This document was prepared by Instructional Assistants from the Computer Center rather than by a faculty member. Previously, the Computer Center was part of the Computer Studies program within the STEM Division, and its Program Review was prepared by the assigned faculty coordinator. However, since the Computer Center was transferred to the BSSL Division in Summer 2025, it no longer has an assigned faculty coordinator. Therefore, this document may be incomplete or may not fully address all reporting requirements because certain information is outside our area of responsibility or requires access to systems and data that are not available to us.

COMPUTER CENTER PROGRAM REVIEW 2026

MISSION STATEMENT

The Computer Center provides students from all disciplines with access to technology, educational resources, and quality assistance in a supportive learning environment. These services help students succeed in their coursework while developing the fundamental technology skills essential in today's information and knowledge-based society.

Computer Center staff strive to maximize students' educational opportunities by providing knowledgeable, caring, and solution-oriented assistance that helps students effectively utilize the technology and resources available in the Computer Center.

VISION STATEMENT

Maintain a quality learning environment for successful education

- Provide the most effective and up-to-date technology, systems, software, and hardware to students, faculty, and staff
- Provide the best quality teaching assistance and guidance to students, faculty, and staff
- Treat all users fairly and respectfully, honoring cultural background, race, religion, sexuality, age, gender, or educational challenges to ensure beneficial and continuing interactions
- Approach all situations with a positive attitude and enthusiasm, pursuing the ideal that our mission drives every action and decision.

FUNCTIONS AND SERVICES

The Computer Center is an open lab where all college students may obtain academic and general support from staff on a drop-in basis. Staff members are hired for their knowledge of computer software applications, troubleshooting skills, ability to assist students in resolving software and hardware problems, and connecting students with appropriate campus resources. In addition to serving those who come in-person to the Computer Center, staff members provide support via phone, email, and Zoom.

The Computer Center Staff Supports the Online Learning Program:

- Staff members jointly manage the Canvas Support email account. (LPCdistEd@laspositascollege.edu).

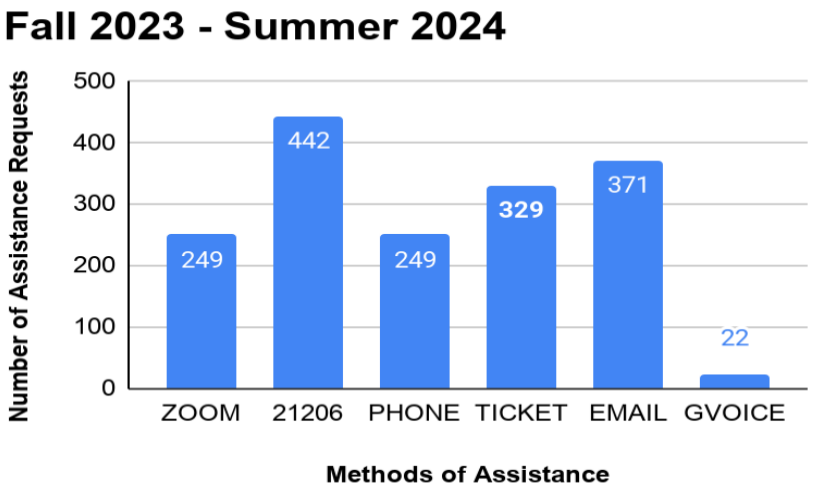
- Students enrolled in, or inquiring about, online learning courses contact Computer Center staff by phone, email, Zoom, or in person for assistance with accessing and using the online learning management system (currently Canvas), interacting with course content, communicating with instructors and classmates through discussion boards and college Zonemail, configuring web browsers, converting files, submitting coursework, and resolving other technical issues.

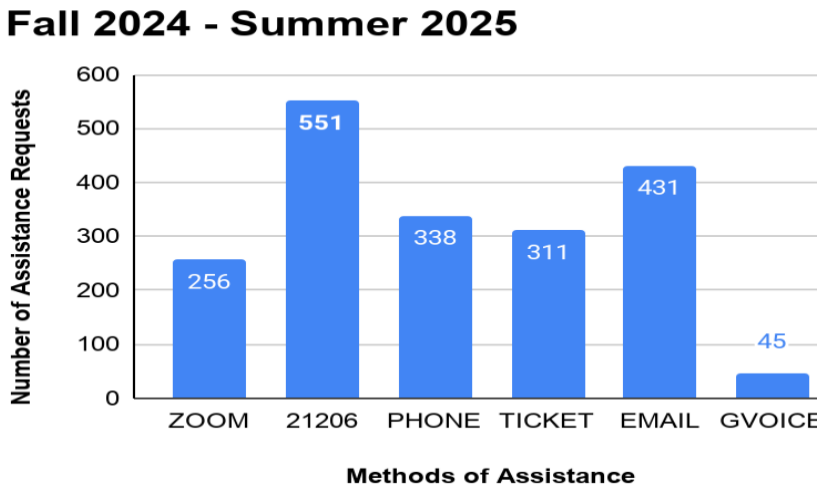
- There was a significant spike in Online Learning support contacts at the start of the COVID-19 public health emergency. Elevated demand continued through Spring 2022 as the college gradually resumed in-person classes. As more courses returned to campus, the volume of support requests declined and eventually stabilized at approximately pre-pandemic levels.

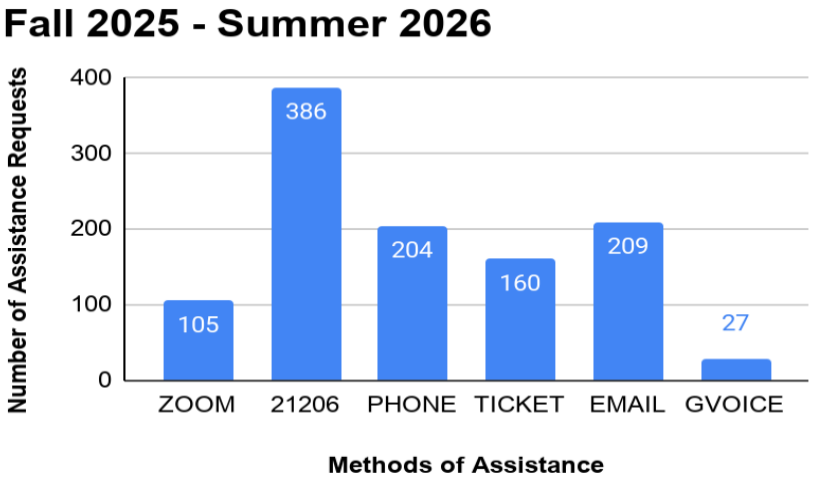
The Computer Center Provides Resources, Facilities, and Support for Students by Offering:

- Access to open Wi-Fi, computers, Microsoft Office, Adobe Creative Cloud, and course-specific software to conduct research and complete coursework for online, hybrid, and traditional classes.
- Support for regularly offered CIS courses, including CIS 50, CIS 54, CIS 55, CIS 71, CIS 73, CIS 75, CIS 79, CIS 88, and CIS 89.
- Assistance with
    - Canvas, Zonemail, MyPortal,
    - College applications, Registration, CVC Exchange,
    - Zoom and Respondus LockDown Browser.
- Assistance with Microsoft Office, Google Workspace applications, and other software.
- Technical support for college technology and software-related issues.
- Assistance with scanning documents and saving files as PDF or other file formats.
- A quiet environment for studying, attending online classes, completing coursework, or submitting college documents.
- Friendly, knowledgeable staff available to answer questions and provide technical assistance.
- Access to printing and photocopying services (print fee card required).
- Access to a flatbed scanner, headphones, and a variety of office and stationery supplies.

The Computer Center Support Data







TECHNOLOGY AND EQUIPMENT CURRENTLY IN USE

The Computer Center Houses:

- 64 PCs and 5 iMacs for students, 5 staff PCs
- 2 copiers (1 student, 1 staff), 2 document scanners (1 student, 1 staff),
- Headphones
- 3 black-and-white printers (2 student, 1 staff), 1 color printer
- 2 GoPrint paystation kiosks
- 1 GoPrint add value machine
- Projector, data projector screen, whiteboard, and two TV monitors.
- Stationery items such as three-hole punchers, staplers, scissors, etc.

Computer Center Resources Include:

- High-bandwidth Internet access
- General productivity software such as Microsoft Office Suite and Adobe Creative Cloud
- Assistive Technology programs such as
    - ZoomText (for screen magnification)
    - Kurzweil (for text-to-speech)
- Program-specific software:
    - Computer Science: Python, RStudio, Eclipse, RGui
    - Computer Networking: Wireshark, Cisco Packet Tracer
    - Adobe Creative Cloud for Visual Communications
    - SolidWorks for Design Technology
    - ArcGlobe, ArcMap, and ArcScene for Geography
    - Mathlab, Mathtype
    - Chief Architect for Interior Design
    - Vmware Workstation
    - Visio
    - UnityHub
    - MySQL Workbench

TECHNOLOGY AND EQUIPMENT FUTURE NEEDS

The Computer Center's hardware and software must be updated regularly to remain current and support student needs. The Information Technology (IT) Department determines the replacement and update schedule. The Center also requires a renewed supply of stationery and other consumable office items at the start of each academic year.

CURRENT STAFFING

- Three Instructional Assistants and one unfilled Instructional Assistant position, as follows:
  1 full-time twelve-month, 1 full-time ten-month, 1 part-time (.575 FTE) ten-month.
  1 unfilled full-time twelve-month position (vacant since 2020)

The Computer Center is currently staffed by two to three employees, depending on the day of the week, time of day, and staff availability. Over the years, staffing levels have declined due to the loss of hourly and on-call employees, unfilled vacancies, and position consolidations. These reductions have made it difficult to maintain adequate coverage, accommodate absences due to emergencies, illness, or vacation, and sustain extended operating hours. Consequently, the Computer Center has gradually reduced its operating hours, limiting service availability to students and faculty.

2021-2026 Computer Center Staff			**2009-2020 Computer Center Staff**			**2005-2008 Computer Center Staff**		
Position	**Period**	**Hours**	**Position**	**Period**	**Hours**	**Position**	**Period**	**Hours**
Full-time salaried	12 months	40	Full-time salaried	12 months	40	Full-time salaried	12 months	40
Full-time salaried	10 months	40	Full-time salaried	12 months	40	Full-time salaried	12 months	40
Part-time salaried	10 months	23	Full-time salaried	10 months	40	Full-time salaried	10 months	40
			Part-time salaried	10 months	23	Part-time salaried	10 months	20
						Part-time Hourly	10 months	11
						Part-Time Hourly	9 months	15
						Part-Time Hourly	9 months	13
						Part-Time Hourly	9 months	11

NEW OR REPLACEMENT STAFF

In order to have extended hours of operation (open until 8 pm), one (1) vacant Instructional Assistant position should be filled to provide consistent morning coverage. Without additional staffing, extended evening hours could leave the Computer Center vulnerable to morning closures when the sole morning staff member is absent due to illness or vacation. Filling this vacancy would minimize service disruptions.

COMPUTER CENTER STAFF RESPONSIBILITIES

1. Assist users with application use, hardware use, printing, coursework interpretation, and guidance
2. Circulate through the computer lab frequently to maximize availability to students
    a. Provide appropriate verbal instructions or demonstrations without operating their computer or completing tasks on their behalf
    b. Guide users to resources
        i. Student data files on server or cloud
        ii. Help menus, etc. within applications
        iii. Textbook index, contents, chapter intro, etc.
        iv. Internet search (Google, Wikipedia, Webopedia, and Library resources)
3. Online support
    a. Respond to email, phone, and in-person inquiries
    b. Respond to Support tickets
    c. Assist students via Zoom
    d. Solicit help from/refer to other staff or faculty as needed to solve problems
    e. Follow up as needed
4. Assist faculty
    a. Help instructors assist students both during and outside of scheduled lab time
    b. Preview and analyze new materials
    c. Debug assignments
        i. Follow assignment directions
        ii. Make note of problems with directions
        iii. Make note of problems with PC configuration/file storage/etc.
    d. Schedule a single lab session for a class demo or class computer use at instructor's request
5. Respond to a variety of inquiries
    a. Direct individuals to appropriate college resources to address specific needs.
6. Act as technology consultant/resource for various college departments as needed.
7. Serve on College Committees
    a. Staff currently serve on
        i. Technology Committee
        ii. Staff Development Committee
        iii. Classified Senate
        iv. Facilities and Sustainability Committee
        v. Scholarship Committee
        vi. Art on Campus Taskforce
8. Conduct orientations for groups/individuals
9. Reserve the room for special use by contacting the Computer Center staff directly.
10. Materials/Equipment security
    a. Be vigilant of materials/equipment usage
    b. Check items out/in
11. Equipment condition
    a. Troubleshoot reported problems with PCs, peripherals, other lab equipment
    b. Report resolved/unresolved problems
    c. Routinely check printer supply levels of paper/toner
    d. Clean as needed with due care and diligence
12. Policies and Guidelines enforcement
    a. Please refer to: https://www.laspositascollege.edu/technology/policies.php

   b. Observe student behavior; be vigilant and diligent about discouraging inappropriate conduct Please refer to: https://www.laspositascollege.edu/studentconduct/guidelines.php

13. Incident reporting and documentation
    a. Request security when needed; avoid negative verbal or any physical interactions
    b. Write a description of those involved, what occurred, and what staff did ASAP
    c. Inform appropriate administrators/coworkers ASAP
14. Answer phones and refer questions about courses, procedures, and resources appropriately
15. Facility condition
    a. Investigate reported problems with furniture, doors, windows, floors, air conditioning, etc.
    b. Report resolved problems to the Instructional Computer Laboratory Specialist and to other Computer Center staff
    c. Report unresolved problems to the M & Operations Supervisor, to the Instructional Computer Laboratory Specialist, and to other Computer Center staff
16. Follow established recommendations for Emergency procedures
17. Secure facility at closing

HOURS OF OPERATION

The hours of student access to the Computer Center have been reduced over time due to budget cuts, unfilled positions, and the COVID-19 pandemic. From the start of the COVID-19 public health emergency on March 16, 2020, through Fall 2021, the Computer Center provided student assistance exclusively through Zoom. Beginning in Spring 2022, the Center resumed in-person services while continuing to offer virtual assistance, resulting in a hybrid model of student support.

Current

Computer Center Fall 2026 Hours of Operation
In-person support
Monday to Thursday: 8:00 A.M. to 6:00 P.M.
Friday: 8:30 A.M. to 3:00 P.M.
Saturday and Sunday: Closed
The above schedule provides **46.5 hours** of student access per week.

Zoom support
Monday to Thursday: 10:00 A.M. to 5:00 P.M.
Friday: 9:00 A.M. to 2:00 P.M.
Saturday and Sunday: Closed

Below are Computer Center schedules from previous years for comparison.

Computer Center Spring 2022 through Spring 2026 Hours of Operation
In-person support
Monday to Thursday: 8:00 A.M. to 8:00 P.M.
Friday: 8:30 A.M. to 3:00 P.M.
Saturday and Sunday: Closed
The above schedule provides **54.5 hours** of student access per week.

Zoom support
Monday to Thursday: 11:00 A.M. to 7:00 P.M.

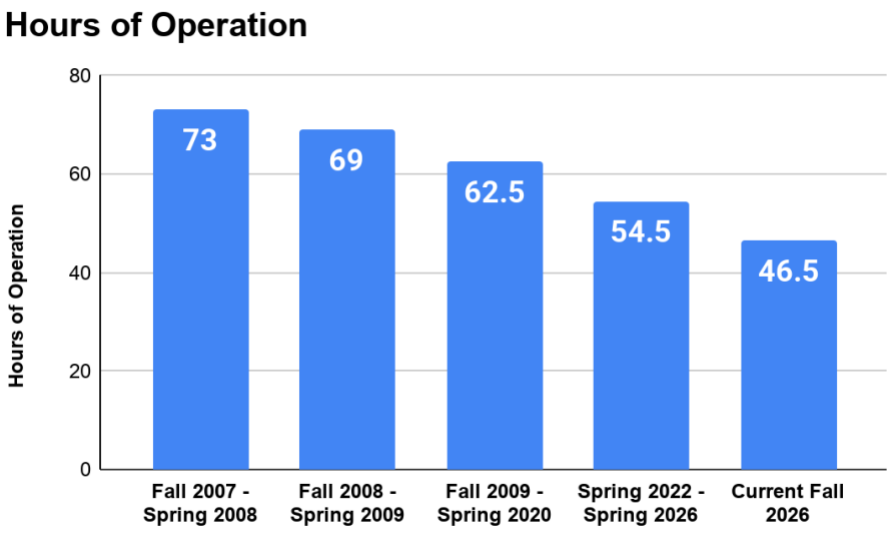
Friday: 9:00 A.M. to 2:00 P.M.
Saturday and Sunday: Closed

Computer Center Spring 2020 (starting on March 17) through Fall 2021 Hours of Operation
Zoom support only due to COVID
Monday to Thursday: 8:00 A.M. to 8:00 P.M.
Friday: 8:00 A.M. to 3:00 P.M.
Saturday and Sunday: Closed

Fall 2009 through Spring 2020 (until March 16) Hours of Operation
In-person support
Monday to Thursday: 7:30 A.M. to 9:30 P.M.
Friday: 8:30 A.M. to 3:00 P.M.
Saturday and Sunday: Closed
The above schedule provides **62.5 hours** of student access per week.

Fall 2008 & Spring 2009 Hours of Operation
In-person support
Monday to Thursday: 8:00 A.M. to 10:00 P.M.
Friday: 8:00 A.M. to 9:00 P.M.
Saturday and Sunday: Closed
The above schedule provided **69 hours** of student access per week.

Fall 2007 & Spring 2008 Hours of Operation
In-person support
Monday to Thursday: 8:00 A.M. to 10:00 P.M.
Friday: 8:00 A.M. to 9:00 P.M.
Saturday: 9:00 A.M. to 1:00 P.M.
Sunday: Closed
The above schedule provided **73 hours** of student access per week.



GOALS

The Computer Center staff will continue to pursue professional development, improve operational procedures, and enhance the quality and efficiency of services provided to students and faculty.

1. Enhance Staff Knowledge and Technical Skills

- Participate in professional development workshops and training opportunities offered by the college.
- Enroll in relevant online courses and training programs offered by other educational institutions.
- Share newly acquired knowledge, technical skills, and best practices with other staff members.

2. Strengthen Communication and Collaboration with Computer Network Support

- Maintain regular communication with Computer Network Support staff through in-person meetings and email correspondence.
- Collaborate more closely to identify, troubleshoot, and resolve technical issues efficiently.
- Coordinate software updates, system maintenance, and other technical improvements to minimize disruptions to student services.

3. Improve Computer Usability and Configurations

- Work closely with Computer Network Support to maintain and improve computer images and configurations.
- Regularly review and update software, plug-ins, default settings, and user preferences to provide students with a reliable, user-friendly computing environment.
- Collaborate with other college departments and offices to identify needs for which we may provide appropriate assistance and support, upon request.

4. Improve Internal Staff Communication and Coordination

- Use email and other established communication channels to share important updates and coordinate daily operations.
- Maintain accurate and up-to-date logs of student assistance requests, services provided, and any necessary follow-up actions.
- Conduct brief staff discussions during schedule changes to ensure continuity of services and communicate unresolved issues.

5. Increase visibility and reduce stress of students/staff

- Organize events to increase awareness of and promote the Computer Center's services and resources to the campus community.
- Develop and display flyers and digital signage promoting the Computer Center's services.
- Improve user experience and staff productivity by enhancing the work environment.
    - Add live indoor plants. Plants in the office help to clear the indoor environment of pollutants, thereby reducing air-related employee illnesses, decreasing staff and student stress levels, and improving productivity.
    - Expand and rotate exhibited student art.