



**2025-2026 ADMINISTRATIVE UNIT PROGRAM REVIEW
UNIT: LPC Technology Department**

Unit Mission

To provide the highest quality support services, equipment and technical leadership to the college community: faculty, students, staff and administrators; with current, proven technology solutions that are sustainable.

The mission of Las Positas College

Las Positas College provides an inclusive, learning-centered, equity-focused environment that offers educational opportunities and support for completion of students' transfer, degree, and career-technical goals while promoting lifelong learning.

Technology Department support for the college mission

The LPC Technology Department supports the college mission by providing support and access for faculty, staff and students to hardware and software resources that enhance and encourage teaching and learning; as well as communication as it provides knowledge and skills to be used throughout one's life.

Major functions/duties of the LPC Technology Department

1. Help desk support services for the LPC campus
2. Classroom Support Services – Including all computer labs and instructional spaces
3. Network Support Services – Network and server resources
4. Audio / Visual Support Services – Learning environments and campus events
5. Desktop Support Services - including hardware and software for all instructional and staff systems
6. Server support / Maintenance and Administration
7. Telecommunications Support
8. Printing and Copy Services – Students and Staff
9. Measure A Coordination as it applies to Technology – Construction
10. Software Licensing and Vendor Maintenance
11. Instructional Systems Standardization and Design
12. Facilities, planning, programming, design, Implementation

Director College Technology Services

Manages all LPC Technology Department Staff: Computer Network Support, Instructional System Support, and Telecommunication Support.

Collaborates with Architects, Consultants and Contractors on all new facilities as it relates to the planning, designing and implementation of the campus technology infrastructure.

Serves on the executive facility committee for planning and implementation.

Software Licensing and vendor management.

Learning environment design, budget and implementation.

Manages technology projects, scope, budget, plans, and deliverables.

Provides standardization and evaluation for technology purchases and requests.

Research available technologies and makes recommendations on planning, implementation and maintaining these systems.

Manage, plan and direct the deployment / installation of all Life-Cycle related equipment.

Research products, obtain and negotiate quote pricing and prepare requisitions.

Determine long-term strategies, plans and designs to meet those requirements

Forecast and manage the department annual operational budget, to include supply, maintenance, and upgrade of equipment. This includes all Hardware and software as it relates to Campus-Wide Technology.

Collaborates college and district staff to establish long-range technology goals, strategies, and plans.

Management of all Measure-A Technology projects for instructional systems on the LPC Campus.

II. GOALS AND OBJECTIVES

UPDATE - Major Goals, Objectives, and Completion's for 2022 - 2023

COMPLETED PROJECTS - 2023-2024				
VMware upgrade host and VSAN	Furuyama	LPC Technology		COMPLETED
Artic Wolf Client deployment - Campus	Furuyama/Lee	LPC Technology		COMPLETED
Azure Web Server Upgrades	Gunderson/Druley	LPC Technology		COMPLETED
Azure Infrastrutture Move from OLD Tenant	Gunderson/Druley	LPC Technology		COMPLETED
Building 1000 projector replacment project	Lindsey	LPC Technology		COMPLETED
MAC Replacment Life-Cycle - Summer/Fall 2024 PHASE 1	Lee/Franks	LPC Technology		COMPLETED
E911 System Upgrade	Ulrech/Gunderson	LPC Technology		COMPLETED
Unitrends delivery and Install	Lee	LPC Technology		COMPLETED
Livermore Craft Beer Festival	Gunderson	LPC Technology		COMPLETED
Digital Signage Deployment	Hornbaker/Malaca	LPC Technology		COMPLETED
Hi-Flex Mock-up	Lindsey/Hornbaker	LPC Technology		COMPLETED
Move of the Faculty Village to the new building	Lindsey/Technology Team	LPC Technology		COMPLETED
Math Emporium Summer Home	Lindsey	LPC Technology		COMPLETED
CMS – Upgrade	Ulrech/Gunderson	LPC Technology		COMPLETED
9 Classroom Build CCA	Lindsey/Hornbaker	LPC Technology		COMPLETED
2 Classroom Build out Science	Lindsey/Hornbaker	LPC Technology		COMPLETED
Program Review	Gunderson	LPC Technology		COMPLETED
Viticulture Audio Visual Submittals and Line Diagram Approva	Hornbaker/Gunderson	LPC Technology		COMPLETED
Camera Installs DSPTS	Furuyams	LPC Technology		COMPLETED
Update all Servers to 2022	Furuyama	LPC Technology		COMPLETED
GoPrint Wireless Test and Deploy	Lee	LPC Technology		COMPLETED

NEW Major Goals, Objectives, and Completion's for 2023 - 2024

1 LPC Technology Department - Project List - 2024-2025

2	Description	Contact	Division	Location	Status
4	CURRENT PROJECTS				
5	Viticulture – Instructional Equipment Install	Inez / Ann Kroll /Gunderson	STEM		Computer/Phones Done - Waiting on Order for Sound & Promethian PO - B250095 and PO - B250085
6	1850 Science Buildings Audio-Visual upgrade - Level 2	Gunderson,Hornbaker/Lindsey	STEM	B-1850	Parts on Order - PO - B250049
7	1850 Science Buildings Audio-Visual upgrade - Level 1	Gunderson,Hornbaker/Lindsey	STEM	B-1850	
8	Theatre Audio Visual Upgrades	Gunderson,Hornbaker/Lindsey	Arts and Humanities	B-4000	Board Approved - PO -
9	Monitor System Upgrade Mertes Center	Gunderson,Hornbaker/Lindsey	Arts and Humanities	B-4000	PO - B250090
10	LPC Cafeteria Audio-Visual upgrade	Gunderson,Hornbaker/Lindsey	Arts and Humanities	B-1600	PO - B250089
11	P.E Complex Audio-Visual upgrade	Gunderson,Hornbaker/Lindsey	LPC Technology	Track and Field	In Review
12	Building 1600 Classroom Audio-Visual Upgrade	Gunderson,Hornbaker/Lindsey	LPC Technology	B-1600	
13	Computer Replacment Life-Cycle - Fall 2024 - PHASE-1	LPC Technolgy Team	LPC Technology	College Campus - Instructional & Staff	Being Deployed - PO - B240315
14	MAC Replacment Life-Cycle - Summer/Fall 2024 PHASE -1	Lee/Franks	LPC Technology	College Campus - Instructional	Purchased 2023- COMPLETED-2024 - PO - B230236
15	CDC Digital Signage	Hornbaker/Lindsey		Child Development Center	Waiting for parts
16	English Promethean Deployment	Lindsey/Malaca	Arts and Humanities	B-2100	Buid out Needed
17	Verizon Rooftop Antenna Project.	Kroll/Facilities	College Campus	B-4000	In DSA
18	Management Procedures Digital Signage	Hornbaker	College Campus	College Campus	In Process
19	Replace Share-Links in B1000	Hornbaker			PO - B250093 - On Order
20	VMWare Server Migration	Gunderson/Furuyama		College Campus	
21	AVAYA System Upgrade	Gunderson/Ulrech		College Campus	
22	Azure Geo-Filtering	Gunderson/Druley			
23					
24	1600 Confrence Rooms				
25	Costume Shop Promethian				

III. STAFFING

A. Staffing Profile

	Staffing Levels for Each of the Previous Five Years	Anticipated total staff needed

Position	2016	2017	2018	2019	2020	2021-2022	2024-2025
Administration	0	0	1	1	1	1	1
Supervisory	1	1	0	0	0	1	1
Classified Staff FT	6	8	7	8	7	9	10
Classified Staff PT	1	0	0	0	0	0	0
Confidential Staff FT	0	0	0	0	0	0	1
Total Full Time Equivalent Staff	8	9	8	9	8	11	13

B. Staffing Needs – Technology Department

At present, the staffing situation within the Technology Department is stable and adequately equipped to meet the demands of our current operations. Recently, we successfully onboarded a Computer Network Support I professional, as well as an Instructional Systems Technician to bolster our night shift support capabilities. These additions have significantly improved our capacity to maintain service continuity across various functions.

However, there remain some critical staffing gaps that need to be addressed moving forward. Specifically, the department still requires an administrative assistant and a help desk technician to ensure that all technical support requests, particularly at the entry level, are handled efficiently. While the department has been able to manage its workload at a moderate level without these roles, it is clear that their fulfillment is necessary for sustained operational success. Consequently, both positions should be prioritized and appropriately funded in the upcoming budget cycle.

In addition to these roles, there has been a significant change in leadership within the Technology Department. The Manager of College Technology Services was recently promoted to Director of Technology Services, overseeing both Las Positas and Chabot Colleges. This

organizational shift has introduced the urgent need for a new supervisor to support the execution of the department's expanded leadership structure and ensure alignment with the broader strategic goals.

The role of the supervisor is now the most critical staffing need. Without this position, we risk creating a bottleneck in the execution of key initiatives and projects that are essential to advancing the college's technological infrastructure. Failure to fill this role promptly would undoubtedly impede progress on several critical projects, which could negatively impact the institution's ability to meet its technological and operational goals.

Additionally, as the college continues to expand its facilities, it is imperative that the executive team remains proactive in ensuring that adequate resources are allocated to support the evolving needs of the Technology Department. This includes not only staffing but also the necessary tools, training, and infrastructure to accommodate the growth and demands of new and existing facilities.

In conclusion, while we are currently managing within the department, addressing these staffing gaps and ensuring that we have the proper leadership structure in place will be essential for the continued success and growth of our technology operations.

Technology Department Survey 2023

	STRONGLY DISAGREE	DISAGREE	NEUTRAL	AGREE	STRONGLY AGREE	N/A	TOTAL	WEIGHTED AVERAGE
My questions/needs were resolved to my satisfaction.	11.54% 3	3.85% 1	0.00% 0	11.54% 3	69.23% 18	3.85% 1	26	4.28
My questions/needs were handled in a professional manner.	11.54% 3	0.00% 0	0.00% 0	7.69% 2	76.92% 20	3.85% 1	26	4.44
My questions/needs were handled in a timely manner.	11.54% 3	3.85% 1	0.00% 0	7.69% 2	73.08% 19	3.85% 1	26	4.32
The staff of the Technology Department is knowledgeable and courteous.	7.69% 2	3.85% 1	0.00% 0	7.69% 2	80.77% 21	0.00% 0	26	4.50
The Technology Department provides resources and support that support student learning.	7.69% 2	3.85% 1	0.00% 0	7.69% 2	73.08% 19	7.69% 2	26	4.46
The Technology Department provides necessary technologies that allow me to perform my job effectively.	11.54% 3	0.00% 0	0.00% 0	15.38% 4	69.23% 18	3.85% 1	26	4.36
Overall, I am satisfied with the effectiveness of the Technology Department.	11.54% 3	0.00% 0	3.85% 1	3.85% 1	80.77% 21	0.00% 0	26	4.42

While our customer satisfaction ratings, as reflected in recent surveys, have remained stable, there is a clear indication that these numbers may begin to decline if we do not proactively allocate the necessary resources to support the continued growth and demands of the college. This growth, in particular, underscores the urgent need for a comprehensive investment in various key areas: staffing, training, management tools, auditing, and software.

Among these, management tools and software are critical for our ability to accurately quantify data and, in turn, make informed, strategic decisions regarding where resources should be most effectively directed. Without these tools, we risk making decisions based on incomplete or outdated information, which could negatively impact our ability to meet the evolving needs of the institution.

The technological demands on our campus have grown exponentially in recent years, with a significant increase in both the number and complexity of devices and systems in use. As the college continues to expand and innovate, it is essential that we stay ahead of these requirements by ensuring that we have the right resources in place. This includes not only personnel but also the tools and infrastructure necessary to maintain and support this growth.

Furthermore, duties previously assigned to specific roles within the department have been absorbed across existing staff members. While the team continues to go above and beyond in maintaining a high standard of service and support, the additional workload is unsustainable in the long term. In particular, with the ongoing demands of Measure A construction projects, numerous technology initiatives, and the day-to-day operational support required by the college, the department urgently needs adequate staffing to continue providing the high level of service the college expects.

In summary, while our department has been successful in meeting the demands placed upon it thus far, the continued growth of the college and its technology needs requires a renewed focus on resource allocation. This will ensure that we can continue to deliver the exceptional support and service that has become a hallmark of the college's technological infrastructure.

Recommendations - Critical Staffing Positions

NEW OR REPLACEMENT STAFF (Administrator, Faculty or Classified)

<p>List Staff Positions Needed for Academic Year 2024-2025</p> <p>Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Estimated Annual Total Cost</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
<p>Technology Department Supervisor:</p> <p>The Manager of College Technology Services was recently promoted to Director of Technology Services, overseeing both Las Positas and Chabot Colleges. This organizational shift has introduced the urgent need for a new supervisor to support the execution of the department’s expanded leadership structure and ensure alignment with the broader strategic goals. The role of the supervisor is now the most critical staffing need. Without this position, we risk creating a bottleneck in the execution of key initiatives and projects that are essential to advancing the college's technological infrastructure. Failure to fill this role promptly would undoubtedly impede progress on several critical projects, which could negatively impact the institution’s ability to meet its technological and operational goals.</p>	<p>N</p>		<p>C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.</p>
<p>Tier 1 Support / New Position / Help Desk</p> <p>To streamline support services and better serve students, faculty, and staff, the LPC Technology Department proposes staffing critical areas and implementing a tiered support model, including much-needed Level 1 support. Details are outlined in the staffing section. Without restructuring now, we risk failing to meet the demands of future growth, particularly with Measure A construction projects.</p>	<p>N</p>		<p>C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.</p>

<p>Administrative Assistant</p> <p><u>Reason:</u> Administrative tasks in the Technology Department are currently shared among telecommunications, network support staff, and the administrator, as we've never had dedicated admin support. With the campus growth, this approach is becoming unsustainable, and keeping up with documentation is increasingly difficult.</p>			<p>C3. Provide Appropriate Staffing Levels. C4. Meet current and future technology needs.</p>
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IV. FACILITIES

A. Facilities Needs

FACILITIES NEEDS

List the Facilities Need and the Reason	EMP Goals or Planning Priorities Linked to Position
N/A	
1. <u>Reason:</u>	
2. <u>Reason:</u>	
3. <u>Reason:</u>	

V. TECHNOLOGY AND EQUIPMENT

A. Technology and Equipment Needs

TECHNOLOGY AND EQUIPMENT NEEDS

<p>List the Technology and Equipment Needs Place titles on list in order (rank) or importance.</p>	<p>Indicate (N) = New or (R) = Replacement</p>	<p>Estimated Annual Total Cost of Ownership</p>	<p>EMP Goals or Planning Priorities Linked to Position</p>
<p>The college needs the ability to track and support mobile devices off campus. We have not adequately invested in this function and the technology department is at a disadvantage when it comes to supporting these devices.</p>	<p>N</p>	<p>TBD</p>	<p>C4. Meet current and future technology needs.</p>

	N	TBD	C4. Meet current and future technology needs.
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VI. PROFESSIONAL DEVELOPMENT

Professional Development Needs

The LPC Technology Department provides a wide range of essential technology services on the Las Positas Campus, including networking, desktop systems, telecommunications, audio/visual support, and instructional systems, among others. To effectively manage and support these diverse systems, it is critical that department staff are given opportunities for ongoing training and professional development.

Over the past 14 years, there has been insufficient funding or strategic planning to ensure that staff possess the necessary skills and competencies to support today’s rapidly evolving technologies. As new server operating systems, desktop systems, and instructional technologies are being deployed across campus, there is no guarantee that our team has the expertise required to manage and support these systems. This gap in training has already manifested in system outages and technical disruptions that the campus has not previously experienced, highlighting the urgency of addressing this issue.

As the college has expanded, employees have been left to navigate the development of procedures and best practices largely on their own. While staff members have demonstrated resourcefulness, it is the institution’s responsibility to ensure not only that staffing levels align with the demand for support, but also that these staff members receive the training necessary to be effective in their roles. The lack of proper training has led to increased stress and frustration among existing staff. Therefore, it is imperative that a comprehensive training plan be developed, budgeted for, and implemented to address these gaps and better equip staff to meet the needs of the college.

Recommendations:

As the Las Positas College (LPC) Technology Department continues to support a growing and increasingly complex technological environment, it is essential that staff receive targeted training and certification in key areas such as desktop systems, server management, telecommunications, and audio-visual technologies. These areas are fundamental to the day-to-day operations of the campus, and without the proper skills and certifications, the department risks increased system outages, inefficiencies, and reduced overall support capabilities.

1. Desktop Systems

Given the pivotal role of desktop systems in supporting faculty, staff, and students, it is critical that staff are proficient in the latest operating systems, troubleshooting techniques, and software applications. We recommend the following training and certifications:

- **Microsoft Certified: Windows Desktop Support Technician (MCDST)** – This certification will ensure that staff are fully equipped to manage, troubleshoot, and support desktop systems running on Windows, the predominant OS on campus.
- **CompTIA A+ Certification** – This widely recognized entry-level certification covers a broad range of topics, including hardware, operating systems, and troubleshooting, ensuring a foundational skillset across all desktop support functions.
- **Apple Certified Support Professional (ACSP)** – For supporting Apple-based systems, this certification will ensure that staff can effectively assist users with macOS devices.

These certifications will directly enhance the staff's ability to resolve technical issues efficiently, ensuring minimal disruption to the campus community.

2. Server Systems

As the backbone of our campus network, servers play a vital role in data storage, communication, and access to campus resources. The deployment of new server operating systems necessitates training and certification in this area. We recommend:

- **Microsoft Certified: Windows Server Fundamentals** – This certification will help staff manage and support Windows-based server environments, including installation, configuration, and troubleshooting of server applications.
- **CompTIA Server+ Certification** – A comprehensive certification covering server architecture, storage, security, and troubleshooting, this will help staff maintain and optimize our growing server infrastructure.

- **Cisco Certified Network Associate (CCNA)** – For those involved in networking and server management, this certification will help ensure staff can manage networked server environments effectively and securely.

Ensuring server system proficiency will reduce downtime, increase system reliability, and enable the Technology Department to better support the evolving needs of the campus.

3. Telecommunications

Telecommunications technologies, including VoIP systems and other communication platforms, are increasingly integrated into the college's infrastructure. To support these systems, we recommend:

- **Cisco Certified Network Associate (CCNA) Collaboration** – This certification focuses on the configuration and management of voice, video, and unified communications systems, including VoIP infrastructure, which is critical for managing our telecommunications systems.
- **CompTIA Network+ Certification** – This certification will help ensure that staff are equipped to manage network connectivity and troubleshoot issues that may arise with communication systems.
- **Avaya Certified Support Specialist** – For advanced telecommunications needs, this certification will ensure staff are able to support and troubleshoot Avaya-based systems, which may be a part of the college's communications infrastructure.

With appropriate training and certification in telecommunications, the Technology Department can ensure that communication systems remain secure, reliable, and effective across campus.

4. Audio-Visual (A/V) Systems

As classrooms and campus events increasingly rely on A/V technologies, staff must be equipped with the knowledge and skills to support and maintain these systems. We recommend:

- **Extron Control Professional Certification** – This certification will help staff manage and troubleshoot A/V control systems, which are often used in classrooms, lecture halls, and event spaces.
- **AVIXA Certified Technology Specialist (CTS)** – Recognized as a leading certification in the A/V industry, this credential ensures that staff can design, install, and support A/V systems effectively across campus.

- **Crestron Certified Programmer** – For advanced A/V systems, this certification will provide staff with the skills needed to program and support Crestron-based solutions often used in our classrooms and meeting spaces.

Investing in A/V training will ensure that faculty and staff can rely on consistent, high-quality media and presentation services, enabling the college to meet the demands of modern teaching and learning environments.

Virtual Environments

As cloud computing and virtualization technologies become increasingly integral to campus infrastructure, it is crucial that staff are well-versed in managing virtualized environments. These systems support everything from data storage to classroom software and applications. We recommend the following certifications:

- **VMware Certified Professional (VCP)** – VMware is a leading platform for virtualization, and this certification will enable staff to manage virtualized data centers, virtual machines, and associated infrastructure efficiently.
- **Microsoft Certified: Azure Fundamentals or Microsoft Certified: Azure Administrator** – As the college increasingly relies on cloud solutions, certification in Microsoft Azure will provide staff with the necessary skills to manage cloud-based services and virtual networks.
- **CompTIA Cloud+ Certification** – A broad certification covering cloud computing principles, including cloud storage, architecture, and virtual environments. This certification will equip staff to support hybrid and multi-cloud infrastructure.
- **Citrix Certified Associate (CCA)** – As Citrix technology supports virtual desktops and applications, this certification will help staff deploy and maintain virtual desktop infrastructure (VDI) solutions.

With virtual environments playing a central role in modern IT infrastructure, equipping staff with these skills is essential for effective system management and support.

Conclusion and Next Steps

To effectively support the increasing technological demands of the campus, it is imperative that the LPC Technology Department invests in comprehensive, role-specific training and certifications for staff. This includes certification in desktop systems, server management, telecommunications, and audio-visual technologies. By providing staff with the skills and certifications necessary to manage today's evolving technologies, the department will be better positioned to mitigate system outages, enhance service delivery, and reduce operational stress.

We recommend continuing a formal training budget and a structured certification pathway for all relevant staff. This will ensure that as technology evolves, so too will the skills and competencies of the team, allowing the LPC Technology Department to continue providing high-quality, efficient service to the campus community.

<p>List Professional Development Needs. Reasons might include in response to assessment findings or the need to update skills to comply with state, federal, professional organization requirements or the need to update skills/competencies. Please be as specific and as brief as possible. Some items may not have a direct cost, but reflect the need to spend current staff time differently. Place items on list in order (rank) or importance.</p>	Annual TC		
	Cost per item	Number Requested	Total Cost

<p>1. Training and Certification for current staffing according to the training plan.</p> <p><u>Reason:</u> All requirements have been noted in the previous paragraphs.</p>	<p>TBD</p>	<p>6 -7</p>	<p>Estimated at \$ 10,000 Annual</p>