from upgraded security and faster access to applications and data.	Yes
5	VDI - Virtualized Desktop Interface	Expanding access through VDI reduces equity gap. Provides ability for students in Del Norte and KT to benefit from programs only available in Eureka.	Update of College systems to assist distance education due to COVID and increase equity for remote sites and students.	Students and Employees will have a stable, secure environment to access college office and lab computers through any modern web browser.	Yes

The vision for success goals are institutional planning priorities for the next several years. You can find the full Vision for success document at this link (Vision for Success Goals). Please comment on how your area is planning to address the following during this academic year:

1. Increase the number of completers (including AA-T degrees, AA/AS degrees, and certificates)
2. Decrease the number of average total units a student must take to complete (For example, a discussion of Guided Pathways work in your area might be appropriate here, or larger efforts your area is undertaking to decrease total units to completion)
3. Equity (What is your area doing to promote equity across student groups?)
4. Increase the number of students finding living-wage work in a related field of study (CE areas only need to complete this section)

IT is working through several grants to acquire the funds necessary to build a robust Virtual Desktop Interface Environment. If funded, this equipment will provide access to the software applications, typically only offered on campus, remotely. This will lead to better outcomes and completion rates for STEM programs and others. This is extremely important now as most of our courses are not meeting in person. This will also provide equity and opportunities to Del Norte, KT, and other students since they will have the same access to applications as students in Eureka, even after we return to in-person instruction. New opportunities, for students in remote areas, will be available due to access barriers being removed.

### Resource Requests

**5.0 Planning Related, Operational, and Personnel Resource Requests. If required by law, mandate or ACCJC accreditation, please explain.**

Requests must be accompanied by an action plan in the previous section.

Requests should include estimated costs. Submit a support ticket if you do not know the estimated costs.

***If you are requesting personnel resources, you must also include the 'Request for Faculty or Staffing' forms, located at <https://www.redwoods.edu/program-review/>***

***Submit one form for each request.***

Requestion #	Request	Type of Request	Amount	Annual Costs	Consultation	Contact Name/Email/Phone
1	Upgrade server hardware to facilitate migration of Datatel System to new OS.	Operational	\$24,465.20	0	Technology	<b>Name:</b> Erik Sorensen <b>Email:</b> erik-sorensen@redwoods.edu <b>Phone:</b> 476-4394
2	Upgrade phone equipment to facilitate upgrading phone system software. This is part two of a two part project started in 19/20. Part one was	Operational	\$40,545	0	Technology	<b>Name:</b> Erik Sorensen <b>Email:</b> erik-sorensen@redwoods.edu <b>Phone:</b> 476-4394

	upgrading our licensing and support contract.					
4	Support/Provisioning of new College primary Data Center switch. Part of UIR Project	Operational	\$14,040	0	Technology	<b>Name:</b> Erik Sorensen <b>Email:</b> erik-sorensen@redwoods.edu <b>Phone:</b> 476-4394
5	Purchase Virtual Desktop Interface System to support secure, remote connections for students/faculty/staff	Operational	\$207,600	TBD. Two years cover	Technology	<b>Name:</b> Erik Sorensen <b>Email:</b> erik-sorensen@redwoods.edu <b>Phone:</b> 476-4394

### Author Feedback

**Provide any constructive feedback about how this template or datasets could be improved.**

### How much do you agree with the following statements?

This year's program review was valuable in planning for the ongoing improvement of my program.

Strongly Agree ▼

Analysis of the program review data was useful in assessing my program.

Strongly Agree ▼

### PRC Response

#### Section 1: Program Information

Exemplary: Program mission clearly aligns with the mission of the college, and the function identifies the program's impact on the college and community or service areas. Section is clear and concise. The accomplishments this department reached in 2019-20 are outstanding considering the current situation with COVID. The committee recognizes the hard work of the IT department; their impact on students and staff is clear in supporting the mission.

#### Section 2: Data Analysis

N/A

#### Section 3: Critical Reflection of Assessment Activities

Exemplary: A significant amount of assessment has taken place on the established cycle. The IT department had quite an exciting year with more action than anticipated. Assessment findings are used to inform planning and program changes, and the assessment explanations are detailed. Relevant data is provided to back up statements. Even with changes in workload, goals were still met.

#### Section 4: Evaluation of Previous Plans

Satisfactory/Exemplary: Most of the past actions were carried out and progress of each is stated. Some actions may not have occurred but there is a clear explanation as to why the action was not. Some of the data was unclear. For example, "employ state-of-the-art technology, equipment, and facilities throughout the District to support learning and institutional performance," could include quantitative information such as what specific technology and equipment was deployed, how much of it, and where did it go?

#### Section 5: Planning

Satisfactory: This section is clear and concise; however, some expected impacts are vague--though certain impact values are implied like the impact of "telephone support and communications," perhaps more could be said on the value of that impact to the college. Expected impact should include relevant data or provide a deeper understanding of the impact of each plan.



