



Welcome to Program Review

Merritt College - 2019

Merritt Business Office - Information Technology - Administrative Unit

Annual Program Update

Program Overview

Please verify the mission statement for your program. If your program has not created a mission statement, provide details on how your program supports and contributes to the College mission.

Merritt Information Technology reports to the Merritt Business Office and has no separate mission statement, however, we are responsible for supporting all technology at Merritt College including campus-wide network infrastructure, internet, wireless access, VoIP phone communications, and security cameras. We are also responsible for supporting 85 smart classrooms, 16 computer labs, and all faculty, staff, and administrator computer related equipment as well as support a wide variety of events.

Program Total Faculty and/or Staff

Full Time

Patricia Rom
Dale Nabeta

Part Time

The Program Goals below are from your most recent Program Review or APU. If none are listed, please add your most recent program goals. Then, indicate the status of this goal, and which College and District goal your program goal aligns to. If your goal has been completed, please answer the follow up question regarding how you measured the achievement of this goal.

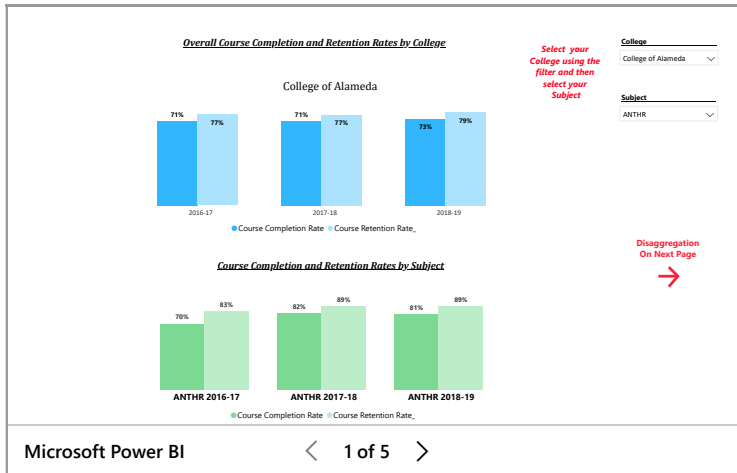
Describe your current utilization of facilities, including labs and other space

Merritt Information Technology supports all technology on the Merritt campus including network, internet, smart classrooms, offices, faculty and staff laptops, and event venues. Merritt IT uses one workshop and two secure storage areas where we receive all technology shipments coming into Merritt College and store them until they can be setup and deployed. We use our workshop to setup new computer equipment and for repairing old ones. We support and manage 26 network rooms in 13 buildings including Cisco core, CENIC internet connections, 34 Cisco switches, campus-wide wireless access devices, wireless controller, security camera system, 13 servers, fiber optic connections, ethernet connections, etc. We also support 85 smart classrooms and 16 computer labs,

Program Update

Semester End Enrollment/Usage Pattern

Review your Semester End Enrollment by setting the filter to your college and subject



Select your College using the filter and then select your Subject

Disaggregation On Next Page →

Using the dashboard, review and reflect upon the data for your program. Describe any significant changes and discuss what the changes mean to your program. Consider whether performance gaps exist for disproportionality impacted students. Focus upon the most recent year and/or the years since your last comprehensive program review. Cite data points from the dashboard to support your answer.

Describe the department's progress on Student Learning Outcomes (SLOs) and/or Administrative Unit Outcomes (AUOs) since the last Program Review/APU. If your discipline offers a degree or certificate, please describe the department progress on Program Learning Outcomes (PLOs).

Describe the outcomes and accomplishments from previous year's funded resource allocation request.

Brief description of funded request	Source (any additional award outside your base allocation)	Total Award Amount	Outcome/Accomplishment
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In the boxes below, please add improvement actions and resource requests that are directly related to the questions answered in this section. If there are no improvement actions or resource requested in this area, leave blank.

Improvement Actions

Improvement Action

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Improve inventory data collection	Merritt IT is tasked with keeping inventory of all computer related equipment.	5/30/2020	Patricia Rom

Resource Request

Supplies Noninstructional Supplies and Materials

Description/Justification	Estimated Cost
Need 2 barcode readers to capture PCCD#, SN#, PO#'s, REQ#'s, etc when new equipment arrives and to report same if stolen.	300

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Create video materials	Create video training materials	6/30/2020	Dale Nabets

Resource Request

Technology and Equipment New

Description/Justification	Estimated Cost
Create training videos to post online for faculty and staff for smart classroom usage and other technology issues.	4000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Purchase 40 internal hard drives	Need to replace failed internal hard drives in computer labs	6/30/2020	Patricia Rom

Resource Request

Supplies Instructional Supplies and Materials

Description/Justification	Estimated Cost
To keep computer labs fully functional, 1000GB spare hard drives are needed to replace failed units.	3000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Purchase USB flash drives and USB-C adapters	Need USB flash drives and USB-C adapters for cloning/imaging computers	6/30/2020	Patricia Rom

Resource Request

Supplies	Noninstructional Supplies and Materials		
Description/Justification		Estimated Cost	
Need 20 128GB USB flash drives and 6 USB-C to USB-A adapters for cloning/imaging new and reused computers.		1000	

Improvement Action

Action Item	Description	To be completed By	Responsible Person
External hard drives	Need 6 1TB external hard drives for backing up data from users and storing images	6/30/2020	Patricia Rom

Resource Request

Supplies	Noninstructional Supplies and Materials		
Description/Justification		Estimated Cost	
Need 6 1TB external hard drives for backing up data from users and storing images		350	

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Apple training class	Apple training class for IT Staff	6/30/2020	Dale Nabeta

Resource Request

Professional Development	Individual/personal PD needed		
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Description/Justification Apple training class for IT Staff to improve their knowledge and skills when working on Apple products.	Estimated Cost 2000
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Improvement Action

Action Item Extron training	Description Training for Extron smart classroom equipment maintenance & programming	To be completed By 6/30/2020	Responsible Person Dale Nabeta
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Resource Request

Professional Development	Individual/personal PD needed
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Description/Justification Extron training class for IT Staff to be able to repair and maintain the 85 smart classrooms on campus. Faculty depend on the smart classrooms being fully functional.	Estimated Cost 2000
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Improvement Action

Action Item Extron Open PO	Description Need Open PO for Extron so failed failed units can be returned for repair	To be completed By 6/30/2020	Responsible Person Patricia Rom
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Resource Request

Other	Other
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Description/Justification Need Open PO for Extron so failed smart classroom units can be returned for \$300 repair because new units may cost \$1500 - \$3000 each. Faculty depend on smart classrooms to be fully functional.	Estimated Cost 2000
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Improvement Action

Action Item Server storage drives	Description Need spare server storage drives	To be completed By 6/30/2020	Responsible Person Patricia Rom
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Resource Request

Technology and Equipment

New

Description/Justification

HP Proliant server storage drives to replace failed drives. If one raid server hard drives fail, another can be installed without losing any data. Important for both administrative and instructional services.

Estimated Cost

3000

Improvement Action

Action Item

Merritt IT supplies

Description

Supplies for Merritt IT functions

To be completed By

6/30/2020

Responsible Person

Patricia ROM

Resource Request

Supplies

Noninstructional Supplies and Materials

Description/Justification

Variety of supplies for Merritt functions such as marker pens, pencils, paper, cable ties, flash drives, toner cartridges, etc.

Estimated Cost

2500

Improvement Action

Action Item

Technology Tools

Description

Tools for Apple products

To be completed By

6/30/2020

Responsible Person

Patricia Rom

Resource Request

Supplies

Noninstructional Supplies and Materials

Description/Justification

Repairing Apple products requires special tools. Apple tools are needed to repair about 125 macbooks and iMacs on campus.

Estimated Cost

300

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Projectors for smart classrooms	Projectors to replace failing ones in smart classrooms	6/30/2020	Patricia Rom

Resource Request

Technology and Equipment	New		
Description/Justification Projectors are failing in R110 Student Lounge, H108, P218, A122, D133, etc. Faculty depend on these smart classrooms to be fully functional. R110 is the main event venue / smart classroom.		Estimated Cost	40000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Software to manage computers	Need variety of software programs to manage computers	6/30/2020	Patricia Rom

Resource Request

Other	Other		
Description/Justification Need variety of software for Mac and Windows for migrating user profiles, scanning for malware, imaging computers, etc.		Estimated Cost	2000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Tires for electric cart	Need tires for electric cart that allows Merritt IT to transport computer equipment	6/30/2020	Patricia Rom

Resource Request

Supplies	Noninstructional Supplies and Materials		
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Description/Justification
 Need tires for electric cart that allows Merritt IT to transport computer equipment to support campus-wide needs on this large campus.

Estimated Cost
 400

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Upgrade document viewers	Original document viewers in smart classrooms are obsolete and need replacing	6/30/2020	Patricia Rom

Resource Request

Technology and Equipment Replacement

Description/Justification
 Original document viewers in smart classrooms are obsolete and need replacing. Cannot upgrade smart classroom computers until they are replaced because no software drivers for Windows 10.

Estimated Cost
 18000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Upgrade smart classroom computers	Upgrade smart classroom computers purchased in 2011	6/30/2020	Patricia Rom

Resource Request

Technology and Equipment Replacement

Description/Justification
 Upgrade the obsolete smart classroom computers purchased in 2011. Need 20 Windows computers and 20 iMacs. The faculty rely on this technology to function satisfactorily and are requesting faster computers.

Estimated Cost
 50000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Maintain smart classroom projectors	Need spare projector bulbs/lamps to replace failed ones as needed	6/30/2020	Patricia Rom

Resource Request

Supplies	Instructional Supplies and Materials	
Description/Justification		Estimated Cost
Need spare projector lamps/bulbs to maintain the 85 smart classrooms on campus.		5000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Replace document viewers	Replace obsolete document viewers in original smart classrooms. Cannot upgrade to Windows 10.	6/30/2020	Patricia Rom

Resource Request

Technology and Equipment	Replacement	
Description/Justification		Estimated Cost
Replace obsolete document viewers in original smart classrooms. Cannot upgrade to Windows 10. Cannot use existing with Mac OSX		30000

Improvement Action

Action Item	Description	To be completed By	Responsible Person
Hire additional staff	Need another Network Services Specialist to serve campus-wide technology needs. To reach equity with the other 2 same-size Peralta sites. COA has 4 full-time IT Staff and BCC has 5.	5/30/2020	Patricia Rom

Resource Request

Personnel	Classified Staff	
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% Time	Description/Justification	Estimated Annual Salary Costs	Estimated Annual Benefits Costs
100	Need another Network Services Specialist to serve campus-wide technology needs. To reach equity with the other 2 same-size Peralta sites. COA has 4 full-time IT Staff and BCC has 5 but Merritt has only 2.	50000	20000
Total Costs			
70000			

Resource Request Summary

Total Cost: \$165850
 Total Resource Request: 18

Program Update

Personnel

No Resources found for this category

Professional Development

Type	Description/Justification	Estimated Cost
Individual/personal PD needed	Apple training class for IT Staff to improve their knowledge and skills when working on Apple products.	2000
Individual/personal PD needed	Extron training class for IT Staff to be able to repair and maintain the 85 smart classrooms on campus. Faculty depend on the smart classrooms being fully functional.	2000

Sub-Total: \$4000

Technology and Equipment

Type	Description/Justification	Estimated Cost
New	Create training videos to post online for faculty and staff for smart classroom usage and other technology issues.	4000
New	HP Proliant server storage drives to replace failed drives. If one raid server hard drives fail, another can be installed without losing any data. Important for both administrative and instructional services.	3000
New	Projectors are failing in R110 Student Lounge, H108, P218, A122, D133, etc. Faculty depend on these smart classrooms to be fully functional. R110 is the main event venue / smart classroom.	40000
Replacement	Original document viewers in smart classrooms are obsolete and need replacing. Cannot upgrade smart classroom computers until they are replaced because no software drivers for Windows 10.	18000
Replacement	Upgrade the obsolete smart classroom computers purchased in 2011. Need 20 Windows computers and 20 iMacs. The faculty rely on this technology to function satisfactorily and are requesting faster computers.	50000

Replacement	Replace obsolete document viewers in original smart classrooms. Cannot upgrade to Windows 10. Cannot use existing with Mac OSX	30000
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Sub-Total: \$145000

Supplies		
Type	Description/Justification	Estimated Cost
Noninstructional Supplies and Materials	Need 2 barcode readers to capture PCCD#, SN#, PO#'s, REQ#'s, etc when new equipment arrives and to report same if stolen.	300
Instructional Supplies and Materials	To keep computer labs fully functional, 1000GB spare hard drives are needed to replace failed units.	3000
Noninstructional Supplies and Materials	Need 20 128GB USB flash drives and 6 USB-C to USB-A adapters for cloning/imaging new and reused computers.	1000
Noninstructional Supplies and Materials	Need 6 1TB external hard drives for backing up data from users and storing images	350
Noninstructional Supplies and Materials	Variety of supplies for Merritt functions such as marker pens, pencils, paper, cable ties, flash drives, toner cartridges, etc.	2500
Noninstructional Supplies and Materials	Repairing Apple products requires special tools. Apple tools are needed to repair about 125 macbooks and iMacs on campus.	300
Noninstructional Supplies and Materials	Need tires for electric cart that allows Merritt IT to transport computer equipment to support campus-wide needs on this large campus.	400
Instructional Supplies and Materials	Need spare projector lamps/bulbs to maintain the 85 smart classrooms on campus.	5000

Sub-Total: \$12850

Facilities
No Resources found for this category

Library
No Resources found for this category

Other		
Type	Description/Justification	Estimated Cost
	Need Open PO for Extron so failed smart classroom units can be returned for \$300 repair because new units may cost \$1500 - \$3000 each. Faculty depend on smart classrooms to be fully functional.	2000
	Need variety of software for Mac and Windows for migrating user profiles, scanning for malware, imaging computers, etc.	2000

Sub-Total: \$4000

Sign and Submit

Please provide the list of members who participated in completing this program review.

Patricia Rom & Dale Nabeta

Please enter the name of the person submitting this program review.

Patricia Rom