2018 State of the College – Technology Support Services

The Technology Support Services department is comprised of 12 Classified staff, an Assistant Director, Information Technology and a Director, Information Technology. These staff members provide the technology support to all of the BC sites, including Delano, BC Southwest, the Adult School, the Olive Drive Training Center, and several programs at the Weill Institute. Our Media Services team also provides second level video conferencing support for the high schools participating in the R.I.D.E. project.

Academic year 2017-2018 was a great year for technology. We spent $2.3 million on a wide variety of campus projects. Of the money spent, over half came from non-general fund dollars. The graph below shows the last five years and demonstrates the financial commitment to improving the Bakersfield College technology.

The department faces several challenges as we look at the New Year. The first challenge is tracking and supporting the many moves associated with the Measure J construction projects. This includes being flexible and adaptable to make the various swing spaces work for relatively short periods of time while buildings are being remodeled or built. Another challenge is making sure our network infrastructure is reliable as more and more devices and systems are dependent on the network. For example, beyond just basic internet, the network is also used for the card lock system, HVAC system, sprinkler system, video cameras, campus wifi, telephone system, and printing system.

In an effort to support our students, faculty, classified and administrators so they can each do their jobs and so our students can be successful we utilize a helpdesk system for reporting technology problems. Below are the numbers for this calendar year and demonstrate our ability to respond and resolve issues.

**Number of tickets created monthly for calendar year 2018**

<table>
<thead>
<tr>
<th>Campus</th>
<th>01/2018</th>
<th>02/2018</th>
<th>03/2018</th>
<th>04/2018</th>
<th>05/2018</th>
<th>06/2018</th>
<th>07/2018</th>
<th>08/2018</th>
<th>09/2018</th>
<th>10/2018</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bakersfield Campus</td>
<td>870</td>
<td>490</td>
<td>582</td>
<td>793</td>
<td>581</td>
<td>637</td>
<td>635</td>
<td>1242</td>
<td>832</td>
<td>726</td>
<td>7388</td>
</tr>
<tr>
<td>Bakersfield Southwest Campus</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>4</td>
<td>45</td>
<td>20</td>
<td>13</td>
<td>41</td>
</tr>
<tr>
<td>Delano Center</td>
<td>26</td>
<td>16</td>
<td>20</td>
<td>15</td>
<td>23</td>
<td>17</td>
<td>15</td>
<td>45</td>
<td>34</td>
<td>13</td>
<td>124</td>
</tr>
<tr>
<td>Weill Institute</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>1</td>
<td>1</td>
<td>2</td>
<td>1</td>
<td>3</td>
<td>4</td>
<td>1</td>
<td>15</td>
</tr>
</tbody>
</table>

We had 2954 tickets closed by the Technology Support Services department in this time-period, of those 2239 were closed by our technicians, 129 tickets closed by Media Services, and 586 by our network team, the Technical Coordinator, and Director. On average 75% of tickets are closed within 2 weeks, and 90% within 90 days. We will continue to improve these numbers as we continue to upgrade and improve our
technology. It’s also good to note that Bakersfield College has some unique, higher support areas such as the industrial automation lab, the engineering labs that support our CAD and 3D printing environments, and our nursing skills labs with the mannequins that can simulate various medical conditions. These labs have equipment that is proprietary and require our technicians to research and learn so they can provide the needed support for these areas.

In May of 2018, the Technology Support Services department met in a retreat and spent some time identifying and highlighting some of our key accomplishments. Below are the top accomplishments as identified by the department:

- Office moves (both for Measure J, summer construction/maintenance projects, and general moves)
- Accreditation – contributions to the ISER and work done in preparation to support the visiting team.
- Back-end network improvements that improve the security of our network.
- Technology support for the big events like commencement, Opening Day, and Closing Day.
- The initial deployment of Windows 10 to labs on campus and beginning to deploy to staff and faculty.
- Support for BC Southwest and the dual enrollment classrooms as part of RIDE.
- Video production project for the Guided Pathways initiative.
- The hiring of four replacement and new positions within the department.
- The expansion and upgrade of the campus wifi infrastructure for Delano and the Main campus.

The department also will directly supports several of the 2018-2020 Strategic Directions. For example, in the coming three years there are 7 Strategic Directions that will need to be completed (SD 3.9, 3.10, 3.11, 3.12, 3.13, 3.14, 3.15) specifically tied to technology. In addition there are several Strategic Direction we will indirectly be supporting because of the technology component needed to complete the initiative.

Finally, for the last five or six years the number one complaint related to technology coming from surveys of our employees and our students is the coverage and capacity of our wireless network. The project was submitted as part of the Measure J initiative and because it passed, funding was made available for the project. The first phase of the project is to blanket all of our indoor spaces with wireless access. The project is currently underway as the contractors work each night to wire additional access points. The project is on schedule and is expected to complete in February 2019. The second phase of the project will be to expand the wireless coverage and capacity to the outdoor spaces on campus. This is an expensive endeavor but we hope to cover most spaces with adequate wireless access.

Overall, we are making good progress on implementing new technology, upgrading existing technology, and planning for future technology as we renovate the campus with the Measure J funds. Staffing for the department is close to what is needed but may need to be expanded as we add the additional sites of Arvin and possibly Shafter. The budget could always be more but with the help of many of our large grants we are able to keep things running and keep employees, instructors and students with the technology they need to do their jobs or learn.