

**North Orange County Community College District  
District Services Administrative Review**

District Service: Information Services

District Services Administrative Review Author: Deborah Ludford, District Director, I.S.

**1. Description:**

Information Services has four main strategies which align with the District Strategic Directions and the Chancellor's Goals as noted in the attached document entitled "*NOCCCD District Information Services Technology Plan 2011-2015*". They are:

- ✓ Provide the best technology for the best value
- ✓ Provide high quality customer service
- ✓ Plan for the future
- ✓ Meet legal and system requirements

The document further lays out goals aimed at providing the following services including:

- ✓ Implement technologies that directly impact student success as identified by user departments;
- ✓ Explore new and better technologies which result in reduced cost and/or efficiency;
- ✓ Leverage (use and help others use) the current systems in place to better serve students and staff;
- ✓ Respond to user (student and staff) requests for service;
- ✓ Collaborate across the district to provide better service, eliminate redundancy and improve user satisfaction;
- ✓ Refresh/replace current systems to insure current and relevant systems;
- ✓ Respond to changes in the environment;
- ✓ Prepare for emergency and business interruptions;
- ✓ Comply with all legal mandates and obligations requiring or using system data and information.

**2. Assessment of Prior Year Strategies for Improvement:** Not applicable as this is the first year.

### 3. Data:

See attached:

- ✓ *The 2011 NOCCCD Technology Survey* (survey of Faculty, Staff, Students on service satisfaction) – double click on Icon below to view document:



TechQual Survey  
2011 NOCCCD with C



TCC TechQual  
Report 2012.pdf

- ✓ *District Information Services Technology Plan 2011-2015* (Goals, activities and status of ongoing activities for the Information Services Department) – Ctrl+ click on link to view document: [IS Strategic Plan 2011-2015](#)
- ✓ Information Services Committed Costs 2012-2022 (analysis of contract/committed costs of current systems and infrastructure to support those systems) – double click on Icon below to view document:



10 Yr Committed  
Costs IS.xls

### 4. Data Analysis:

The *NOCCCD District Information Services Technology Plan 2011-2015* (Appendix B) identifies those things that will be done in support of the District Strategic Directions and Chancellor's Goals. This document outlines the Information Services Goals and Activities that should be undertaken to meet the District Strategic Directions and Chancellor's Goals and provides the status of each of the related activities. The status column of this document identifies those things that need additional funding or personnel resources for completion. The details of these needs are listed in the resource request below.

In addition, the Technology Quality Survey (Appendix A) which was conducted district-wide amongst staff and students clearly indicates some areas for improvement. For respondents district-wide, the need for wireless and classroom/meeting area technology for effective presentations was noted as needing the most improvement. Faculty members were the least satisfied, noting that their expectations have not been met in Connectivity & Access and Technology & Technology Services. Staff indicated

concerns in the area of wireless, network reliability, timely & relevant data and classroom technology. Students were mainly concerned with wireless access. For those who work at the district offices concerns noted were wireless access, website information and user training in technology. The common theme was wireless technology across all areas; hence it is listed in the Resource Requests below.

Finally, an analysis of the financial resources in the form of the Information Services Committed Costs 2012-2022 (Appendix C) indicate that in year 2014-15 Information Services will not be able to meet its obligated costs for the systems currently in use. This analysis assumes no increase in cash allocation for the 10 year period. The reason for this shortfall is that vendors continue to raise costs by 3-5%. This analysis includes no dollars for office supplies, postage, travel, training, mileage or copier maintenance.

**5. Strategies for Improvement:**

Strategies for improvement include:

- ✓ Training and cross-training of existing staff to leverage new technologies and meet mandates
- ✓ Collaboration across the district with goals of building trust, establishing better communication and realizing cost savings & better productivity
- ✓ Providing better testing strategies to minimize redundant testing time
- ✓ Building out wireless for better communications and student service

**6. Resource Request:** As noted in the attached “*NOCCCD District Information Services Technology Plan 2011-2015*” and supported by the Technology Quality Survey and the Information Services Committed Costs 2012-2022, the following resources are needed for the projects identified below:

<b>Funding Needed to meet Technology Plan Goals/Activities</b>	<b>Personnel Needed to meet Technology Plan Goals/Activities</b>
Training in new technologies	Payroll/Benefits/Assignment Sheet Project (replaces outdated Mapper system & streamlines payroll processes including county payroll interface)
Automated testing software	Electronic Personnel Action Forms (EPAF)
Training in information security	Data Warehouse
Wireless infrastructure for Anaheim Campus	Open Source for Library
Imaging software/service for Finance/HR etc.	Cloud applications

Student Ed Plan/Degree Audit system	
Tools for Single Sign On	
Cloud applications	