2020 Annual Program Review

Program Name: Information Technology

Program Review Author: Marc Drescher

I. PROGRAM DESCRIPTION: In one or two paragraphs, provide a description of the primary goals of your program or service area. Attach an appendix to describe your program or service area in more detail, if needed.

Note: If no changes have occurred, feel free to copy and paste from your last review. If it exists, feel free to copy the brief description of your program from the college catalog: http://www.smc.edu/CollegeCatalog/Pages/default.aspx

Santa Monica College provides technology solutions and services that enable its students, faculty and staff to reach individual and institutional goals. The IT Department develops and implements effective technology solutions to support SMC's overall institutional mission and goals.

Current organizational structure at SMC IT consists of six cohesive service areas:

•The Academic Computing department is responsible for instructional technology planning, budgeting, and purchasing; for operation of the student computer labs and computer classrooms on the main campus and satellite campuses (Emeritus, Bundy, and Performing Art Center); for technology user training.

•The Management Information Services (MIS) department is responsible for creating, maintaining, and expanding the College's primary, centralized information system in support of the campus portal for faculty/staff, student self-serve system, Academic Affairs, Enrollment services, Business services, Human resources, and other administrative areas, as well as mission critical self-services internet access portal for faculty/staff, students.

•The Network Services department manages and maintains the District's mission-critical computer and network infrastructure. This includes network security, public safety technologies, account provisioning, email and web systems management, enterprise server and storage infrastructure administration.

•The Technology Support Services department is responsible for the installation, repair and maintenance of the campus telephone systems, administrative and faculty desktop computer systems including software and peripherals, physical security systems, public safety communications equipment, fiber and copper infrastructure cabling. In addition, the department also provides and operates district switchboard services.

•The Media Services department is responsible for all classroom technical support, the lending out and repair of campus audio/ visual equipment, duplication of college related video tape, Cd and DVD, as well as Media Production Services

•The CMD Academic Computing department is responsible for the day to day academic computing IT operations at the CMD Campus. Support includes both lab and classroom.

II. PROGRESS SINCE LAST REVIEW (LAST YEAR'S OBJECTIVES)

Identify the original objectives from your last review, as well as any objectives that emerged during the year (if applicable). For each objective, determine status and explanation for status.

Objective	Status (Check one)	Status Explanation
10Gig Internet upgrade CMD	☐ Not Completed ☐ In Progress	New 10 gb circuit installed at CMD campus.

	☒ Completed	
Conduct Technology Assessment	☐ Not Completed ☐ In Progress ☒ Completed	Engaged consulting services using IEPI Seed Grant to conduct a comprehensive IT Assessment. The findings and recommendations were used to inform the Technology Master Plan.
Develop a 5 year Technology Master Plan	☐ Not Completed ☐ In Progress ☒ Completed	The need for a multi-year technology plan was identified in the Accreditation Quality Focus Essay and became a DPAC objective. The plan was created with the help of consulting services procured with IEPI Seed Grant Funds.
Develop an IT Staffing Plan	☐ Not Completed ☐ In Progress ☒ Completed	The need for an IT Staffing Plan was identified in the Accreditation Quality Focus Essay. This plan was created with the help of consulting services procured with IEPI Seed Grant Funds.
Work with LACOE to move to new ERP for HR/Finance	☐ Not Completed ☒ In Progress ☐ Completed	LACOE delayed project due to Covid. A new timeline will be established.
Evaluate Mac OS deployment software	☐ Not Completed ☐ In Progress ☒ Completed	Implemented Jamf Apple device management.
Assist in planning and preparation related to Technology and Connectivity in new Student Services Building	☐ Not Completed ☐ In Progress ☒ Completed	Technology deployed in Student Services Center including network, phone, computers, WiFi, cellular extenders, cameras, A/V, and mass notification.
Assist in early planning and preparation related to Technology and Connectivity in new Math/Science Building	☐ Not Completed ☒ In Progress ☐ Completed	Participating in planning efforts for Math/ Science Building.
Progressively upgrade all District Computers from Windows 7 to Windows 10	☐ Not Completed ☒ In Progress ☐ Completed	90% Complete.
Replace existing Mac computers in lab.	☒ Not Completed ☐ In Progress ☐ Completed	This project is pending Covid.
Trans Affirmed Names	☐ Not Completed ☐ In Progress ☒ Completed	Students have ability to change name that appears on: Corsair Connect, Canvas and Class rosters used by faculty
Gecko Engage	☐ Not Completed ☐ In Progress ☒ Completed	Provided technical support for implementation of this Enrollment Services project.
Library Management System	☐ Not Completed ☐ In Progress ☒ Completed	Implemented Alma EX Libris Library Management System and decommissioned legacy Sirci system.
Transcript Revision	☐ Not Completed ☐ In Progress ☒ Completed	Added noncredit courses and certificates to the SMC transcript.
SMC Promise Revision	☐ Not Completed ☐ In Progress ☒ Completed	Revised MIS program to manage the SMC Promise program.
Financial Aid Student Forms	☐ Not Completed ☐ In Progress ☒ Completed	Implemented Campus Logic student forms.
Appeal Process	☐ Not Completed ☐ In Progress ☒ Completed	Implemented CampusLogic appeal process.

Canvas course merge	☐ Not Completed ☐ In Progress ☒ Completed	Developed process to handle merging of courses in Canvas.
SMC Magic	☐ Not Completed ☐ In Progress ☒ Completed	Developed custom coding to batch send text messages using a round robin method.
Upgrade Document Imaging Server	☐ Not Completed ☐ In Progress ☒ Completed	Completed upgrade and migration of Formatta Document Imaging System.
Early Alert	☐ Not Completed ☐ In Progress ☒ Completed	Completed phase I of StarFish Early Alert system.
Report conversion	☐ Not Completed ☒ In Progress ☐ Completed	Convert Oracle Reports to Apex Reports.
Forms conversion	☐ Not Completed ☒ In Progress ☐ Completed	Convert Oracle Forms to Apex Forms.
Faculty New Contract	☐ Not Completed ☒ In Progress ☐ Completed	Implement new faculty contract policies into WebISIS.
Account provisioning	☐ Not Completed ☒ In Progress ☐ Completed	Redesign account provisioning process.
Student Password Management	☐ Not Completed ☒ In Progress ☐ Completed	Implement Student password management process using Active Directory.
Professional Development System	☐ Not Completed ☒ In Progress ☐ Completed	Implement Vision Resource Center's professional development system.
AB 1504	☐ Not Completed ☐ In Progress ☒ Completed	Allow students to opt out of Student Rep Fees.
Covid 19 Grade Policy Changes	☐ Not Completed ☐ In Progress ☒ Completed	Implement new grade policy due to Covid-19.
Online Counseling Appointments	☐ Not Completed ☐ In Progress ☒ Completed	Developed enhancements to Counseling Appointment Booking System through Corsair Connect.
Drop Grade Policy GW	☐ Not Completed ☐ In Progress ☒ Completed	Implemented mandated GW Drop Grade policy as a result of Covid-19.
Financial Aid Consulting Project	☐ Not Completed ☒ In Progress ☐ Completed	Working with Financial Aid and Strata Consulting to revise internal Banner setup and processes.
New Teaching Methods	☐ Not Completed ☐ In Progress ☒ Completed	Implement new teaching methods to appear in Class Schedules as a result of Covid-19.
Covid-19 Cares Act	☐ Not Completed ☐ In Progress ☒ Completed	Implemented Cares Act funding distribution.
Business Lab Upgrade	☒ Not Completed ☐ In Progress ☐ Completed	Pending return to campus.
Remote Student Tech Help Desk	☐ Not Completed	A remote help desk application and phone

	☐ In Progress ☒ Completed	extension was setup to assist students with technology issues from home.
Academic Computing Server Upgrades	☐ Not Completed ☐ In Progress ☒ Completed	All Academic Computing servers have been upgraded to Windows 2012.
Network Core Backbone Upgrade	☐ Not Completed ☐ In Progress ☒ Completed	Upgraded the Cisco Core switches used to manage SMC network.
Firewall Upgrade	☐ Not Completed ☒ In Progress ☐ Completed	Replacing legacy 1 gb firewalls with new 10 gb firewalls with enhanced security.
Student Drive Up WiFi	☐ Not Completed ☐ In Progress ☒ Completed	Extended Bundy wireless network to parking lot to provide students Internet access during Covid-19.
Early Childhood Lab School	☐ Not Completed ☒ In Progress ☐ Completed	Installation of SMC network, phones, cameras and endpoints to the new Early Childhood Lab School.
Upgrade of CMD Mac Lab	☒ Not Completed ☐ In Progress ☐ Completed	Pending return to campus.
Vulnerability Management Using Splunk and Nessus	☐ Not Completed ☐ In Progress ☒ Completed	Ability to scan and monitor SMC network for security vulnerabilities.
Security Incident Response Plan	☐ Not Completed ☒ In Progress ☐ Completed	Information Security Response Plan will provide direction for data protection and recovery in the event of a breach.

III. ACHIEVEMENTS

(**Optional**) List any notable achievements your program accomplished in the last year.

Hiring of Director, Network Services, Matthew Kiaman
Completion of 5 year Technology Master Plan, Technology Assessment and IT Staffing Plan.
Addition of remote IT Student Help Desk.
Addition of student "Drive up" WiFi access at Bundy campus for students without Internet access.

IV. CURRENT PLANNING AND RESOURCE NEEDS

Part 1: Narrative

Broadly discuss issues or needs impacting program effectiveness for which institutional support or resources will be needed for the next academic/fiscal year.

Working from home and learning online has presented several challenges to the Information Technology department. There is an expectation that students, faculty and staff will have access to the same technology resources they have on campus delivered to their home. To meet these expectations, the Information Technology department has found creative ways of using existing equipment from classrooms and labs. We have leveraged special offers provided by software vendors to allow for course software to be installed on personal devices. Also, we are utilizing existing resources such as our Virtual Desktop Infrastructure, Zoom, Microsoft Teams, Cisco Jabber phone app and Office 365. The Emergency Operations Team has established a Technology Planning Group to help identify the technology needs for the fall term as the Covid situation evolves.

Part 2: List of Resources Needed

Itemize the specific resources you will need to improve the effectiveness of your program, including resources and support you will need to accomplish your objectives for next year.

While this information will be reviewed and considered in institutional planning, the information does not supplant the need to request support or resources through established channels and processes.

Resource Category	Resource Description/Item	Rationale for Resource Need (Including Link to Objective)
Human Resources	Information technology has over 5 vacancies	The recently completed IT Staffing Plan provides recommendations for positions and organizational alignment to better utilize existing positions.
Facilities *(info inputted here will be given to DPAC Facilitates Comm.)*	Air Conditioning unit replacement in Data Center.	The backup air conditioning unit that provides cooling to our data center has failed several times over the past 5 years. During winter of 2020, the rusting unit caused a leak in the room near our critical systems housing all the districts data. Linked to Technology Master Plan.
Equipment, Technology, Supplies *(tech inputted here will be given to Technology Planning Committee)*	Access Control and Security Camera System Upgrade	The access control and security camera system that manages all door locks and over 1,300 security cameras will need upgraded in the next 18 months. Linked to Technology Master Plan.
	ERP	The aging WebISIS ERP solution is fast becoming a critical need as the technologies used to create the system become obsolete. Current efforts are being made to extend its useful life. Linked to Technology Master Plan.
	Laptops	As Covid work from home and student online learning continue, there is an increasing need to provide computers to a select number of faculty, staff and students. Allowing faculty to have laptops instead of desktop computers as part of the TERP should be considered. Linked to Technology Master Plan.
	Extend Virtual Desktop Infrastructure environment/ Citrix	As remote working and learning extends to the fall there is an increasing need to access on-premise technology resources. Adding additional Citrix licenses and infrastructure will allow students to access lab resources from home. Linked to Technology Master Plan.
Professional Development	Pluralsight Subscription	Pluralsight is an online learning environment used by technology professionals to learn new skill and maintain technology currency. Linked to Technology Master Plan.
	Educause Subscription	An Educause membership provides access to professional development opportunities for IT professionals. Linked to Technology Master

		Plan.

V. CHALLENGES RELATED TO SPRING 2020 COVID-19 CRISIS AND RESPONSE:

List significant challenges your program faced in Spring 2020 due to COVID-19. Please also Include your responses and solutions to this crisis.

Providing technology resources to at home workforce and faculty/ student online environment.

- o Checked out computers to staff, faculty and students that are not being used in labs.
- o Expanded our Citrix environment to provide on-premise resources remotely.
- o Made emergency purchases of cameras, headsets and Chromebook Computers.
- o Checked out monitors, keyboards and mice to accommodate staff working from home.
- o Relied on special offers from software vendors that allow the downloading of software on personal devices.
- o Setup a "Drive up" WiFi network at Bundy Campus parking lot for students unable to access Internet.
- o Established a Technology Planning Group to identify continued technology needs for Fall.

Supporting essential staff that remain on campus.

- o Identified IT essential staff to work on campus on a rotation schedule.

Completing urgent projects directly related to Covid. These include Cares Act, Drop Grade Policy GW changes and New Teaching Methods for the course schedules.

- o Identified projects that could be delayed or placed on hold to address these urgent projects.

Providing work to Lab Staff and Media Services Staff members. Their job descriptions are dependent on having faculty and students on campus.

- We have found creative ways of providing work to these staff members. For example, a remote IT Student Help Desk was established and is being run by lab staff. The media services staff members are assisting Technology Support Services covering the help desk phone and completing help desk tickets.

VI. THE NEXT SECTION IS FOR CTE PROGRAMS ONLY

PARTNERSHIPS: NA

Part 1: Industry advisory meeting dates and attendance for 2019-2020.

Date of Meeting	# of SMC Attendees	# of Non-SMC Attendees
Click or tap to enter a date.	Click or tap here to enter text.	Click or tap here to enter text.
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Part 2: Employer partnerships/collaborations for 2019-2020. Identify the most salient partnerships or collaborations.

Employer Name	Type of partnership or Collaboration • Advisory attendance • Internship site • Donations • Job placement • Other	Optional: Additional information about partnership or collaboration

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CONGRATULATIONS – that's it! Please save your document with your program's name and forward it to your area Vice President for review.

The following section will be completed by your program's area VP

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==Vice Presidents:==

First, please let us know who you are by checking your name:
☐ Christopher Bonvenuto, Vice President, Business and Administration
☐ Don Girard, Senior Director, Government Relations & Institutional Communications
☐ Sherri Lee-Lewis, Vice President, Human Resources
☐ Jennifer Merlic, Vice President, Academic Affairs
☐ Teresita Rodriguez, Vice President, Enrollment Development
☐ Michael Tuitasi, Vice President, Student Affairs

☐ Next, please check this box to indicate that you have reviewed the program's annual report Provide any feedback and comments for the program here:

Click or tap here to enter text; the box will expand when you enter text.

Finally, please **save the document** and email it to both Stephanie Amerian (amerian_stephanie@smc.edu) and Erica LeBlanc (leblanc_erica@smc.edu). If you have any questions, please contact us!

Thank you for your input!