2014-15 Service Area Program Review

DEPARTMENT/PROGRAM	Enterprise Services
DESCRIPTION/PURPOSE	Provides students, faculty and staff with reliable and secure network connectivity, which in turn provides access to

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
INSTITUTIONAL MISSION AND EFFECTIVENESS The College will maintain programs and services that focus on the mission of the College supported by data driven assessment to measure student learning and student success. 1.1 Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making. 1.2 Develop an institutional score card to assess student learning that drives integrated planning and resource allocation. 1.3 Develop systems and procedures to ensure that the college maintains a collegial and self reflective dialogue that improves effectiveness. 1.4 Develop systems that are inclusive, cyclical, and understood by all stakeholders.	STUDENT		

II. PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

| 1 | PAST PROGRAM GOAL |

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)

Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C):

The goal of providing ubiquitous wireless connectivity anywhere on campus has been met. We are working on the outreach efforts across campus

☒ Met   ☐ Partially Met   ☐ Not Met

Describe how this program goal increased student achievement and/or program effectiveness in 2014 or 2015:

In today's 'connected' environment it is necessary to have ubiquitous wireless connectivity. Having ubiquitous wireless allows students to be able to access on line classes or content

Institutional Goal(s):

☐ 1 Mission & Effectiveness
- ☐ 1.1   ☐ 1.3
- ☐ 1.2   ☐ 1.4

☐ 2 Student Learning Outcomes
- ☐ 2.1   ☐ 2.4
- ☐ 2.2   ☐ 2.5
- ☐ 2.3   ☐ 2.6

☐ 3 Resources
- ☐ 3.1   ☐ 3.4
- ☒ 3.2   ☐ 3.5
- ☐ 3.3

☐ 4 Leadership & Governance
- ☐ 4.1   ☐ 4.4
- ☐ 4.2   ☐ 4.5
- ☐ 4.3

| 3 | PAST PROGRAM GOAL #3 | INSTITUTIONAL GOAL(S) (Select one primary goal.) |

Identify Program Goal and Budget request, if any, from the Program Review

The Technology field is always changing. To keep up with it and also to help with the implementation of new technologies, training is valuable. Historically we have not put a lot of time and money into training. This is due to a couple of reasons, one is finding a good training program, that the staff will use, and the other is being able to support the work while a staff member is at training.

c. <u>Opportunities</u>

Discuss opportunities for program improvement.

While our support metrics have improved, we still have many areas which we can be improved further. We need to look for opportunities to improve on the support metrics. Working with the support staff we are setting new metric goals and looking for ways to meet these goals.

In enterprise services we have an opportunity to fully implement projects. Over the last few years we have been implementing a number of new services. This typically means that the service is rolled out to a level of functional, but not completely. With a smaller number of new services coming on line it is possible to circle back and make sure we are getting the most out of the services that are already being used.

d. <u>Challenges</u>

Discuss obstacles/barriers that may influence program improvement.

As discussed under weaknesses it would be beneficial to provide support staff at a minimum of 7 am to 7 pm with no effect on support during the busiest hours of 8 am to 5 pm daily. I hesitate to call it a staff limitation as we are able to keep up with the support requests, but by moving a technician to a 10 am to 7 pm schedule to meet the evening needs we only have 1 technician available between 8 am and 10 am, which is one of the busiest times on campus.

Within the enterprise area a challenge is dealing with unmet needs, primarily within the area of funding. Over the last 4 to 7 years many of the projects have been funded by one time funds, but those opportunities are coming to an   and requests a n d
 been to staff

At this time we do not have any specific changes in mind as IT typically is one of those functions that isn't seen or thought of unless it is now working. With that said we are looking for was for greater reliability and uptime. This will allow faculty and students greater access to the technology resources they need to complete their assignments.

C. FUTURE – LIST OF "SMART

☐ One-Time   ☐ General-District $_____
☐ Recurring   ☐ Categorical (Specify)

    B. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

Expense Type	Funding Type	Budget Request
☐ One-Time	☐ General-District	$_____
☐ Recurring	☐ Categorical (Specify)	

    C. Describe task and select the resource committee that will review your enhanced budget request (if applicable)

☐ Facilities   ☐ Marketing   ☐ Technology   ☐ Professional Development   ☐ Staffing

Timeline:

FUTURE PROGRAM GOALS (Describe future program goals. List in order of budget priority.) You are not required to list 3 goals. Only list/identify goals that are viable in one year's time or can be carried over a number of program cycles.	INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
2 2015 2016 PROGRAM GOAL #2 Budget Priority #1	INSTITUTIONAL GOAL(S)

Identify Future Global Goal: Pillar Two of the Technology Plan calls for "Technology Renewal and Replacement on Predictable Cycles." Evaluate and make improvements to the

☐ One-Time ☒ Recurring	☒ General District ☐ Categorical (Specify)	$_____60,000_____

B.

Who are the responsible

How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Completion of this task will not necessarily improve work efficiency, reduce costs, or improve student success, however, the cost of data breaches or the mis use of sensitive or classified data can be exorbitant from both a dollar standpoint and a reputation standpoint.

Who are the responsible party(ies) and assigned user(s)? The Enterprise department is responsible.