



**Administrative Program Review
2023 Annual Update**

Program / Department:	Information Technology Services
Date submitted:	5/3/23
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Outcomes Assessment Report

Revised Plan of Action

The Annual Update is conducted by all programs at the college and consists of an analysis of changes affecting the program as well as significant new funding needs for staff, resources, facilities, and equipment. It should be submitted or renewed every year by June 30 in anticipation of budget planning for the following year, which begins at the planning retreat in November. *Note that if there is no change from the previous year, you may simply resubmit the information in that report (or any portion that remains unchanged) from the prior year as long as it is on the current form and completely responds to each question.

Programs and units should support their planning efforts with quantifiable data, conduct appropriate analyses, and make supportable conclusions.

I. Program Purpose (must align with college mission)

Describe the need that is met by the program or the purpose of the program.

The Information Technology Services (ITS) department deploys and maintains technology resources for academic programs, support services, administration, and other institutional areas. ITS maintains the college's public website, enterprise software for the campus, and supports program-specific software implementations. In addition, ITS supports all computer equipment that AHC provides to employees and students. ITS also manages connectivity for the campus, including the internet and phone systems.

II. Progress on Comprehensive Program Review Final Plan of Action

Summarize the progress the program has made on recommendations, including the status of any incomplete items.

The comprehensive program review focused on three primary areas: effective technical support for the campus community, information security, and classroom technology. Over the last year, we have improved the metrics we are using to measure the effectiveness of technical support (see next section). We have continued to make incremental progress on improving information security and expect to accelerate this progress with the hiring of a permanent information security analyst in the coming months. This spring we have also started to build a roadmap for improving classroom technology with a set of standards for classrooms that we will use to guide future classroom construction and prioritize upgrades to existing classrooms.

III. Program Assessment



Check here if any SAOs have changed since the last comprehensive program review and/or annual update.

What are your program service area outcomes? Which of these have been assessed since the last comprehensive program review and/or annual update? How are they measured? What did the assessment data indicated about the strengths and weaknesses of your program? What changes have you made/do you plan based on these data? (*See Administrative Service Area Outcomes SAOs Assessment Report form on last page*)

SAO 1: Respond to all requests for technical support (i.e. problems) within one business day.

Improved processes for ticket assignments have resulted in the average time to response for a “problem” category ticket decreasing from 29.33 hours (21-22) to 19.01 hours (22-23).

SAO 2: Attain a ticket satisfaction rate above 95%

The percentage of survey respondents who stated that their ticket was successfully resolved increased from 94% (21-22) to 96% (22-23).

SAO 3: Develop and maintain a comprehensive information security program

After an unsuccessful search in the fall, Chris McMains became an interim information security analyst in January 2023. We are currently recruiting for this position again, and it is likely to be successful. Implementing security policies will be a project for 2023-24.

SAO 4: Establish and implement up-to-date standards for classroom technology

The EdTac committee has recently finalized a set of recommendations for classroom technology. These recommendations will be reviewed by Technology Council, College Council, and Academic Senate this spring.

IV. Internal/External Conditions

What external conditions have influenced the program in the past year? Have there been regulatory changes, changes in technology, accreditation recommendations, demographics, labor market, or other changes? Summarize the major trends, challenges, and opportunities that have emerged in the program since the last comprehensive program review and /or annual update.

Compared to the previous couple years, we have seen an improvement in the availability of technology equipment, though there are still long delays when it comes to specialized AV and network gear. We have started to receive additional funding from the Chancellor’s Office to support information security improvements.

What internal conditions have influenced the program in the past year? Have there been trends in SAOs/assessment data; changes in technology, budget, staffing or resources; facilities issues; etc.?

We are seeing an overall increasing volume of tickets from the campus. Typically, the number of tickets is highest at the beginning of the semester and slowly decreases. This spring has seen unusually high ticket volume. Looking back the last two academic years, January 2023 had the highest ticket volume (851), February the fourth highest (679), and March the third highest (745). The opening of the new fine arts building is a contributor to this spike. With our current staffing, we are able to successfully resolve 450-500 tickets per month. The number of requests for audiovisual assistance with campus events has increased by 71% this academic year. This is a workload challenge



since the events often involve multiple ITS staff members and may be scheduled outside of standard working hours.

Technology budgeting has also become more challenging. Annual subscription escalations from our software vendors have encouraged ITS to work closely with the administrative services office to ensure that we have sufficient funding for on-going software commitments. Our annual technology equipment budget is still \$200,000 less than in 2019. We have been able to find one-time funding for purchasing all the equipment needed this academic year.

V. Update to Final Action Plan

If you change or modify a previous recommendation, provide an explanation for the change and a new target date. For new recommendations, provide target dates and data for support. For all items, show how they are related to assessment results where possible and provide approximate costs for resources requested. Resources may include budget, facilities, staffing, research support, professional development, marketing, etc. Not all recommendations will require resources. (Plan may cover period up to the next scheduled comprehensive program review.)

N/A

VI. Revised - Plan of Action (Annual Update)

The last comprehensive program review was completed 3/3/22. The self-study and validation teams developed a final plan of action – post validation based on information in the self-study and the recommendations of the validation team.

(If any plan was made and action not taken, please state the rationale for not pursuing that particular item. If action was delayed or postponed, provide an explanation and a new target date.)

CHANGES AND MODIFICATIONS

RECOMMENDATIONS FROM PLAN OF ACTION	ACTION TAKEN, RESULT AND STATUS
N/A	

ADDITIONS

PLAN OF ACTION	TARGET DATE
N/A	



RESOURCES NEEDED (Be sure there is sufficient justification and data contained in the narrative to support each of the items on your list.)

TYPE OF RESOURCE	SPECIFIC RESOURCE	APPROXIMATE COST
Facility Needs	Adequate space at South Campus for equipment storage (including surplus)	\$0 (all work has been funded)
Technology Needs	Move Banner to a Cloud Environment	\$600,000/year
	Cyber Security Training Software	\$30,000/year
	Budget for Annual Computer Lab Replacement	\$200,000/year
	Dedicated Budget for Classroom Technology Upgrades	\$500,000/year
Staffing Needs	Assistant Director, ITS (in lieu of Technical Services Supervisor)	\$10,000 additional. Approved by Budget Council.
	Technical Support Specialist for LVC and evening/weekend	\$70,642/year
	Additional Supervisory Position (Technical Services Supervisor revised)	\$130,000/year
Equipment (non-technology)		
Other Resources		



**Program Review Annual Update
Administrative Service Area Outcomes (SAOs) Assessment Report**

Program / Department: Information Technology Services

Use one row for each SAO

Program Intended Outcomes	Assessment Method(s)	Findings	Action Plan
SAO 1: Respond to all requests for technical support (i.e. problems) within one business day.	Help desk software reporting	We have decreased the average time for a response to “problem” category ticket from 29.33 hours (21-22) to 18.78 hours (22-23). We need to further set up our help desk software to accurately measure business days	Complete set up of working hours/days in TeamDynamix software. Develop written procedures for how tickets are assigned and response times
SAO 2: Attain a ticket satisfaction rate above 95%	Ticket satisfaction surveys (automatically emailed to ticket requestors after ticket is completed)	The percentage of survey respondents who stated that their ticket was successfully resolved increased from 94% (21-22) to 96% (22-23)	Continue to review patterns in ticket surveys with technicians as part of the evaluation process
SAO 3: Develop and maintain a comprehensive information security program	Track security activities and improvements each year	Implemented revised password policies and decommissioned obsolete systems	Hire a permanent information security analyst and assess highest impact security improvements
SAO 4: Establish and implement up-to-date standards for classroom technology	Develop and implement standards	Standards are on track to be completed by end of spring 2023. Prioritization and implementation will continue next year	Prioritize classrooms to upgrade and find funding sources