



Annual Program Review 2012-2013 ADMINISTRATIVE PROGRAMS

GARFIELD Information Technology

Authorization

After the document is complete, it must be reviewed and submitted to the Program Review Office by the Manager.

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1.0. Trend Analysis

Please provide the following information for the service functions within your area. Use the data to indicate trends (e.g., steady, increasing, decreasing, etc.) for each of the following measures.

SERVICE / FUNCTION	Service Provided	Contacts/ Production/ Recipients	Academic Year			
			2008-2009	2009-2010	2010-2011	2011-2012
Garfield Information Technology	Information Technology for the Garfield Campus, including maintenance of approximately 500 computers and peripherals including software for faculty, staff and students.	Students, faculty and staff	194	194	192	188
			13,455	12,638	9,597	5,877

STAFFING	FTE	Mgmt.	Classified	Hourly	Student Workers Hrs.
2007-2008	7.99	1	9	1	0
2008-2009	7.99	1	9	1	0
2009-2010	7.61	1	8	2	0
2010-2011	6.28	1	6	3	0
2011-2012	6.28	1	6	3	0

1.1. Describe any trends and how this affects students (if applicable) and or your service recipients, area or the district.

The Garfield Information Technology Department has not had replacement of staff after they have been left open for various reasons. A .45 FTE Assistant Instructional Computer Lab Technician was left vacant because deceased in 2009. A .88 FTE Assistant Instructional Computer Lab Technician was left vacant in 2009 due to a retirement . A .38 Instructional Computer Lab Technician was left vacant in 2008. None of these positions were filled. Hourly employees are being utilized to backfill the positions as much as possible.. Hourly positions are not to be used on a consistent or permanent basis, per CSEA contract agreements but have been, due to need since

the death, retirement, and promotion of the positions.
The total noncredit student count is not accurate due to PeopleSoft and previous duplicate accounting of student headcount. This number also includes off-Garfield site numbers.

1.2. Please explain any other relevant quantitative/qualitative information that affects the evaluation of your program?

Besides non-replacement of full time staff, we have (the Garfield Campus) added a new 38,000 square foot building in August 2011 that has increased our lab size and classroom size adding approximately 250 computers on-line. The added lab size has also required the need of two staff members to be assigned, compared to one staff member in the previous lab prior to construction. Additionally, upgrades (with limited staff) in August 2011 put all 30 classrooms at a level 3 status adding Nova stations and projectors to the maintenance workload. New printers were put in place for classes and staff that require additional maintenance. The implementation of PeopleSoft since 2007 has added to the training and support.

2.0. Program Level Outcomes

Please provide the following information for each outcome developed within your area.

Program Service/Function	Program Outcome Developed (describe)	How will the outcome be assessed?	Have outcomes been assessed? Y or N	Has the assessment data been analyzed? Y or N	Has the data been used for program changes or improvement? Y or N
1-Garfield Information Technology	Meets needs of instructional programs taught through distance education.	Campus Views	Y	Y	N
2-Garfield Information Technology	Meets need of traditional, non-distance education programs	Campus Views	Y	Y	N
3-Garfield Information Technology	Meets the needs of student services	Campus Views	Y	Y	N
4-Garfield Information Technology	Meets administrative and research needs	Campus Views	Y	Y	N
5-Garfield Information Technology	Meets the need for college-wide communication	Campus Views	Y	Y	N
6-Garfield Information Technology	Meets need for sharing information	Campus Views	Y	Y	N
7-Garfield Information Technology	Technology used effectively	Campus Views	Y	Y	N
8-Garfield Information Technology	Technical support is appropriate and effective	Campus Views	Y	Y	N

9-Garfield Information Technology	Sufficient information technology for work	Campus Views	Y	Y	N
10-Garfield Information Technology	Distributes technology resources effectively to develop, maintain, and enhance programs and services	Campus Views	Y	Y	N
11-Garfield Information Technology	Technology planning is integrated with institutional planning	Campus Views	Y	Y	N
12-Garfield Information Technology	Technology planning uses evaluation as the basis for improvement	Campus Views	Y	Y	N

2.1. Please comment on your answers above. Include whether evidence from assessments shows that the program is improving and/or achieving desired outcomes

The data shows that items 1, 2, 4, 5, 6, 7, and 8 above (Section 2.0) show improvement. Items 3, 9, 11, and 12 show decrease. Item 10 shows no change. What does this mean? This information infers that most technology needs are being met. Planning and information are not being met and student services seems to lack technology services.

2.2. Briefly summarize any elements of your program/services that have been changed or will be changed as a result of your outcomes assessments

We will focus on planning. Details? Through program review, which has never been done, and coordination with main campus IT, because of new leadership, planning will be emphasized. In order to inform staff better, staff training has been offered and conducted. Garfield IT staff will coordinate with main campus Information Technology to discuss future plans and coordinate training, upgrades, staffing, and equipment needs.

2.3 Based on the program assessment evidence you have gathered, please comment briefly on how far along your department/program is in the assessment process (change and/or improvement and your plans to continue progress.

We will continue to use the results provided in the Campus Views reports submitted by Research and Planning.

3.0. Reflection and Action Plans

3.1 Based on your data and analysis presented above, as well as any issues or items that you were unable to discuss above, please comment on the Strengths and Weaknesses of the program.

Strengths

List the current strengths of your program

1. The *efficiency* of using limited support staff to maintain the amount of computers, equipment, and software
2. The efficiency of using limited support staff in providing technical support
3. Offering level 3 classes in all classrooms

3.2 Weaknesses

List the current weaknesses of your program

1. Staff shortage to support student services because the emphasis has been on instruction due to the reduction in staff (Section 2.0 #3) how is that different from tech support above??
2. Using hourly workers to fill in which is not consistent with the CSEA contract
3. Lack of planning with Main Campus because of the emphasis on daily service and support for immediate Garfield Campus instructional IT needs

3.3 Using the weaknesses, trends and assessment outcomes as a basis for your comments, please briefly describe any future plans and/or modifications for program improvements. Any plans for reorganization should also be included, along with a resource request (if applicable).

Plans or Modifications	Anticipated Changes/ Improvements	Link to EMP, Plans, Outcomes
Reorganization	Add three part-time positions to fill vacancies. This will reduce the need for hourly workers. It will allow for improved coordination of student services. Planning will be prioritized is needed by filling vacancies to meet the needs of IT services at Garfield. Staff is currently focused on immediate support with little time to review historical and future needs for planning.	Accreditation Standard III.A.2, III.C.I EMP 3.5, 3.5.1(b) & (c), 3.5.2(a)

10.15.12

2012 PROGRAM REVIEW

GARFIELD IT DEPARTMENT

A:GIT-1

**Section 4
Resource Request**

*Reorganization-Fill
Lost Positions*

Mark Type of Request:

<input type="checkbox"/>	Facilities / Maintenance	<input type="checkbox"/>	Computer Hardware
<input type="checkbox"/>	Classroom Upgrade	<input type="checkbox"/>	Software/Licenses/Maintenance Agreements
<input type="checkbox"/>	Instructional Equipment	<input type="checkbox"/>	Conference/Travel
<input type="checkbox"/>	Non-Instructional Equipment	<input type="checkbox"/>	New Classified Position
<input type="checkbox"/>	Supplies	<input checked="" type="checkbox"/>	Replacement of Classified Position
<input type="checkbox"/>		<input type="checkbox"/>	Other

4.1 Clearly describe the resource request.

REORGANIZATION – Fill the three lost positions A .45 FTE Assistant Instructional Computer Lab Technician. A .88 FTE Assistant Instructional Computer Lab Technician. A .38 Instructional Computer Lab Technician. These positions will be replaced with three permanent, 10 month, .40 Assistant Instructional Computer Lab Technicians. By filling the vacancies that were outlined in section 1.1 with reduced staff FTE and job classifications there will be a net savings of \$59,469.55.

Amount requested \$ -\$59,469.55

Breakdown of cost (if applicable): cost of hourly employees vs full time ?????? This is the savings based on replacement of all vacant positions.

4.2 Funding

<input type="checkbox"/>	Requires one time funding
<input checked="" type="checkbox"/>	Requires ongoing funding
<input type="checkbox"/>	Repeat Request
<input type="checkbox"/>	Year(s) Requested

4.3 Please check if any off the following special criteria apply to this request:

<input type="checkbox"/>	Health & Safety Issue
<input checked="" type="checkbox"/>	Accreditation Requirement
<input type="checkbox"/>	Contractual Requirement
<input type="checkbox"/>	Legal Mandate

Please explain how/why this request meets any of the above criteria.

The following are excerpts from Accreditation Standards Annotated for Continuous Quality Improvement and SLOs (Jan 06)

“Standard III: Resources

A. Human Resources

The institution employs qualified personnel to support student learning programs and services wherever offered and by whatever means delivered, and to improve institutional effectiveness. Personnel are treated equitably, are evaluated regularly and systematically, and are provided opportunities for professional development. Consistent with its mission, the institution demonstrates its commitment to the significant educational role played by persons of diverse backgrounds by making positive efforts to encourage such diversity. Human resource planning is integrated with institutional planning.

2. The institution maintains a sufficient number of qualified faculty with full-time responsibility to the institution. The institution has a sufficient number of staff and administrators with appropriate preparation and experience to provide the administrative services necessary to support the institution’s mission and purposes.

C. Technology Resources

Technology resources are used to support student learning programs and services and to improve institutional effectiveness. Technology planning is integrated with institutional planning

1. The institution assures that any technology support it provides is designed to meet the needs of learning, teaching, college-wide communications, research, and operational systems.

a. Technology services, professional support, facilities, hardware, and software are designed to enhance the operation and effectiveness of the institution”

The reorganization that is requested will provide permanent qualified staff to support student learning and allow for scheduling of staff to meet the needs of our programs and services instead of relying on grant funds and hourly personnel to be assigned intermittently. There is currently a lack of sufficient number of staff due to the vacant positions. The lack of permanent staff creates difficulty to meet the technological support required by accreditation standards to meet needs of learning and teaching. Without a permanent reorganization of staff, enhancing the operation and effectiveness of the institution cannot be planned or realized.

4.4. Justification and Rationale: What EMP goal, plan, program level outcome or institutional level outcome (core competency) does this request address? Please use information from your report to support your request.

EMP

3.5 Ensure GCCD Information and Instructional Technology Plans for both the Verdugo and Garfield Campuses

3.5.1 Technology Planning and Faculty Skill Updating

b. **Technology Infrastructure and Classrooms.** Assess the need for, costs, and funding mechanisms; provide enhanced technological resources to faculty and students, including: Appropriate workspace for teaching and learning, Smart classrooms (e.g., smart boards, lecture captures, document, cameras, clickers, etc.), Wireless access, Virtual desktop, IT support

c. **Funding for Technology.** Ensure that technology processes are linked to appropriate budget allocations, taking into consideration both the Verdugo Campus and Garfield Campus needs

EMP3.5.2 Innovative Learning for 21st Century Students and Faculty

a. The College will support the faculty with resources necessary for faculty to explore and implement innovative methods to effectively address the evolving pedagogical needs of students served by the college.

Institutional support for the Faculty Center for Learning and Teaching.

Provide institutional support for the Faculty Center for Learning and Teaching.

Sustain on-going Staff Development workshops to address pedagogical issues that the faculty has identified as critical for the students that we serve.

Implement an annual learning caucus to discuss and act on the assessment of student learning and student learning needs, both within divisions and cross-divisionally of both instructional and student services.

4.3. What measurable outcome will result from filling this resource request?

Students with experience in computer software, ESL learning programs, and the discipline specific software used by the Basic Skills students will be better prepared for the job market.

The outcomes listed in 2.0 will be measured annually through the Campus Views surveys conducted by GCC's Research & Planning department. There are 12 specific outcomes that are measured which are tied to adequate staffing in this department.

This re-organization will put the district in compliance with the CSEA contract and will allow for the Garfield IT staff to plan and coordinate services within the campus and with the main campus. The cost savings of re-organizing the positions was stated above and will allow staff to be consistent in scheduling lab hours and student services. Students will have a more definite schedule of services that could be published.