

## **Information Technology & Media Services Executive Summary**

The exit comments from the Accreditation Visiting Team (2010) summarized Standard IIC, Technology, as follows:

“College is dedicated to providing reliable technology services and support, and has uniquely talented information technology specialists. Considerable strides have been made to integrate technology planning and assessment within the institutional structure.” Recommendations for improvement: “None.”

As recognized by the Accreditation Team, IT and Media Services staff are competent, dedicated and well-trained. However, both IT and Media Services are understaffed by a total of 7 people according to the baseline standards of the TCO (Total Cost of Ownership) report from the California Community Colleges Chancellor’s Office. Although staff can handle the workload most of the time, there is little redundancy or overlapping of skills and institutional knowledge, which puts the College’s technology services at risk. Additional staff in IT will allow for redundancy and will provide faster service.

Technology funding for IT has been baseline adequate, except for the large expenditure for overtime costs. Technology refreshment funding has been adequate except for 2009-2010 with the over \$150,000 expense for upgrading the student records system equipment and software. Student computer labs have not been upgraded recently due to lack of adequate 2009-2010 funding to cover both institutional technology upgrades and student computer labs. The Technology Refreshment allocation for technology equipment has been at \$250,000 from 2005-06 through 2009-10 and may or may not be allocated for 2010-11 due to the present economic conditions. The budgeted amount is slightly less than adequate and should be increased to \$300,000/year so that both institutional equipment and student computer labs can be upgraded on a scheduled basis.