



Barstow Community College
**NON-INSTRUCTIONAL
PROGRAM REVIEW**
Update #1

PROGRAM:

Academic Year:

Date Submitted:

By:

Lead:

Members:

1. Mission and Vision
2. Description and Overview
3. Data
4. Policies & Processes
5. Internal Factors
6. External Factors
7. Continuing Education and Professional Development
8. Prior Goals and Objectives
9. Action Plan: Goals/Objectives/Actions
10. Resources

1. Mission and Vision

A. Service Area/Administrative Unit 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 and support student learning

B. Service Area/Administrative Unit Vision *(Where would you like the Program to be three years from now?)*

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

C. Describe how 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 assist students in achieving their personal best and assessing that excellence in education is being achieved.

DATE: 10/16/2013

ANNUAL UPDATE #1: No Change

DATE:

ANNUAL UPDATE #2:

2. Service Area/Administrative Unit Description and Overview

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

A. Organization, including staffing and structure

B. Who do you service (including demographics)?

C. What kind of services does your unit provide? Add new services in block below

D. How do you provide them?

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 database analyst handle institutional and college reporting, systems/software and database 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.

The ITS department maintains the following: 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 SQL 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 and 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.

DATE:

ANNUAL UPDATE #1:

DATE:

ANNUAL UPDATE #2:

3. Data

A. ASSESSMENT DATA

- 1) List all quantitative and/or qualitative measures that you have chosen to gauge the effectiveness of your unit.

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 =

B. PROGRESS ON SERVICE AREA/ADMINISTRATIVE UNIT OUTCOMES (SAO/AUO)

1) Summarize the progress your unit has made on SAO/AUO 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 improvements made by your unit as a result of the outcomes assessment process. 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 #10: 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

DATE: 10/16/2013

ANNUAL UPDATE #1:

Portal training was provided for a number of staff and faculty to learn how to create community content. A deadline of 11/30/2013 has been approved by the Vice-Presidents which lead to a go-live date. The web portal is fully functional, but needs to be actively used by students, staff and faculty so we can gather recommendations for improvement and move towards implementing those enhancements for the web portal.

Faculty have been initially introduced to the portal and there has been an increase in usage by the faculty to single sign-on to banner ssb and acces features such as class rosters, wait lists, and entering final grades. Students should be able to access the portal in spring of 2014. Student emails are now being generated for students and should be available to students in the spring of 2014.

Network administrator and PC Support specialist continue to encourage staff to utilize the mis workorders systems and have noticed an appreciable increase in utilization of our ticketing system thru the years:

2013: 978 tickets(as of 10/16/2013)
 2012: 1311 tickets
 2011: 1192 tickets
 2010: 664 tickets
 2009: 464 tickets
 2008: 170 tickets

Additional reporting features are available in the spiceworks application to determine additional statistics such as:

Ticket Count by Tech
 Ticket Costs
 Warranty Expirations

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4. Policies & Processes

A. What recent changes in policies, procedures and processes have impacted or will impact your Service Area or Administrative Unit? (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. Describe the effect the changes or updates in policies and processes in 4.A have had on the unit.

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 queue 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.

C. In addition to (or in response to) those listed in 4.A, what in-house policies, procedures, and processes need to be updated, created, 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 prioritization 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.

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ANNUAL UPDATE #1:	Forefront Identity Management provisioning process has been implemented on our campus with the assistance of third party vendor, CampusEAI. This automated process of identifying new or terminating staff, faculty and students has resulted in the increase of efficiency for the MIS department and improved the overall business processes of providing and revoking access to network resources.
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5. Internal Factors *(see Handbook for worksheet)*

A. Strengths

- High anecdotal support for one-on-one training and assistance
- ITS is responsive to the ticketing system

B. Weaknesses

- 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

DATE:	<input type="text" value="10/16/2013"/>
ANNUAL UPDATE #1:	Portal training was provided for community content owners from 7/15/2013 thru 7/18/2013. Staff development workshops organized by Dr. Carter has given the MIS department an opportunity to offer basic Outlook training to staff. MIS personnel are also slated to begin 5 minute presentations at the All College Meetings.
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6. External Factors *(see Handbook for worksheet)*

A. Opportunities

B. Threats

- 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 update 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.

DATE:

ANNUAL UPDATE #1:

Chancellor’s office has begun collection of the Special Populations file starting summer of 2013. Ellucian has provided the forms and processes to capture this information into the Banner system and staff have been provided the training via SIG consultants to capture this information.

The Student Success data file will be required by the Chancellor’s Office summer of 2014 and the same cycle of Banner product enhancement by Ellucian, business process analysis and capture of data will recur.

While our Adobe Site License was renewed August 2013 at a reduced cost of \$7758 vs. \$8885 for 2012, decreasing software licensing costs are not the norm.

Microsoft site license agreement (Year 3 of 3) was renewed September 2013 at \$11106.87 vs. \$9493.00 for 2012.

Any additional technology projects initiated by MIS or other divisions within the district that generate hardware and/or software purchases will generate hardware and software implementation costs and yearly licensing costs.

DATE:

ANNUAL UPDATE #2:

7. Continuing Education/Professional Development

A. What continuing education and/or professional development activities have program/unit members participated in during the current cycle?

This question was not on 2013-13 PR form.

B. What are the continuing education and/or professional development plans for the upcoming cycle?

This question was not on 2013-13 PR form.

DATE:

ANNUAL UPDATE #1:

Advertisements by third-party vendors for desktop seminars are regularly received by MIS personnel who take the initiative to participate or not depending on work schedules. Those vendor supplied training sessions that MIS personnel have participated in are: Spiceworks helpdesk updates, untangle filtering software,

	ComputerLand of Silicon Valley license agreements, Shibboleth Federated Identity Chancellor’s office provides webinar workshops and training for upcoming projects that may impact colleges that have been attended by MIS personnel to include: CCCO/CCCApply implementation, Shibboleth Federated Identity, Special Populations Data file, Student Success Data File
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8. Prior Goals/Objectives

Briefly summarize the progress your program/unit has made in meeting the goals and objectives identified in the most recent Program Review or Annual Update. *(Include measurements of progress or assessment methods.)*

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9. Goals/Objectives/Actions (ACTION PLAN)

- A. **GOALS:** Formulate Goals to maintain or enhance unit strengths, or to address identified weaknesses.
- B. **ALIGNMENT:** Indicate how each Goal is aligned with the College’s [Strategic Priorities](#).
- C. **OBJECTIVES:** Define Objectives for reaching each Goal.
- D. **ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE:** Create a coherent set of specific steps (Actions/Tasks) that must be taken to achieve each Objective.
- E. **OUTCOMES:** State intended Outcomes and list appropriate measures and assessment methods for each Outcome.
- F. **ADDITIONAL INFORMATION:** This provides space 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, Administrative Procedures, 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. *(See Handbook for additional examples.)*

Complete the following table with your Program’s **ACTION PLAN**, which must include a **minimum of 3 goals**:

ACTION PLAN					
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
#1	Prioritizing workflow, and alignment with mission and goals and determine technological campus direction	<i>List all that apply:</i> 1, 2, 5, 6	#1 Hire IT Director	a) Cabinet approval b) Funding c) Job announcement & hiring process	Focused leadership with IT expertise to create prioritized work agendas and streamline technology needs and align with strategic goals and mission
			#2 Hire student worker	a) submit HR request b) interview to find qualified applicant c) train worker	OUTCOME - Improve Work efficiency – by filtering requests using basic prioritizing criteria MEASUREMENT – Pre-Post work efficiency
			#3		
<i>Additional Information:</i>					
DATE:	<input type="text" value="10/16/2013"/>	ANNUAL UPDATE #1:	District is in the process of hiring a Director of Information Technology and a student worker has been hired for the MIS Department to assist the PC/Network Support Specialists.		
DATE:	<input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#2	Improve training in technology on campus	<i>List all that apply:</i> 2, 3, 5, 6	#1 Provide current and accessible training to faculty	a) Update and post SOPs b) Assist with processes to train existing and new personnel c) Use faculty meetings for mini training	OUTCOME: Support student success by improved use of existing technology and improved availability of technological options
			#2 Provide current and accessible training to staff	a) Update and post SOPs b) Assist with processes to train existing and new personnel c) Use manager and department meetings for mini training	OUTCOME: Support student success by improved use of existing technology and improved availability of technological options

ACTION PLAN

ACTION PLAN					
GOAL	ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT	
		#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 b) Simple SOPs available to students via website	Increased use of technology in classroom and campus environment	
<i>Additional Information:</i>					
	DATE: <input type="text"/>	ANNUAL UPDATE #1:	Staff development training as organized by Dr. Carter gives MIS the opportunity to provide basic Microsoft Office applications training. MIS is awaiting additional training sessions to be organized. Portal training was provided to staff and faculty in July of 2013. My.barstow.edu portal is slated for release to students Spring of 2014		
	DATE: <input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		
#3	Improve Data Gathering, analysis and dissemination of data	<i>List all that apply:</i> 1, 2, 5, 6,	#1 Hire MIS specialist in support of institutional research	a) Director and/or Administration support to make tickets the accepted way to request support b) Student worker will filter incoming calls or emails into helpdesk tickets with comments that allow types of requests to be organized more efficiently c) Training staff to SUBMIT tickets	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 Improve department efficiency
			#2 Increase use of help desk tickets	Meet once a year with areas (AA, SS, AS) individually or together Retain record of meetings Use record to establish training and priorities as well as compare results to previous focus group	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

ACTION PLAN

GOAL		ALIGNMENT WITH BCC STRATEGIC PRIORITIES <small>(click link for list of Strategic Priorities)</small>	OBJECTIVE	ACTIONS/TASKS REQUIRED TO ACHIEVE OBJECTIVE	OUTCOMES, MEASURES, and ASSESSMENT
			#3 Efficiency survey	a) Give program efficiency/performance survey once a year (at inservice?) b) Compile results c) Use record to establish training and priorities as well as compare results to previous survey	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
<i>Additional Information:</i>					
DATE:	<input type="text" value="10/16/2013"/>	ANNUAL UPDATE #1:	Carl Yuan, new Institutional Researcher for the district has met with MIS personnel and was provided an overview of District business process to collect and submit data to the Chancellor’s Office. He understands the importance of the cycle of collection, submission, analysis, and validation to provide decision support systems for the District.		
DATE:	<input type="text"/>	ANNUAL UPDATE #2:	<input type="text"/>		

10. 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 3.C.

IMPORTANT: A [BUDGET ALLOCATION PROPOSAL](#) must be completed and submitted for **EACH** new resource requested. *(Click the link to access the form.)*

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
1	1	Director of IT	TBD		
1	2	Student worker in IT	TBD		
2	1,2,3	Time, access, manpower, administrative support	TBD		
3	1,2,3	Time, access, manpower, administrative support	TBD		

ANNUAL UPDATE #1:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source
4					

ANNUAL UPDATE #2:

DATE:

Goal #	Objective #	Resource Required	Estimated Cost	BAP Required? Yes or No	If No, indicate funding source