Student Services and Administrative Operational Annual Program Review and Planning Update Form Fall 2024

## 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.**

## SUBMISSION:

**Program:**

Academic Computing Technologies

**Principal Author(s):**

Khaoi Mady

**Manager:**

Henry Hua

**Submission Date:**

12/05/2024 5:18:41 PM

**Author Signature:**

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| Electronically signed by Khaoi Mady on 12/05/2024 10:55:39 AM |

**Manager Signature:**

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| Electronically signed by Henry Hua on 12/05/2024 5:18:41 PM |

# Part 1: Review of Data

1. **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?**

1. Review ACT personnel to better support campus technologies and IT operations.

- ACT hired two Classified positions that were vacant due to a team member retirement and a team member promotion; one IT Technician II and one IT User Support Analyst.

- FC ACT lost two IT Network Specialists due to a District restructure of IT services. The two IT Network Specialists lost now work/report to District IS.

- FC ACT is still holding onto two vacant positions that have not yet been filled; Dawnmarie Neate: IT Services Coordinator I,Tania McKeown: IT User Support Analyst. I would like to hire an IT Coordinator I position to help with project management of various IT projects happening on campus, including new constructions and remodels.

2. Review District/Campus-wide network project and change of IT Network Reporting structure

- Work on increased network reliability and establish a service level guideline with District IS. FC IT network support and services is maintain and managed by District IS now.

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

No changes has been made to our program.

- FC ACT lost two IT Network Specialists due to a District restructure of IT services. The two IT Network Specialists lost now work/report to District IS.

- FC ACT is still holding onto two vacant positions that have not yet been filled; Dawnmarie Neate: IT Services Coordinator I,Tania McKeown: IT User Support Analyst. I would like to hire an IT Coordinator I position to help with project management of various IT projects happening on campus, including new constructions and remodels.

1. **How is your area collecting or working to collect disaggregated, student-level outcomes assessment data?**

FC ACT collects data and student-level outcomes from our FC service request system. Our FC SRS collects data from staff members and students regarding technology problems, fixes, and requests. FC ACT is looking into implementing an annual FC IT Satisfaction survey for FC staff members and students.

# Part 2: Additional Resource Request Reasoning and Support

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

**We have reviewed our most recent self-study and have identified significant changes that necessitate additional resource requests.**

**For programs that have identified significant changes that necessitate additional resource requests, answer the following questions for each separate resource request:**

1. **Briefly describe your resource request.**

1. $350,000 - 350 new computers to support operating system MS Windows 11

2. $30,000 - 150 new 24" computer monitors to replace old non-operable monitors

3. $25,000 - Training for current ACT Classified to learn and become subject matter experts for new operating system and technologies that will need to be implemented before October 2025

1. **Is this request related to an essential safety need?**

No

**Why must this resource request be processed now rather than during the Fall 2026 comprehensive self-study?**

Old computers that are currently in-use do not have the necessary hardware to run MS Windows 11. New computers will be replacing 5+ years old computers that do not have the capable hardware to run the new software.

**How will this additional resource allocation specifically enhance your program’s services, activities, processes, etc. to continue or improve student learning and achievement?**

ACT needs to bring technologies at FC to an acceptable modern level for students and staff members. The old Windows operating system will be end-of-life and MS has sent out a memo that they will no longer support old operating systems as of October 2025, including security updates.

**Is the resource request personnel-related? If so, please provide evidence to justify the requested positions such as retirements, program growth or curricular demands, full-time/adjunct ratios, etc.**

No

**How will this additional resource allocation help you serve the college mission or strategic initiatives, and your program’s goals for improvement, as stated in your last self-study?**

We are looking to improve as a campus leader in technology support and services, with a focus on cybersecurity and safety for our students and staff members.

**For each separate resource request, complete this chart with the itemized requested dollar amount:**

|  |  |
| --- | --- |
| **Type of Resource** |  |
| Personnel |  |
| Facilities |  |
| Supplies |  |
| Computer Hardware | 380,000 |
| Computer Software |  |
| Training | 25,000 |
| Other |  |
| **Total Requested Amount:** | 405,000 |

|  |
| --- |
| **Is the funding requested ongoing or one-time funding?**  One-time funding |
| **Is the funding requested for**[**enrollment and reengagement activities?**](https://ie.fullcoll.edu/wp-content/uploads/sites/27/2024/05/ER-2.0-Program-Review-Guide.pdf)  Yes |