

Administrative Units Program Review Year Five Update - Information Technology & Services/IT Latest Version

This cycle is for Administrative Units to complete the Year Five Update of the Program Review cycle.

Administrative Units Program Review Year Five Update

1. Program Update : Version by **Montoya, Carlos** on **01/16/2022 01:12**

1a. Describe any important changes or updates within your program since the 2019-2020 Program Review Year 3 Update. (staffing changes, program changes, etc.)

LMC IT continues with efforts to recruit two unfilled positions, despite numerous unsuccessful rounds of posting/interviews. Pay and skillset of candidates are not aligned with the current competitive job market. The Windows10 migrations fully completed. The Core Server Infrastructure project advanced forward and LMC is now hosted on a new hyper-converged server and storage system, greatly improving capacity and availability for our virtual server host farm. Both new construction projects of the new Brentwood campus along with Pittsburg campus additions of a Student Union and Kinesiology/Athletics buildings were completed, with all new IT infrastructure.

Covid19 substantially redirected LMC IT work to accommodate necessary changes due to this worldwide pandemic and closures of facilities. A part of this work has directed significant capital and labor to address remote work and remote instruction needs to faculty, staff, and directly to students. LMC has committed capital resources to a large project involving virtual desktop infrastructure servers and software to produce like lab computer for remote access and high level compute services for Instruction.

1b. Provide a brief update on the timeline for your program's goals as listed in your Program Review Year Three Update. If your program's goals are in progress or modified, please be sure to include action steps and responsible parties.

Campus Communication/Update: TAG continues to regularly meet on schedule. In 2020, TAG presented and assured validation of charges to SGC. Along with this, a sub group was created with wide college participation for the completion of the LMC Technology Plan. LMC IT's web pages were updated and are maintained ongoing.

Internal Procedural Improvements: LMC IT meets collectively weekly for an open forum on project work and for mutual problem solving conversation. LMC IT in 2019 implemented use of a project tracking tool with Asana to use an open team manager for resource and time commitment planning. Along with the an update to the IT ticket system software, greater visibility and sharing is possible.

Staffing Needs at Pittsburg and Brentwood Campuses: In 2019 LMC Cabinet did not option to staff an LMC IT role specifically for the new Brentwood campus. While we did hire a replacement for a Specialist retirement, that person left for another organization. LMC IT still has two recruitments to fill on existing vacancies and those positions are experiencing a level of labor market constraint against current IT openings in the Bay Area.

Staff Training Program: LMC Specialists received training on VMware vSphere 6.x operations. Team members are situated for training on remote Apple management with JAMF and with the upcoming virtual desktop infrastructure systems management software. In Summer of 2021, LMC IT received funds to complete more training.

Infrastructure Improvements: The Core Infrastructure project addressing the needs as stated in the Year Three Update completed the vital replacement of the previous server host cluster and Storage Area Network platform with a new hyper-converged system of servers, and thus also allowing for core virtual hosts to upgrade the VMware software version stack. As part of the new Brentwood campus build, this learning facility also received a hyper-converged set of servers and storage to meet local IT needs.

The Covid19 pandemic realized a need for remote work and remote learning ability not previously at such scale adopted. With funding coming in, LMC IT began the vast work of replacing hundreds of aged PC desktops with new laptop and docking kits. This needed change has also then updated the hardware specifications of those employees receiving them.

LMC also has funded the deployment of over 450 Chromebook laptops for student use, along with now 300 hotspots made available for student and staff use for those in need of wireless internet access. Along with this some WiFi access point upgrades to the Pittsburg campus were made for wireless internet access to students on site to use, even if the campus buildings are closed. Numerous changes and software additions have been made increase access to software for both students and employees.

LMC IT is planning that when the virtual desktop infrastructure system does go online, greater access for students remote and local to powerful compute resources will be made available, replicating and/or superseding existing lab computer systems in place.

The Arts department received 36 new Apple iMacs built to high specifications to replace their aged instructional computer lab. The Nursing department received 24 new PC systems to update their aged instructional computer lab and patient bed lab area.

The identified issues in the Year Three update to many existing other computer labs still exists. We have identified them and acknowledge their age will prevent moving past Windows10 on them. Administration is working on a plan and looking at data, given the increase in remote learning, on addressing those needs. An active project is currently in process for updating 27 classrooms with new higher fidelity laser projectors and projection screens.

Inventory and Purchase Strategy Improvements for Software: The business services department has improved their process and methods as to the purchasing and allocations of such. LMC IT now tracks software and purchase requests down to installation via the ServiceDesk ticketing system for recording. The active LMC Technology Plan working group has addressed a need for a holistic system to identify needs and sharing of software allocations across distinct departments at LMC.

Goals and Objectives	Modified	In Progress	Abandoned	Completed
Goal 1. Strengthen a culture of equity, diversity, inclusion, and racial justice. (District #2 and #4)				

Goals and Objectives		Modified	In Progress	Abandoned	Completed
Goal 2. Increase and maximize equitable opportunities for students to successfully complete courses and programs. (District #1 and #2)					
Recommended Actions	Goal 3: Infrastructure Improvements Not yet launched. Core infrastructure project identified 2/2019, funding identified yet remains to be finalized and scheduled. Ongoing funding for scheduled and regular refreshing of college workstations not identified	0 linked SLOs 0 resource requests			
Goal 3. Increase opportunities that will prepare students to enter high-demand and living-wage occupational fields. (District #3)					
Goal 4. To better support students in accomplishing their academic and career goals – from entry to completion/transition – and to enhance course-level and program-level achievement, expand and deepen educational, workforce, and community partnerships. (District #3)					
Recommended Actions	Goal 2: Staff Training Program Never launched. No training development for staff in +4 years. Significant impact to College by lack of ongoing training in the areas the college needs. Needs to be included in annual budget. New: setup VMware training in partnership with District for 2/2020	0 linked SLOs 0 resource requests			
Goal 5: Effectively utilize institutional resources to meet the needs critical to the College mission. (District #4 and #5)					
Recommended Actions	Goal 1: Internal Procedure Improvements Using Project communication tool : Asana Weekly IT Scrum style meetings. Bi-weekly one on one staff meeting. Reorganized internal documentation structure and emphasized documenting. Endpoint management reporting suite purchased: LanSweeper. Knowledge base repository	0 linked SLOs 0 resource requests			
	Goal 4: Inventory/Purchase Strategy for Software Change title to "Purchase Strategy for Software". "Inventory" to be accommodated and done through Goal 3, Infrastructure improvements.	0 linked SLOs 0 resource requests			

2. Vision for Success Goals Update : Version by Chiu, Carl on 01/21/2022 20:50

2a. The following table lists the *Vision for Success* indicators that we must align to as a College and as a District. Please look at your program data (Tableau) for each of the following *Vision for Success* indicators. Please address all indicators that are relevant to your program and provide a status update on your program goals from your Program Review Year Three Update. Please include action steps if your goal(s) has been modified and an explanation if your goal(s) has been abandoned. *

**NOTE - Please copy and paste the table below in your response and complete accordingly.*

Vision for Success Indicators and ACCJC Indicator	Program Set Goals (from PR Year 3 Update)	Status (Indicate Modified, Completed, or Abandoned)	Timeline	Responsible Parties	Action Steps/ Explanation
Course Success					
Degrees (AA, AS, ADT)					
Certificates of Achievement					
Unit Reduction					
CTE Jobs					

Vision for Success Indicators and ACCJC Indicator	Program Set Goals (from PR Year 3 Update)	Status (Indicate Modified, Completed, or Abandoned)	Timeline	Responsible Parties	Action Steps/ Explanation
Course Success	I. Refresh aged computer student labs / AV classrooms. II. Fast and improved core infrastructure. III. Digital signage.	I. Status = Ongoing II. Status = Completed III. Status = Completed		I. IT / College District Operations II. IT / College District Operations III. IT / Marketing / Student Services / Instruction	I. Continued review of need and funding sources for student labs and AV for classrooms. Ongoing.

Degrees (AA, AS, ADT)					
Certificates of Achievement					
Unit Reduction					
CTE Jobs					

2b. The *Vision for Success Goal 5 - Equity* is designed to reduce the equity achievement gap on course success for disproportionately impacted (DI) student populations. The College has identified the following three disproportionately impacted (DI) populations: African-American, economically disadvantage students (low income), and foster youth students.

Please review your program data (Tableau) for each of the aforementioned DI populations, and provide a status update on your program goal(s) for your previously selected DI population(s) in your Program Review Year Three Update. If your goal(s) has been modified please include action steps and if your goal(s) has been abandoned please provide an explanation.*

**NOTE - Please copy and paste the table below in your response and complete accordingly.*

Course Success by DI Population	Program Set Goals (PR Year 3 Update)	Status (Indicate Modified, Completed or Abandoned)	Timeline	Responsible Parties	Action Steps/ Explanation
African American					
Low Income					
Foster Youth					

LMC IT provides and coordinates operational support for the entire college including all facilities, students, and employees. As such, much of the work indirectly supports the goals in this section.

Therefore, it is proposed that that during the next program review the form is revised to exclude section 2a. and 2b. for Admin units and either replaced or expanded to include a method for allowing operational units to describe their work that supports the overall college goals.

Impact of Resource Allocation