



Barstow Community College

Program Review

Non-Instructional

Name of Service Area:

Department:

Academic Year: Date Submitted:

By:

Lead

Members

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1. [Mission and Vision](#)
 2. [Description and Overview](#)
 3. [External Factors](#)
 4. [Policies and Processes](#)
 5. [Status](#)
 6. [Data](#)
 7. [Prior Goals/Objectives](#)
 8. [Goals/Objectives/Actions](#)
 9. [Resources](#)

1. Service Area Mission and Vision

A. Service Area **Mission**

The Mission of the Information Technology Services Department of Barstow Community College is to provide training, equipment, internet connections, communication services and support needed by student , faculty and staff to enhance an support student learning

B. Service Area **Vision**

Using technology and technological advances, Information Technology Services strives to effectively support instituational efficiency and sustainability.

C. Describe how your Service Area mission and vision align with and contribute to the College's **Mission** and **Vision**.

Through the use, development and maintenance of technology, the ITS Department enhances the open learning environment as referenced in the College Mission Statement.

The department develops and uses technology to assit students in achieving their personal best and assessing tha excellence in education is being achieved.

2. Service Area Description and Overview

Assume the reader does not know anything about the Service Area. **Describe** the Service Area, including—but not limited to—the following:

- A. Organization, including staffing and structure
- B. Who do you serve (including demographics)?
- C. What kind of services does your Area provide?
- D. How are the services provided? (*Including alternative modes and schedules of delivery; for example, online, hybrid, early morning, evening services.*)

ITS offers direct and indirect technological support to staff, faculty, and students: including helpdesk, user and classroom support; network support, institutional and campus reporting; development and maintenance of campus systems, process automation, communications and connectivity; maintenance of security systems; and other as needed support including audio visual at campus events and large community oriented events such as SARS City and Desert Heritage Writing Contest.

ITS is organized into three different functions. Two data base analyst handle intituituional and college reporting, systems/software and data base management and system growth maintenance and expansion. One network administrator handles the internet network, phone communications, campus wireless, and other campus connectivity. Two PC/Network Specialist support the help desk, provide, user and lab support, equipment maintenance, and audio visual support.

All three areas are involved in training. Three sites are supported, the main campus, State Street CTE, and Ft. Irwin.

The department serves approximately 160 faculty and staff and approximately 4000 students. In addition support is provided to the Barstow College Foundations and for

various community related events.

Services are provided 24 hours a day, seven days a week. Staff provides service in a variety of modalities, in person and virtually. This is a very service oriented area and we work very hard at encouraging our campus community to contact us for training or service via phone, email, and help desk ticket system.

3. External Factors

What external factors have a significant impact on the Service Area? (*External factors are those issues which the college **does not** have control over.*) Include the following, as applicable:

- A. Challenges and/or opportunities presented by grants, federal, state or categorical funding
- B. Requirements of four-year institutions
- C. Requirements imposed by regulations, policies, standards, and other mandates
- D. Job Market
 - Requirements of prospective employers
 - Developments in the field (both current and future)

-Expanding Federal and State mandates such as educational plans for all students, reporting for CTE programs, and the new student success initiative. Requirements for State MIS reporting seem to expand annually. These mandates almost always result in the need for expanded software and reporting.

-Continuing changes in software versions from third party vendors. This results in a significant amount of time needed to make changes and updates software.

-Increasing cost for software and software licenses.

-County Internet system linkages and processes – HR and County communication system is still requiring IT support at times. When the county upgrades, we are required to upgrade/modify our systems to communicate with the county.

-State Funding has declined and buying power has declined with it, but other cost continue to increase. For example Banner support increases 10 percent a year.

4. Service Area Policies & Processes

- A. What are the policies, procedures and processes that impact your Service Area (*BCC BP/AP; Federal, State & local regulations; departmental guidelines*)

Privacy regulations promulgated by the Federal and State Government Administrative procedures for new employee entrance or employee exit.

A need for improve guidelines for employee check out of equipment

Guidelines for determining employee access to accounts/drives

Guidelines for authorization of changes in technology equipment or software in labs and workstations.

Purchase Orders – ITS department step in the process is to indicate any technical requests are compatible with existing technology before PO is considered.

Ticketing process system to help gather data and determine professional development training needs in technology or equipment limitations

B. What policies, procedures and processes need to be updated or deleted?

No clear administrative procedures for new employee entrance or employee exit.

A need for improve guidelines for employee check out of equipment

A need to improve guidelines for determining employee access to accounts/drives

A need to improve guidelines for authorization of changes in technology equipment or software in labs and workstations.

Staff Scheduling – no available policy on determining overtime or as needed hours and appropriate process for manpower requests.

Prioritizing process – prioritization process has been improved in some areas such as major campus initiatives. Day to day prioritation and scheduling of such things as new labs and day to day issues need a better prioritization system.

Communication pathways – the process for communication upward through channels is unclear or restricted also communication down from the channels is sometimes delayed or incomplete.

C. What impact have changes or updates in policies and processes had on the workflow of the Service Area?

Prioritization has been improved for major campus initiatives. Statements of Work are now required for major initiatives that involve the Strata Group consultants. Major future initiatives have been identified such as Degree Works, Satisfactory Academic Progress, CAPP And SARS. Projects are in the que but will not begin until current projects are completed.

The Vice President Administrative Services has made efforts to have the campus use the ticket system for work orders by sending out emails, to the campus, to the other VP's and Cabinet in order to increase the use of work orders. Additional efforts are needed in this area to further improve the use of the ticketing system.

5. Service Area Status

A. What is going well and why?

High anecdotal support for one-on-one training and assistance

ITS is responsive to the ticketing system

B. What is not going well and why?

One-on-one training is costly in man hours – more group trainings are needed to reach larger number of users.

Ticketing system is under utilized

Gathering data is difficult and no direct purpose for data is currently linked to department or college goals or effectiveness

6. Service Area Data

A. Performance Data

Discuss the area’s performance on the specific data items listed below, *(if applicable)*:
 1) Completion Rate; 2) Success/Retention Rate; 3) Full-Time/Part-Time Service Professional ratio; 4) FTES Targets; 5) Student Engagement.

(If you have already discussed your area’s performance on one or more of these components, then refer to that response here, rather than repeating it.)

The ITS department maintains, 614 computers and VDI devices at three locations, 19 physical and 30 virtual servers, 85 printers, 57 network devices, 219 phones, 18 wireless access points, 34 security cameras, 28 projectors, 2 video conference centers, 26 UPS battery back ups, 9 software agreements, and 3 internet circuits. We also support Banner, Oracle, Forefront identity manager, and sequel server. There are 39 MIS reports submitted to the State each year, 4 IPED reports to the department of education, 14 Federal clearing house reports, ACCJC annual data reports, GoArmyEd reports on ongoing basis. Internally there are dozens of reports that have to be maintained, modified and new reports are continually being written. Current projects underway include the web portal, Moodle, Forefront identity manager, SallieMae, DegreeVerify, StudentTracker, Roster Authorization, and Accuplacer. Finally there are a 1000 plus work orders submitted each year and others that come over the phone and via email.

B. Progress on Service Area Outcomes (SAOs) and Student Learning Outcomes (SLOs)

- 1) Summarize the progress your Service Area has made on programmatic and service level SAO/SLO measures you have applied since your last program review.

Fully functional Web Portal

Establishment of Official Emails for all Students

Increase the number of persons using the ticketing system for working order

- 2) Describe any program/service improvements made by your Service Area as a result of the outcomes assessment process.

A work order system was put in place in 2009. The data indicates that there a significant number of users however the number needs to increase.

- 3) What is your plan for continuously completing the assessment cycle?

We will have a full program evaluation every year and an annual update.

C. Supporting Assessment Data

- 1) Provide a list of any quantitative or qualitative measures not provided in 6.A. that you have chosen to gauge your program’s effectiveness (*e.g.: transfers, degrees, certificates, satisfaction, student contacts, student headcount, Perkin’s data, etc.*)

Number of students signing up and using student email
 Number of faculty staff and students using the web portal
 Increase in number of faculty and staff using the work order system

- 2) Summarize the results of these measures

Ticket system
 991 submitted tickets between Jan 1, 2012 – Oct 21, 2012
 561 of those tickets were associated with time spent
 Average time spent was 52 minutes
 Least amount of time = 1 minute
 Most amount of time 720 minutes
 A sample day data of NON- ticketed items ofr IT area only
 Phone calls =
 Emails =
 Face-to-Face interventions for drive bys or drop bys =

- 3) What did you learn from your evaluation of these measures, and what improvements have you implemented, or do you plan* to implement, as a result of your analysis of these measures? (*List any resources required for planned implementation in #9: Resources.)

There needs to be data developed that will help determine the number of work orders that are being generated outside of the work order system.

A plan needs to be implemented to continue to encourage greater use of the work order system

A method needs to be developed to assess the effectiveness of work orders and the help desk

7. Prior Goals/Objectives

Briefly summarize the progress your Service Area has made in meeting the goals and objectives identified in the most recent Program Review.

Not applicable

8. Goals/Objectives/Actions

Reflect on the responses to all the previous questions.

- A. Formulate Service Area **Goals** to maintain or enhance program strengths, or to address identified weaknesses.
- B. Indicate how each Goal is **Aligned** with the College's **Strategic Priorities**.
- C. Identify explicit **Objectives** for reaching each goal.
- D. Create a three-year **Action Plan** consisting of a coherent set of specific steps that must be taken to achieve each objective.
- E. Develop **Outcome** statements and appropriate measures for each objective.
- F. The **Comments** area provides for the additional communication of information necessary to further "close the loop" on the goal or action plan, as it relates to **Institutional Planning**. This may include references to other institutional documents, such as **governing or compliance documents** (i.e. Board Policy, BAM, Title V), **institutional planning documents** (i.e. Strategic Plan, Educational Master Plan, Facilities Plan, Technology Plan), or **Board, Presidential, Supervisory or Departmental recommendations or goals, etc.**

As you create your Service Area **Goals, Objectives, Outcomes** and **Action Plan**, it might be helpful to think about some of the following questions:

- Imagine your Service Area three years from now in an ideal future. You and your colleagues have done everything you possibly can to make the Service Area excellent. Look around: What do you see?
- Describe the colleagues and partners inside and outside the institution with whom you would like to work in the ideal future.

- In the ideal future, what specific innovations, best practices, or other accomplishments would you share with a visiting out-of-state colleague?
- What long-term impact would you like your Service Area to have on the College and the community?
- What strengths, opportunities, or new directions now exist on which you can capitalize in three years' time?

Complete the following table with your Service Area's Action Plan.

Action Plan							
GOAL	ALIGNMENT	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE		OUTCOMES/MEASURES		
#1 Prioritizing workflow, and alignment with mission and goals and determine technological campus direction	<input checked="" type="checkbox"/> 1. Foster innovative learning environment <input checked="" type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Hire IT Director	a)	Cabinet approval	Focused leadership with IT expertise to create prioritized work agendas and streamline technology needs and align with strategic goals and mission		
			b)	Funding			
			c)	Job Announcement & hiring process			
				#2 Hire student worker	a)	Submit HR request	OUTCOME - Improve Work efficiency – by filtering requests using basic prioritizing criteria MEASUREMENT – Pre-Post work efficiency
					b)	Interview to find qualified applicant	
					c)	Train worker	
				#3 Enter text	a)	Enter text	Enter text
			b)	Enter text			
			c)	Enter text			
Comments:		Enter text					
#2 Improve training in technology on campus	<input type="checkbox"/> 1. Foster innovative learning environment <input checked="" type="checkbox"/> 2. Provide Successful college learning experience <input checked="" type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making	#1 Provide current and accessible training to faculty	a)	Update and post SOPs	OUTCOME = Improve faculty and IT work efficiency with fewer repeat requests on items that can be dealt with by trained users		
			b)	Assist with processes to train existing and new personnel			
			c)	Use faculty meetings for mini training			
				#2 Provide current and accessible training to faculty	a)	Update and post SOPs	OUTCOME = Improve faculty and IT work efficiency with fewer repeat requests on items that can be dealt with by trained users
					b)	Assist with processes to train existing and new personnel	
					c)	Use manager meetings and department meetings for mini training	
				#3 Support student success by improved use of existing technology and improved availability of technological options	a)	Train and inform faculty and staff to provide more innovative technological solutions to students	Increased use of technology in classroom and campus environment
					b)	Simple SOPs available to Students via website	
					c)	Enter text	
		Comments:					
#3 Improve Data Gathering, analysis and decimation of data	<input checked="" type="checkbox"/> 1. Foster innovative learning environment <input checked="" type="checkbox"/> 2. Provide Successful college learning experience <input type="checkbox"/> 3. Promote and support student engagement <input type="checkbox"/> 4. Cultivate and enhance local	#1 Hire MIS specialist in support of Institutional research	a)	Director and/or Administration support to make tickets the accepted way to request support	Improve in data gathering Measurement – more data (compared to previously) Use of data – improve in reported areas Measurement: comparison of suggested and/or evaluated areas		
			b)	Student worker will filter incoming calls or emails into helpdesk tickets with comments that allow types of requests to be			

		partnerships <input checked="" type="checkbox"/> 5. Attract/ develop excellent employees <input checked="" type="checkbox"/> 6. Strengthen college planning/ decision making			organized mor effeciently	Improve department efficiency			
				c)	Training staff to SUBMIT tickets				
			#2 Increase use of help desk tickets	a)	Meet once a year with areas AA, SS, AS) individually or together	Improve in data gathereing Measurement – more data (compared to previously) Use of data – improve in reported areas Measurement: comparison of suggested and/or evaluated areas			
				b)	Retain record of meetings				
				c)	Use record to establish training and priorities as well as compare results to previous focus group				
			#3 Effieicncy survey	a)	Give program effieiciency/performance survey once a year (at inservice?)	Improve in data gathereing Measurement – more data (compared to previously) Use of data – improve in reported areas Measurement: comparison of suggested and/or evaluated areas			
				b)	Compile results				
				c)	Use record to establish training and priorities as well as compare results to previous survey				
			<i>Comments:</i>		<i>Enter text</i>				

9. Resources Required

List all significant resources needed to achieve the objectives shown in the table above, including personnel, training, technology, information, equipment, supplies, and space. Every request for additional resources must support at least one objective.

Also list any resources required to implement planned improvements noted in 6.C.

Rationale*: For each resource listed, enter the reason(s) the resource is needed to achieve the objective.

Goal #	Objective #	Resource Required	Rationale*	Estimated Cost
1	1	Director of IT	Prioritize direction and workflow of department and campus regarding technology, alignment, improve communication, training, and efficiency	?TBD
1	2	Student worker in IT	Prioritize incoming requests by organizing incoming requests, fielding simple requests based on standard SOPs, assist as needed in AV events	?TBD
2	1,2,3	Time, access, manpower, administrative support	To train personnel to be more efficient and use technology resources more efficiently and more innovatively	? TBD – estimate Annually = 600\$
3	1,2,3	Time, access, manpower, administrative support	To assess department performance for outcomes assessments –and to train users in specific technologies or resources based on user provided data.	? TBD – estimate Annually = 400\$
<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>	<i>Enter text</i>

A **BUDGET ALLOCATION PROPOSAL** must be completed and submitted for EACH new resource requested.