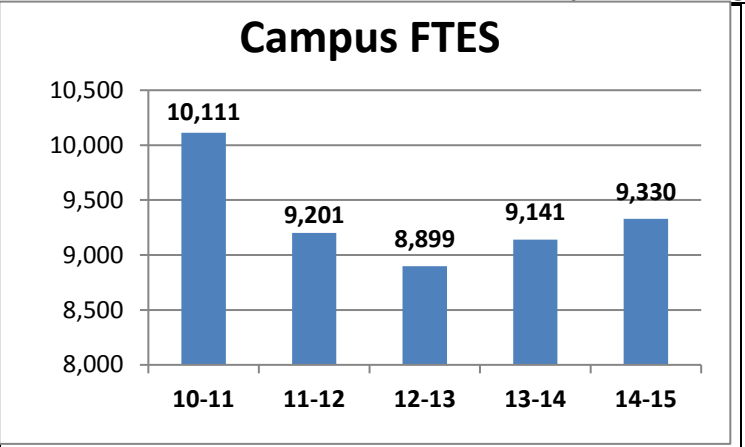
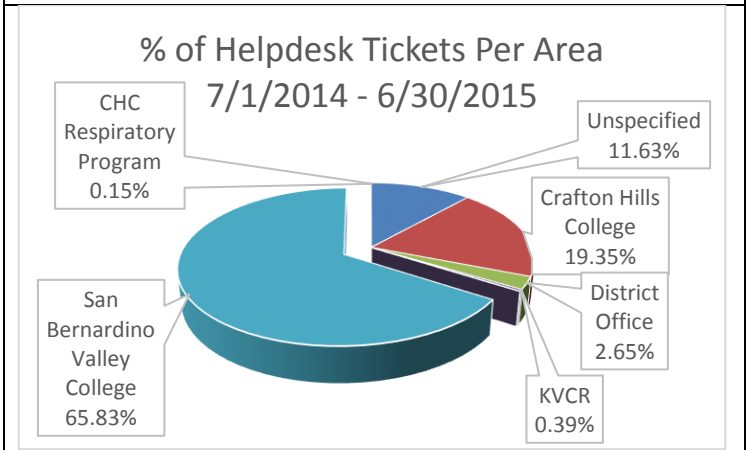
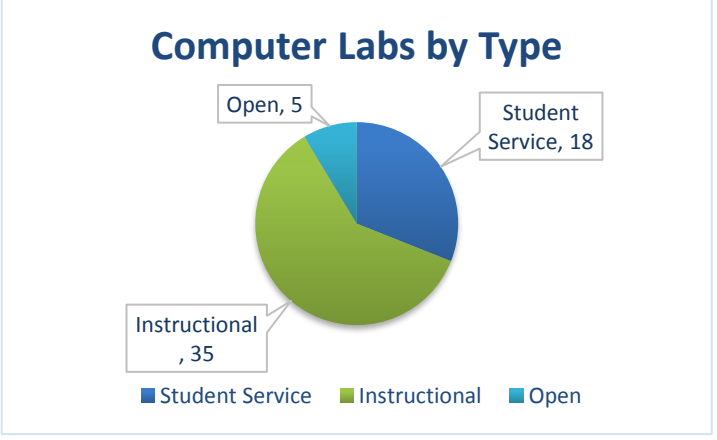
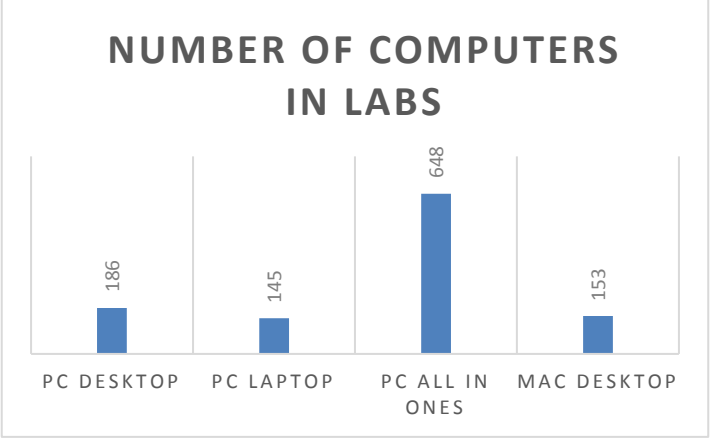
Campus Technology Services 2015-16









Description:

The CTS Department is a service oriented department that supports all technology located on the SBVC campus. Installs, maintains, configures and services computer based hardware and software along with the network infrastructure that includes switches, cabling, servers, and other networking equipment. Uses the helpdesk system to support campus/district owned systems used by students, faculty and staff. Maintains all of the academic/service/open computer labs and classroom technology. Consults with the campus community as needed to evaluate, specify, and purchase software/equipment that is then deployed to the campus. Works with the technology committee to develop standards and procedures for technology.

Assessment:

Assessment of Campus Technology services is based on campus surveys and feedback from helpdesk tickets.

Department Goals:

Goals are set by the technology committee. These are the Goals from the 2013-2016 technology plan:

Goal 1. Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.

Goal 2. Support the Online Program Committee's Plans and Goals.

Goal 3. Encourage partnerships and promote awareness with businesses, other organizations, and the surrounding community.

Goal 4. Collaborate with the District on projects that are beneficial to all.

Goal 5. Work cooperatively through the Office of Professional Development to provide appropriate technology training.

Goal 6. Identify and meet accessibility standards set by Section 508.

Challenges & Opportunities:

- Use of technology continues to rise. Faculty, students, and staff are using multiple systems that require support.
- Many new systems need to be connected to the network and requires technical configuration. HVAC, security cameras, door locks, alarms, PA systems, and marquees are just a few of the items that only recently have been added to the campuses computer systems.
- Cloud computing is pushing more systems to the network these system require configuration.
- While budgets and demands for technology have increased staffing levels have remained the same.
- Many of the new grants and categorical programs (ecspecially in student services) come with funds for new equipment but no funds to support it.

Action Plan:

Continued support for technology is essential to our campus community. The department will continue to meet the needs of the community as well as it can with the resource it has. Increased staffing would go a long way toward implementing the technology needs of the Campus Community in a timely manner.