CLASSIFIED STAFF NEEDS ASSESSMENT APPLICATION
Fall 2019

Name of Person Submitting Request:	**Rick Hrdlicka**
Program or Service Area:	**Campus Technology Services**
Division:	**Administrative Services**
Date of Last Program Efficacy:	**2015-2016**
What rating was given?	**Continuation**
Current Number of Classified Staff:	FT: 8 PT: **0**
Position Requested:	**Technology Support Specialists 1 (First Position)**
Strategic Initiatives Addressed:	Access Student Success Facilities
Needs Assessment Resources (includes Strategic Initiatives):	https://www.valleycollege.edu/about-sbvc/campus-committees/academic-senate/program-review/needs-assessment.php

Replacement ☐   Growth ☐

If you checked replacement, when was the position vacated? _____

1. Provide a rationale for your request. (Explain, in detail, the need for this position.)

The CTS department has eight staff members to support over 101 open, instructional, student service labs, and recently added classroom Chromebook labs; all the classroom technology; along with all faculty, staff, and administrative computers, copiers, and printers.

There are now over 3800 computers on campus. To complicate matters even more we have many labs that have specialty software that require much more attention than others. For example: Nursing, GIS, Machine Trades, RTVF, CISCO, Art, Library, etc. all require extensive configuration and/or maintenance.

English and Math were approved to get Basic Skills fund to purchase and install approximately 1030 additional computing devices in classrooms around campus. There is no way for us to support this addition influx of computing devices without more staff That was more than a 25% increase in equipment that we need to support. With 8 current Staff we will need an additional 2 staff to maintain or current ratio of computers to technician.

2. Indicate how the content of the department/program's latest Efficacy Report and/or current EMP supports this request and how the request is tied to program planning. *(Directly reference the relevant information from your latest Efficacy Report and/or current EMP in your discussion.)*

Our 2015/16 Program Efficacy report at the bottom of Page 19 (Challenges) discusses our computer to technician ratio at 330:1. This is way above the industry standard of between 75:1 and 150:1. We would really like to have more technical staff to address this. Our current EMP show that the number of labs we have has grown to 101, up from 45 in 2011. Even with the additional staff we hired in 2016 our technician to computer ratio has grown to 450:1 this ratio was 333:1 last year. The fact is we continue to add additional devices with grant funding and do not hire additional staff to support them.

3. Indicate any additional information you want the committee to consider *(for example, regulatory information, compliance, updated efficiency, student success data, planning, etc.).*

The CTS department supports the goals of the Campus Technology Plan. The lack technology support staff impedes the department in meeting those goals.

The Campus Strategic Initiatives are all supported by the technology on this campus. Today's society requires that we are all computer literate and lifelong learners. Students, the community, faculty, managers, and staff all walk on this campus with expectations related to the technology that we have available. The CTS department is instrumental in providing that technology.

Technology on the campus is ever growing. The marquee, cameras, PA/Clocks in the new Business building, new HVAC, and alarms are just a few of the items that were adding to the campus network. These systems require configuration and support.

4. What are the consequences of not filling this position?

Technology is always changing and requires constant update and maintenance.

Not filling this position will result in:
1. Longer waits to get computer support which will result in lost work time for computer users.
2. Fewer working computers in labs.
3. Less preventative maintenance performed on computers.
4. The current minimum response time to most requests is four days. It can take up to a month to fill some computer support requests.
5. Computer replacement requests can take much longer up to three months.
6. Requests for changes to computer labs will be fulfilled less often.
7. The campus is always asking to add more and more computers and labs. There is no way we can continue to add more systems without adding more staff.