



Information Technology

Printing

All printing at the college is funded and supported by the college IT department. There are two separate systems for printing depending upon the users' role. All student printing is managed by a pay-per-print system, and staff printing is managed by a local print server.

Phone and Network Services

The college's phone and data network infrastructure and services are maintained and provided collaboratively by the college and district IT departments. These services include phones in the offices and classroom and end-point switches at all of the campus sites. The network for both phone and data also include the fiber between the buildings, the cat6 in the buildings, wi-fi access points, and the WAN network for connecting the sites together and to providing connection to the internet.

Over the last five years there have been some major accomplishments and improvements to the network and phone service area. These improvements include upgrading to the digital 395 fiber for our WAN, allowing us to move from a 20Mbps to a 100Mbps network with the potential to upgrade to 1Gbps as needed. We also upgraded the phone system from an analog PBX to a digital VOIP system that resides on the data network. This upgrade eliminated the need for a separate phone cabling infrastructure. Lastly, we upgraded the wi-fi network. We now use a managed wi-fi system that is transparent between buildings and sites. This upgrade also allowed us to provide wi-fi services to our community members at each site.

ITV/ Video Conferencing and Instructional Computing

Interactive Television (ITV) and Instructional Computing is a core service of the IT department. We provide the hardware and connectivity support for both the ITV classrooms and the administrative conference rooms. In the classrooms IT is responsible for the audio-visual equipment support.

IT has had two major projects in this area: ITV upgrades and upgrades to smart classrooms. ITV allows for two-way interactive delivery of both audio and visual along with content such as Power Point slides. The ITV system is used to offer classes between the sites and can consist of either between just two sites such as Bishop and Mammoth Lakes, or all the sites. Smart classrooms are classrooms that have technology that allows faculty to incorporate multimedia presentations in to their lectures. These smart classrooms consist of a podium, ceiling or wall mounted projector, sound system, document cameras and interactive panel for switching between the media sources.

The ITV upgrade project includes upgrading the codec and replacing the displays with larger ones. The codec is the core component of the ITV room, the appliance where all of the media sources are input to and then combined in to a single output stream. The old codecs are not supported by the vendor and needed to be replaced to ensure support of the equipment.

The smart classroom upgrade project has two goals: eliminate media carts and replace ceiling mounted projectors with interactive short-throw projectors. The new projectors have the ability for faculty to save their notes and annotations for reuse later. The projectors are user friendly in the fact the faculty is not looking into the light when addressing their class.



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The ITV upgrade project is at the halfway point. We have completed upgrades in two rooms at Bishop and Mammoth Lakes, and two at the Ridgecrest/IWV campus. The classroom upgrade project is in the initial stages. We have upgraded four rooms to short-throw projectors and have eliminated all but six media carts. The department plans to continue working on both projects as resources are available.

Software

Software for both instructional and staff computers is provided and maintained by the IT department. This software includes the desktop operating system, the office suit, Adobe Acrobat Pro, anti-virus software, and various department specialty software.

The biggest challenge in the software area is testing and deploying the OS upgrades. During this past five years, we have upgraded from Windows XP to Windows 7, and are now testing Windows 10 for deployment. In addition, we have gone from Office 2010 to Office 2016, and supporting those who are using Office 365.

4. Department Relationships and Impact

To be effective, service-providing departments like IT need to be good at communicating and collaborating. A continuing goal of the IT department is to improve communications. Communication to the college community about the status of IT services is imperative to both the staff and students at the college. Timely announcements and updates about IT services that are down are important to our users as these outages impact their ability to do their jobs or take classes. Collaboration is another area that is key to the success of the department. This is especially essential in the areas of student services, instructional services, and facilities. It is imperative that IT works closely with the above-mentioned area. Changes in these areas usually have an impact on IT and the services we provide.

One of the key communications that is sent out from the department are the notices about the scheduled downtime of key college and district office core services. The department sends these notices out prior to the upcoming academic year, along with monthly reminders, and the schedule is posted online. One of the greatest changes that affects the scheduled downtime is that we now provide access to Canvas during these outages.

5. Service Recipients

The college IT department serves the staff, administration, and students at all the college sites. The IT department handles all the computers, phones, printers, network, and software needs of the college constituents.

6. Usage and Satisfaction Data

In the spring of 2015, a student experience survey was conducted, and there were 524 responses to the survey. In that survey were two questions about the college IT services and how students felt about those services. **[doc.1]** The questions focused on the students' experience with the IT staff, and the availability and reliability of the equipment on campus. In the first question, the goal was to find out if students thought the IT staff were polite, helpful, accessible, and readily available to help in a prompt matter. The second question focused on the computers and internet services. We wanted to know if the