



Student Services and Administrative/Operational Annual Program Review and Planning Update Form Fall 2023

BACKGROUND:

Program review is an integral part of the campus planning process. As programs and areas monitor their progress on the current comprehensive four-year program review, changes in need and scope can be expected. This Annual PR Update form is designed to outline and request modifications to the current program review that occur between comprehensive four-year review cycles, as needed.

Examples of a requested change include new information such as action plans, outcomes modifications, personnel changes, technology needs, and capital expenditures requirements. As programs and areas monitor their progress on the previous comprehensive four-year program review, the form provides the basis to suggest a change in plans and processes to improve student success and institutional effectiveness.

DIRECTIONS:

This form shall be completed annually by **all** student services programs and administrative/operational offices.

- Programs or offices must submit their Annual Program Review Update form to their manager or dean by 5pm, Monday, November 27, 2023.
- Managers or deans will forward the completed form to the Program Review and Planning Committee Chairs by 5pm, Monday, December 4, 2023.
- Questions or concerns?
 - Committee contacts:
 - Co-chairs Mary Bogan (mbogan@fullcoll.edu) and Bridget Kominek (bkominek@fullcoll.edu)
 - Manager and classified professional representatives on the [Program Review and Planning Committee](#)
 - [Office of Institutional Effectiveness](#)

SUBMISSION:

Program:

Division:

Date:



We have reviewed our most recent self-study and **have not identified** any significant changes that necessitate resource requests for the upcoming academic year. *(Complete part 1 only)*



We have reviewed our most recent self-study and **have identified** significant changes that necessitate additional resource requests, which are attached in our submission. *(Complete parts 1 and 2)*

Principal Author Signature:

Date: 12/5/23

Printed Name: Khaoi Mady

Manager or dean Signature:

Date: 12/05/23

Printed Name: Henry Hua

Part 1: Review of Data

List the outcomes from your Fall 2022 self-study. Which outcomes has your program assessed in the last year and/or which do you plan to assess in the coming year?

This year:

We filled 2 vacant ACT Classified positions that were vacant due to retirement and an employee move.

1. We filled a vacant IT Technician position, and we filled a vacant IT Help Desk Specialist position.

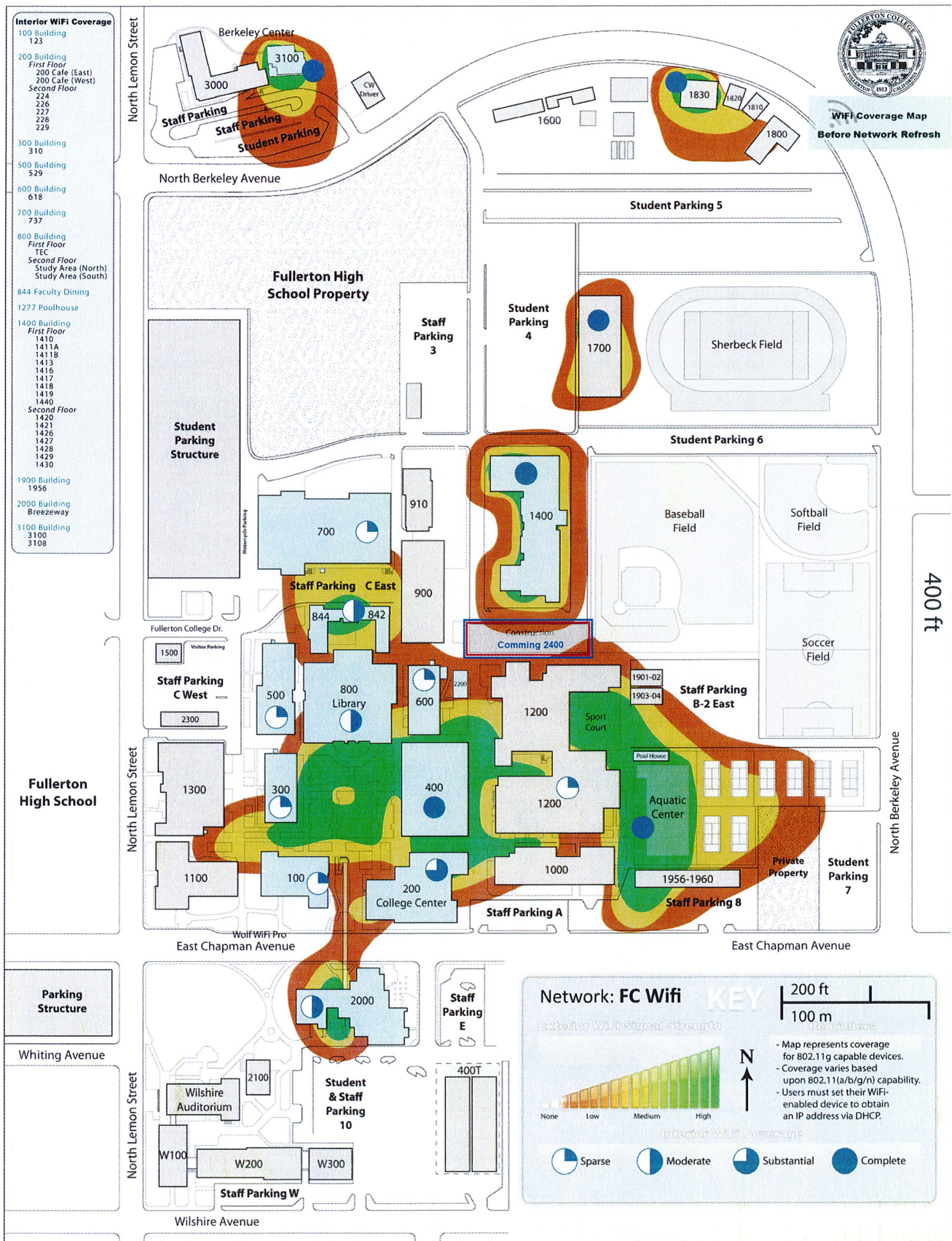
We completed the District/Campus-wide network refresh project at 100% of the original scope-of-work.

1. We increased focus on security to minimize threats of cyberattacks, hackers, ransomware, malware, and viruses. We are working with the district to implement policies and procedures that will safeguard us from cybersecurity threats.
2. We increased network speed and reliability. We offer access to highspeed wired and wireless Internet for our campus community. We have an estimated 95% accessible coverage of FC campus.

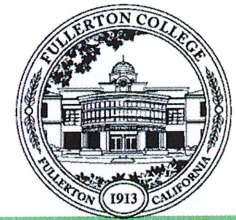
Infrastructure notables for before and after network project:

Before	After
24 years old Fiber (MM,SM)	All new Fiber (SM)
20 Gb backbone	100 Gb backbone
2 Gb Building Uplink	50 Gb Building uplink
24 years old CAT5/CAT5e	4500 x CAT6a (for VoIP Phone and AP) added
2 x 10 Gb Cisco Cores	2 x 100Gb Aruba Cores
2 x Fortigate 800C Firewalls	2 x Fortigate 3400e Firewalls
5 x Data Center Switches	7 x Data Center Switches
120 x Cisco Switches 1 Gb uplink	210 x Aruba Switches 25 Gb uplink
150 x Cisco Wireless Access Points (1 gb)	1275 x Aruba Wireless Access Points (5gb)
20% Wi-fi Coverage 802.11 (a,b,g,n)	95% Wi-fi Coverage 802.11 (a,b,g,n,ac,ax)
1200 peak wi-fi connections	5500 peak wi-fi connections
1500 x old Cisco VoIP Phone 7900 (100Mb)	1500 x new Cisco VoIP Phone 8800 (1Gb) Video call capable
Campus Phone Directory	District wide Phone Directory and Caller ID

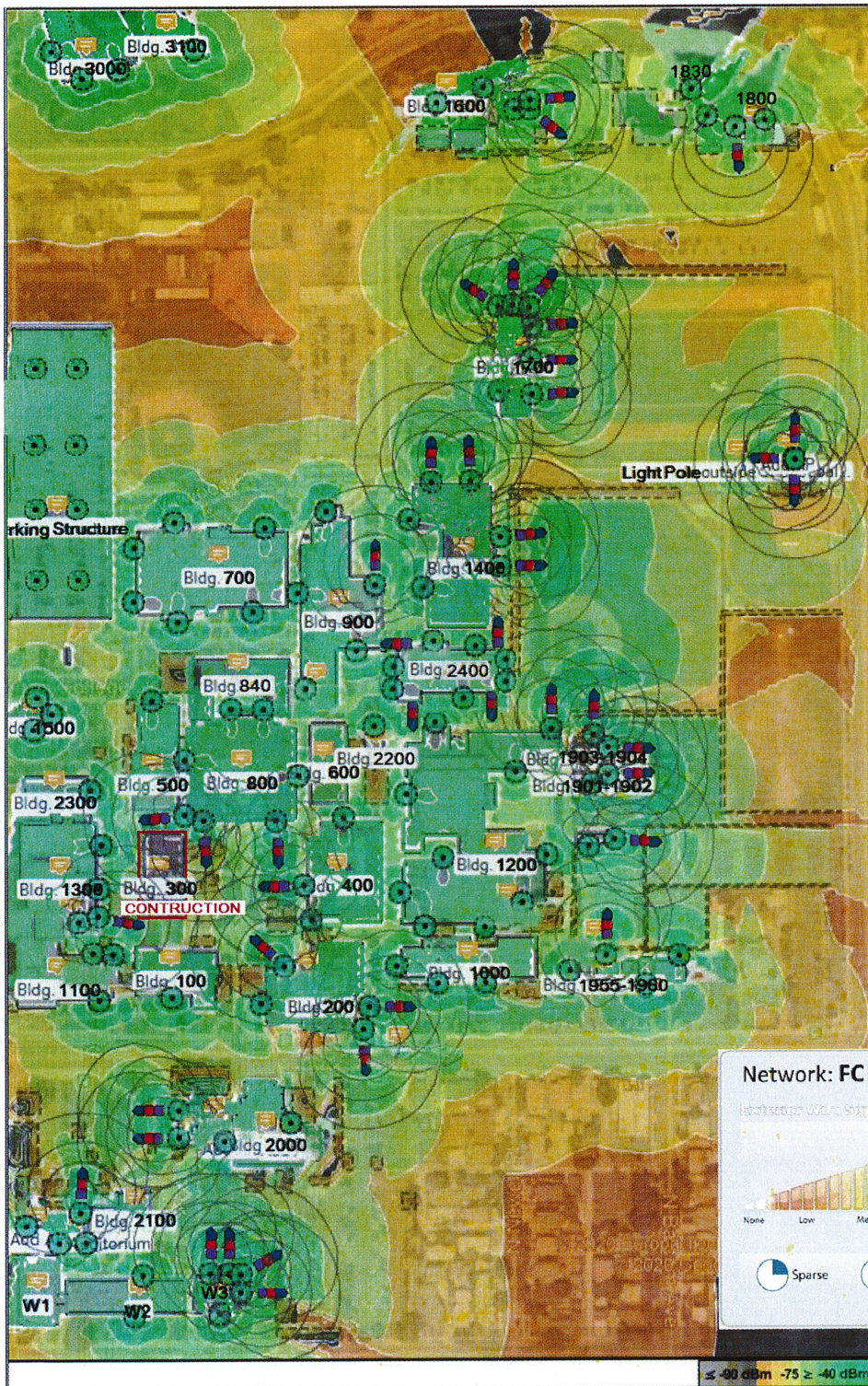
Before Network Project - Wireless Network Accessible Coverage:



After Network Project – Wireless Accessible Coverage



WiFi Coverage Map
After Network Refresh



- Building 0100: 051 APs
 - Building 0200: 052 APs
 - Building 0400: 063 APs
 - Building 0500: 052 APs
 - Building 0600: 043 APs
 - Building 0700: 076 APs
 - Building 0800: 075 APs
 - Building 0900: 036 APs
 - Building 1000: 063 APs
 - Building 1100: 049 APs
 - Building 1200: 110 APs
 - Building 1300: 053 APs
 - Building 1400: 061 APs
 - Building 1500: 009 APs
 - Building 1600: 010 APs
 - Building 1700: 032 APs
 - Building 1800: 020 APs
 - Building 1901: 004 APs
 - Building 1955: 017 APs
 - Building 2000: 069 APs
 - Building 2100: 016 APs
 - Building 2200: 005 APs
 - Building 2300: 006 APs
 - Building 2400: 169 APs
 - Building 3000: 032 APs
 - Building 3100: 010 APs
 - ParkStructure: 022 APs
 - Pool House : 004 APs
 - Franklink : 008 APs
 - Wilshire 100 : 012 APs
 - Wilshire 200 : 026 APs
 - Wilshire 300 : 013 APs
- Total of campus AP: 1275**

Network: FC Wifi

KEY

Indicator: WiFi Signal Strength

None Low Medium High

Indicator: WiFi AP Density

Sparse Moderate Substantial Complete

200 ft
100 m

N

-Map represents coverage for 802.11(n/ac/ax) devices.
-Coverage varies based upon 802.11(a/b/g/n/ac/ax) capability.

≤ -90 dBm -75 ≥ -40 dBm

Next year:

Academic Computing Technologies will look to improve as a campus leader in technology support and services in the coming year. We will look to improve user experiences across all aspects of technology at Fullerton College. This includes providing students with equitable technology access and support to ensure that we make it easier for students to succeed and graduate.

We will refocus our efforts and trainings to minimize our technology service gaps.

We will focus on Students' and Employees' technology onboarding by creating a user-friendly experience for new and returning students and employees.

We will look to move operations to hybrid approach where we utilize the cloud and on-premises equipment. Utilizing the cloud to maintain minimal equipment that will eventually reach end-of-life, while keeping some services on-premises to have immediate access to the critical applications needed for campus operations.

What changes, if any, have been made to your program or outcomes as a result of outcomes assessment?

We have not made any direct changes to our program outcomes. ACT's long-term goal is to increase equity in technology, and train high-quality technical professionals to help promote student success.

Part 2: Additional Resource Request Reasoning and Support

For each request, complete steps A, B, and C.

Step A: Briefly describe the request.

Step B: Answer the following questions:

1. Is it imperative that this resource request be processed now rather than during the next comprehensive program review? Why?
2. How will this additional resource allocation specifically enhance your program's services, activities, processes, etc. to continue or improve student learning and achievement?
 - Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program or office growth, or increased demand.
3. How will this additional resource allocation help you serve the college mission or strategic initiatives, and/or your program's goals for improvement, as stated in your last program review?

Step C: Complete this chart with details of the request:

Type of Resource	Requested Dollar Amount	Potential Funding Source It is only necessary to list potential funding forces if you are aware of specific grants/program funds appropriate to the request, such as Strong Workforce.
Personnel		
Facilities		
Equipment		
Supplies		
Computer Hardware		
Computer Software		
Training		
Other		
Total Requested Amount:		