DIVISION OF INFORMATION TECHNOLOGY

Staff Training Plan

you are the key to I.T.

`Information Technology Training Plan

Table of Contents

I. Introduction ..... Page 1
- IT Mission
- IT Goals

II. Division of Information Technology ..... Page 1

III. Staff Training Plan ..... Page 4

IV. Training Plan Summary

V. Appendices
- IT Training Survey and Results
- Bar Graphs Illustrating Training Survey Results
- IT Staff List

Introduction

The Division of Information Technology at El Paso Community College is responsible for the development and support of the district-wide infrastructure. This Division provides computing facilities, administrative applications, voice, data and video communications networks and services, technological resources for students and faculty and a variety of related services and support.

The Division of Information Technology is made up of administrators and technical professionals working directly with the students, faculty and staff of the District to plan, support and maintain the technology infrastructure and services. This is also the group that is the direct source to ensure the following Information Technology Master Plan Goals are accomplished and the Strategic Plan recommendations are implemented.

IT Mission and Goals

Mission Statement

In support and to ensure the success of El Paso Community College's students, faculty, staff and area community, Information Technology provides leadership, management, education, access, and vision in the enabling technologies of communication and computing through effective and efficient utilization of technology.

Five Goals

1. To place students first on all official statements.
2. To hire and retain highly qualified personnel.
3. To provide ongoing state of the art technology training.
4. To acquire and maintain state of the art technology.
5. Provide excellent customer service.

Division of Information Technology

The Division of Information Technology is a group of the following departments:

Instructional Resources and Technology

- Academic Computing Services

- Technology Resources Center
- Library Technical Services/IT
- Center for Instructional Telecommunications
    - Instructional Media Services

    - Cablecast
    - KCCR Radio
- Instructional Support Services
    - Distance Education Network

Information Technology

- Technology Support Operations
- Administrative Applications
- Network Systems
- Information Security Programs

Technology Resources

- Webmaster
- Help Desk
- STS Program

El Paso Community College
Information Technology Strategic Plan
Educational Consulting Agency
June 2003

The Information Strategic Plan developed in June 2003 identified thirty-nine recommendations for implementation by the Division of Information Technology. The recommendations were listed in priority order and out of thirty-nine recommendations, the following four are relevant to training:

High Priority Recommendations

Recommendation 11: Expand training opportunities in the following areas:

1) Expand existing training opportunities related to IT for both faculty and staff.
2) Provide expanded support for assisting faculty in the use of technology for teaching.
3) Expand training of IT staff, including laboratory assistants.

Recommendation 12: Provide refresher and expanded training for existing faculty and staff on Banner administrative software.

Medium Priority Recommendations

Recommendation 28: Develop a set of training needs related to the skills sets of each new person hired. Develop a checklist and sign-off sheet for each position to make certain that new hires have appropriate training in a set amount of time.

Recommendation 29: Develop new designated training facilities centrally and on each campus.

Rationale for Training

The IT Master Plan and the Strategic Plan demonstrate that training issues are a pressing concern for the Division of Information Technology. Currently there is a lack of unified support for training and certification as there is in our commercial counterparts. Training resources are critical to those in technical fields and continuous training is a necessity. Knowledge and training in the computing and networking fields is not useful for decades or even years, but instead suffers a useful lifetime measured in terms of months. Training is not necessary to expand the horizons of technical staff, but more frequently to keep them competent in the increasing responsibilities with which they are charged. The

Division of Information Technology is proposing to establish ongoing training and certification support for technical personnel, faculty and staff, both on and off-campus. A potential solution to the pressing concern for ongoing training is the provision of funds and time commitment. The proposed training plan will address each of the training needs identified for each of the specific areas in the Division of Information Technology.

Staff Training Plan

Technology Resource Center

The Technology Resource Center (TRC) will serve as the coordinating repository for all training conducted through the auspices of the Information Technology departments. In addition to coordinating and helping publicize the training opportunities, the coordinating repository will maintain centralized records of participation. Statistical Reports and transcripts of participation will be maintained by this department and disseminated regularly (Technology Resource Center Flow Chart is included in the Appendices).

The following categorizes the different types of training identified as necessary for the Division of Information Technology:

Information Technology
Soft Skills

How do we know what people need and how to respond to their needs? "Soft Skills" are skills that everyone needs to be able to compete in today's marketplace. These skills are the most sought after skills by today's businesses and every industry or career path. Soft skills are the non-technical skills, abilities and traits that workers need to function in a specific employment environment. Soft skills help individuals maintain a positive outlook and build successful workplace relationships. Staff can develop the behavior, management and interpersonal skills that enable them to become confident and productive staff members in their departments and organizations. Positive attitude, reliability and customer service are the qualities that employers identify as some of the most important in the workplace. How do we get these skills? The proposed training series will energize employees, enhance image and improve positive outlook. The training program will create a service culture by motivating, training and enabling employees to deliver excellent service. Various training consultants and sources of training materials have been explored for the delivery of the "Soft Skills" training program. The following lists in priority order the "soft skills" series for all the staff of the Division of Information Technology:

1. Customer Service
2. Supervisory Training
3. Team Building
4. Humor in the Workplace

Student Technology Services

Student Technology Services (STS) is an organization managed by El Paso Community College (EPCC) students. It was implemented by the EPCC Information Technology Department and is currently the demonstration site for the southwest region. The goal of the STS Program is to develop technically skilled workers with enhanced soft skills. EPCC's diverse curriculum and students' career choices help every STS participant develop the critical skills to be better prepared for the workforce of tomorrow. STS Students will participate in many of the IT training sessions.

Academic Computing Services

Jenny Girón, Associate Vice President

The Academic Computing Services Centers (ACS) ensure that students and faculty have access to and support for instructional computing equipment and services that enhance academic curricula, promote the learning environment and assist students in achieving the high level of computers skills expected by the employers in the El Paso community. The College has six open labs and several special purpose labs. These labs are used by classes that teach technology as well as by classes that use technology to enhance learning. The following lists the training to ensure for well trained ACS staff to provide high levels of support for academic computers labs, classrooms and faculty:

- Certification Training
- Technical Support Training (troubleshooting, install, modify, repair computer hardware, software and peripherals)
- Courseware (applications, operating systems and networking)

Administrative Applications

Ralph Silva, Manager

The Administrative Applications provides information technology solutions and services that enhance the administrative operations of the College District. These services include the full spectrum of development activities (design, programming, implementation and maintenance), database management and administration, information access, consulting and project management. The administrative applications supported encompass a diverse set of College functions such as academic, and financial student records, library automation, business office functions, personnel services, and payroll.

The El Paso Community College programming staff is currently getting more requests for Banner baseline modifications by different campus/district user departments. Some of the Banner reports needing these modifications are written in the "Banner ProC" programming language. Training in this programming language has not been available to the staff since the District went "live" on Banner. The following lists the training being requested for the programming staff in the Administrative Applications Department:

1. ProC
2. Internet Native Forms Training
3. Java
4. Oracle Reporting
5. ProCobol Programming
6. Advance PISq1 Programming

Technology Support Operations

Gary Chacon, Manager

The Technology Support Operations function of the College District provides resources for the day-to-day operation of the central computing systems including administrative and academic computing services. The Support Operations group is responsible for the scheduling, execution, examination and dispersal of computer output. This includes problem determination, problem tracking and customer assistance. The Support Operations group is responsible for monitoring the physical infrastructure of the IT computing and data storage facilities.

The El Paso Community College Information Technology Network has developed into a major component in delivering content for Educational and Administrative applications. The Orion collaboration, Distance Learning, Internet Services, Web Services, Campus Pipeline, GroupWise, Wireless Services, Banner applications and many other network applications rely on the quality of the El Paso Community College Network. The El Paso Community College Network continues to grow in order to keep up with the high demand from desktops, servers, scanners, and printers that are utilized for student lab services, library services, security video, telecommunications and administrative services.

Over the past few years the management and maintenance of this high-speed backbone has created a demand for highly trained technical personnel. The emphasis on delivering the latest technology services depends solely on the stability and the innovation of a highly reliable Network. This can only be achieved by investing in the proper technical tools and highly trained Network personnel.

The following lists the specific training for Technology Support Operations:

1. Computer Associates E-Trust Training
2. Cisco Works
3. Veritas Backup Software
4. Windows 2000 Directory Services
5. Fiber Termination
6. Cisco QoS (Quality of Service)

Information Security Program

Richard Buller, Manager

Information Security is the process of protecting a computer from harmful attacks. Whether it is a single computer or a group of interconnected computers (a network), information security attempts to protect the equipment and the integrity, the confidentiality and the availability of information stored on it.

One Information Security mission is to train everyone in measures to prevent data theft, protect intellectual property, stop identity theft, comply with federal and Texas laws and operate effectively within all applicable EPCC policy. Our Information Security Program for 2004-2005 will focus on making all EPCC students, faculty and staff aware of the threats to our technology-collected, processed, reported and stored information.

To accomplish the objective for this first program year, our focusing on building awareness of information Security threats and our vulnerabilities, we will take full advantage of existing College communicative resources and no additional funding will be necessary. The Technical Resource Center will build and distribute computer-based training; will forward procedural guidance via e-mail and flyers; articles in College periodicals will alert everyone to new threats to our Institutional, sensitive information and key administrators will be asked to emphasize Information Security in appropriate forums. In subsequent years, as we continue the awareness program and emphasize training for the general user of information and the more specialized information-collector, processor, reporter, consumer, will require funding. At that time funds will be procured to engage outside experts to speak to the District, acquire instructional videos and purchase training on the network-level security appliances which harden our protective security shield.

Center for Instructional Telecommunications

Daniel Matta, Director

The rapid change in technology has seen a major impact for the Center for Instructional Telecommunications and Instructional Media Services Departments. An impact that is forcing us to see how we currently do business and how we plan to do business in the future. What we see is the demand in various forms, from equipment format, increase use by faculty, to various software requirements. The training level range is from the basic operation of equipment needed to support faculty to sophistication productions required for broadcast.

The impact of the digital conversion and the relocating of KCOS and the Center for Instructional Telecommunications to a shared college facility further emphasize staff training as a priority. Currently the Center for Instructional Telecommunications video format is analog and the new digital conversion will change all equipment to a digital format requiring new and different training in planning, equipment operation, and production. The Center for Instructional Telecommunications staff will need training just to accomplish what is expected.

Instructional Media Services

The Instructional Media Services Centers are experiencing an increase of faculty requesting the use of new technology for classroom instruction and an increase in the use of the Conference Center requiring media services. The majority of staff district-wide will require training with new equipment to support instruction and other events. The level of training will vary from operation of equipment, set up, preventive maintenance, to trouble shooting problems when equipment is not operating. This type of training requires a complete understanding of the equipment operation, capacity and its limitations. This training can be learned over a period of time. However, when it comes to classroom instruction schedules and demands, time is what we do not have. In this case, it is best to acquire professional training. The following lists the training required for the Center for Instructional Telecommunications:

1. Sony Video Institute
2. Sound Workshop
3. Cool Edit Pro SoftwareWorkshop
4. National Association of Broadcasters and Other Conferences

Instructional Support Services/Distance Education

Bob Jones, Director

With the increasing number of individuals and institutions of higher education becoming involved in the application of distance education methods, it is no longer primarily an alternative for non-traditional students. Distance education is being incorporated into programs, serving traditional on-campus students as well. As a result, there is need for training resources to develop and implement educational programs at a distance and for setting up systems for this type of education delivery. The development and implementation of distance education programs requires training and research in the following areas:

- Developing effective programs
- Selecting media and using them appropriately
- Designing for interaction
- Research findings about student achievement and satisfaction
- The changing role of the instructors and learners
- Administrative and policy issues

Distance Education Program development will assist in increasing and enhancing the EPCC Distance Education Network staff's professional knowledge, skills, and leadership in distance education by integrating program development knowledge with practical applications. This training will better prepare the distance education staff to implement departmental goals and furthering EPCC Strategic goals in evaluating the effectiveness of distance education, developing comprehensive faculty support and student services for distance learners.

The IT and Distance Education Technical Support staff have received initial operator training during installation and set-up of the videoconferencing equipment, but have not received in-depth technical support training to support videoconferencing course

delivery. Videoconferencing training needs are for the configuration, troubleshooting, repair support and administrative operation of the Polycom MGC 100, a multipoint video conferencing control unit. This network device will also be used to support the Orion project. In-depth technical training is needed for the Polycom Path navigator video conferencing gateway, used to control access to the EPCC video conferencing network and to manage the allocation of network bandwidth. The IT and Distance Education Technical support staff have not received in-depth technical support training to support online course delivery. WebCT technical training will allow for more effective support of students enrolled in online courses and faculty support for faculty teaching online courses. The following lists the training required by Instructional Support Services/ Distance Education:

Program Development

1. Telelearning Conference
2. Texas Consortium for Educational Telecommunications
3. Virtual College of Texas Meetings

Technical Support

1. WebCT Technical Support
2. MCU Training
3. Path Navigation

TRAINING PLAN SUMMARY

Soft Skills Center

Topic	Cost	Vendor
Customer Service	$2,500 x 2	Ron Woods
Supervisor Training	$3,300 x 2	Fred Pryor Services
Team Building	$2,500 x 2	Ron Woods
Humor in the Workplace	$2,500 x 2	
Telephone Etiquette		
Estimated Cost	$21,600.00	

Specialized Training Center

Topic	Cost	Vendor
Administrative Applications		
ProC (Programming) - One Week, On-site	$ 8,400.00	
Technology Support Operations		
Computer Associates Training - (5 people)	$ 5,000.00	
(Server/PC Technicians)		
CISCO Works		
Veritas Back-up - (4-7)		
Windows 2000 Directory Services - 2004-05 Server		
Training		
Fiber Termination		
Cisco QoS (Quality of Service)		
Center for Instructional Telecommunications		
Sony Video Institute	2,000-3,000	
Sound Workshop	$ 300.00	
Cool Edit Pro Software Workshop	$ 300.00	
National Association of Broadcasters	$ 1,000.00	
Instructional Support Services		
WebCT Tech Support (10)	$ 5,000.00	
MCU Training (5)	$ 3,000.00	
Path Navigator (5)	$ 3,000.00	
Telelearning Conference	$ 1,500.00	
TCET (2 per year)	$ 1,000.00	
VCT Meetings (2 per year)	$ 1,000.00	
Technology Resource Center		Bill Pagnotta w/
Self-Paced Mediated Instruction	$ 500.00	Pima Community College
Estimated Cost	$33,000.00	
Total Cost	$54,600.00	
		9/21/04

Technology Resource Center
Methods of Instruction, Current and Proposed

Faculty	
Topic (may include multiple subjects)	**Taught by:**
Campus Pipeline	TRC (Faculty), STS (Students), TW, PR, IA
Classmate (Grading Software)	TRC, HL, PR, IA
Creating Animated Gifs	HL, PR
Crossword Creator	TRC, HL, PR
File management (computer files)	IA, ML
Grade Guide	TRC, HL, IA
Web Grading (end of semester grade input)	TRC, PR, IA
WebCT Online Faculty Certification Training WebCT training for course enhancement WebCT advanced training	TRC, OL
Worksheet Generator	TRC

Staff/Faculty Software	
Topic (may include multiple subjects)	**Taught by:**
Banner Navigation	TRC
Banner Requisition	TRC, OL, ML,
Groupwise: Basics	TRC, ML,
Groupwise: Managing and Enhancing	TRC, ML
Groupwise: Broadcast messages	TRC
Internet 101: Basics of the Internet	TRC, OL, ML, TW
Irfanview (Photo Editor)	TRC, TW
Microsoft Excel (Basics)	TRC, ML, TW
Microsoft Front Page (Basics)	TRC, ML, TW
Microsoft Publisher (Basics)	TRC, TW
Microsoft Word (Basics)	TRC, ML, M, TW
Powerpoint Basics	TRC, ML, OL, PR, TW
Powerpoint Graphics	TRC, ML, OL, TW
Powerpoint Advanced Skills	TRC, TW
Web Page Development	Only teaching Microsoft Frontpage; TW
Windows Skills	IA only

Staff Development	
Topic (may include multiple subjects)	**Taught by:**
Customer Services	
Humor in the Workplace	
Leadership Development	
Supervisory Training	

Legend of delivery codes:

TRC	Technology Resource Center Classes	STS-TRC	STS student assigned to TRC
ML	MiniLesson	OL	Online Training
HL	Horizon Live (archives)	PR	Printed handouts-info sheets
TW	Tutorials on web (links or materials produced by others)	IA	Individual Assistance

Technology Resource Center
Methods of Instruction, Current and Proposed

Advanced/Specialized Use Software	
Topic (may include multiple subjects)	**Taught by:**
Adobe Pagemaker	
Java Script	Substantial information on Web but requires lengthy training and constant use
Flash	Substantial information on Web but requires lengthy training and constant use
Networking	
Microsoft Access (Basic and Advanced)	TW
Microsoft Visio (Basic and Advanced)	TW
Microsoft Project (Basic and Advanced)	TW
Microsoft Excel (Advanced)	TRC, ML, TW
Microsoft Front Page (Advanced)	TRC, ML, TW
Microsoft Publisher (Basics)	TRC, TW
Microsoft Word (Basics)	TRC, ML, M, TW
Microsoft Certification	Excellent resources available through online learning. IE, Microsoft Certifications for most products would run about $100 per student plus the additional cost of the exam ($60 or more each) The cost to develop in-house would be prohibitive.
Network +	Some training available free from Microsoft via both Live and Archived WebCasts
A+ Hardware	Some training available free from Microsoft via both Live and Archived WebCasts
A+ Operating Systems	Some training available free from Microsoft via both Live and Archived WebCasts
Server +	Some training available free from Microsoft via both Live and Archived WebCasts
Microsoft Windows 2000- Server	Some training available free from Microsoft via both Live and Archived WebCasts
Video Streaming	Substantial information on Web but requires lengthy training and constant use
Digital Editing	Substantial information on Web but requires lengthy training and constant use

Legend of delivery codes:

TRC	Technology Resource Center Classes	STS-TRC	STS student assigned to TRC
ML	MiniLesson	OL	Online Training
HL	Horizon Live (archives)	PR	Printed handouts-info sheets
TW	Tutorials on web (links or materials produced by others)	IA	Individual Assistance

Technology Resource Center
Coordinating Repository Project
Process for Training within Information Technology

9/21/2004

Information Technology
Training Survey 2004-2005
(69 Surveys)

We need a bit of help as we tentatively schedule workshops for the upcoming year. Could you please take the time to complete this survey and return it electronically to your Director or Manager by no later than 5:00 p.m. Friday, August 6, 2004. THANKS!

FT Staff: 95% (58) **PT Staff:** 16% (11) **Home Campus:** _____

1. Including Faculty Development Week, how many training sessions (from any office) have you attended in the last year? 144

2. I consider my level of computer literacy to be:
4% (3) Please help! 46% (32) I'm fine 17% (12) I"m someone everyone asks for help
19% (13) Some skills but not a lot 19% (13) I know more than most

3. I prefer to attend workshops in the: (assuming your schedule permits, check all that apply)
70% (42) Morning (8-12 noon); 14% (10) Lunch (11-2pm); 46% (32) Afternoon (1-5pm); 4% (3) Night/Weekend

4. I prefer to attend workshops held at: (check all that apply)
62% (43) ASC; 1% ((1) LL; 5% (4) MDP; 8% (6) NWC; 7% (5) RG; 13% (9) TM; 68% (47) VV

5. I prefer hands-on skill workshops to last how long: (check all that apply)
16% (11) 1 hr; 32% (22)1.5-2 hrs; 35% (24) 2-2.5 hrs; 22% (15) 2.5-3 hrs; 13%(9) 3-3.5 hrs; 14%(10)3.5-4 hrs

6. I prefer presentation (informational) workshops to last how long: (check all that apply)
32% (22) 1 hr; 52% (36) 1.5-2 hrs; 22% (15) 2-2.5 hrs; 13% (9) 2.5-3 hrs; 5% (4) 3-3.5 hrs; 7% (5) 3.5-4 hrs

7. Assuming there is 7 hours of content, I find it easier to attend:
17% (12) Five sessions of 1.5 hrs; 51% (35) Three sessions of 2.5 hrs; 39% (27) Two sessions of 4 hrs;
13% (9) one 7 hr session

8. When learning computer skills, I prefer:
42% (29) Fast paced, guide through once type of training
72% (50) Slower paced training where the skill is demonstrated and time is given to practice several times

9. What about On-Line self-paced workshops?
16% (11) Not interested 45% (31) But would like to try one
14% (10) Curious but don't know if I would enroll 26% (18) Great!

10. I would like to see the following workshops offered: (Check all that you are even slightly interested in)

32% (22) Creating Animated Gifs
10% (7) Crossword Creater
30% (21) Customer Services
12% (8) Do You Yahoo?
16% (11) Excel: Basics for Grade Sheets
41% (28) Excel: Specific Formulas
22% (15) File management (computer files)
25% (17) Groupwise: Basics
35% (24) Groupwise: Managing and Enhancing
26% (18) Groupwise: Broadcast messages
32% (22) Humor in the Workplace
25% (17) Internet 101: Basics of the Internet
48% (33) Leadership Development
46% (32) Supervisory Training
49% (34) Web Page Development
43% (30) Microsoft Photo Editor
30% (21) Microsoft Publisher
35% (24) Adobe Pagemaker
41% (28) Java Script
28% (19) Flash
36% (25) Front Page

16% (11) Banner Navigation
30% (21) Campus Pipeline
32% (22) Powerpoint Basics
42% (29) Powerpoint Graphics
46% (32) Powerpoint Advanced Skills
12% (8) Quiz Center (non-WEBCT web based quizzes)
9% (6) Web Grading (end of semester grade input)
14% (10) WebCT Online Faculty Certification Training
14% (10) WebCT training for course enhancement
17% (12) WebCT advanced training
25% (17) Windows Skills
19% (13) MS Word
14% (10) Worksheet Generator
36% (25) Networking
46% (32) Microsoft Certification
33% (23) Network +
29% (20) A+ Hardware
30% (21) A+ Operating Systems
30% (21) Server +
36% (25) Microsoft Windows 2000- Server
48% (33) Video Streaming
51% (35) Digital Editing

11. Please give us suggestions for other workshops you would like to see offered: (not limited to computer skill workshops)

_____

_____

_____

Thank you so much for your participation in this training survey!

VP IT/CTO
Training Survey 2004-2005

VP IT/CTO
Training Survey 2004-2005

I prefer to attend workshops held at:

I prefer "hands-on" skill workshops to last

I prefer "presentational" workshops to last

VP IT/CTO
Training Survey 2004-2005

VP IT/CTO
Training Survey 2004-2005

IT Staff List

Academic Computing Centers	Location
Acevedo, Oscar	VV A1721
Atkins, Margie	VV B120
Badillo, Adriana	RG 502
Choi, Myosun	VV B120
Contreras, Eduardo	VV B120
Davila, Lupe	VV A1721
Delgado, Maria Guadalupe	NWC 91
Duran, Luz Elena	VV A1721
Evans, María	VV B120
Favela, Norma Irene	VV A1721
Gallardo, David	TM 1204
Gonzalez, Gabriel	VV A1721
Lopez, Julieta Cristina	NWC 91
Molina, Geraldine	TM 1204
Montaño, Cristóbal	MdP C123
Montenegro, Monica	RG 502
Padilla, Estela	VV B120
Ramirez, Jesse	NWC 91
Rodriguez, Gilbert	TM 1204
Rodriguez, Rosa	RG 502
Romero, Martha	VV B120
Samaniego, Frank	TM 1204
Stroessel, Cecilia	RG 502
Syed, Mansur Ali	MdP C123
AVP, Instructional Resources and Technology	**Location**
Girón, Jenny	VV C404
Vélez, Irma	VV C406

Center for Instructional Telecommunications	Location
Aguilar, Ray	VV C203
Buisson-Rodriguez, Claire	VV C203
Dueñes, Jorge	VV C401
Ebert, Pat	VV C203
Gamez, Nancy	VV C203
Gaytán, Gabriel S.	VV C203
Lara, Marco A.	VV C203
Matta, Danny	VV C423
Moncayo, Sara	VV C203
Negrete, Mark	VV C203
Nervais, Martha	VV C401
Perez, Carolina	VV C423
Ramos, Mario	VV C203
Valádez, Veronica	VV C423
KCCR (Radio Station)	VV C101
Program, Scheduling & Traffic Clerk	VV C202
Traffic & Scheduling Library	VV C202
Computer Operations	**Location**
Arias, Rogelio	ASC A228
Hernandez, Julian	ASC A228
Muñoz, Manny	ASC A228
Information Technology	**Location**
Aguilera, Debbie	ASC A223
Almanza, Yvonne	ASC A243
Bocanegra, Luis	ASC A236
Buller, Richard	ASC A232
Carrasco, Richard	ASC A221
Chacon, Gary	ASC A224

Chavez, Dalila	VV C421
Erives, Daniel	ASC A221
Hamdan, Nasser	ASC A233
Herrera, Irene	ASC A216
Lozano, Sonia	ASC A221
Marquez, Rosemary	ASC A212A
Montero, Ernesto (Ernie)	ASC A238
Morgan, Charles	ASC A231
Mottley, Yvette	VV SSC108
Navarro, Argelio (AJ)	ASC A234
Naylor, Howard	ASC A221
Ojeda, Luis	ASC A221
Olsen, Sharon	ASC A221
Ornelas, Alfredo (Fred)	ASC A242
Quiroz, Norma	ASC A215
Rodriguez, David	ASC A221
Rodriguez, Elizabeth (Liz)	Lomaland
Rodriguez, Yolanda (Yolie)	ASC A237
Salas, Jose	ASC A221
Schirmer, Douglas (Doug)	VV C413B
Silva, Ralph	ASC A225
Sudderth, Sally	ASC A239
Trujillo, Eduardo	ASC A240
Urriticocheca, Joey	VV A2130
Vasquez, Edmundo (Mundo)	ASC A245
Villarreal, Laura	ASC A241
White, Raymond (Ray)	ASC A221
Willmarth, Brenda	ASC A264
Yee, Jim	ASC A207

Dial Up Free Net	ASC A228
Help Desk	ASC A219
I.T. Training Room	ASC A260
Instructional Media Services	**Location**
Cortinas, Luis F.	RG A248
Garcia, Gilbert	TM 1551
Luna, Osvaldo	VV A2436
Mejia, Carlos	VV B262
Ontiveros, Rosario	VV A2436
Ramos, Sergio	MdP C118
Reyes, Socorro	TM 1551
Rodriguez, Jaime	TM 1900
Salas, Jessie	RG A248
Townsend, James	TM 1900
Viera, Albert	VV A2436
Ybarra, Manuel R.	TM 1551
Instructional Support Services	**Location**
Jones, Bob	VV C405
McHale, Sandra	VV C406
Walker, Marilyn	VV C406
Library Resources	**Location**
Hoefner, Lori	VV C417
Network Systems	**Location**
Alvarez, Antonio	ASC A254
Grajeda, Carlos	ASC A248
Jimenez, Carlos	ASC A247
Lawrence, Andy	ASC A253
Learing, Gary	ASC A252
Licano, David	ASC A249

Sierra, Leo	ASC A251
Student Technology Services (STS)	**Location**
Leyva, Carlos	ASC A219
Portillo, Fernie	ASC A219
Vacant	ASC A219
Vacant	ASC A219
Technology Resource Center	**Location**
Bowman, Cheryl	VV C420
Franco, Doroteo	VV C420
Harrison, Kimberly	VV C420
Pat Delgado	VV C420
Robert Rubio	VV C420
Telecommunications	**Location**
Cabrera, Ralph	VV A2413
Guillen, Carlos	VV A2402
Martinez, Josie	VV A2404
Mendoza, Roxanne	VV A2404
Toynes, Deborah (Debbie)	VV A2403
Vacant	VV A2404
VP/CTO, Information Technology	**Location**
Ortega, Mary	ASC A214A
Rubio, Fabiola (Fabie)	ASC A214
Vacant	ASC A261