



Barstow Community College  
**NON-INSTRUCTIONAL  
PROGRAM REVIEW**

**PROGRAM:**

**Academic Year:**  **FULL PROGRAM REVIEW** **Date Submitted:**

**Academic Year:**  **ANNUAL UPDATE #1** **Date Submitted:**

**Academic Year:**  **ANNUAL UPDATE #2** **Date Submitted:**

**By:**

**Lead:**

**Members:**

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## 1. Mission and Vision

### A. Service Area/Administrative Unit Mission

The Mission of the Information Technology Department of Barstow Community College is to provide: training, equipment, internet connections, communication services and support needed by: the students, faculty, and staff to enhance and support student learning.

### B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

Using technology and technological advances, the Information Technology Department strives to effectively support institutional efficiency, sustainability.

### C. Describe how mission and vision align with and contribute to the College's [Mission](#) and [Vision](#)

Through the use, development, and maintenance of technology, the IT Department enhances the open learning environment as referenced in the College's Mission statement. The department develops and uses technology to assist the students in achieving their personal best in education.

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## 2. Service Area/Administrative Unit Description and Overview

Assume the reader does not know anything about the Service Area or Administrative Unit. Describe the unit, including—but not limited to—the following:

- A. Organization, including staffing and structure
- B. Who do you service (including demographics)?
- C. What kind of services does your unit provide?
- D. How do you provide them?

The IT department provides direct and indirect technological support to: staff, faculty, and students: including a helpdesk; user and classroom support; network support, institutional and campus reporting; development and maintenance of multiple campus systems; process automation; communications; connectivity; maintenance of security systems; and other as needed support including audio visual at campus events and large community oriented events.

The IT Department is organized into three different functions. The first is handled by two (2) database analysts and when hired a temporary database analyst, who will handle the institutional and college reporting, systems/software and database management and system growth maintenance and expansion. One (1) network administrator handles the internet network, phone communications, campus wireless, and other campus connectivity. Two (2) PC/Network Specialists and a student worker support the help desk, provide: user and lab support, equipment maintenance, and audio/visual support. All three (3) area are involved in training in their various areas. The three (3) sites that are supported are: the Main Campus, CTE – State Street, and Ft. Irwin.

The department serves approximately 210 faculty and staff and approximately 5000 students (based on the last scorecard count). In addition support is provided to the Barstow College Board of Trustees, Barstow College Foundation, and for various community related events.

Services are provided eleven (11) hours a day five (5) days a week, with the exception of the summer months when the IT department goes on a modified schedule. The IT department does have the ability to be called into the office in the event of an emergency on the campus as needed. The staff provides a number of services in a variety of modalities, in person and virtually. The IT department is a service oriented area and the staff works very hard at encouraging the faculty, staff, and students of our campus to contact the IT department for training or service via: help desk ticket system, email, or phone.

The IT department maintains the following equipment: 613 personal computers (PC's), 93 laptops, 137 VDI (virtual data interface) and 1 Macintosh computer; 153 printers (of various types); 35 physical servers, 6 clusters and 62 virtual servers; 62 network devices; 23 wireless access points; 245 VoIP phones; 34 security cameras; 42 projectors; 2 video conference centers; 42 universal power source (UPS) battery back-ups; 23 software agreements; and 3 internet circuits through the county of San Bernardino Superintendent of Schools.

The IT department supports: Banner, Oracle, Forefront Identity Manager, and the SQL Server.

There are currently 38 Management Information Systems (MIS) reports submitted to the State each year. Internally there are dozens of reports that have to be maintained and modified, and new reports are continually being written. Current projects underway: the website, the web portal, Moodle, Forefront Identity Manager, DegreeWorks, SARS, ARGOS, OpenCCCApply, Intrusion Detection System (IDS), Emergency Alert System, 3CMeNow, Ramp-Up Technology, and Worldshare.

Finally there are 1000 plus work orders submitted to the IT office each year, and others that come over the phone and via email.

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### 3. Data

#### A. ASSESSMENT DATA

- 1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

Number of students that sign up and use the various applications.  
Number of faculty, staff and students that use the word order system and contact the IT department.

2) Summarize the results of these measures.

Ticket system.  
1,628 submitted and closed tickets submitted between January 1, 2013 through December 31, 2013. Out of the 1,628 tickets that were submitted: least amount of time spent: average time was: 0 minutes; Most amount of time: 42 hours 0 minutes; Average amount of time: 35.98 minutes. Phone Calls received: 8,091 made to extension 7000 during January 1, 2013 through December 31, 2013.

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES

- 1) a. List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit.  
b. Summarize the progress your unit has made on SAO/AUO measures you have applied since your last program review.

- Fully functional Web Portal. The portal has been completed to a certain level and is functional, but lacks content to be fully completed. The portal also needs to be actively used by the students, staff, and faculty. At the time two (2) projects were too time consuming, and this project was placed on a stand by state until the other project is completed.
- Establishments of Official Emails for all Students – The Active Directory has a listing of every student that is taking courses at Barstow Community College. The Office365 also has emails for all of the students, which is a part of the portal. Some of the student population is aware of the Office365, the rest of the student populous will be informed when the portal project is completed.
- Increase the number of persons using the ticketing system for working order – All of the students, staff, and faculty are aware of the help desk that the IT department has, and are using it regularly. Also the IT department staff are creating tickets as calls are received, and when the staff is stopped on the campus by members of the student populous, faculty, and staff. There has been a steady increase in the number of work orders over the past few years which would suggest that the work order system is functioning properly, and being used properly. There are some concerns about the priority levels in the work orders and work assignments, those issues are being addressed.

- 2) Describe any improvements made by your unit as a result of the outcomes assessment process. What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan\* to implement, as a result of your analysis of these measures? (*\*List any resources required for planned implementation in #10: Resources.*)

- When the website is completed and certified to be deployed the web portal will be the next task to be accomplished. Re-training of the staff will need to take place on the content generation of the portal, as too much time has elapsed since it was developed.
- The students are locating the portal without assistance from the IT department, and are finding a way into the portal on their own. We have learned that by discouraging the students of the portal's existence it only strengthens their resolve to find the portal. We have also learned that there was a flaw in the portal's Office365 deployment, which required the IT department to acquire 15,000 additional licenses for the students.
- With the implementation of the work order system by the help desk we now have a way to use the FCAPS reference model more effectively, which can be applied to all aspects of the IT department. We have also learned that a better process needs to be developed to monitor all types of equipment that the IT department uses on the

campus at all sites.

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#### 4. Policies & Processes

A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? (BCC BP/AP; Federal, State & local regulations; departmental guidelines)

- Privacy regulations promulgated by the Federal and State Government Administrative procedures for new employee entrance and exit into or from Barstow Community College.
- Changes to the Administrative Policies will make monitoring what types of equipment is needed to maintain the performance of the network for the campus.
- A need for a good working Technology Plan is needed to guide and direct the IT department in its operations both daily and long term.
- Guidelines for authorization of changes in technology equipment or software changes.
- Guidelines for determining employee access to accounts/drives.
- A need for improvement in guidelines for employees that check out equipment.

B. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

Prioritization has been improved for major campus initiatives. Statements of Work are now required for major initiatives that involve the Strata Group (SIG). Major initiatives have been identified such as DegreeWorks, SARS, ARGOS, RAVE, will need funding for maintenance for future initiatives. Projects are in the queue but will not begin until current projects are completed.

It IT department has made an effort to have the members of the campus: staff, faculty, and students, to make use of the ticket system for work orders by reminding them to use this process. Additional efforts are needed in this area to further improve the use of the ticketing system.

C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, or deleted?

- No clear administrative procedure for new employees entrance or employees exit.
- A need for improve guidelines for employee check out of equipment.
- A need to improve guidelines for determining employee access to accounts/drives and access.
- A need to improve guidelines for authorization of changes in technology equipment and/or software.
- Prioritizing process; prioritization process has been improved in some areas such as major campus initiatives. Day to day prioritization and scheduling of such things as new labs and day to day issues need a better prioritization system.

- Communication pathways; the process for communication upward through channels is unclear or restricted also communication down from the channels is sometimes delayed or incomplete.

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## 5. Internal Factors *(see Handbook for worksheet)*

### A. Strengths

- The IT department is responsive and reactive to the ticketing system. As the IT department continues to record the results of each ticket a knowledgebase is being built, and can make some predictions on equipment replacement.
- High anecdotal support for one-on-one training and assistance, with the number of webinars that are available by many different organizations.

### B. Weaknesses

- One-on-one training is costly in man hours - more group trainings are needed to reach larger number of users.
- Equipment tracking - it is difficult to track the number of items IT maintains. A better system is suggested to correct the problem.
- Ticket system is underutilized - but is not being used as a knowledgebase.
- Programming staff - there are currently no programmers employed by the College, which makes it difficult to complete projects internally, requiring the College to seek third parties for solutions, which can be quite expensive.
- Database Analysts - currently we do not have enough database analyst to keep up with the demand of the changes to the data and the reporting from the state.

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## 6. External Factors *(see Handbook for worksheet)*

### A. Opportunities

**B. Threats**

- Expanding Federal and State mandates such as educational plans for all students, reporting for CTE programs, and the new student success initiative. Requirements for state MIS reporting seem to be expanding annually. These mandates almost always result in the need for expanded software and reporting.
- Continuing changes in software versions from third party vendors. This results in a significant amount of time needed to make changes and update software.
- Increasing cost for software, software licenses, and maintenance fees.
- County internet system linkages, processes, and circuits - HR and county communication system is still requiring IT support at times. When the county upgrades, we are required to upgrade/modify and in some cases downgrade our systems to communicate with the county.
- State funding has declined and buying power has declined with it, but other costs continue to increase, for example: Banner support increases by 10 percent a year.
- Our firewall that we have here at BCC has been present for nearly ten (10) years and is in need of replacing.

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**7. Continuing Education/Professional Development**

**A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?**

A number of the IT staff have attended a number of webinars throughout the year. The IT department received a number of notices from third-party vendors (some that we work with and some that are soliciting our business). Those vendors supply training sessions that IT personnel are able to attend from their desktops.

**B. What are the continuing education and/or professional development plans for the upcoming cycle?**

The IT department received a number of notices from third-party vendors (some that we work with and some that are soliciting our business). Those vendors supply training sessions that IT personnel are able to attend from their desktops.  
In addition to training from vendors, training from the Director of IT who also doubles as a college professor and can teach the IT staff in many new areas of technology as they are introduced.

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## 8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

- Fully function web portal - a web portal has been created by CampusEAI, and is functional. However there is content missing for the portal to fully functional. Once the website has been completed this project will be completed without haste.
- Establishment of Official Emails for all Students - the establishment of official emails has been completed and every student has an entry in the Active Directory. The students have access to the Office365 which has been established in the portal. However there has not been an official statement that the Office365 exists until the portal is fully completed.
- The Ticket System - the ticket system is currently in place and appears to be functioning properly. There are some concerns about the priority level, which we are addressing. However there is a steady increase in the number of tickets being generated by both the faculty/staff/and students on the campus. A good knowledgebase is being developed by the IT department.
- Hire IT Director - a IT Director has been hired, and it using his IT expertise to create prioritized work agendas and streamline technology needs and align with strategic goals and mission.
- Improve training in technology on campus - the staff continue to update and educate themselves with a number of webinars that they attend. The staff continue to share their knowledge with the rest of the faculty/staff/students on the campus.
- Improve Data Gathering analysis and dissemination of data - the IT department continue to use the ticket system and encourage others to use the ticket system as well. As previously mentioned in the document there is still an issue with the priority system of the ticket system which is being resolved. The ticket system is a great source for a knowledgebase, and the IT staff is using the ticket system in that manner.

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## 9. Goals/Objectives/Actions (ACTION PLAN)

- A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.
- B. **ALIGNMENT:** Indicate how each Goal is aligned with the College's [Strategic Priorities](#).
- C. **OBJECTIVES:** Define Objectives for reaching each Goal.
- D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.
- E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.
- F. **ADDITIONAL INFORMATION:** This provides space for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to Institutional Planning. This may include references to other institutional documents, such as governing or compliance documents (i.e. Board Policy, Administrative Procedures, Title V), institutional planning documents (i.e. [Strategic Plan](#), [Educational Master Plan](#), [Facilities Plan](#), [Technology Plan](#)), or Board, Presidential, Supervisory or Departmental recommendations or goals, etc. (*See Handbook for additional examples.*)

Complete the following table with your Program’s **ACTION PLAN**, which must include a **minimum of 3 goals**:

ACTION PLAN					
GOAL		ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#1</b>	Safety and Security of the Network and Data of the College.	<i>List all that apply: 1, 2, 3, 5, 6</i>	#1 Purchase a new Intrusion Detection System (IDS)	a). Board approval (possible). b). Cabinet approval. c). Technology Committee performed research and approval. d). Funding.	Will allow the IT department to detect threats better on the campus from both internal and external sources. The IDS will prevent viruses such as CryptoKeeper from attacking PC's and drives on the campus as well as other threats.
			#2 Database Analyst	a). Board approval (possible). b). Cabinet approval. c). Technology Committee approval. d). Funding. e). Job announcement & hiring process.	Provide additional support to the database analysts that the College already has to ensure that the MIS reports are submitted to the state on a timelier basis and with added accuracy.
			#3 Data Integrity	a). Cabinet approval. b). Technology Committee approval. c). Funding.	A better process needs to be found to ensure that the data is correct when submitted reports to the state. Either by purchasing an application or creating of our own. The premise is that the data is entered correct, and should be sent correct.
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ACTION PLAN					
GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
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#2	Equipment changes and rotations. Equipment checking out system.	<i>List all that apply: 1, 2, 3, 4, 5, 6</i>	#1 A plan or guideline for the rotation of equipment.	a). Cabinet approval. b). Technology Committee developed and approval. c). Funding.	As the technology changes a plan, or/a guideline needs to be established for the rotation of all of the equipment on the campus.
			#2 Equipment surplus.	a). Cabinet approval. b). Technology Committee approval. c). Funding.	Have sufficient equipment for replacements when equipment fails or equipment is needed by members of the faculty and/or staff on the campus.
			#3 Form/policy is needed for the checking out of equipment.	a). Cabinet approval. b). Technology Committee development and approval.	As the faculty and staff check out equipment for various purposes on and off the campus a form/policy needs to be implemented for the safe return of the equipment.
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#3		<i>List all that apply:</i>	#1		
			#2		
			#3		
<i>Additional Information:</i>					
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## ACTION PLAN

GOAL	ALIGNMENT WITH <a href="#">BCC STRATEGIC PRIORITIES</a> <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
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<b>#4</b>		<i>List all that apply:</i>	#1	
			#2	
			#3	
<i>Additional Information:</i>				
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<b>#5</b>		<i>List all that apply:</i>	#1	
			#2	
			#3	
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<b>#6</b>		<i>List all that apply:</i>	#1	
			#2	
			#3	
<i>Additional Information:</i>				
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## 10. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 3.C.

**IMPORTANT:** A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

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Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source

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Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source