

Executive Summary

Q: A brief recap or highlights of the entire program review document. (500 words or less)

- Highlight major strengths and weakness.
- Highlight areas for improvement over the next 3-6 years.

Response:

The Information Technology and Instructional Media Services offices offer a variety of support services to the students, staff and faculty and maintain campus technology infrastructure.

The Office of Information Technology (OIT) is located on the first floor of the Campus Center building (next to the Bookstore). OIT is responsible for supporting the technical needs including help-desk, hardware and software support, email system, wired and wireless networks, servers and storage, telephone system and web service.

Instructional Media Services (IMS) houses, circulates, and maintains a limited pool of equipment to support academic instruction and College-related business on campus. The equipment can be scheduled/reserved by the IMS staff in the second floor of LARC 200.

Department highlights:

Technology support is a key component to ensure that the needs of the College are met. Despite limited staffing, help-desk is available until 9 pm in IT office and 10 pm in Media Services (Monday - Thursday)

Alpha Data Center (ADC) and Omega Data Center (ODC) provide highly sophisticated, secure, and redundant network infrastructure to ensure system availability and reliability.

Monday October 12 - 1PM-2pM

Location: Hanh office

Hanh met all IT staff to share the program review report for comments, suggestions and corrections.

Additional suggestions from IT staff: training, and separate office space.

That was a very productive meeting.

Participants

Q: Please indicate the individuals that participated in the completion of this program review.

Response:

Validation & Feedback

Validation Comments for Program

Q:

Response:

Comments for Review Committees

Q:

Response:

