Santa Rosa Junior College

Program Resource Planning Process

Information Technology 2018

1.1a Mission

Information Technology is dedicated to supporting the Sonoma County Junior College District's Mission. We will maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology current and easy to use. We will engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs.

The Information Technology department is a group of network technicians, computer lab coordinators and specialists, programmers, system administrators, help desk technicians, and telecommunications specialists. It is the responsibility of this group to provide hardware and software support for students, staff and faculty on the Santa Rosa campus, Petaluma campus, Southwest Santa Rosa Center, Public Safety Training Center, Shone Farm and throughout the District.

The mission of the Instructional Computing team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment.

The mission of the Systems and Programming team is to provide student information systems and College business systems (HR, Payroll, Purchasing, etc.) that support to the District.

The mission of the Network Infrastructure team is to provide the computing platforms, productivity, collaboration and communication tools for the various needs of our College Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support by maintaining high levels of access to the underlying infrastructure on which our systems run.

1.1b Mission Alignment

Information Technology facilitates access for students, staff, and faculty to the resources needed to succeed in their work for the District. Specific areas currently include assistance with computer technologies and software planning, evaluation, acquisition, implementation, and support; coordination of efforts among departments' computer facilities and related services to achieve the college's objectives; provision of student access to computer technologies where they are not available in local department areas via the Instructional Computing Interdisciplinary Labs.

College Strategic Plan Goals	College Strategic Plan Objectives	Information Technology Mission Alignment
I. Support Student Success Support development of the whole student from early college awareness through successful completion of educational and career goals	• Expand and sustain access by eliminating barriers, expanding strategic outreach efforts, and delivering services effectively through current technologies • Increase retention and academic progress through student engagement with: academic and student services, faculty and staff, and campus and community activities • Increase the number of students who complete their educational plans and goals • Enhance cultural competency to better serve all student populations with a focus on first generation college students and the increasing Latino/a population	The mission of the Instructional Computing team is to promote and facilitate access and support for all teachers and learners to computer technologies that enhance the teaching/learning environment. The mission of the Systems and Programming team is to provide student information systems and College business systems (HR, Payroll, Purchasing, etc.) support to the District. The mission of the Network Infrastructure team is to provide the computing platforms, productivity, collaboration and communication tools for the various needs of our College Community; to keep up with the ever-changing educational technology environment; and to maintain the highest possible level of customer support by maintaining high levels of access to the underlying infrastructure on which our systems run.

II. Foster Learning and Academic Excellence	• Support and promote teaching excellence across all disciplines	Information Technology is dedicated to supporting the Sonoma County Junior College District's Mission. We will maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology current and easy to use. We will engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs.
Foster learning and academic excellence by providing effective programs and services	• Engage students and spark intellectual curiosity in learner-centered environments	
	• Integrate academic and student support services across the college	
	• Identify and implement responsive instructional practices that increase the learning and success of our diverse students	
III. Serve our Diverse Communities	• Identify the educational needs of our changing demographics and develop appropriate and innovative programs and services with a focus on the increasing Latino/a population	Provide technology access to all of the SRJC community that works for our diverse community.
Serve our diverse communities and strengthen our connections through engagement, collaboration, partnerships, innovation, and leadership	• Contribute to the richness of our multicultural community by promoting cultural initiatives that complement academics and encourage the advancement and appreciation of the arts	
	• Meet the lifelong educational and career needs of our communities (e.g. seniors, emerging populations, veterans, re-entry students)	
	• Provide relevant career and technical education that meets the needs of the region and sustains economic vitality	

IV. Improve Facilities and Technology Provide, enhance, integrate, and continuously improve facilities and technology to support learning and innovation	• Incorporate best practices and innovations for facilities and technologies in order to enhance learning and working environments • Improve and sustain infrastructure, facilities, and technology to proactively support our diverse learning community • Increase District-wide coordination and collaboration to improve facilities and technology access, efficiency, and effectiveness • Provide effective facilities and technology technical training for all employees to ensure operational effectiveness	Information Technology is dedicated to supporting the Sonoma County Junior College District's Mission. We will maintain a commitment to service. Our focus will be both on supporting the effective integration of technology into the instructional and administrative life of our institution and on keeping campus user technology current and easy to use. We will engage in an ongoing dialogue with the campus about needed priorities for service, while at the same time providing leadership in the definition of those needs. IT co-leads the development and maintenance of the District technology master plan which is reviewed yearly and revised every three years.
V. Establish a Strong Culture of Sustainability Establish a culture of sustainability that promotes environmental stewardship, economic vitality, and social equity	• Expand, support, and monitor district-wide sustainability practices and initiatives • Infuse sustainability across the curriculum and promote awareness throughout District operations • Promote social and economic equity in the communities we serve • Ensure economic sustainability by leveraging resources, partnering with our communities, and contributing to the economic growth of the region	IT provides equal access to technology for all SRJC students, staff, faculty and community users. IT researches and recommends technology solutions that have a low total cost of ownership including environmental impact. IT works with facilities to leverage technology to improve the efficiency and safety of our facilities leveraging technology.

VI. Cultivate a Healthy Organization	• Foster an environment focused on collegiality and mutual respect in regards to cultural and individual perspectives	The IT team engages with the campus community as members of shared governance committees to ensure that the technology recommended and provided serves the diverse needs of the District.
Cultivate an inclusive and diverse organizational culture that promotes employee engagement, growth, and collegiality	• Recruit and hire outstanding faculty and staff and implement an exemplary Professional Development Program for all employees	The IT team participates in the recruitment and selection of new staff across the SRJC.
	• Establish robust programs to improve the health and wellness of students and employees	The IT team participates in business continuity planning and disaster recovery planning as part of the District emergency preparedness.
	• Increase safety planning, awareness and overall emergency preparedness	
VII. Develop Financial Resources	• Increase the amount of discretionary, unrestricted general fund local revenue	The IT team develops and supports tools to assist the District in managing our people and capital assets most efficiently; this includes class scheduling, financial and HR software, etc.
Pursue resource development and diversification while maintaining responsible fiscal practices and financial stability	• Increase and maintain the District reserves above the state requirements	The IT team works with grant teams to provide data to support the grants and provide the technology needed to meet the grant requirements and measure results.
	• Pursue alternative funding sources including grants, partnerships, and scholarships to support our diverse communities and students	The IT team provides enrollment management software to assist in the management of enrollment efficiency and capacity modeling to maximize SRJC revenue and be compliant with ed code.
	• Manage enrollment and course offerings to maximize apportionment funding	

| VIII. Improve Institutional Effectiveness

Continuously improve institutional effectiveness in support of our students, staff, and communities | • Fully implement continuous quality improvement strategies to achieve greater transparency, effectiveness, efficiency, and participation

• Enhance internal and external communication systems to ensure effectiveness | The IT team logs all incidents and requests to manage capacity, identify trends, and proactively address District technology needs most effectively with the limited resources allocated to IT. The ticket summaries, current system status, major project status are available to all users on the IT web page. The IT team provides regular communications to the campus community on projects and major incidents. The IT team provides training to staff, facilitates access to Lynda.com online training for staff and PDA training sessions to improve their ability to use their technology resources.

The IT team surveys the staff for feedback annually and solicits inputs from users through the committees we participate with on an ongoing basis to make sure the IT team delivers effective solutions. |
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1.1c Description

Services and responsibilities

Network Infrastructure team

The Network Infrastructure team provides support for district-wide servers, network and storage infrastructures. We maintain, manage, and upgrade all staff workstations, the entire voice and data infrastructure; we coordinate helpdesk tickets; and we design, implement, and manage district-wide computing services.

- Plan for future technology adoptions
- Purchase, install, and maintain all computer hardware including: desktops, laptops, servers, storage and related peripherals.
- Purchase, install and provide frontline support to all common software packages including: Windows/Macintosh OS's, Email, Browsers, Microsoft Suite, Adobe Suite, etc.
- Purchase and/or develop, maintain, and support Internet/Web services including: E-mail services, Listserv's, and remote connection services
- Design, purchase, install and support institutional infrastructure including: telephone systems, voice mail systems, data storage, and data network
- Coordinate redistribution of surplus technology equipment
- Develop and maintain institutional standards including: hardware platforms, software, and training
- Serve on district-wide technology groups
- Solicit and disseminate technology information both within Information Technology and throughout the college community
- Use a Help Desk team to provide a common point of contact and end user support.

Instructional Computing Team

Instructional Computing facilitates access for students, staff, and faculty to the technology resources needed to succeed in their instructional objectives. Specific areas currently include: assistance with computer technologies and software planning, evaluation, acquisition, implementation, and support; coordination of efforts among instructional departments' computer facilities and related services to achieve the college's objectives; provision of student access to computer technologies where they are not available in local department areas via the Instructional Computing Interdisciplinary Labs Group in Maggini (includes 12 labs), and for faculty and staff access through the Center for Excellence in Teaching and Learning (CETL) which includes access to: current computer technologies; training and support related to hardware and software use and project development; as well as a venue for group work, sharing, training, and presentation; and finally, coordination with other college resources to provide related training, support, and technical services for departments as needed.

- Promote and facilitate faculty and student access to computer technologies that enhance the teaching/learning environment.

- Maintain Computer Labs on the Petaluma, Santa Rosa, PSTC, South West Center, and Shone Farm campuses.

- Design, purchase, install, maintain, repair, and replace workstations, printers, and other related computing technology in computer labs and classrooms throughout the district.

- Purchase, install, deploy, and maintain academic related software in classrooms and labs for desktops, laptops, servers, and related peripherals.

- Coordinate with Disability Resources Department to purchase, install, and maintain accessibility software and hardware in district labs and stations.

- Provide face-to-face, phone, and online software applications support for both faculty and students.

- Produce and maintain district wide online open labs schedule for student and instructor reference.
- Provide support to district wide technology groups.

Systems and Programming Team

The Systems and Programming team supports the college institutional, business services, and financial records software and databases, and the Web. The team primarily develops and maintains the student information services (SIS) software and databases, and provides district support for the Web. The team creates specialize reports to meet both government and internal reporting requirements. The following are the team's key services and responsibilities:

- Purchase and or develop, maintain, and support all institutional software packages including student registration and records, Business Services, and financial records packages, and Financial Aid packages.
- Serve on college wide technology groups.
- Provide institutional data for internal and external reporting needs.
- Coordinate and generate reports required by federal and state agencies.
- Provide development and support for ADA compliant web page design, content management, and templates.

1.1d Hours of Office Operation and Service by Location

Business Support Hours

Fall and spring semesters (excluding holidays)
8:00 AM - 5:00 PM
Monday - Friday

Summer semester (excluding holidays)
7:00 AM - 6:00 PM
Monday - Thursday

Instructional Support Locations & Hours

We are located in Bussman Hall, Doyle Library, Maggini Hall and Petaluma Campus (Call Hall).

Instructional Computing Interdisciplinary Labs in Maggini and Call are open for classes and drop-in work 8 AM. to 9 PM Mon – Thur; 9 AM to 3 PM Fri. in Maggini and in Call from 9 AM to 8 PM Mon - Thur: 9 AM to 1 PM Fri.

Instructional Computing Services Group in Doyle is open from 7:30 AM to 6:00 PM. Monday - Friday

Center for New Media is available for staff the same hours as the Library.

1.2 Program/Unit Context and Environmental Scan

The Information Technology Department is composed of a highly trained and experienced technical staff. These classified staff including programmers, Web designers, computer lab coordinators/specialists, network technicians, helpdesk technicians, telecommunications technicians, system administrators and a purchasing technician, which are in high-demand in the private sector. In order to attract and retain staff in this competitive market salaries for technical staff are higher than the district average.

The use of technology is ubiquitous throughout the district and continues to be critical to the success of the SRJC. Enrollment data shows that online enrollment is growing faster than any other area in the district; demand for Internet access and storage space is also growing geometrically. As demand for services increases, we should increase support staff and/or strategically engage outside services where appropriate and cost-effective for the District.

There are currently over 100 instructional computer lab facilities and over 250 classroom instructor computer stations receiving services from Instructional Computing throughout the District. This encompasses a total of over 2,500 microcomputers and over 300 iPads providing 120 software titles and access to the Internet for students and faculty across all disciplines and learning environments.

2.1a Budget Needs

See sections 2.1b, 2.2d, 2.2e, and 2.5a.

The IT staffing levels are not sufficient to maintain our continuously growing installed base of PC's, servers, network infrastructure devices and software.

Instructional Computing has seen support for over 300 iPads and 500 laptops added to the team workload over the past 4 years with no offsetting staff. Most of these devices were purchased with grant or categorical funds but no funding for staff to setup and support these products.

The number of computer labs as defined by a space with 20 or more computers for student use, has grown to over 50 labs supported by 10 classified employees. There has been an explosion in growth in the use of technology in areas like PSTC, KAD , Music, Healthcare and Assessment. As technology becomes critical to the pedagogy in these areas that had very little use of any technology 5 years ago. Significant expansion of instructional technology use at remote sites with no dedicated IT staff has increased the need for Instructional Computing staff with district wide support responsibilities.

IT needs to add an additional Instructional Computing Coordinator to support these increased and continually increasing educational support needs.

Infrastructure: We are currently down one (1.0 FTE) Network Technician, after 3 failed recruitments. We now support hundreds of network routers and switches, hundreds of wireless access points, high speed data connections between sites and all of the computers and servers using this infrastructure. As more devices including phones, cameras, HVAC and lighting controls, and wireless PCs, phones, tablets and other BYO Devices, we will need more resources to support this infrastructure.

Over the past 7 years the number of Cisco managed switches has increased by 66%, the number of copper ports has increased by 87% and the number of fiber ports has increased by 93%, however it has proven difficult to recruit qualified Network Technicians as demonstrated

by 3 failed recruitments. Student workers can support the Helpdesk which allows the Helpdesk to support the Technicians, however we also have trouble finding qualified and motivated students to support the Helpdesk. Although we were approved for two .5 FTE student workers in last year's PRPP we were only successful in finding one qualified student worker. In addition:

1. Over the past 5 years the number of systems supported by IT increased by an average of over 150 systems per year
2. Over the past five years the network infrastructure has become increasingly complex with the addition of wireless access points, routers, switches, security appliances, and voice over IP telephony.
3. The Infrastructure group has virtualized all of the core server infrastructure of the District and is now beginning to virtualize the Instructional Computing Servers as well as undertaking a pilot project to begin the virtualization of District Desktop computers through Virtual Desktop Infrastructure (VDI)

The Department is in the third year of a three year project to upgrade our entire District's data networks from 1 Gb backbone capacity to 10 Gb, and upgradable to 40 Gb. This project includes the construction of a new fiber-optic ring on the Santa Rosa campus. However, due to construction delays caused by the fires, the project will be extended for at least another year.

Reinstate the recruitment process for the open Network Technician Position.

Add 1 FTE Network Security Manager

The Chancellor's Office recommends all CCCs have a point person for Data/Network Security (we do not). This person would fill that role. Next, we have seen two neighboring colleges hacked just in the last two years, Solano and CCSF. The cost of each of those hacks is in the millions of dollars. There were at least a half dozen more hacks at CCCs last year. At the SRJC we had an attempted ransomware attack just last week that went to over 300 SRJC staff. We did have two successful ransomware attacks last year where we had to re-image the PC's losing all data on those PC's. We were very lucky to stop this attack before we lost any data. The attack was done by someone imitating Dr. Chong and sending a convincing email asking receivers to open an attachment (which was the malware). To mitigate attacks, we need to have a Security focused champion to advocate for appropriate tools and process changes to recognize these risks and mitigate them. We also need to improve our use of the software tools we already have to identify and quarantine at risk mail and other data that comes into the college. These are things a Security trained person will do. We also had two confirmed server hacks this past fall that luckily did not result in the loss of any personal or financial data. One hack was on 10/18/17 involved an attack on our network server that reduced network traffic speed to dial up speed that we stopped before the hacker actually could get inside our server. The second hack was on 9-21-17 where the hacker used a retired faculty member's credentials to hack a student use Linux server. Luckily there was no confidential our useful information for the hacker on that server. We need better credential management (password management) practices put in place for all servers that are enforced.

This position started as a Network Tech position. The incumbent, Russ Shields, who took years to find and hire was in the job three years when he took a job at another government agency in SF for a 50% pay increase. We then had multiple failed recruitment's for this position due to the salary being too low to attract any qualified applicants. We created a Senior Network Tech position description at a higher salary level but SEIU, led by Jordan Mead, killed this proposal. We then created the current management proposal. The IT Department has 34 classified employees reporting to 3 managers, avg 11 employees per manager. Adding a 4th manager would change this to a more realistic ratio of 8.5 employees /manager.

If we don't fill this position, we put the college at a significantly higher continued risk of being hacked. We do not have any employees with the skills needed for this role and no funding or interest by any of the current employees to learn and fill this position. If we get hacked successfully, not only would we incur costs in millions of dollars in lawsuits and credit monitoring, but our reputation with current and potential students would suffer more loss, likely leading to more decline in enrollment.

My personal financial data was hacked some time in the last year or two. We learned about this during the fires in October when someone used my SSN, address, birthdate, etc. to file a FEMA claim and an SBA loan application using my data. I have since had to personally spend dozens of hours to set up and maintain credit monitoring and go through multiple extra steps to even buy a car since I had to freeze my own credit. Trust me, you do not want your data hacked. We need to do our due diligence and protect all student and staff data as best we can and to do this, we need hire someone with the skills to do this.

Systems and Programming

Add one (FTE) Online Accessibility Coordinator:

The Systems and Programming team has seen a significant increase in software project demands and an increase in scope of work. This includes the number of software purchases that require integration to our SIS system and the additional work of implementing state wide CCC initiatives such as MyPath, Canvas, StarFish, etc. In addition, the demand for Web support has gone up significantly to include ADA 508 compliance monitoring and correction. As an institution that receives Federal Funding, the district is required to meet ADA 508 requirements for accessability. The recent District Accessibility Committee (DAC) has voted unanimously to propose hiring an Online Accessibility Coordinator and two Student Workers to address our ADA 508 compliance issues. The Online Accessibility Coordinator would be responsible for monitoring our Web sites for ADA compliance, training users for creating Web content that is compliant, and overseeing the two Student Workers that would assist departments to correct and update their Web pages for zero defects. We currently have over 4,000 PDF Web documents that are not compliant. Since faculty and staff continue to create Web content, the Online Accessibility Coordinator will be needed to monitor and address these issues as a ongoing bases. Therefore this would be a permanent position.

Add two .5 FTE Students Workers:
for accessibility support as mentioned above.

Add one (FTE) Programmer Analyst:
The district is in the process of selecting a new SIS system. If selected, addiitional programming staff will be required for configuration and data migration from our existing SIS system. This position would be staffed until the new SIS/ERP has been fully implemented and all defined data has be migrated to the new system.

Add one (FTE) Data Base Analyst:
The district is in the process of selecting a new SIS system. If selected, a Data Base Analyst will be required for configuration of the data base and managing daily performance and tuning. This would be a permanent position. However, this required service could be contracted.

Add one (FTE) IT Project Manager:
The district is in the process of selecting a new SIS system. If selected, addiitional project management will be required for managing the implementation. This will include the configuration, data migration from our existing SIS system, and training end users.

2.1b Budget Requests

Rank	Location	SP	M	Amount	Brief Rationale
0000	ALL	01	07	$510,000.00	Bond Fund - Instructional equipment servers replacement, student lab desktop replacements and classroom computer replacements
0001	ALL	04	07	$40,000.00	Bond Fund- Phone system components, new phones and accessories
0001	ALL	08	04	$16,000.00	Travel and training budget for IT staff. Required to maintain and acquire new technology skills, e.g., virualization, new security requirements like PCI, new software versions like SQL, .NET, Exchange Server, SharePoint, etc. Included is a training budget for online training resources such as SkillSoft.
0001	ALL	08	04	$5,000.00	Licensing and recertification testing for technicians
0001	ALL	04	07	$40,000.00	Monthly charges AT & T Integra ISDN, Long Distance, AWS storage / cloud back-ups
0001	ALL	04	07	$450,000.00	Bond Fund - Replacement for ageing and failing PC and Mac hardware. Necessary to provide technology users with the appropriate technology to do their jobs.
0001	ALL	04	07	$200,000.00	Bond Fund - Purchase new blade servers for Cisco UCS chassis, new Nimble storage shelfs and Dell HCI for VDI
0001	ALL	04	07	$75,000.00	Bond Fund - Replacement for failed equipment: switches, phones, faxes, etc... Maintain support for networking infrastructure. Repair and replace aging cable plant infrastructure..
0001	ALL	04	07	$15,000.00	Professional Expert Data Base Analyst to improve SIS data base performance and reliability. This includes our registration process.
0001	ALL	04	07	$200,000.00	Bond Fund- Uninterruptible Power Supply (UPS) Batteries. New Racks and UPS for remodeled Datacenter and Add UPS's in buildings for VoIP connectivity during power outages.
0001	ALL	04	07	$318,500.00	Annual maintenance agreements for institutional software, e.g., CITRIX $10K, student right to know, Regroup, informacast, Neogov $23.5K, , Manage Engine ServiceDesk Plus $15K, Live Action, e-transcript, Cisco smartnet $150K, Adobe $50K, Turn it in $40K, VMWare $25K Lumens community ed$11K FormStack ADA $15K
0001	ALL	04	06	$9,000.00	Continue Link Creative contract to provide new additional Drupal templates, upgrade Foundation and Drupal versions, assist with ADA compliance, add multilingual Web development,
0001	ALL	04	07	$18,500.00	Software renewal for SQL server monitoring tool (SolarWinds)$800, Web monitoring tool (Siteimprove) with analytics$16.5K, and Visual Studio source control tools (Beyond Compare)$500
0001	ALL	04	07	$16,000.00	EMS Software renewal V1 & V2 Enrollment Management
0001	Santa Rosa	04	06	$1,000,000.00	Bond Fund - IT Infrastructure Upgrade, New Fiber Optic Ring design and construction for Santa Rosa Campus
0001	Other	01	07	$15,500.00	Comcast Enterprise Fiber circuit to Southwest Center
0001	ALL	04	07	$60,000.00	Additional software to manage added computers in labs and classrooms- Ghost licenses $10K, MDM for managing mobile devices and BYOD $50K
0001	ALL	04	07	$15,000.00	Event Management Software EMS for facilities management

Rank	Location	SP	M	Amount	Brief Rationale
0001	ALL	01	02	$11,000.00	Maxient student conduct tracking software
0001	ALL	04	07	$150,000.00	Software: VEEAM DataCenter and cloud backup, Barracuda Email Essentials Anti-Spamand Malware, Backup, and archiving for E-discovery compliance
0001	ALL	04	07	$35,000.00	Bond fund Professional services for redesign of Network core architecture to support Palo Alto Networks Firewalls
0001	ALL	04	07	$50,000.00	Bond Fund Active Directory Integration services
0001	Santa Rosa	04	07	$50,000.00	Remodel 2 bathrooms in Bussman and Bussman breakroom
0001	ALL	04	07	$30,000.00	Annual contract for Acquia Drupal Web hosting service

2.2a Current Classifed Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Network Technician (6 FTE)	40.00	12.00	Identify, analyze and troubleshoot a wide range of complex technical computer- and network-related problems effectively; listen and communicate information to a wide variety of clients and vendors at all levels of skill; deliver customer support both in-person and over the phone in a professional manner; support the District's objectives by training others in use of their computers and application; learn and provide support for the District's network; learn and apply new technical knowledge quickly; communicate effectively with a diverse client base both verbally and in writing; work independently and as a member of a team; maintain cooperative work relationships; demonstrate sensitivity to, and respect for, a diverse population.
Programmer Analyst (3 FTE)	40.00	12.00	Analyze, design, and develop computer programs and systems; assist users in troubleshooting system problems; perform complex technical tasks accurately and within defined deadlines; identify, evaluate, and solve program problems; learn new technology; communicate effectively; work in a team environment; prepare written reports and make oral presentations; plan and present training and/or give presentations to individuals and groups; establish and maintain effective working relationships.
Programmer Analyst, Senior (4 FTE)	40.00	12.00	Analyze, design, and develop computer systems and programs; assist users in troubleshooting system problems; perform complex technical tasks accurately and within defined deadlines; learn new technology; prepare written reports and make oral presentations; plan and present training and/or give presentations to individuals and groups; act as a lead worker to other classified staff in the area; maintain effective cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.
System Administrator (3 FTE)	40.00	12.00	Principles, practices, and technologies of computer operations, programming, and systems analysis; operating systems such as UNIX, Windows, programming languages such HTML, Java Script, Perl and PHP; use of microcomputer and network hardware and software; website design and development; Internet resources such as web pages and electronic mail.
Administrative Assistant II (1 FTE) Job share 2	40.00	12.00	Administrative Assistant Department support, schedule meetings, manage budget entries, NOA's, office supplies, manage help email box for the District, enter fixed assets for IT, assist in managing the ITG tech plan and meetings. Provide other admin support duties as needed.
Help Desk Technician (3 FTE)	40.00	12.00	Deliver technical customer support over the phone in a call center environment; identify, troubleshoot and resolve a wide range of technical computer-related problems; make the distinction between Level One and Level Two end-user problems; identify, evaluate and solve end-user workstation problems; support and train end-users in a wide range of software applications as needed; read, understand and apply complex technical information; master new computer technology; maintain cooperative working relationships; demonstrate sensitivity to, and respect for, a diverse population.

Position	Hr/Wk	Mo/Yr	Job Duties
Technology Procurement Coordinator (1 FTE)	40.00	12.00	Under general supervision, perform technical duties related to the requisitioning of computers and related hardware, software, services and supplies; perform administrative duties in office management, fiscal management, and/or customer relations; and perform related work as required. Learn and interpret Purchasing policies and procedures, rules, regulations, and instructions; perform detailed work related to requisitioning computers and software; keep informed on new technology products, market conditions and current prices; perform complex administrative work in the support of the District's purchasing and inventory control functions; maintain and prepare records, files and reports; communicate effectively in English; follow and give oral and written directions; supervise student assistants and short term, non-continuing employees; interact with the public in a helpful, courteous and friendly manner; establish and maintain effective working relationships; demonstrate sensitivity to, and respect for, a diverse population.
Telecommunications Technician (1 FTE)	40.00	12.00	Work with users in order to promote effective use of the phone, voice mail, and Call accounting system; read and understand technical information; compose training materials for phone/voice mail users; train users in small and large groups; write clear concise documentation; multi-task and meet time-sensitive deadlines; communicate effectively to users and vendors; demonstrate good attention to detail; maintain cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.
Computer Lab Coordinator (4 FTE)	40.00	12.00	Under direction, plan, organize and coordinate activities within microcomputer laboratory; order, receive, store, issue and inventory laboratory supplies and equipment; troubleshoot, repair and maintain computer hardware, software, and peripheral equipment; train and direct the work of laboratory staff; and perform related work as required.
Micro Comp Lab Specialist I (1 FTE)	40.00	12.00	Under general supervision, coordinate activities within microcomputer laboratory; maintain standards for lab use; serve as a liaison between faculty and students; assist students with assignments; may supervise the work of student assistants; and perform related work as required.
Micro Comp Lab Specialist II (1 FTE)	40.00	10.00	This position is distinguished from level 1 by the addition of network administration duties performed and the maintenance of a local area network. Also includes data recovery and backup duties and may specialize in a specific area such as assistive technology.

Position	Hr/Wk	Mo/Yr	Job Duties
Instructional Computing Systems Coordinator (2 FTE	40.00	12.00	Under general supervision, design, implement, analyze and troubleshoot multi-site instructional computer systems District-wide, departmental computer labs without local technical support staff (31 total), and instructor computers in classrooms (94 total). Participates in the network system coordination of Instructional Computing Systems. Trains faculty and staff in the use of and administration of computer systems; and perform related work as required.
Micro Comp Lab Specialist II (2 FTE)	40.00	12.00	This position is distinguished from level 1 by the addition of network administration duties performed and the maintenance of a local area network. Also includes data recovery and backup duties and may specialize in a specific area such as assistive technology.
Web Design Specialist (1 FTE)	40.00	12.00	This position provides web design support in conjunction with the Web Developer. Supports PR for public facing pages like the SRJC home page, Theater Arts, Art Gallery Exhibits, President's Page, Upcoming Events, etc. This position also helps define the SRJC standards for web pages including content management, look and feel, links, mobile versions, etc.
Web Developer (1 FTE)	40.00	12.00	The Web Developer serves as the College's primary web design and development expert. He/she ensures that the college web vision (mission), objectives, and strategy meet student, faculty, staff, administration, and the general public needs with respect to information accuracy, currency, timeliness, design, usability, and functionality.

2.2b Current Management/Confidential Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Senior Director of Information Technology (1 FTE)	40.00	12.00	KNOWLEDGE OF: 1. State-of-the-art information systems applications. 2. Computer systems and peripherals. 3. Programming languages. 4. Telecommunications and network technology support. 5. Educational data processing requirements. 6. Technology training. 7. Planning, budgeting and staffing.
Director of Systems and Program (1 FTE)	40.00	12.00	ABILITY TO: 1. Work with users to define requirements. 2. Prepare and/or supervise preparation of systems design documents. 3. Recommend hardware and software as necessary. 4. Supervise Programmer/Analyst in systems development. 5. Maintain systems. 6. Train users and technical staff as necessary. 7. Supervise technical staff and be able to work well with faculty and staff. 8. Demonstrate sensitivity to, and respect for, a diverse population.
Manager of IT Infrastructure (1 FTE)	40.00	12.00	KNOWLEDGE OF: 1. The telecommunications industry including Local Area Networking. 2. Wide Area Networking. 3. VoIP telephony. 4. Data Center security and communications. 5. Management practices and principles required to supervise classified staff and student employees.

| Manager of Instructional Computing (1 FTE) | 40.00 | 12.00 | 1. Directs the day-to-day operations of Instructional & Interdisciplinary Labs programs and services

including classified and certificated employee supervision, evaluation, and work assignments.

2. Serves as a member of the Institutional Technology Group (ITG); on facilities planning, construction,

and implementation groups on matters related to instructional computing; and on standing and ad hoc

committees, including attendance at appropriate local, regional, and state-wide meetings as required.

3. Evaluates and manages the District's instructional computer equipment and software upgrading and

replacement schedule, and associated licensing requirements; researches and recommends

appropriate and cost effective equipment and software solutions that address both instructional and

technical support requirements in keeping with emerging technologies; oversees related purchase

requisitions for instructional departments.

4. Consults and advises Academic Affairs administration, department chairs, and faculty, including

attendance at department and cluster meetings as required to assess and evaluate the need for new

instructional computer equipment and software.

5. Oversees the shared campus Instructional Computing Group and provides computer lab access for all

instructional departments who do not have sufficient local resources.

6. Directs computer hardware and software installation and ongoing technical support services as

required for instructional computer labs, instructor/presenter computer equipment, and student

computer stations in classrooms and instructional spaces.

7. Provides assistance to departments who have their own instructional computer technical staff with

related job assignment development and evaluation as needed.

8. Oversees the purchasing and access to servers and system administration for instructional program

applications. |

Position	Hr/Wk	Mo/Yr	Job Duties
			9. Coordinates with Media Services, and other technical support services as required to accomplish related tasks and mutual objectives.
			10. Provides access for individuals and groups of faculty and staff to current computer technologies, and coordinates with the Staff Development Program and appropriate academic departments for the development and provision of associated training andsupport.
			11. Participates in administration of the District's annual Staff Computer Purchase Program, and assists faculty and staff on an ongoing basis with personal computer purchases related to instructional endeavors.
			12. Maintains appropriate statistical reports, surveys and other records to assess departmental needs and accomplishments and to direct program goals and objectives, including budget development and monitoring of expenditures; and program evaluation and planning.

2.2c Current STNC/Student Worker Positions

Position	Hr/Wk	Mo/Yr	Job Duties
Lab Assistant (Students: 7)	15.00	12.00	Hrs/Mos vary. Under supervision, perform lab duties, as directed.
Online Accessibility Coordinator	25.00	12.00	Department and Faculty Web page Drupal development support.
2 x .5 Student Workers for Web Accessibility	40.00	12.00	Assist the Online Accessibility Coordinator for correcting departments online accessibility issues.
2 x .5 Help Desk Student Worker	40.00	12.00	Answer phones and handle walk-in traffic. Provide first tier technology support services to staff.
Data Base Analyst	6.00	12.00	DBA to monitor and manage database performance and tuning,

2.2d Adequacy and Effectiveness of Staffing

Recommendation:

Add one FTE Network Securit Manager:

This critical position is needed to reduce the District risk of a data and/or system breach. A single breach could cost the District millions of dollars. We have not techs on our staff with the needed skills. This additional manager would also reduce the number of employees per manager from 11 to 8.5 in IT, a much more realistic support ratio.

Add one FTE Accessibility Coordinator for the Web:

This position is critical to accomodating our students and staff with accessibility needs and to be compliant with the latest state mandated accessibility standards (508 and WCAG 2.0). We have been using an STNC and Professiona expert to staff this need which is and will continue to be ongoing.

Add one FTE Instructional Computer Systems Coordinator:

Due to budgetary constraints, *31* of the District's over 100 instructional computer labs were established and grew over time without being able to acquire and maintain sufficient technical staff hours to address their ongoing technical support needs. In the last three years, reassigned Instructional Computing technical staff have been striving to assist with some of the support tasks for many of these areas as time permits. Several of these areas are significantly under supported, though, and we do not have the resource power to address all the on-going issues. This now includes a number of noteworthy off-campus facilities like Public Safety Training Center in Windsor, the new Digital Media Lab in Petaluma, Shone Farm, and ESL at the Southwest Center --further limiting our ability to effectively respond to immediate needs.

Added to this demand, in the last two years we have more than doubled computers at instructor presentation stations (currently approaching over 200 total) which require constant attention to be viable for classes in session.

Recommendation:

Add 2 .5 FTE Student helpdesk support workers: Over the past 7 years the number of Cisco managed switches has increased by 66%, the number of copper ports has increased by 87% and the number of fiber ports has increased by 93%, however it has proven difficult to recruit qualified Network Technicians. Student workers can support the Helpdesk which allows the Helpdesk to support the Technicians. In addition:

4. Over the past 4 ½ years the number of systems supported by IT increased by 155 systems per year
5. Over the past five years the network infrastructure has become increasingly complex with the addition of wireless access points, routers, switches, security appliances, and voice over IP.
6. Between 2015 and 2016, the number of tickets requested and processed has increased for 12% (from 5,384 to 6,021 tickets)
7. The Department is making a major leap into the IT resource virtualization world and network infrastructure provisioning for mobile learning.

The Department is midway through a three year project to upgrade our entire network hardware and software infrastructure to go from 1 GB capacity to 10 GB and upgradable to 40 GB in the future

Recommendation:

Continue to develop and train a Senior Programmer Analyst on Database Administration in order to provide ongoing Student Information System database maintenance, performance monitoring and tuning, and optimization support.

Database administration is critical to the planning, designing, implementing, maintaining, and improving the Student Information Services (SIS) Database. Activities involve interaction with development and end-user personnel to determine application data access requirements, transaction rates, volume analysis, and other pertinent data required to develop and maintain the integrated SIS database. This person assists in analysis and design activities associated with the development and maintenance of the SIS database to ensure its optimal performance. This critical job position is currently being performed by a contract Database Analyst Professional Expert. Without this position, we cannot maintain SIS and support the daily operations of the District.

2.2e Classified, STNC, Management Staffing Requests

Rank	Location	SP	M	Current Title	Proposed Title	Type
0001	ALL	04	07	Instructional Computing Systems Coordinator		Classified
0001	ALL	04	07	Coordinator Online Accessibility		Classified
0001	ALL	04	07	Programmer Analyst		STNC
0001	ALL	04	07	IT Project Manager		STNC
0001	ALL	04	07	Data Base Analyst		Classified
0001	ALL	04	07	Manager, Network Security		Management
0002	ALL	04	07	2 x .5 student helpdesk technician		Student
0002	ALL	04	07	2 x .5 Student online accessibility support		STNC

2.3a Current Contract Faculty Positions

Position	Description
Instructional Computing Lab Coordinator	Faculty and student support for 10 Maggini Labs and instructor of record for local positive attendance collection.

2.3b Full-Time and Part-Time Ratios

Discipline	FTEF Reg	% Reg Load	FTEF Adj	% Adj Load	Description
N/A	0.0000	0.0000	0.0000	0.0000	N/A Information Technology is not a discipline that offers a curriculum for students; it is an instructional service.

2.3c Faculty Within Retirement Range

The Instructional Computing Lab Coordinator is currently eligable to retire with over 30 years of service. He has recently indicated his inclination to retire within the next year.

2.3d Analysis of Faculty Staffing Needs and Rationale to Support Requests

N/A- Information Technology is not a discipline that offers a curriculum for students; it is a District service.

2.3e Faculty Staffing Requests

Rank	Location	SP	M	Discipline	SLO Assessment Rationale
0001	ALL	00	00		

2.4b Rationale for Instructional and Non-Instructional Equipment, Technology, and Software

As far as computer equipment goes, Information Technology's mission includes assisting all instructional areas to acquire the hardware and software required to provide approved curricula. With the passage of Measure H, IT is upgrading the District IT infrastructure to optimize support for students, faculty, staff and administration.

2.4c Instructional Equipment Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0001	Santa Rosa	04	01	Doyle multi-curricular comput lab desks and chairs	30	$1,000.00	$30,000.00	Mike Roth	Doyle 3rd Floor Mult Curr Comp Lab	Mike Roth

2.4d Non-Instructional Equipment and Technology Requests

Rank	Location	SP	M	Item Description	Qty	Cost Each	Total Cost	Requestor	Room/Space	Contact
0005	Santa Rosa	04	07	Egronomic Office Chair	3	$500.00	$1,500.00	Scott Conrad	1467	Scott Conrad
0005	Santa Rosa	04	07	Ergonomic Office Chair	1	$1,000.00	$1,000.00	Dan Exelby	1433	Dan Exelby
0005	Santa Rosa	04	07	Ergonomic Office Chair	1	$1,000.00	$1,000.00	Don Webb	1440	Don Webb

2.5a Minor Facilities Requests

Rank	Location	SP	M	Time Frame	Building	Room Number	Est. Cost	Description
0001	Santa Rosa	04	07	Urgent	Break Room in Bussman	Bussman 1463	$50,000.00	kitchen falling apart, counter deteriorating, sink backs up regularly
0001	Santa Rosa	04	07	Urgent	2 one stall bathrooms in Bussman	Bathrooms	$20,000.00	Bathrooms last updated over 30 years ago
0001	Santa Rosa	04	07	Urgent	Replace 30+ year old carpets, trip hazard	Bussman Conf Room and Office area	$20,000.00	Middle IT office area and conference room carpets need replacement, over 40 years old and worn to the floor (trip hazard) in multiple areas.

2.5b Analysis of Existing Facilities

IT Break room in Bussman- the particle board sink cabinet area is full of dry rot and deteriorating. The room desperately needs remodeling, estimated cost $50,000.

Rest Rooms- The entire Bussman building has only 2 unisex, 1 stall rest rooms, to support 30 IT staff, 20 Academic staff and currently no student access rest rooms in the building. These restrooms are in desperate need of remodeling. They were last remodeled over 40 years ago, need walls, flooring and fixtures repaired, painted and/or replaced. These restrooms typically back up and flood with sewage whenever we get excessive rain, 3x since January this year already.

Carpeting in Bussman offices and conference room is over 40 years old and completely worn out. We were told it was not replaced because it is glued to potential asbestos tiles. The carpet is so worn it is cut and completely thread bare in many places.

3.1 Develop Financial Resources

IT supports new software for managing room rentals. IT supports the software used for community education. IT is working with the District to evaluate ERP software to help us better manager enrollment, personnel and processes.

3.2 Serve our Diverse Communities

 All hiring committees are trained by Human Resources to value diversity as one of the factors in the hiring process.

3.3 Cultivate a Healthy Organization

We encourage our staff to attend professional events, participate in On-line webinars, take classes and acquire knowledge transfer from our vendors. Online training via Lynda.com, SkillSoft.com (provided to all CCC employees via the Chancellors Office) and the District funds up to two SRJC classes per semester.

3.4 Safety and Emergency Preparedness

For the following Buildings, the listed individuals are the "Safety Leaders"

Bussman Hall

- Jordan Mead

Doyle Library Santa Rosa

- Library: Dustin Zuckerman

- Instructional Computing: George Lancina

Maggini

- 2nd and 3rd floor labs: Karen Horii

Call Hall Petaluma

- Marshall McGowan

3.5 Establish a Culture of Sustainability

Doyle Server Room

- The 3rd floor Doyle server room does not have back up HVAC due to a building design mistake, so if the power fails, there is a backup generator for power to the servers but no HVAC (heating or cooling in the server room). This design flaw will cause the room to overheat if a power failure occurs on a hot day and would cause the servers to shut down or be damaged by the excess heat.

- ACTION NEEDED: Move all business critical servers like the online class servers to the Bussman server room which has adequate power backup and HVAC to allow continued operations during a power failure.

SERVER and Desktop VIRTUALIZATION

The IT Department has been actively working on reducing power consumption in our data centers.

Through our Server Virtualization Program, we have taken the following steps:

1- Consolidating the Bussman and Bailey Data centers into a single room in Bussman

2- Remodeling the Bussman Datacenter and reducing its size by nearly 2/3rds

3- Installing new Energy efficient CRACs that utilize night air for cooling when available

4- Consolidated the number of existing hardware servers and removed old servers from productions;

5- Increased efficiency by installing multiple applications on a single server hardware;

6- Purchased new virtual server farms which will reverse server hardware proliferation.

Desktop Virtualization Pilot Program:

We are currently engaged in a pilot program for replacing desktop computers in IC and IT with virtual desktops. This pilot program will replace 50 to 100 desktop computers with virtual desktops and provide the foundation for future virtualization of most of the District's desktop computers over the next 5-10 years.

The goal of these measure is to considerably reduce our power consumption.

PAPERLESS INITIATIVES

The IT department has been developing in collaboration with our supported departments, digitized work processes that rely less on paper. The followings are the major initiatives:

1- Scanner/Printer deployment: we encourage technology users scan more and print less

2- Digital fax system deployment: we offered our technology users the option of sending and receiving fax without having to print hard copy

3- The IT department will be working with the HR and the Finance Department to adopt paperless solutions such as:

    a. Time sheets

    b. PAF's

4- The IT department is working closely with the A&R department to digitize student forms.

4.1a Course Student Learning Outcomes Assessment

Not applicable.

4.1b Program Student Learning Outcomes Assessment

Not applicable.

4.1c Student Learning Outcomes Reporting

Type	Name	Student Assessment Implemented	Assessment Results Analyzed	Change Implemented

4.2a Key Courses or Services that address Institutional Outcomes

Course/Service	1a	1b	1c	2a	2b	2c	2d	3a	3b	4a	4b	5	6a	6b	6c	7
Student Web Portal		X			X					X	X					X

4.2b Narrative (Optional)

The IT Department provides a SharePoint site for the faculty to use to store and track their SLO's.

Students will be able to:

1. Know where the helpdesk is located in each lab facility and how to request assistance
2. Know how to log in and out of the Timekeeper system
3. Learn how to locate related College services (e.g. library reference services, writing labs, tutorial)
4. Demonstrate ability to carry out basic software operations such as opening, saving and closing data files, editing and printing documents
5. Demonstrate ability to use the Internet to do research
6. Demonstrate ability use specialized computer equipment such as ergonomic keyboards, trackballs and headsets
7. Demonstrate ability to use student mail system
8. Demonstrate how to locate and navigate the distance education online education system

5.0 Performance Measures

Instructional Computing Access in Labs and Classrooms

Instructional Computing ensures access to computer technologies for students and instructors in the learning environment. Currently, accessibility is primarily provided in 92 different classroom and computer lab facilities throughout the District comprising over 2,000 instructional computers, serving a combined total of over 120 software titles and access to the Internet. Additionally, seven of these facilities have scheduled open lab hours when students and faculty can drop in to work on school related projects, including the ability to run the specialized software required by different curricula. There is currently drop-in computer access available for students among these labs from 8:00 A.M. -9:00 P.M. Monday through Thursday and 8:00 A.M. to 3:00 P.M. on Friday. Different locations have different hours that are posted on the Campus Computer Labs Schedule available online each semester.

Faculty and Staff Computer Support

The Center for Excellence in Teaching and Learning in the Doyle Library - Instructional Computing provides access and support for individuals and groups of faculty and staff to hardware and software use and related project development. The Center includes a 25 station computer lab; audio, video, and production quality printing technologies; a 50-seat presentation and meeting area; and a new multi-media production studio. Hours of access are the same as the Library.

Instructional Computer Equipment and Software Acquisition and Implementation

Current request/allocation process works well in addressing the critical needs of approved curricula. Required faculty and administrators participate directly in the proposal process for computer equipment and software through the annual Instructional Equipment Request as part of this PRPP process. Information Technology evaluates, researches, and recommends appropriate products to address the approved requests and reviews recommendations with the end users. We then acquire the equipment and software, and assist with installation and implementation and ongoing support as needed and as we're able to accommodate.

Computer Lab	No. of Labs	Current Employee	Computer Lab Technical Position	Load	Notes

Instructional Computing Large Labs (54 total labs)

Computer Lab	No. of Labs	Current Employee	Computer Lab Technical Position	Load	Notes
Maggini & Barnett	10	Walt Chesbro	Faculty	1.0 fte certificated	
CS,Music,English		Marc Rudlin	Microcomputer Lab Coord	1.0 fte - 12 mo.	
BAD,BOT,ESL,COM		Debbie Gonnella	Microcomputer Lab Spec II	1.0 fte - 10 mo.	
CS, Music		Karen Horri	Microcomputer Lab Spec I	1.0 fte - 12 mo.	

	4x		Student Lab Assistants		
Applied Tech, Elec, Physics	9	Gamal Mansour	Microcomputer Lab Coord	1.0 fte - 12 mo.	
Math/Chem	5	Marc Rudlin	Microcomputer Lab Coord	1.0 fte - 12 mo.	
Petaluma Campus	17	Marshall McGowan	Microcomputer Lab Coord	1.0 fte - 12 mo.	
		Antoine Sarragos sa	Microcomputer Lab Spec II	1.0 fte - 12 mo.	
		Alex Drake	Microcomputer Lab Spec II	1.0 fte - 11 mo.	
		3x	Student Lab Assistants		
Doyle Library	9	Andre' Siedentopf	Instructional Comp. Sys. Coord	1.0 fte - 12 mo.	*Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads*
		Debra Miller	Microcomputer Lab Coord	1.0 fte - 12 mo.	*Public Access stations, 300 computers + Media Viewing lab + Lecutre Lab + 50 Laptops + iPads*
Mahoney Library	4	Marshall McGowan	Microcomputer Lab Coord	1.0 fte - 12 mo.	*Public Access stations, 110 computers + Media Viewing lab + Lecutre Lab + 50 Laptops*
	54				

83,960 *Total drop-in* **student** *use, recorded by Timekeeper across all labs throughout the district for Spring 2017(Library Access and some labs not captured)*
8,668 *Total drop-in* **student** *use, recorded by Timekeeper across all labs throughout the district for Summer 2017(Library Access and some labs not captured)*
70,689 *Total drop-in* **student** *use, recorded by Timekeeper across all labs throughout the district for Fall 2017(Library Access and some labs not captured and time reduced by fires)*

SIS260-HS

5/29/2018 4:41:10 PM

Santa Rosa Junior College

Timekeeper Lab Sign-Ins Summarized
by Day/Time

Page 1 of 1

Spring 2017 Room: All Rooms

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
06:00-06:59	23	14	33	18	0	0
07:00-07:59	225	245	258	239	1	0
08:00-08:59	1483	1492	1495	1286	259	82
09:00-09:59	1952	2344	2427	2123	570	232
10:00-10:59	2898	3047	3349	2616	584	149
11:00-11:59	2745	2715	3101	2371	577	54
12:00-12:59	1927	2246	2022	1878	478	5
13:00-13:59	2056	2288	2338	1950	267	4
14:00-14:59	1933	2127	2061	1823	131	0

Hour						
15:00-15:59	1280	1241	1444	1019	33	0
16:00-16:59	1194	1240	1289	913	10	0
17:00-17:59	953	1050	961	638	10	0
18:00-18:59	693	738	777	549	0	0
19:00-19:59	254	374	239	230	0	0
20:00-20:59	81	39	121	45	0	0
21:00-21:59	1	0	2	1	0	0

Santa Rosa Junior College

Timekeeper Lab Sign-Ins Summarized
by Day/Time

Summer 2017 Room: All Rooms

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
06:00-06:59	6	6	5	9	0	0
07:00-07:59	40	30	40	42	0	0
08:00-08:59	129	103	108	110	0	3
09:00-09:59	498	384	506	439	36	37
10:00-10:59	333	281	320	295	11	7
11:00-11:59	239	225	268	223	1	3
12:00-12:59	371	416	432	332	2	2
13:00-13:59	129	120	150	114	2	0
14:00-14:59	129	136	259	171	0	0
15:00-15:59	88	93	146	102	0	0
16:00-16:59	62	65	61	53	0	0
17:00-17:59	70	74	67	83	0	0
18:00-18:59	16	45	19	48	0	0
19:00-19:59	1	4	54	10	0	0
20:00-20:59	1	0	2	2	0	0

Santa Rosa Junior College

Timekeeper Lab Sign-Ins Summarized
by Day/Time

Fall 2017 Room: All Rooms

Hour	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
07:00-07:59	187	202	199	235	1	0
08:00-08:59	1250	1328	1389	1296	192	19
09:00-09:59	2066	2033	2269	2104	424	135
10:00-10:59	2673	2882	3107	2830	384	106
11:00-11:59	2038	2096	2227	2045	455	37
12:00-12:59	1583	1409	1631	1375	397	48
13:00-13:59	2121	1823	2200	1675	245	103
14:00-14:59	1377	1602	1530	1330	124	18
15:00-15:59	992	886	1014	803	62	2
16:00-16:59	979	1057	1112	816	64	0
17:00-17:59	727	743	860	546	12	0
18:00-18:59	487	470	622	376	4	0
19:00-19:59	179	230	173	241	1	0
20:00-20:59	182	13	209	20	0	0
21:00-21:59	3	0	3	1	0	0

Other Departmental Labs (not listed above) without Local Computer Technical Staff, but Supported by Instructional Computing (38 total labs)

*— Over time these labs' technical support needs have been covered hit-or-miss by local department faculty and classified staff hired in other assignments. Over the last few years, Instructional Computing technical staff has been striving to assist with support tasks for many of these areas as time permits. These Instructional Computing staff primarily include **George Lancina, Andre' Siedentopf, Debra Miller, and Marc Rudlin***

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Campus	Building	Lab name
PSTC		General PSTC Lab
PSTC		General PSTC Lab
PSTC		Student Center
PSTC		AJ/Fire Lab
Santa Rosa	Analy Hall	Art Computer Lab
Santa Rosa	Analy Village	College Skills ASK Lab
Santa Rosa	Analy Village	College Skills Math Labs
Santa Rosa	Analy Village	College Skills Math Labs
Santa Rosa	Analy Village	Disability Resources ATTC Lab
Santa Rosa	Analy Village	Oakleaf Journalism Lab
Santa Rosa	Baker Hall	Biology lab laptops
Santa Rosa	Baker Hall	Biology Lab
Santa Rosa	Baker Hall	Physiology Lab
Santa Rosa	Bertolini Student Center	MESA Labs
Santa Rosa	Bertolini Student Center	Career Center
Santa Rosa	Bertolini Student Center	Puente Lab
Santa Rosa	Burbank Auditorium	Theatre Arts Laptop Lab
Santa Rosa	Burbank Auditorium	Theater Arts lab
Santa Rosa	Burbank Auditorium	Forensics Lab
Santa Rosa	Emeritus Hall	Modern and Classical Languages Lab

Santa Rosa	Emeritus Hall	English Writing Center Lab
Santa Rosa	Emeritus Hall	English Mac Classroom/Lab
Santa Rosa	Emeritus Hall	English Reading Lab
Santa Rosa	Forsyth Hall	Music Lab
Santa Rosa	Frank P Doyle Library	Library Teaching Classroom/Lab
Santa Rosa	Frank P Doyle Library	Center for Excellence in Teaching and Learning Lab
Santa Rosa	Frank P Doyle Library	Doyle Library Public Access areas
Santa Rosa	Haehl Pavilion	PE Lab
Santa Rosa	Bussman	English Lab
Santa Rosa	Lark Hall	Ag and Nat Resource Lab
Santa Rosa	Lounibos	Machine Tools Lab
Santa Rosa	Lounibos	Diesel Tech Lab
Santa Rosa	Lounibos	Automotive Lab
Santa Rosa	Plover Hall	Assessment Lab
Santa Rosa	Plover Hall	Assessment Lab
Santa Rosa	William B Race Building	Health Science Lab
SWC	Southwest Center	ESL – Southwest Center
SWC	Southwest Center	ESL - Mobile Laptop Cart Lab

Media Enhanced Classroom Instructor Computer Stations

200+ total stations (by year's end) in classrooms spread out in buildings across the District

Center for Excellence in Teaching and Learning

Includes 30 computers for faculty and staff use.

Servers supported by Instructional Computing

Instructional computing staff maintain and support the servers for the Instructional Computing Labs and classroom workstations.
Server services include image deployment, file sharing, online education, GoPrint pay for print system, and other departmental instructional
computing needs.

5.0 Infrastructure Performance Measures: Helpdesk, Network & Telecommunications

The Infrastructure team supports all District staff computers, all District phones and telecommunications equipment including E-911, emergency and mass notification systems, all District administrative servers, and the entire District computer network, including Wide Area Network (WAN), Local Area Networks (LANs) and Wireless Local Area Networks (WLANs). Fiscal 2017-2018 will be the 3rd year of a three-year, six million dollar infrastructure upgrade cycle.

1. **Service requests entered into the Helpdesk system.**

Approximately 8,000 requests per year are received and acted on by the Infrastructure group, with peak activity clustered around around the beginning of the Fall and Spring Semesters.

	2012	2013	2014	2015	2016
Jan	762	788	590	1044	847
Feb	746	708	493	743	691
Mar	569	517	579	762	688
Apr	758	691	675	673	552
May	564	586	343	567	480
Jun	475	493	556	679	511
Jul	485	555	608	554	478
Aug	986	799	935	964	957
Sep	807	752	792	772	692
Oct	783	602	1132	825	581
Nov	593	422	744	560	485
Dec	424	351	775	457	485
Totals	7952	7264	8222	8600	7447
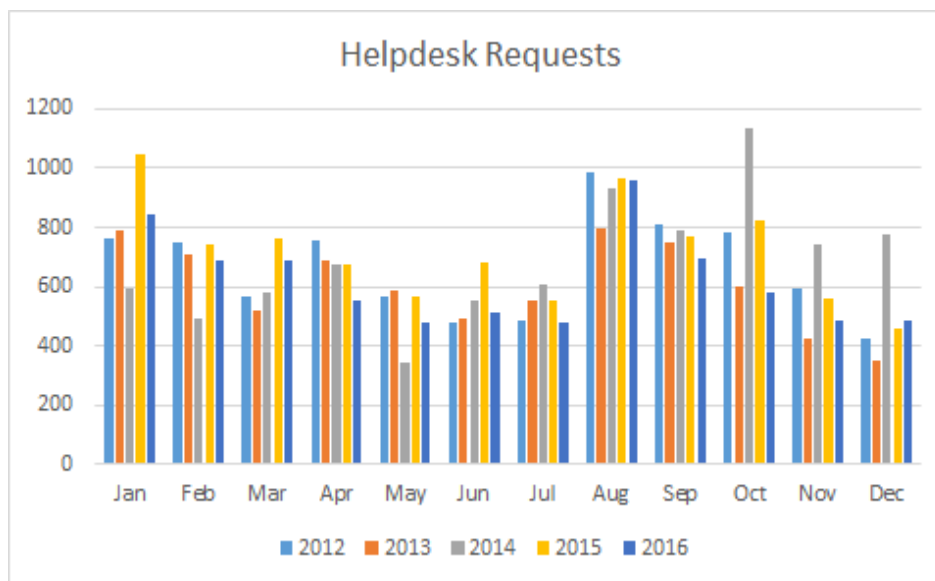
2. **New staff desktop and laptop computers purchased and installed per year.**

|	FY 13-14	FY 14-15	FY 15-16	FY 16-17 to 4-20	Grand totals	Average

Win Desktop	412	201	250	147	1010	252.5
Win Laptop	57	62	98	39	256	64
Total Windows	469	263	348	186	1266	316.5
Mac Desktop	0	5	15	24	44	11
Mac Laptop	0	6	50	22	78	19.5
Total Mac	0	11	65	46	122	30.5
Total Computers	469	274	406	232	1388	347

Staff Computers

Legend: Win Desktop, Win Laptop, Mac Desktop, Mac Laptop
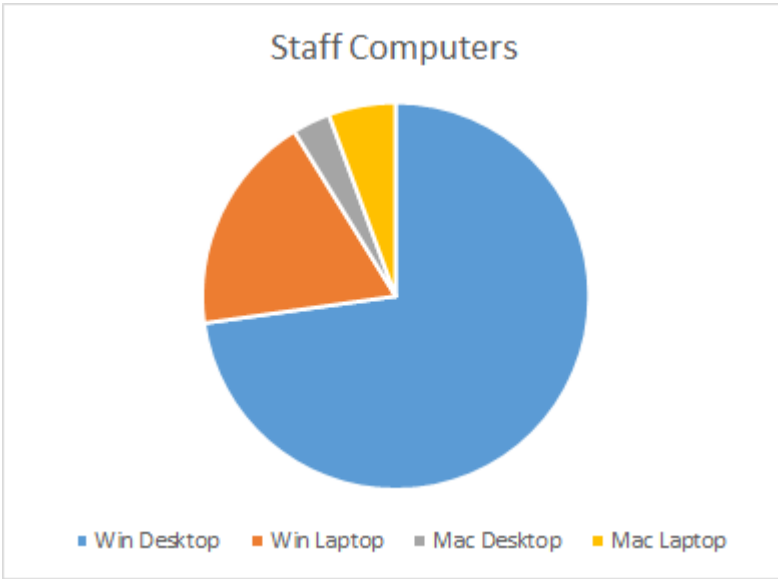
3. Managed Network Switches

All of the core and distribution layer network switches were replaced during year one of the 3 year upgrade project. We have currently deployed approximate 2/3 of the new and replacement access layer switches and approximately 1/3 of the wireless access points that were purchased in year two of the three year refresh cycle.

|	2011-12	2012-13	2013-14	2014-15	2015-16	2016-17
Switch Count	221	218	227	240	258	271
Copper Ports	7867	7799	8000	7200	8445	9473
Fiber Ports	591	660	691	720	750	1067

Switch Count

Fiber Ports

Copper Ports
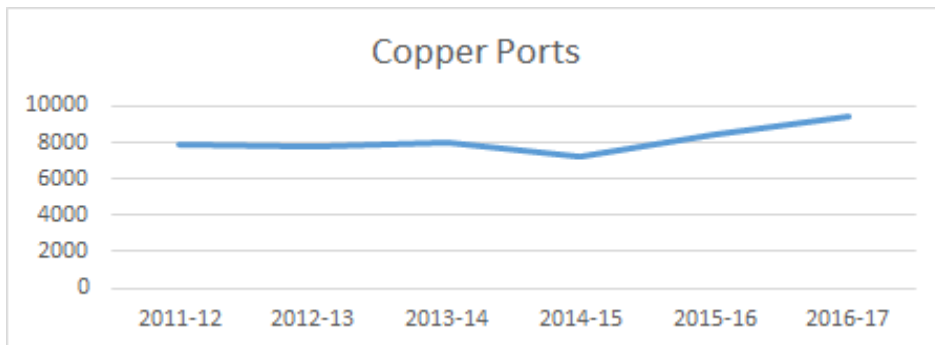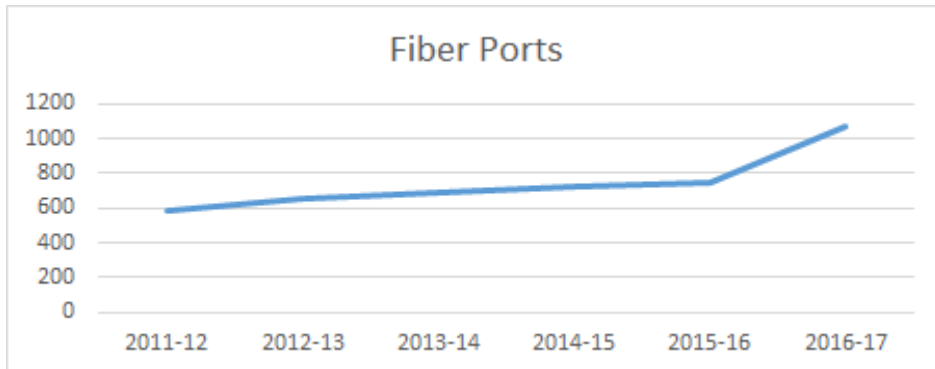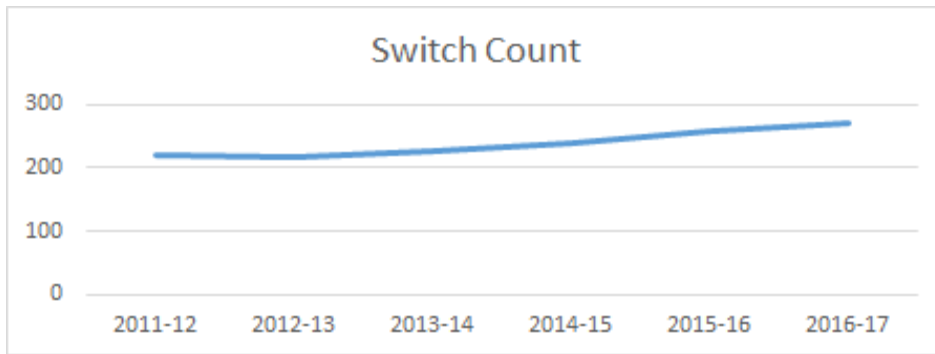
4. Wireless Access Points

The district is currently replacing our aging and outdated Wireless Access Points (WAPs) and adding new ones as necessary to cover all indoor instructional areas and those outdoor areas which see the greatest use.

2014-2015	Qty	Type
Cisco 1230G Series	38	Access Points Campus Wireless
Cisco 1242AG Series	122	Access Points Campus Wireless
Cisco 1142N Series	45	Access Points Campus Wireless
Cisco 350 Series Bridge	2	Point to Point: PSTC-Windsor Warehouse
Cisco 1310 Series Bridge	2	Point to Point: SRJC-Shone Farm Backup

2015-2016	Qty	Type
Cisco 1242AG Series	102	Access Points Campus Wireless
Cisco 1142N Series	88	Access Points Campus Wireless
Cisco 2700 Series	5	Access Points Campus Wireless
Cisco 3700 Series	53	Access Points Campus Wireless
Cisco 1530 Series	3	Mesh Outdoor Access Points

2016-2017	Qty	Type
Cisco 1242AG Series	57	Access Points Campus Wireless
Cisco 1142N Series	84	Access Points Campus Wireless
Cisco 2700 Series	5	Access Points Campus Wireless
Cisco 3700 Series	121	Access Points Campus Wireless
Cisco 1530 Series	5	Mesh Outdoor Access Points
Cisco 1570 Series	4	Mesh Outdoor Access Points
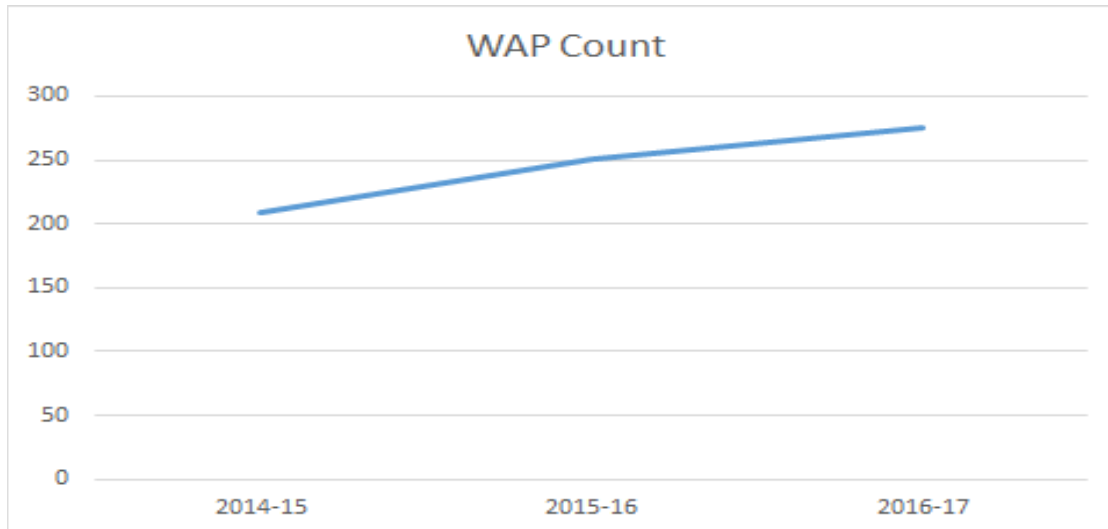
5. Telcommunications Infrastructure

The District continues to increase the number of IP phones and voice mailboxes at a rapid rate.

We are currently deploying IP phones in every instructional area to support the new mass notification systems including ReGroup, InformaCast and AlertUS
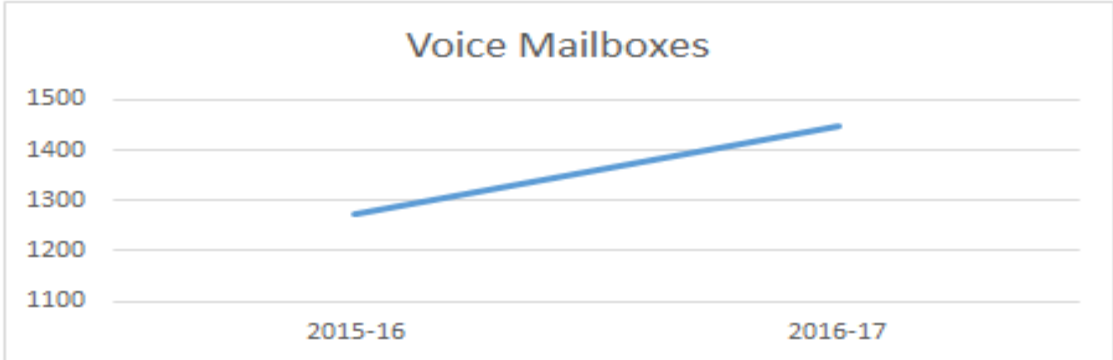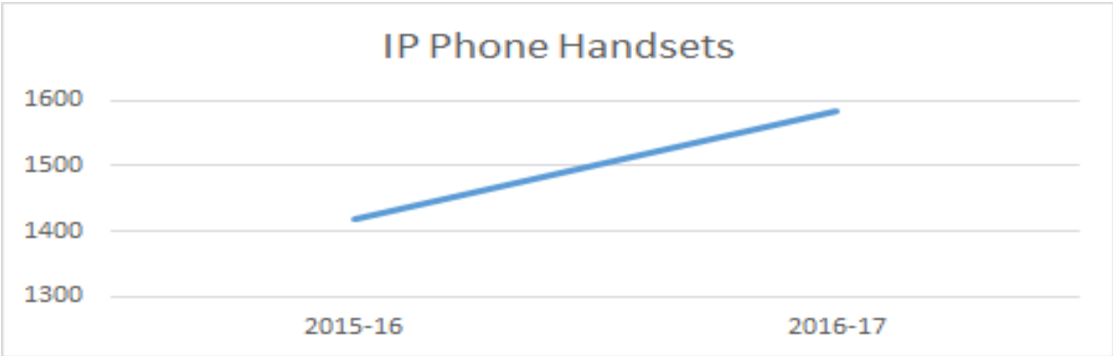
Phones Total – 1583
New Classroom Phones – 85
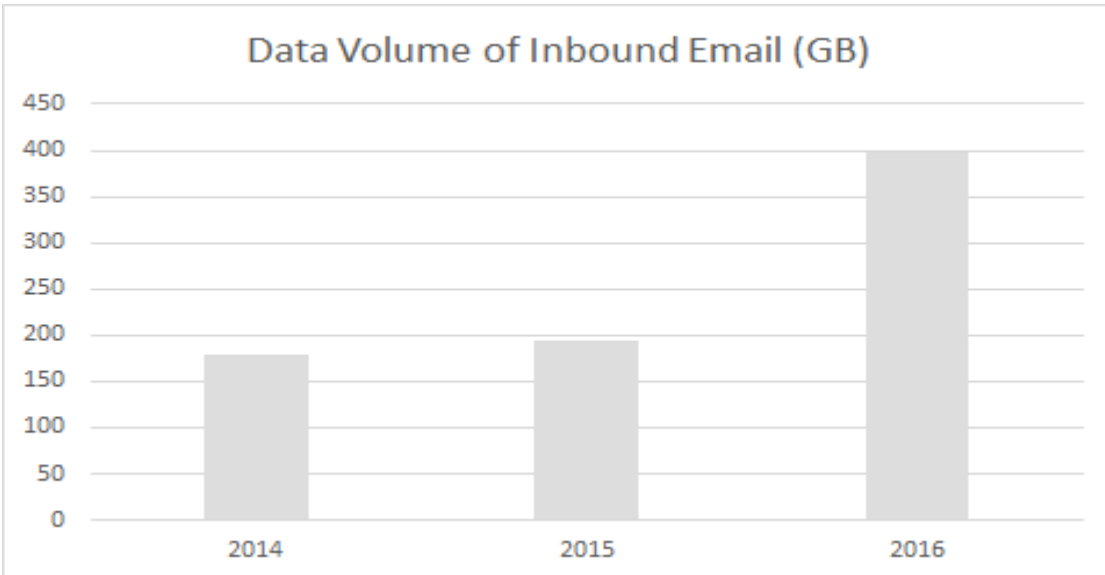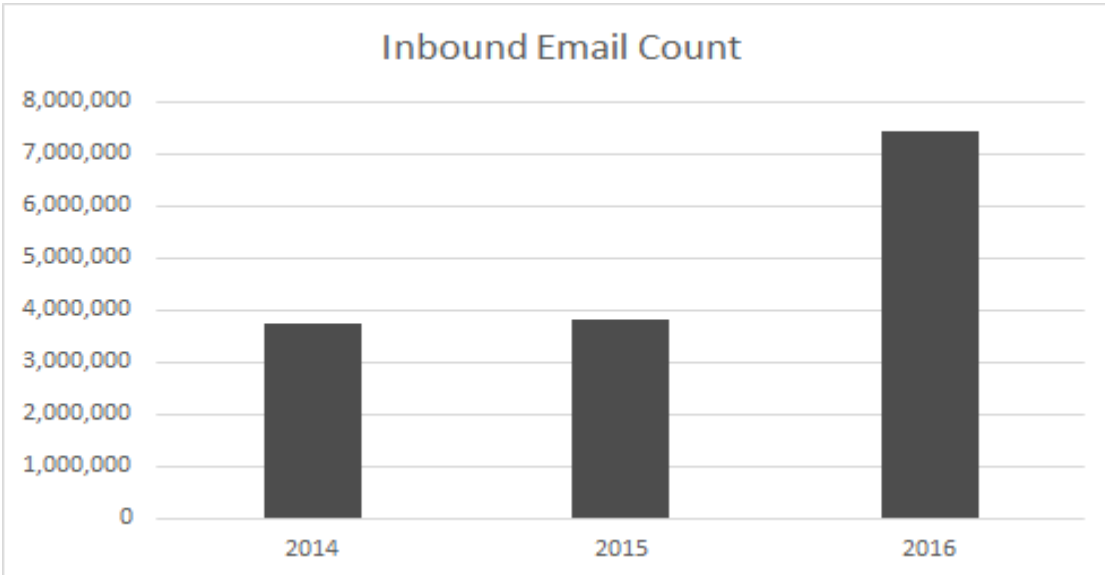Phone Increase from previous year – 166

Voicemail endpoints (Mailboxes and Call Handlers) – 1449
Voicemail Increase from previous year – 175

IP Phone Handsets

1600	
1500	
1400	
1300	
	2015-16 2016-17

Voice Mailboxes

1500	
1400	
1300	
1200	
1100	
	2015-16 2016-17

6. E-Mail Statistics: Actions on Incoming Mail from Outside Sources

Inbound Email Count

Data Volume of Inbound Email (GB)

2014

Month	Accept	Markup	Quarantine	Block	Discard	Total	Size (GB)
14-Feb	121,386	25,993	100,716	5,859	17,111	271,065	14
14-Mar	104,117	28,663	101,508	3,741	28,965	266,994	12
14-Apr	133,675	34,185	110,159	7,632	45,654	331,305	16
14-May	130,167	31,795	139,069	7,109	53,548	361,688	16
14-Jun	104,090	32,625	115,099	1,881	57,485	311,180	13
14-Jul	102,752	31,125	95,314	2,839	48,245	280,275	13
14-Aug	115,465	32,303	106,211	3,804	46,172	303,955	14
14-Sep	127,535	34,275	104,459	4,938	52,980	324,187	16
14-Oct	139,478	38,317	126,839	2,729	63,536	370,899	18
14-Nov	107,845	31,823	110,632	1,374	53,508	305,182	15
14-Dec	110,022	33,406	108,093	2,130	57,655	311,306	17
15-Jan	116,933	27,496	104,533	976	45,643	295,581	16
Total	1,413,465	382,006	1,322,632	45,012	570,502	3,733,617	180

2015

Month	Accept	Markup	Quarantine	Block	Discard	Total	Size (GB)
15-Feb	182,206	25,870	105,283	1,501	66,185	381,045	17
15-Mar	134,949	29,716	117,633	2,887	71,262	356,447	18
15-Apr	139,616	30,673	119,588	4,205	72,767	366,849	22
15-May	120,543	27,836	100,044	4,256	61,685	314,364	17
15-Jun	84,535	25,279	88,667	1,090	55,564	255,135	12
15-Jul	86,166	22,194	105,841	1,581	59,004	274,786	12
15-Aug	102,254	22,697	104,874	1,494	59,649	290,968	13
15-Sep	110,543	24,181	101,737	1,881	80,439	318,781	16
15-Oct	119,170	25,129	104,730	1,238	81,671	331,938	17
15-Nov	107,544	28,343	96,186	1,883	65,759	299,715	17
15-Dec	106,234	32,297	104,003	4,823	72,992	320,349	17
16-Jan	115,063	27,198	101,041	1,594	54,396	299,292	16
Total	1,408,823	321,413	1,249,627	28,433	801,373	3,809,669	194

2016

Month	Accept	Markup	Quarantine	Block	Discard	Total	Size (GB)
16-Feb	155,341	31,365	132,068	4,115	67,845	390,734	22
16-Mar	157,236	36,220	180,010	29,383	142,299	545,148	25
16-Apr	161,383	31,901	116,271	16,412	111,730	437,697	27
16-May	152,720	35,674	138,406	92,567	214,279	633,646	33
16-Jun	123,782	35,776	142,314	32,153	125,462	459,487	22
16-Jul	114,570	30,078	115,124	65,924	182,862	508,558	25
16-Aug	156,257	30,991	119,059	66,823	167,869	540,999	28
16-Sep	156,193	31,869	141,285	94,377	186,370	610,094	30
16-Oct	268,205	61,272	264,154	112,532	206,337	912,500	52
16-Nov	244,700	53,828	280,670	189,308	163,733	932,239	42
16-Dec	285,473	60,409	331,216	186,510	3	863,611	47
17-Jan	314,968	51,723	224,769	16,135	4	607,599	44
Total	2,290,828	491,106	2,185,346	906,239	1,568,793	7,442,312	397

7. Web page hits, visits and page views.

What are the differences?

Technical definition of a hit

Each file sent to a browser by a web server is an individual hit.

Technical definition of a page view

A page view is each time a visitor views a webpage on your site, irrespective of how many hits are generated. Pages are comprised of files. Every image in a page is a separate file. When a visitor looks at a page (i.e. a page view), they may see numerous images, graphics, pictures etc. and generate multiple hits.

For example, if you have a page with 10 pictures, then a request to a server to view that page generates 11 hits (10 for the pictures, and one for the html file). A page view can contain hundreds of hits. This is the reason that we measure page views and not just hits.

Hits are not a reliable way to measure website traffic.

Additionally, there is a high potential for confusion here, because there are two types of 'hits'. The hits we are discussing in this article are the hits recorded by log files, and interpreted by log analysis. A second type of 'hits' are counted and displayed by a simple hit counter. Hit counters record one hit for every time a webpage is viewed, also problematic because it does not distinguish unique visitors.

Technical definition of a visit

As of February 2015, we began using "Siteimprove", which provides not only Web metrics but it also analyzes our Web pages for ADA 508 compliance. The following Web metrics reported from February 2015 to February 2018 are from Siteimprove data. We have kept the reporting periods the same for comparison. Using the following definitions for a page view and a visit:

1. A page view is a count of how many times a page has been viewed on a website within a chosen period of time.
2. A visit is defined as a series of page requests from the same uniquely identified visitor with a time of no more than 30 minutes between each page request.
3. A unique visitor is defined a visitor that is counted only one time, as long as they have accepted / not deleted a cookie, used the same device, and used the same browser. If any of these are not true than that visitor would be counted again.

Siteimprove for almost a 13 month period, 2/3/15 to 2/2/16)
Visits: 2.6 million
Page Views: 6.2 million
Unique Visitors: 0.92 million

Siteimprove for almost a 13 month period, 2/3/16 to 2/2/17)
Visits: 3.8 million
Page Views: 11.3 million
Unique Visitors: 1.6 million

Siteimprove for almost a 13 month period, 2/3/17 to 2/2/18)
Visits: 4.6 million
Page Views: 14.2 million
Unique Visitors: 2 million

The trend is positive, that is, increasing traffic compared to the previous year. It should be noted however, that the migration to Drupal sites was not complete until the end of June 2016. That means this year we have more sites getting more traffic than the previous year. Siteimprove only collected data from the Drupal sites.

8. Programming tasks

Information Technology identified approximately 805 programming projects that are defined in the "Systems & Programming Projects" list that can be reviewed from the Information Technology website at:

https://it.santarosa.edu/sites/it.santarosa.edu/files/District%20IT%20Systems%20%20Programming%20%20Project%20list%204_11_18.pdf

During the past 12 months 84 Projects were completed. There are currently 27 programming projects that are actively being worked on and 28 additional projects that are pending approval since the last quarterly reviews held in December 2017 with each component administrator. Because programmers can only develop one solution at a time, many projects are in programmer's queues but have not been started.

Every quarter a project review meeting is held with each VP. This process lets everyone prioritize the current listing of requests as well as approve new programming requests. The previous quarterly meetings in December 2017 allowed component administrators to review their pending projects requests, prioritizing them, and approve new programming requests. This process is helping Information Technology deliver first what is needed the most.

The development of the new Student Information System competes for time with the other duties assigned to the programming staff, including the following:

1. Develop, maintain, and support all institutional software packages including: Business Services and Financial Records packages, and Financial Aid packages.

2. Support of the Escape Online Business Services and Financial Records package.

3. Provide institutional data for internal and external reporting needs which are growing as the District faces more financial pressure. Departments and Administrators are requesting more data and reports than ever to estimate the performance of their departments and measure student success.

4. Coordinate and generate reports required by federal and state agencies, MIS reporting with over half a dozen new data elements to be implemented this year and another half a dozen next year, the new gainful employment reporting requirements and many other data requests.

5. PCI compliance. We are currently PCI compliant with all Credit Card payment systems used at the District.

6. Provide software changes to meet state compliance regulations such as ADA 504/508, Title 5 and SSSP.

7. Implement California Community Colleges Education Planning and Student Success Initiatives as a pilot college for EPI/DAS Starfish, Online Education (Canvas), State Portal MyPath, Online Orientation and Career Assessment.

6.1 Progress and Accomplishments Since Last Program/Unit Review

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0001	ALL	01	07	Upgrading SIS to a next generation commercial product	Work with planning teams and Sig Consulting to help define next generation ERP needs	36 months	- SIG Corp for consulting help to define needs via business process analysis and surveys. Also, use SIG for procurement management, Vendor Demos have been completed. - SRJC staff and faculty participation in planning and implementation - IT Staff for planning and implementation - $15-25M in bond funding
0002	ALL	04	07	Upgrade Network Infrastructure from 1 GHz backbone to 10 GHz backbone	Year 1 - Upgrade the core routers and switches $2M project. Buy Cisco UCS servers and Nimble Network storage appliances. COMPLETED Year 2- Upgrade access-layerswitches, upgrade wireless access points. IN PROGRESS Year 3- Upgrade wiriing and switches and access points and expand adding new access points.	36 months	- $2M in bond funding for equipment and consulting - Network Tech time to plan, install and test - Coordination with Facilities and Capital improvement
0003	ALL	01	06	ADA 504/508 WCAG 2.0 Compliance	Work with Department Web authors to verify and or correct their Web content for ADA compliance. Ensure all PDFs, Videos, and Forms are ADA compliant.	Ongoing	- Staff time to manage compliance checking - Dedicate Accessibility Coordinator and two student workers to correct accessibility defects - Provide Staff training
0004	ALL	04	06	Migrate SRJC Web to Acquia Cloud	Transfer all Department Web pages to Acquia	12 months	- Setup CAS server for Web author access - Migrated 160+ department web sites to Acquia - Web author Acquia training

Rank	Location	SP	M	Goal	Objective	Time Frame	Progress to Date
0006	ALL	01	02	Implement combined Summer/Fall 2018 registration	Provide SIS programming changes that will allow students to register for both Summer and Fall 2018 classes.	12 months	- Academic Affairs to schedule both Summer and Fall 18 classes - Programmers to make the required changes within SIS - Student Services to test software and configuration changes
0007	ALL	02	06	Implement standard instructor work station on all SRJC sites	Work with Media and Academic Affairs to develope and implement a single standard hardware and software configuration for a consistent instructor station standard for the SRJC	24 months	- ITG Bond funding for new workstations - Staff time to image and implement
0008	ALL	04	06	Implement effective software tools for MacOS and iOS manamagent	Identify and research software to improve support and security for MacOS and iOS devices.		

6.2b PRPP Editor Feedback - Optional

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6.3a Annual Unit Plan

Rank	Location	SP	M	Goal	Objective	Time Frame	Resources Required
0001	ALL	01	07	Upgrading SIS to a next generation commercial product	Work with planning teams and Sig Consulting to help define next generation ERP needs	36 months	- SIG Corp for consulting help to define needs via business process analysis and surveys. Also, use SIG for procurement management - SRJC staff and faculty participation in planning and implementation - IT Staff for planning and implementation - $15-25M in bond funding
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