

# NON-INSTRUCTIONAL PROGRAM REVIEW ANNUAL UPDATE

<b>Department:</b>	Computer Commons		
<b>Academic Year:</b>	2015-2016	<b>Annual Update # 1</b>	<input type="checkbox"/>
		<b>Annual Update #2</b>	<input checked="" type="checkbox"/>

## 1. Progress on Service Area/Administrative Unit Outcomes (SAOs/AUOs) (from #3A of full PR)

### A) List the Service Area Outcomes (SAOs) or Administrative Unit Outcomes (AUOs) for your unit:

1. Students will leave the Computer Commons feeling that they have been provided all technical support possible to foster their success in Open Computer Lab ; 2: The Computer Commons will enhance efficiency and strengthen the academic integrity of proctored testing services.
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### B) Summarize the progress your unit has made on SAO/AUO measures since the last program review:

The Computer Commons has not had sufficient staffing or support to make any significant progress since the last program review. Last year's recommendations for increased staffing were approved by committee, but not given priority for funding, so the needed staff resources have still not been available. Until there is sufficient staffing and support, it does not seem likely that there will be any progress. Now, matters are worse.
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### C) Describe any improvements made by your unit as a result of the outcomes assessment process:

#### 1. What did you learn from your evaluation of these measures?

Further evaluation was not able to be made due to a continued lack of staff and support.
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#### 2. What improvements have you implemented as a result of your analysis of these measures?

N/A
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#### 3. What improvements do you plan\* to implement as a result of your analysis of these measures?

(\*List any resources required for planned implementation in #3: Resources.)

Additional staff, support tools, and training.
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## 2. GOALS AND OBJECTIVES (Taken From #9--Action Plan--of FULL Program Review)

	GOAL		OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#1</b>	Foster student academic success with an outstanding level of student technical support in Open Computer Lab.	<b>#1</b>	Increase staff familiarity with MS Office software.	Identify training possibilities; obtain funding; attend training.	Staff will be able to pass the Expert MS Office Specialist tests.
		<b>#2</b>	Provide adequate support services for Open Computer Lab during high volume testing periods.	Schedule sufficient staffing for student needs; maintain appropriate staffing level	Patrons in open computer lab will receive necessary support; measured by data collection during high volume testing periods.
		<b>#3</b>	Maintain consistency and continuity of institutional knowledge regarding Open Computer Lab issues among staff.	Schedule staff for consecutive days; retain sufficient breadth of staff to maintain continuity.	Reduce number of days with non-sufficient staff; measured by tracking of shift schedules.

### Goal #1 Annual Update: (Assess progress made toward goal attainment)

*For objective 1, some staff have viewed free, online tutorials regarding MS Office software. There has been no instructor-lead training in this area. The Computer Commons has lost ground on objectives 2 and 3, as there area still only two positions, one of them is staffed entirely by substitutes, there has been turnover amongst the substitutes, BCC has implemented new rules regarding the*

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*number of hours per week a substitute may work, and there are now fewer substitutes available to cover the staffing needs. As a result, the breadth of staff is less sufficient, staffing levels are less sufficient, consistency and continuity of institutional knowledge regarding Open Computer Lab has suffered, and support services for Open Computer Lab during high volume testing periods is now practically non-existent.*

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#2</b>	Protect the academic integrity of testing materials and processes while providing outstanding Proctored Testing services.	<b>#1</b> Improve the efficiency proctoring.	Schedule sufficient staff to address all necessary tasks simultaneously.	
		<b>#2</b> Increase the security of test proctoring.	Schedule sufficient staff to monitor testing while students are being checked in and out.	
		<b>#3</b> Maintain accurate and complete back-up of submitted test material.	Develop and utilize resources and procedures for capturing content during generation and submission; train all involved personnel in their use.	

**Goal #2 Annual Update: (Assess progress made toward goal attainment)**

*Objectives 1 and 2 have actually lost ground, as the number of substitutes and temporary staff available has decreased while no positions have been restored or created in this area. Objective 3 has improved with the implementation of Moodle by the Online Office. Other than utilizing the Moodle-based testing system implemented by the Online Office, the Computer Commons staff have not developed any new resources or procedures for capturing content during generation and submission.*

	GOAL	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
<b>#3</b>	Implement and utilize effective data collection systems to provide support for information based decision-making	<b>#1</b>		
		<b>#2</b>		
		<b>#3</b>		

**Goal #3 Annual Update: (Assess progress made toward goal attainment)**

*There has not been significant progress toward implement and utilize effective data collection systems to provide support for information based decision-making, because there is not sufficient staff in this department, or support from other offices, to do so.*

### 3. Resources Required

List all significant resources needed to achieve the objectives shown in your action plan, 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.

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

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1, 2, 3	1.2, 1.3, 2.1, 2.2, 2.3, 3.all	Two Instructional Lab Assistants 1 - Computer	Two Range 12 salaries and benefits	Yes	
1, 2, 3	1.2, 1.3, 2.1, 2.2, 2.3, 3.all	New / reorganized position to provide support to the Computer Commons, among others	New salary at determined range	Yes	