



2007-08 Individual Commitments to Action

Name: Sam Sakulsinghdusit

Department: Campus Technology Support Services

Initiative		Area of Focus	
<h1>Student Centered</h1>		1.	Access
		2.	Curriculum and Programs
		3.	Services
Area of Focus	Individual Commitments to Action	Metrics	Time Frame
1.	<p>Streamline server infrastructure for cost-effective and efficient operation.</p> <p>Upgrade classroom computers for faculty.</p> <p>Increase wireless access for instruction and business.</p> <p>Assess CTSS staff level.</p>	<p>Servers consolidated . Campus Domain redesigned, and Backup & Disaster Recovery measures implemented.</p> <p>10 % of classroom computers upgraded using TCO assessment.</p> <p>In concert w/classroom modernization project increase wireless access.</p> <p>CTSS staff level assessed.</p>	06/30/08
2.	<p>Collaborate with Distance Education Program Specialist and Instructional Technologist (faculty) to revise and make campus technology plan current.</p> <p>Put iPod docking station to A/V classrooms, labs, and TRC for instructional and business purposes.</p>	<p>Campus Technology Plan revised.</p> <p>iPod docking station available in a/v classrooms and labs using TCO assessment.</p>	08/01/07
3.	<p>Explore and research use of technology products through Employee /Student Purchase Program to standardize technology products.</p> <p>Help new faculty become familiar with teaching technology at orientation.</p> <p>Conduct Customer Service Survey for all areas of services.</p>	<p>Develop Employee /Student Purchase Program resulting in efficient maintenance.</p> <p>Faculty becomes self-efficient in using audio/video equipment in the classroom.</p> <p>Provide training to increase positive feedback on services.</p>	<p>07/01/07</p> <p>Every semester.</p> <p>ongoing</p>



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Initiative

Area of Focus

**Organizational
Transformation**

- | | |
|----|--------------------------------|
| 1. | Build Community |
| 2. | Employee Development |
| 3. | Transparency and Communication |

Area of Focus	Individual Commitments to Action	Metrics	Time Frame
1	<p>Foster team-based and customer-centric culture.</p> <p>Empower CTSS Team to make decision on basic and routine matters</p> <p>Provide training /workshop on event planning on campus and develop clearly articulative procedures for campus event planning.</p> <p>Encourage CTSS Team to resolve issues using tools such as DAC communication guidelines.</p> <p>Encourage active participation in committees and events.</p>	<p>Conflicts resolved among Team.</p> <p>Operation and services rendered efficiently.</p> <p>Well-coordinated and quality events.</p> <p>Improved interpersonal communications. Elimination of unnecessary conflicts.</p> <p>Increased communication, collaboration and contribution.</p>	ongoing
2.	<p>Encourage and support CTSS Team in continued learning by developing individualized professional development plan.</p>	<p>Resources for innovative learning conferences, and other resources for professional development.</p>	01/15/08
3.	<p>Develop clear policy & procedures for CTSS operation.</p> <p>Develop a cohesive team by using project management best practices.</p> <p>Refresh desktop computers every three years.</p>	<p>Lab management and support policies established.</p> <p>Team communication improved and timelines & tasks are visible by all stakeholders.</p> <p>Up to date and well-maintained desktops (based on TCO assessment.)</p>	01/15/08



**Evergreen
Valley
College**

2007-08 Individual Commitments to Action

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Initiative

Area of Focus

Community Engagement

- 1. Increase Visibility
- 2. Develop Strategic Partnerships
- 3. Bring the College to the Community

Area of Focus	Individual Commitments to Action	Metrics	Time Frame
1	Actively participated in event planning.	CTSS Team represented in the planning committee.	6/30/08
2	Partner w/key vendors in technology support. Collaborate w/ITSS and City College's CTS in major technology upgrade rollouts.	Additional resources in improving technical services for employees and students. Smooth rollout and minimal downtime.	7/1/07 7/1/07 09/01/07
3	Collaborate w/Web Developer and Marketing Director in improving look and feel of the EVC Web site. Work w/Web Developer to implement intranet Web site as a single point of resources for technology and logistic support.	EVC known to local and global community. Intranet Web site implemented.	12/30/08