CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2016

Name of Person Submitting Request:	**Rick Hrdlicka**
Program or Service Area:	**Campus Technology Services**
Division:	**Administrative Services**
Date of Last Program Efficacy:	**2015-2016**
What rating was given?	**Continuation**
Current number of Classified Staff:	FT: 8 PT:
Position Requested	**Technology Support Specialist I**
Strategic Initiatives Addressed: (See http://www.valleycollege.edu/about-sbvc/office-of-president/college_planning_documents/documents/strategic-plan-report-working-doc-8-25-15-2.pdf)	Access Student Success Facilities

Replacement ✗   Growth ☐

If you checked replacement, when was the position vacated? _2003__

1. Provide a rationale for your request.

Originally there were five Technology Support Specialists (TSS) working for four Instructional divisions and two Technology Support Specialists provided by DCS for administrative support, two AV staff. Since that time one TSS retired and was not replaced, one TSS was promoted to Director of Campus Technology Services (CTS) and not replaced, and one TSS was reassigned to support off campus services only. We did receive John Feist as a Computer Tech but we also received the requirement to manage all the copiers and printers on campus. We received a growth position form the program review priorities this year. The new person starts 11/28/2016. That still puts us down two support staff.

This leaves the CTS department with eight staff members to support over 30 instructional and student service labs, all of the classroom technology; along with all faculty, staff, and administrative computers, copiers, and printers.

There are a of over 2000 computers on campus. To complicate matters even more we have many labs that have specialty software that require much more attention than others. For example: Nursing, GIS, Machine Trades, RTVF, CISCO, Art, Library, etc. all require extensive configuration and/or maintenance.

2. Indicate how the content of the latest Program Efficacy Report and current EMP data support this request. How is the request tied to program planning? *(Reference the page number(s) where the information can be found on Program Efficacy).*

Our 2015/16 Program Efficacy report at the bottom of Page 19 (Challenges) discusses our computer to technician ratio at 330:1. This is way above the industry standard of between 75:1 and 150:1. We would really like to have more technical staff to address this. Our current EMP show that the number of labs we have has grown to 64, up from 45 in 2011.

3. Indicate if there is additional information you wish the committee to consider *(for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.).*

The CTS department supports the goals of the Campus Technology Plan. The lack technology support staff impedes the department in meeting those goals.

The Campus Strategic Initiatives are all supported by the technology on this campus. Today's society requires that we are all computer literate and lifelong learners. Students, the community, faculty, managers, and staff all walk on this campus with expectations related to the technology that we have available. The CTS department is instrumental in providing that technology.

Technology on the campus is ever growing. The marquee, cameras, PA/Clocks in the new Business building, new HVAC, and alarms are just a few of the items that were adding to the campus network. These systems require configuration and support.

4. What are the consequences of not filling this position?

Technology is always changing and requires constant update and maintenance.

Not filling this position will result in:
1. Long waits to get computer support which will result in lost work time for computer users.
2. Fewer working computers in labs.
3. Less preventative maintenance performed on computers.
4. The current minimum response time to most requests is four days. It can take up to a month to fill some computer support requests.
5. Computer replacement requests can take much longer up to three months.
6. Requests for changes to computer labs will be fulfilled less often.
7. The campus is always asking to add more and more computers and labs. There is no way we can continue to add more systems without adding more staff.