

**INSTRUCTIONAL PROGRAMS AND AREAS  
PROGRAM REVIEW/PLANNING AND EVALUATION PROCESS  
QUESTIONNAIRE FOR NON-INSTRUCTIONAL PROGRAMS**

**INSTRUCTIONS:**

Complete all sections as instructed. Click the shaded sections to type your answer. When completed, please save your file and e-mail as an attachment to tanya\_hanton@westvalley.edu.

**A. INTRODUCTORY QUESTIONS:**

1. Program Name: ***Instructional Technology Support***

2. Person(s) completing the questionnaire: *Sandy Carter, Fred Chow*

3. Date of completion: *11/25/07*

4. What are the primary purposes of the program? Check all that apply.

- WVC Degrees and Certificates
- Transfer Courses
- WVC General Education
- Lifelong Learning/Life Enrichment
- Occupational / Vocational Courses
- Student Support Services
- Academic Support Services
- Administrative Functions

5. In one paragraph, how does the program further the College's mission and goals? (only new information need be added)

*The demand for computers and course software in labs and classrooms at West Valley College continue to increase at a rapid level. This function provides technical support to all instructional computer labs and classrooms across campus, including: Technology Center, Computer Classrooms (11 computer classrooms in AAS & Bus), Library, CAW Lab, Language Lab, multiple Science/Math Labs, Tutorial, Counseling Lab, Career Programs Lab, Health Services Lab, DESP and ET. This function also maintains the instructional network, instructional servers, and the software licenses based on curriculum needs of course offerings. The Dean of Information Technology and Services is also the primary interface with District Information Systems – coordinating standards for the District-wide technology infrastructure, project coordination, and coordination of desktop replacement for the Faculty and Staff. The Dean of ITS also facilitates the college Technology Advisory Committee, the shared governance organization participating in making Technology related decisions for the college. The Dean also plays an integral part in planning for the new Fox Center (Campus Technology Center). The Dean is supported by a Senior Administrative Assistant and a Server Systems Administrator.*

6. In one paragraph, what significant events have affected or impacted the program since the last program review?

*Due to the rapid increase in technology needs at the college, resulting in a higher level of technology purchases and deployment, an unreasonable demand has been put on our current technology support resources. During spring 2007, one-time funds were used to purchase approximately \$800,000 of technology equipment and software, with no increase in resources. For at least the past 3 years resources have been strained, even prior to the acquisition of this new equipment. The instructional computers being supported by one person now total about 800, a net*

increase over 100 new computers in one year. There is one full-time staff member to support all of the computer hardware and software in several areas across campus. Although a new staff position (50%) for computer technical support has been approved, the 1.5 staff will still be insufficient to keep up with the rising and critical demand of technology in the instructional areas. In addition, the college's movement towards a year round college offers little to no "down time" in which to deploy new equipment, install new software, update network capabilities and build new software images each for every instructional computer for each new semester. A winter session was added 3 years ago with classes being held during the month of January. Several summer sessions have been added and extended leaving only 2 weeks during the summer when no classes are offered. This puts an added strain on the current lack of resources.

## **B. DATA ELEMENT ANALYSIS SECTION (ANALYSIS AND RESPONSE)**

1. In analyzing any available program data concerning student use of services:

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Click once here and type your response*

2. In analyzing any available program data concerning student demographics (e.g. gender, age, ethnicity):

- a) What significant trends are revealed in the data?
- b) What factors might contribute to any program differences compared to college-wide data? See attachment for college-wide statistics.
- c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Click once here and type your response*

3. In analyzing any available program data concerning program "satisfaction" (e.g. extent of services available, timeliness of appointments, effectiveness of service, follow-up opportunities, referral process to other services, contribution to personal or academic development):

- a) What significant trends are revealed in the data?
- b) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

*Click once here and type your response*

4. In analyzing available program data concerning success measures (e.g. transfer rates or AA degrees, retention rates for students, course completion, and/or contribution to student learning):
- What significant trends are revealed in the data?
  - What factors might contribute to any significant differences from the College averages? See attachment.

*Click once here and type your response*

5. Are there any data or factors (e.g. integration of technology; college, district, or state expectation or mandates) concerning staffing in the program, that suggest a need for increasing or decreasing program staff (e.g. permanent and associate FTE, permanent and hourly classified staffing or administrative staffing)?

*Yes. There is already a significant need for technical support that places a severe strain on the one full-time person who maintains the network, computer rooms, open lab and satellite instructional labs on campus. These instructional computers number about 800 computers plus instructional servers - all supported by one staff person. In comparison, the ratio of computers to staff supported by the District IS organization is approximately 250 computers supported by each technical support staff, while Mission College has two Desktop Support Technicians plus a Server Systems Administrator performing the work that West Valley College has assigned to one staff member. The situation is unreasonable and not sustainable.*

*The opening of the Fox Technology Center building scheduled in less than 2 years will necessitate a serious reconsideration of the allocation of our support resources and management policies for the existing facilities. Some of the computer classrooms in the Business building will likely be returned to the conventional (or smart) classroom configurations and with the classes moved into the new facilities. In addition, one or two of existing computer classrooms in the AAS building may have their use returned to regular or smart classrooms. In any arrangement that may be considered we are looking at the need to provide support in different buildings and a rather substantial new menu of services for faculty in the new Fox technology building. Therefore, the existing method of deploying the services of the one full-time support person will need serious reconsideration.*

*In addition, the funding for Faculty and Staff desktop computer replacements and upgrades are coordinated by the Dean and Senior Administrative Assistant. This has become a significant issue as the age of the Faculty/Staff desktop computers become older and more obsolete, and the faulty use of computers in instruction is increasing, but there is not a reliable source of funding for these computer replacements. Historically, significant funding from the State in the form of IELM provided funding for new computers for the student computer labs approximately every three years, and the three year old computers were then redeployed to be used by Faculty and Staff for a few more years of useful life. With the severe State Funding issues over the past few years, the IELM funding has been significantly reduced, impacting the upgrade replacement cycle of the computers in the student labs as well as the faculty/staff offices. Land Corp funds and other one-time sources have been used in a "bandaid" approach, but there has not been a systematic funding source to address this issue.*

### C. STUDENT LEARNING OUTCOMES (ANALYSIS AND RESPONSE)

1. Considering any program level Student Learning Outcomes that have been developed:
  - a) What relevant findings have been derived through the SLO assessment process?
  - b) What changes have been implemented, or are planned, based on the findings since the last program review?
  - c) What conclusions do you draw from this analysis that could form the basis for an action, objective or request for resources?

**NOTE: Please contact LeAnn McGinley (741-2402), Assessment Coordinator, with any questions concerning SLOs.**

*Click once here and type your response*

### D. EXTERNAL INFLUENCES SECTION (ANALYSIS AND RESPONSE)

1. If applicable, considering the effect of external influences on the program's purposes and goals:
  - a) How do accreditation requirements, government regulations, advisory boards, labor market demand, transfer institution articulations or other external factors affect the program?
  - b) How might these influences form the basis for an action, objective, or request for resources?

*Changes in the technology world place very specific pressures on the support program over which we have no control. Major software upgrades result in new versions that must be taught. For example Office 2007 is a new version of Microsoft Office that will need to be tested and deployed during the summer of 2008. New versions of Adobe and Maya have been released. As a matter of course, these innovations always are more costly for replacement and exceed the limited software budget, and require significant efforts to install, configure, and test these new versions of software.*

*Although new curriculum was previously cleared with the Dean of Technology to determine their impact on existing technology support resources, the new curriculum approval process/system does not provide a clear mechanism for a Administrative approval for Technology usage in new curriculum, resulting in the Technology approval being bypassed. This results in a last-minute patchwork approach to solve the immediate crisis in software and equipment. Such a response, while necessary, precludes efficient budget and logistic planning that could result in more efficient use of college resources.*

*Innovations in equipment technology such as memory storage devices, image processing, etc. often make relatively new equipment obsolete or nearly so before the expected useful life span has been reached. And, the pressure from students and instructors to replace with the latest iteration again skews the budget forecasting.*

### E. STUDENT FACTORS SECTION (ANALYSIS AND RESPONSE)

1. What program changes or initiatives has the program implemented since the last program review to meet the needs of its student population?

*As previously mentioned there was a significant deployment during the summer of 2007 of new computer equipment through the use of one-time funds for instructional usage. This included installing almost 300 new computers, including a new language/ESL computer lab, mobile computer carts for biology & math, as well as complete computer lab replacements in a number of computer classrooms. (see below for more information)*

## F. SUMMARY AND CONCLUSIONS SECTION:

### 1. General conclusions and summary statement.

*Instructional technology support is a critically important function in support of instruction for the college. However, there is an increasing number of computers to support, and quantity/complexity of the applications software has significantly increase the workload. The increasing support load is combined with a decrease in the resources assigned to this area. Specifically:*

*a) One of the LFS who helped managed the software licenses and coordinate instructional technology support retired and was not replaced. The remaining LFSs either do not have the skills or motivation to provide assistance in this area.*

*b) The Technology Support resource in the Library has been on extended banked leave.*

*c) The LFS in DESP has been assigned other duties after another DESP Faculty member was given a Dean position. This has pushed more support responsibility to the single technology support resource at the college.*

*The Dean is now much more involved in the day-to-day operations and project management of the Instructional Technology Support Operations, due to the increased workload.*

*The situation is unreasonable and not sustainable.*

### 2. Program Strengths:

*An exceptionally talented and hardworking classified staff person who is tasked with supporting all of the student computers, instructional software images, instructional servers and network at West Valley College. And an exceptional administrative assistant.*

### 3. Program Challenges:

*The increasing number of instructional computers, the increasing complexity/quantity of the instructional software applications and images, the increasing number of servers, the higher expectation by faculty. This area is taking on other duties such as marketing/advertising coordination, managing the card swipe door locks across campus, leading the design of the new Fox Technology building, etc.*

**G. ACTIONS AND OBJECTIVES SECTION**

Based on the foregoing analyses and findings in Sections A. through F., what are the program's intended actions or objectives for the next three years?

*Increase the staff resources for supporting the instructional technology infrastructure at West Valley College. This includes completing the recruitment and hiring of the classroom technology position and identify funding for at least an additional 50% staff position.*

*Convert to Office 2008 during the summer of 2009.*

*Help implement the technology for a pay-for-print solution.*

*Selection and implementation of a helpdesk system to request support for instructional technical support, Audio Visual services, Distance Learning, and perhaps Webmaster services.*

**Timelines**

Over the next three years, what are the program's timelines (in terms of predicted initiation and completion dates) for the stated actions or objectives?

*Given the crisis situation this functional area finds itself in there is no longer term planning, just short term planning.*

Which of these actions or objectives would be initiated and completed within the coming year, given adequate resources?

*(same as above)*

*Increase the staff resources for supporting the instructional technology infrastructure at West Valley College. This includes completing the recruitment and hiring of the classroom technology position and identify funding for at least an additional 50% staff position.*

*Convert to Office 2008 during the summer of 2009.*

*Help implement the technology for a pay-for-print solution.*

*Selection and implementation of a helpdesk system to request support for instructional technical support, Audio Visual services, Distance Learning, and perhaps Webmaster services.*

<b>H. RESOURCE REQUESTS 2006-2007</b>	
<p>1. Please indicate if any of the resource requests identified in the previous program review were funded through one or more of the various WVMCCD resource allocation processes that were available in 06 – 07 (e.g. FTE allocation, classified staff, one time funding, budget augmentation, facilities, Land Corporation):</p> <p>Please complete the following table (leave blank if the answer is not applicable):</p>	
	FUNDED by WVMCCD?
Full-time faculty FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Associate faculty FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Classified Staff FTE: <i>A 50% classified staff position was previously approved, but is still under-recruit due to delays with the new job description coordinating with SEIU and Mission College instructional Technology staff.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Classified Hourly (in dollars): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Administrative Staff FTE: <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Facilities (brief narrative description): <i>A new language lab that required significant facilities upgrades (electrical, A/C, data network, furniture) was setup over the summer. Major electrical work was completed in CR1.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Equipment (brief narrative description with estimated total cost): <i>300 new computers configure and installed, many new multi-media class rooms, 37 language lab computers, lang lab server, many instructional server. See below for more details. Still, many of the computer classrooms have old computer equipment.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Supplies (brief narrative description with estimated total cost): <i>A \$20,000 one-time fund budget was used for software purchases.</i>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Staff Development (brief narrative description): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially
Other (please specify): <i>Click once here and type your response</i>	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Partially

2. What have you been able to accomplish as a result of the resource obtained?

(e.g. improved retention success and persistence, improved equity, new SLOs, higher enrollment, new online or satellite campus classes....)

NOTE: The Program Review Committee realizes that in some cases, accomplishments and changes resulting from resource acquisition are too recent to be measurable. The current Program Review process is only one year old. Future reviews of funding requests will focus on accomplishments and change occurring over a two-year period.

*The Instructional Technology Support Operation provides support for all of the instructional programs across the campus. The following is partial list of the equipment that was configured and installed during the summer 2007 with one-time funds:*

New Language Lab for Foreign Language and ELS – 37 computers, instructor station & server  
(including complete facilities overhaul – electrical, data network, air cond, furniture, etc.)

Replace Computers in CAW Writing/Reading Center

New laptops for the CAW Writing/Reading Center

New laptops for the Library Ranganathan room

Interior Design Student Computer replacement

Digital Recording Computer for new digital recording studio

Mobile Computer Labs - Mac laptops on a cart with wireless networking

- Biology (10 laptops)
- Math (20 laptops)

New Computers, carpeting, electrical and tables in Classroom CR-1

New Computers in Classroom TC-A

New Mac Pros with server/networking equipment in CR-3 for new CIS Apple Dev Program

New Computers in Music Lab MU 12

New Computers in Journalism Lab

New Computers for Photography Digital Imaging lab

Theatre Video Editing      Computer

Counseling transfer center new computers (13)

New Computers for new Multimedia Rooms located in:

- \* Art 9 & 38
- \* AAS15
- \* Business BU 9 & 10
- \* LA 35/37/39/40
- \* Science 44/46/47

In addition, multiple servers were setup and configured, including x-serve instructional file server, GIS server, Language Lab server, and a Apple Development server.

## I. RESOURCE REQUESTS 2007-2008

Please complete the following table (leave blank if the answer is zero or none):

Full-time faculty FTE *Click once here and type your response*

Associate faculty FTE *Click once here and type your response*

Classified Staff FTE: *An additional classified staff position has been requested, to help support the growing number instructional technology computers, the increase quantity of software applications being supported, and the increasing complexity of the application software, as well as the increase of the computer classrooms and the instructional technology in the soon to be built Fox Technology Center.*

Classified Hourly (in dollars): *Click once here and type your response*

Administrative Staff FTE: *Click once here and type your response*

Facilities (brief narrative description): *Click once here and type your response*

Equipment (brief narrative description with estimated total cost): *Replacement computer equipment as the increasing larger inventory of computers age.*

Supplies (brief narrative description with estimated total cost): *funding for software licenses used in the instructional computer classrooms and labs, Cost TBD. There was an additional \$20,000 approved for this instructional software, that will be required every other year, since the software licenses typically have a two-year term.*

Staff Development (brief narrative description): *Click once here and type your response*

Other: *Click once here and type your response*

When completed, please save your file and e-mail (using the File: Send To menu) to [tanya\\_hanton@westvalley.edu](mailto:tanya_hanton@westvalley.edu)