

HAWAII COMMUNITY COLLEGE UNIT REVIEW REPORT

Computer Services

March 2, 2015

July 1, 2013 to June 30, 2014

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Program/Unit Review at Hawai'i Community College is a shared governance responsibility related to strategic planning and quality assurance. It is an important planning tool for the college budget process. Achievement of Program/Unit Outcomes is embedded in this ongoing systematic assessment. Reviewed by a college-wide process, the Program/Unit Reviews are available to the college and community at large to enhance communication and public accountability.

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Unit Description

The Computer Services Department is a component of the Academic Support Unit, and is tasked with providing a complex set of services supporting all facets of computing, multimedia technologies, and the network infrastructure across three primary campuses and multiple remote sites maintained by Hawaii Community College. These services, directly and/or indirectly impact each and every student, administrator, faculty, and staff member on a daily basis. Access to the campus network and to the Internet on a 24 hour/7 day(s) per week basis is critical. Since the last comprehensive review, Computer Services has evolved from supporting unmanaged networked 10/100 switching to an entirely managed network incorporating 180+ Gigabit switches and 10K Gigabit routing. We have evolved from standalone analog based telephone system(s) and we are now supporting, managing, and maintaining all of the college's telephone systems with an extensive Voice over Internet Protocol system. The wireless networks have evolved from standalone controllers at each campus to an integrated wireless N (A/B/G/N) system supporting 80+ nodes. Other changes that have occurred involve the campus security system of blue light call boxes, horns, and IP cameras that are now network/server based, as are the campus fire alarm system and soon to be completed electronic lock initiative. In addition to the 2200+ desktop/laptop computers, printers, and peripheral devices now being supported we have also added over 100 networked Uninterruptible Power Supplies (UPS's) to support our VoIP system and 20+ network servers. All of the networked switches, routers, UPS's, and equipment rooms are continuously monitored electronically and email and/or video messages are sent to the staff in real time as changes occur (e.g. power outages, connectivity issues, etc.). With the VoIP implementation and during subsequent construction projects, Computer Services has taken the initiative to install several hundred data jacks and thousands of feet of Cat 6 cable in support of the Gigabit infrastructure supporting all three primary campuses. Design and data specifications were developed in detail locally for the Palamanui campus as requested by the design team.

Unit Mission

It is the mission of Computer Services to provide continuous administration, maintenance, and support for all of the college's technological requirements.

3yr Review Report Summary–

In 2011 Computer Services received the initial batch of Cisco managed switches from the community college (CC) VoIP initiative and these were supplemented with additional resources from the Rural Development Program and the technology fund. The CC project also included the VoIP servers, routers, UPS's, cabinets, fiber and copper cabling, and the Avaya analog/PRI chassis. During 2011-2014 Computer Services implemented the VoIP telephone project and wireless N replacement on the Hilo campuses (2011) and on the West Hawaii campus in 2012. This required several hundred hours of work that was required for transitioning to a Gigabit network in a fully managed environment, which was funded by the campus. During two of these years we were also short one FTE IT Specialist and did not become fully staffed again until April of 2014. After the implementation of the VoIP and wireless N networks, it became imperative that we dedicate a full time position to network management and a vacant Band A, IT Specialist "T" position was upgraded to a Band B position with a focus on the network when the position was filled in 2014. Over the past three years, Computer Services has undertaken several infrastructure projects that have included the addition of several hundred data ports and thousands of feet of copper and fiber cabling. These have included all of the BTEC labs in Building 346 during summer of 2011, the West Hawaii campus and PB-3 in 2012, and the renovation of Buildings 380

and 381 during the summer of 2013 and 2014.

CERC Comments and Feedback

CERC Comments as listed in most recent Comprehensive Review:

CERC provided recommendations intended as suggestions for improvement. Provide a brief response to the suggestions made. i.e., Were the suggestion(s) valid? What change(s) were made as a result of the suggestion(s)?, etc.

- *If no changes were made at all, write “None.”*
- *If no changes were made during this review period but you plan to in future periods, write “None in 2013-2014 however changes will be made in (AYs) and will be reported in that review.*
- *If no changes were made during this review period but changes were made in previous review periods, write “None in 2013-2014; however changes were made in (AYs).”*

Part I: Quantitative/Qualitative Indicators

A. Annual Report of Program Data (ARPD) Data Grid

Technology Resources	2011-2012	2012-2013	2013-2014
2. Annual FTE Faculty	126	131	137
2a. Annual FTE Staff	125	135	140
Demand Indicators			
5. Number of student, faculty and staff computers per IT desktop support staff	--	368	405
6. Number of service requests per FTE faculty and staff	N/A	8.6	29.6
Efficiency Indicators			
9. Number of central FTE IT staff per FTE faculty and staff	N/A	0	0.18
10. Total central IT spending divided by total institutional budget (excludes external funds)	N/A	N/A	0.015
Effectiveness Indicators			
11-1 I am satisfied with the customer service of the Help Desk/computer services staff	83%	91%	89%
11-2 I am satisfied with the response time of the Help Desk/computer services staff	86%	85%	85%
11-3 The computers on campus meet my needs	98%	79%	74%

B. ARPD Data Analysis –

Based on the data from the ARPD, analyze the unit’s strengths and weaknesses in terms of demand, efficiency, and effectiveness.

- *Based on data, determine and justify Health Calls – Healthy, Cautionary, Unhealthy*
- *If this Unit is scheduled for Comprehensive Review, analyze Unit over 3 years.*

Demand Health	Efficiency Health	Effectiveness Health
2011-12 Not Yet Applied	Not Yet Applied	Not Yet Applied
2012-13 Not Yet Applied	Not Yet Applied	Not Yet Applied
2013-14 Not Yet Applied	Unhealthy	Healthy

Overall Health
2011-12 Not Yet Applied 2012-13 Not Yet Applied 2013-14 Not Yet Applied <i>Technology combines Distance Education and Computer Services and requires consensus to respond</i>

C. Other Data, Trends & Factors -- *Report non-ARPD data, trends or factors that can be used to analyze the unit's strengths and weaknesses.*

- *Provide any non-ARPD data and a brief analysis in terms of the Unit's demand, efficiency and effectiveness, e.g., a summary of Satisfaction Survey Results, special studies and/or instruments used, e.g., CCSSE, etc.*
- *Describe trends including comparisons to any applicable standards, such as government regulations, national standards from accrediting associations, etc.*
- *Describe any external factors affecting the unit or additional unit changes not included elsewhere.*
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Part II: Analysis of the Unit

A. Alignment with Institutional Mission & Learning Outcomes (ILOs)

1) College Mission Alignment

Hawai'i Community College (HawCC) promotes student learning by embracing our unique Hawai'i Island culture and inspiring growth in the spirit of "E`Imi Pono." Aligned with the UH Community Colleges system's mission, we are committed to serving all segments of our Hawai'i Island community.

The Computer Services Department provides the infrastructure, resources, and services which enable students, administration, faculty, staff, and lecturers to effectively and efficiently utilize technologies in support of the college's mission.

2) ILO Alignment

a) ILO1: *Our graduates will be able to communicate effectively in a variety of situations.*

Computer Services provides and maintains information technology college-wide. This allows our students to communicate in a variety of electronic forms (e.g. email, Lulima, word processing, spreadsheets, digital presentations, etc.) either for individual use, between themselves and their instructors, or collaboratively with multiple participants.

b) ILO2: *Our graduates will be able to gather, evaluate and analyze ideas and information to use in overcoming challenges, solving problems and making decisions.*

Computer Services supports system-wide information technology initiatives. This allows our students to access information from a wide variety of different sources (Internet, Banner, STAR, Lulima, etc.) as well as providing them with the tools needed to evaluate, analyze, and process information from various sources. Access is provided through a number of mediums, delivered via wired or wireless technologies in the form of data, audio, video, and other means.

c) ILO3: *Our graduates will develop the knowledge, skills and values to make contributions to our community in a manner that respects diversity and Hawaiian culture.*

Computer Services indirectly supports ILO 3 by maintaining the infrastructure and technological devices which allow for the design and delivery of courses (traditional/online) which cover the entire spectrum include Hawai'i Life Styles, language, history, religion, administration of justice, human services, tropical forest ecosystem and agroforestry management, etc.

B. Strengths and Weaknesses

1) Strengths (Top 3 defined)

State Strength	Using supporting evidence, describe why this is a strength
<p>S2 Specialty skill sets are focused on the specific strengths of each IT staff member while general IT skills allow for collaboration and cross training as necessary.</p>	<p>While campuses such as UH Manoa and UH Hilo have a greater abundance of staff, the depth and breadth of their IT “specialists” is apparent. With our limited resources, it is often necessary for one person to address several different areas of specialization dependent upon the task(s) at hand. Networking, servers, telecom, infra-structure, hardware, software, etc. often require the use of different skill sets and are constantly evolving.</p>
<p>S3 The technology funds which were allocated to the college by the legislature have allowed us to keep pace with a four year turn over in lab/lab equivalent computer replacements as well as funding expansion in wired and wireless infrastructure, media initiatives, and campus wide projects specific to technology.</p>	<p>The purchase of between 110 and 220 computers each year have allowed the campus to keep pace with constant technological changes and hardware requirements. With constant monitoring, aging, and updating of our comprehensive equipment lists we are able to keep the majority of campus computer systems current with either new or repurposed computers in terms of those requirements and based on the perceived needs of the individuals. The evolution to a network of managed Cisco switches was only made possible through a combination of the community college VoIP initiative, Rural Development Program funding, and technology funds as the total cost was in excess of \$250,000.</p>

2) Weaknesses (Top 3 defined)

State Weakness	Using supporting evidence, describe why this is a Weakness	Proposed solution
<p>W1 Lack of input from an active Technology Advisory Committee/ Technologies Manager</p>	<p>The structure and administration of the broad technological resources is in a constant state of flux with no clear direction or active advisory body. This impacts several technology areas including Computer Services.</p>	<p>Fund and fill the position of the Information and Communication Technologies (ICT) Manager who is to be a co-chair of the Technology Advisory Committee.</p>
<p>W2 Insufficient Resources</p>	<p>Insufficient funding/staffing to support a broad Technology Department, as described in the 2004 and 2009 comprehensive program reviews, and to sustain current/obsolete equipment initially purchased with federal and/or grant funds.</p>	<p>Fund and fill the position of the Information and Communication Technologies (ICT) Manager who is to be a co-chair of the Technology Advisory Committee and would also address the Technology Master Plan, which expires this fiscal year, to include resource implications.</p>
<p>W3 Future expansion of facilities and staffing</p>	<p>Increased grant funding during the current year and the resulting technology purchases and support of new staff have negatively impacted the ability of Computer Services to maintain desired response time(s). Hale Aloha and the Palamanui campus coming online will further negatively impact services and resources.</p>	

Part IIIA: Unit Outcomes and Assessment

A. Unit Outcome(s) Assessed -- *List the Unit Outcome(s) assessed during this reporting period.*

(UO1) Computer Services will continue to provide, manage, support, and maintain the campus technology infrastructure and technological hardware/software.

B. Expected Level of Achievement -- *Describe the different levels of achievement for each characteristic of the learning outcome(s) that were assessed. That represented "excellent," "good," "fair," or "poor" performance using a defined rubric and what percentages were set as goals for student success; i.e. 85% or more participants will choose "Strongly Agree" or "Agree" when asked whether OCET successfully provides training relevant to the needs of the Hawaii Island community on course evaluation.*

System survey questions 11-1 – 11-3
 Healthy (If 80% or more)
 Cautionary (If 70-79%)
 Unhealthy (If less than 70%)

C. Assessment Strateg(y/ies) & Instrument(s) -- *Describe what, why, where, when, and from whom assessment artifacts were collected.*

Strategy/Instrument 1: Annual system survey questions related to technology. This survey is distributed to administration, faculty, staff, and lecturers.

Strategy/Instrument 2: CSSE survey data related to technology use and satisfaction

Strategy/Instrument 3:

D. Results of Unit Assessment - Provide a summary of assessment results.

11-1 89.13% either strongly agreed (56.52%) or agreed (32.61%) with the statement.
 11-2 84.78% either strongly agreed (45.65%) or agreed (39.13%) with the statement.
 11-3 73.91% either strongly agreed (32.61%) or agreed (41.30%) with the statement.

Changes Implemented as a result of Assessment	Evaluation of the changes that were implemented
Change 1:	Evaluation of Change 1:

Change 2:	Evaluation of Change 2:
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E. Next Steps –

Computer specifications meet or, in most instances, significantly exceed the minimum requirements for all of the software currently installed and being run on them. We will make an increased effort to communicate this to those utilizing the systems and software. Perceived issues are often the result of Malware, cached or fragmented files, running too many processes, and/or issues with memory. In addition to communication we will be reviewing all systems to address optimization and/or upgrades as warranted.

Part IV Action Plan

A. Previous Goals (Unit Actions) & Planning

- Report all new and uncompleted goals from your 2012-2013 report. If your unit is included in the Academic Master Plan (AMP) Appendix, you should use the list of unit actions listed for your unit in the AMP Appendix, except for crossed out items. (<http://hawaii.hawaii.edu/docs/academic-master-plan-appendix-priority-actions.pdf>)
- Review and specify which unit actions were addressed/completed during Review Period AY 2013-2014.
- Give a progress report for each unit action that is not yet address/completed and describe the degree to which the goal was achieved over the review period.
- If listed in the AMP, specify unit actions that are no longer being pursued by the unit and should be deleted from the AMP.

Goals /AMP Unit Actions	Progress Evaluation & Evidence of Achievement
<i>These goals are directly related to the Technology Master Plan and in support of the AMP</i>	
Create and maintain a formal technology governance structure that will comprehensively guide decision-making for Hawai'i Community College.	A committee was formed in late 2013 (Technology Advisory Committee Ad-Hoc task force) which was charged with drafting a position description for the Information and Communication Technologies (ICT) Manager who is to direct the technology departments of the college. This includes Computer Services, Media Services, and Web Development. The position description and a governance structure and responsibilities for the Technology Advisory Committee were completed in April 2014 and submitted to the VCAA as requested so that these items could be acted on by the college administration, prior to the summer semester of 2014.
Provide technology training to faculty, staff, and	This goal is found under the realignment of the original

managers.	Technology Master Plan and encompasses areas beyond Computer Services, including Media Services, Distance Education, and Web Services. While work is being done in several of these areas currently, it was intended that the ICT Manager would further define and expand these offerings.
Provide resources for research and evaluation of emerging and innovative technology for use at Hawaii CC.	This goal is found under the realignment of the original Technology Master Plan and also encompasses areas beyond Computer Services including Media Services, Distance Education, and Web Services. While much of the work is currently being done, the focus of Computer Services, has been self-directed as requests for assistance are received. This too was intended to be addressed by the ICT Manager in conjunction with the college administration.

B. New Goals (Action Strategies) and Alignment – Describe New Goals, if any

Define Goal (Action Strategy) 1

Goal 1 – Develop additional survey questions designed to elicit detailed information from participants regarding their technology needs and suggestions as how to better serve them with existing resources.

Alignment of Goal 1 to ILO(s)

Explain how Goal 1 aligns with ILO(s) and provide supporting rationale

Goal 1 will support the ILO's indirectly by following the core principles outlined within each of the three. Those being effective communication in diverse situations. The gathering and analyzing of ideas and information in overcoming challenges and in decision making. In making contributions to our community that respects diversity and Hawaiian culture.

Alignment of Goal 1 to Strategic Plan (SP)

http://hawaii.hawaii.edu/docs/HawCCStrategicPlan_20082015_102909.pdf

Explain how Goal 1 aligns with an Action Strategy in the Strategic Plan (SP). Include SP Reference(s) and provide supporting rationale. If Goal 1 does not align with a listed strategy, explain how it aligns to a SP Performance measure. Then, propose a new action strategy in the next field.

Goal 1 aligns with Goal 3 in the Technology Master Plan (3.1 – 3.6) which relates to ongoing feedback and evaluation

Proposed New SP Action Strategy/Strategies (if applicable) – *If Goal 1 does not align with a listed HawCC Action Strategy, indicate above how it aligns with a Performance Measure, and then use the field below to propose a new Action Strategy to be added to the HawCC Strategic Plan. New action strategies should be written in generalized terms so that other Programs and Units could also align their goals to them in the future.*

Alignment of Goal 1 to Academic Master Plan (if applicable)

Academic Master Plan: http://hawaii.hawaii.edu/docs/HawCCStrategicPlan_20082015_102909.pdf

AMP Appendix: <http://hawaii.hawaii.edu/docs/academicmasterplanappendixpriorityactions.pdf>

Check this box if your Unit is not currently listed in AMP but would like to be added in the next revision.

Indicate which Academic Master Plan (AMP) Action Priorities Goal 1 aligns with (if applicable) and provide supporting reasoning.

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UH System Collaboration (if applicable)

- include collaboration efforts w/other campuses
- include alignment with the UHCC Initiatives <http://uhcc.hawaii.edu/OVPCC/> (listed on the left of John Morton's picture).

Calendar of planned activities for Goal 1 -- *In chronological order, briefly describe the procedures/activities planned to achieve Goal 1*

Activity	When will the activity take place
1. Develop questions and format with the staff of Computer Services and selected individuals.	In Winter of 2014
2. Conduct a test sampling with limited respondents	By March of 2015
3. Revisit and refine questions and format (if necessary)	By April 15, 2015
4. Administer survey	By May 2015
5. Review and determine best method for addressing responses/concerns	May-June 2015

Define Goal (Action Strategy) 2

Replace obsolete server systems and network operating systems (Windows Server 2003) to accommodate the minimum requirements of server 2008 or ideally Windows Server 2012

Alignment of Goal 2 to ILO(s)

Explain how Goal 2 aligns with ILO(s) and provide supporting rationale

This will facilitate the exchange and storage of data for numerous college entities in support of the ILO's while maintaining a secure environment and current platform.

Alignment of Goal 2 to Strategic Plan (SP)

Goal 2 aligns with Goal 6 in the Technology Master Plan in Creating an ongoing process to articulate, plan, and prioritize college technology needs to determine optimal funding (Goal 6, 6-1 through 6.4).

Proposed New SP Action Strategy/Strategies (if applicable) – *If Goal 2 does not align with a listed HawCC Action Strategy, indicate above how it aligns with a Performance Measure, and then use the field below to propose a new Action Strategy to be added to the HawCC Strategic Plan. New action strategies should be written in generalized terms so that other Programs and Units could also align their goals to them in the future.*

Alignment of Goal 2 to Academic Master Plan (if applicable)

Academic Master Plan: http://hawaii.hawaii.edu/docs/HawCCStrategicPlan_2008-2015_10-29-09.pdf

AMP Appendix: <http://hawaii.hawaii.edu/docs/academic-master-plan-appendix-priority-actions.pdf>

Check this box if your Unit is not currently listed in AMP but would like to be added in the next revision.

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UH System Collaboration (if applicable) –

- include collaboration efforts w/other campuses

Calendar of planned activities for Goal 2 -- *In chronological order, briefly describe the procedures/activities planned to achieve Goal 2*

Activity	When will the activity take place
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Identify servers that will not support the Windows 2012 Network Operating System (NOS)	2014
Determine resources needed to purchase hardware and NOS licenses	By March 2015
Purchase hardware/NOS licenses prior to the expiration of Microsoft support for Server 2003	Replacements should be completed by June 2015 as support will end on July 14, 2015

Define Goal (Action Strategy) 3

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Alignment of Goal 3 to ILO(s)

Explain how Goal 3 aligns with ILO(s) and provide supporting rationale

Alignment of Goal 3 to Strategic Plan (SP)

Explain how Goal 3 aligns with an Action Strategy in the Strategic Plan (SP). Include SP Reference(s) and provide supporting rationale. If Goal 3 does not align with a listed strategy, explain how it aligns to a SP Performance measure. Then, propose a new action strategy in the next field.

Proposed New SP Action Strategy/Strategies (if applicable) – If Goal 3 does not align with a listed HawCC Action Strategy, indicate above how it aligns with a Performance Measure, and then use the field below to propose a new Action Strategy to be added to the HawCC Strategic Plan. New action strategies should be written in generalized terms so that other Programs and Units could also align their goals to them in the future.

Alignment of Goal 3 to Academic Master Plan (if applicable)

	Check this box if your Unit is not currently listed in AMP but would like to be added in the next revision.
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UH System Collaboration (if applicable) –

- include collaboration efforts w/other campuses
- include alignment with the UHCC Initiatives <http://uhcc.hawaii.edu/OVPCC/> (listed on the left of John Morton's picture).

Calendar of planned activities for Goal 3 -- In chronological order, briefly describe the procedures/activities planned to achieve Goal 3

Activity	When will the activity take place

Part V: Resource Implications

A. Cost Item 1

Description	Type <ul style="list-style-type: none"> • Personnel • Facilities • Equipment • Health/Safety • Others (Define) 	Estimated Cost
Replacement servers and Network Operating System (NOS) licenses for college use due to supporting ending for current NOS on July 14, 2015	<i>Equipment</i>	\$64,000

Alignment of Cost Item 1 to Strategic Plan (SP)

<p>Explain how Cost Item 1 aligns with the Strategic Plan (SP). Include SP Reference(s) and provide supporting rationale</p>
<p>Cost Item 1 aligns with the TMP Goal 5 – Emerging and Innovative Technology 5.1- 5.3, and Goal 6 – Funding 6.2, 6.4</p>

Alignment of Cost Item 1 to Academic Master Plan (AMP) (if applicable)

<p>Explain how Cost Item 1 aligns with the Academic Master Plan (AMP) Action Priorities.</p>
<p></p>

Alignment of Cost Item 1 to Strength(s)

Explain how Cost Item 1 aligns with Unit Strengths (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."
No alignment

Alignment of Cost Item 1 to Weaknesses(s)

Explain how Cost Item 1 aligns with Weaknesses (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."
A static funding source has not been allocated for equipment replacement beyond the systems identified in 2007 as lab and lab equivalents. Aging cycles and equipment replacements need to be tracked and funding secured (W3).

B. Cost Item 2

Description	Type ● Personnel ● Facilities ● Equipment ● Health/Safety ● Others (Define)	Estimated Cost
Environmentally controlled equipment storage The current store room that POM had moved us into 3 years ago is open and prone to bird and rat droppings, dust and dirt. Rats have eaten the copper wire stored in these spaces.	Health/Safety Facilities Modification	Unknown

Alignment of Cost Item 2 to Strategic Plan (SP)

Explain how Cost Item 2 aligns with the Strategic Plan (SP). Include SP Reference(s) and provide supporting rationale

Alignment of Cost Item 2 to Academic Master Plan (AMP) (if applicable)

Explain how Cost Item 2 aligns with the Academic Master Plan (AMP) Action Priorities.

Alignment of Cost Item 2 to Strength(s)

Explain how Cost Item 2 aligns with Unit Strengths (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."

No alignment

Alignment of Cost Item 2 to Weaknesses(s)

Explain how Cost Item 2 aligns with Weaknesses (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."

No alignment

C. Cost Item 3

Description	Type <ul style="list-style-type: none"> • Personnel • Facilities • Equipment • Health/Safety • Others (Define) 	Estimated Cost
Additional Cisco switching gear, UPS's, wireless controller, and access points for the Palamanui campus.	Equipment	\$54,600

Alignment of Cost Item 3 to Strategic Plan (SP)

Cost Item 1 aligns with the TMP Goal 5 – Emerging and Innovative Technology 5.1- 5.3, and Goal 6 – Funding 6.2, 6.4

Alignment of Cost Item 3 to Academic Master Plan (AMP) (if applicable)

Explain how Cost Item 3 aligns with the Academic Master Plan (AMP) Action Priorities.

Alignment of Cost Item 3 to Strength(s)

Explain how Cost Item 1 aligns with Unit Strength (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."

No alignment

Alignment of Cost Item 3 to Weaknesses(s)

Explain how Cost Item 3 aligns with Weakness (From Part II. Section C). Address and provide supporting rationale. If there's no alignment, write "No Alignment."

A static funding source has not been allocated for equipment replacement beyond the systems identified in 2007 as lab and lab equivalents. Aging cycles and equipment replacements need to be tracked and funding secured (W3).

Part VI: Justification for Unit Existence

Write a brief statement describing the value of this Unit to the College. Is your Unit sustainable? If so, briefly state why. If not, briefly state why the College should continue to support your Unit.

Technology is engrained into the daily lives/actions of each student, administrator, faculty, and staff member of the college. Without the ability to maintain, repair, and replace the technological infrastructure and devices that we are dependent on in a timely manner, all the constituents of the college would be negatively impacted. The importance and reliance on technology do not seem to be acknowledged on this campus and we are at the point where the majority of all systems rely upon the network in one form or another for communication. This has evolved from stand-alone computers and labs to a computer at every desktop in every office, computers for the instructors to utilize in nearly every classroom with a variety of attached devices and projectors, video technologies, voice technologies, wireless technologies, security systems and cameras, fire alarms, electronic locks, and more yet to come. Are we sustainable? Not without a substantial shift in terms of recognition and support to the fiscal and human resources related to all areas supporting technology across the college.