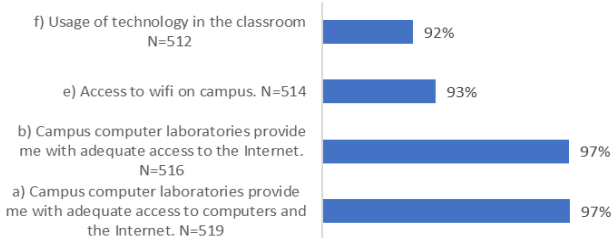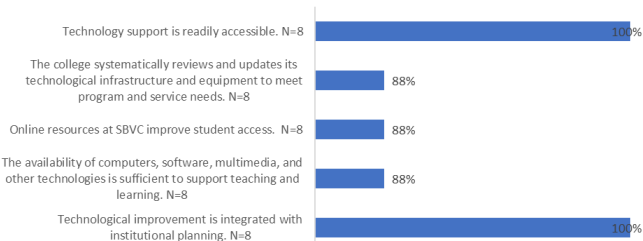**Description:** The CTS Department is a service-oriented department that supports all technology located on the SBVC campus. Installs, maintains, configures and services computer-based hardware and software along with the network infrastructure that includes switches, cabling, servers, and other networking 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.
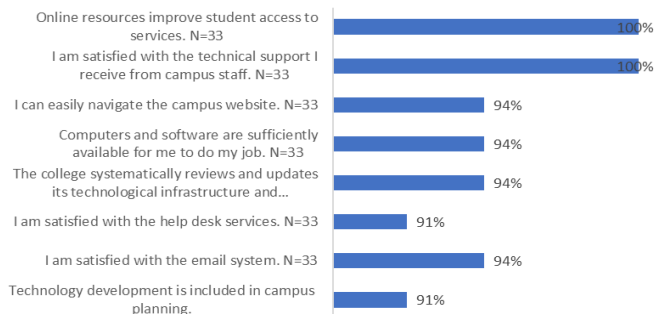
2017-2018 Student Neutral to Totally Satisfied

- f) Usage of technology in the classroom N=512 — 92%
- e) Access to wifi on campus. N=514 — 93%
- b) Campus computer laboratories provide me with adequate access to the Internet. N=516 — 97%
- a) Campus computer laboratories provide me with adequate access to computers and the Internet. N=519 — 97%

2017 Manager Neutral to Strongly Agree

- Technology support is readily accessible. N=8 — 100%
- The college systematically reviews and updates its technological infrastructure and equipment to meet program and service needs. N=8 — 88%
- Online resources at SBVC improve student access. N=8 — 88%
- The availability of computers, software, multimedia, and other technologies is sufficient to support teaching and learning. N=8 — 88%
- Technological improvement is integrated with institutional planning. N=8 — 100%

2017-2018 Classified Neutral to Strongly Agree

- Online resources improve student access to services. N=33 — 100%
- I am satisfied with the technical support I receive from campus staff. N=33 — 100%
- I can easily navigate the campus website. N=33 — 94%
- Computers and software are sufficiently available for me to do my job. N=33 — 94%
- The college systematically reviews and updates its technological infrastructure and… — 94%
- I am satisfied with the help desk services. N=33 — 91%
- I am satisfied with the email system. N=33 — 94%
- Technology development is included in campus planning. — 91%

2017-18 Faculty Agree/Strongly Agree

- The computers and others resources on campus are adequate to meet the needs of… — 88%
- Campus technology support is sufficient. N=58 — 86%
- The availability of computers and software on campus is adequate for me to do my job.… — 90%

Number of Lab Computers by Type				
	2016	2017	2018	2019
PC Desktop	968	1059	1113	952
PC Laptop	145	243	302	333
Mac Desktop	153	134	115	152
Tablets	24	48	73	94
Chromebooks	0	0	360	1395

Number of Computer Labs by Type				
	2016	2017	2018	2019
Student Service	18	26	22	26
Instructional	35	40	40	42
Open	5	5	5	5
Classroom	0	0	0	28

Assessment: (Provide an analysis based on the data provided. As you do so, address each of the tables/charts. 225 Words Max)

Overall Customer satisfaction is over 86% and has high as 100%.

CTS supports well over 3800 devices on campus. The number of computers and labs continues to grow. There are over 101 computer labs on campus. They vary in size from 2-106 computers. We do not have an exact count on all machines, as many departments have purchased and issued laptops and tablet computers that do not show up in our monitoring system. The count we do have comes from the number of computers that are actively connected to the network. Clerical support would greatly assist in have better documentation.

Progress from Last Year's Action Plan: (Provide an update on the progress made from last year's Action Plan. 225 Words Max)

As evidenced by Campus Climate surveys CTS continues to meet the needs of the campus community as best it can with the resources we have. Increased staffing would help to further improve our response time and record keeping.

SAOs/SLOs/PLOs: (Summarize how the assessment of SAOs, PLOs and/or any SLOs that shows significant effect has influenced your goals. 200 Words Max)

CTS has not current set SAOs. Below are the SAOs established by the department in Fall of 2018.

85% of students and employees will be satisfied with the services they receive from CTS.

85% of students and employees will be satisfied with the technology resources on campus.

Departmental/Program Goals:

Goals are set by the technology committee. These are the Goals from the 2018-2021 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 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 and these system require configuration.
- Budgets and demands for technology have increased.
- Many of the new grants and categorical programs (especially in student services) come with funds for new equipment but no funds to support it.
- AB705 created an infusion of funds for Chromebooks in 28 classrooms and 2 new computer labs. There are no ongoing funds and not new staff has been added to support the new devices.

Action Steps	Department Goal	Necessary Resources to Complete	Target Completion Date
Secure funding Admin Secretary Secure funding for two additional Technology Support Specialist	Provide exemplary technology resources and support while maintaining fiscal and environmental responsibility.	Rank by Program Review and Funding from College Council	Ongoing