IMPERIAL VALLEY COLLEGE
PROGRAM REVIEW
NON-ACADEMIC PROGRAMS

DATE:	1/31/2013	
DEPARTMENT/PROGRAM:	Enterprise Services	
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AREA VICE PRESIDENT:	Todd Finnell Name	Signature

IMPERIAL VALLEY COLLEGE
MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals
Educational Master Plan 2012-15
Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
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.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.

IMPERIAL VALLEY COLLEGE

PROGRAM REVIEW

NON-ACADEMIC PROGRAMS

I. **PROGRAM/DEPARTMENT DISCRIPTION** (include Vision; Mission; Services-Functions; Funding Sources Statement)

We're committed to empowering students, faculty, and staff to succeed in today's highly connected, collaborative environments. We strive to be an exemplar among California Community Colleges in our use and support of technology by implementing leading technologies, innovative strategies, and proven best practices.

II. **SERVICE AREA OUTCOMES** (identify outcomes; methods, implementation of assessment process; results; decisions & recommendations)

1. Outcome #1: Provide timely and efficient support to the end users of both educational technology and information technology.

   Est. Completion Date: On-going Way(s) to assess. Web Help Desk is our on-line ticket management system. This system can report the amount of time it takes to respond to the ticket and the amount of time it takes to complete the ticket. We have in place Service Desk Metrics that will be used to determine if we are meeting our goals.

2. Outcome #2: Provide ubiquitous wireless broadband connectivity for students and staff.

   Est. Completion Date: On-going Way(s) to assess. Review connectivity logs within the wireless controller on a monthly basis to determine the number of students and staff connected during a normal day.

3. Outcome #3: Provide a modern classroom learning environment that is consistent across campus, while at the same time changing how we support classroom technology from a delivery model to an assisting and support model.

   Est. Completion Date: 6-30-2013 Way(s) to assess. Bring all classrooms up to a standard that is consistent from classroom to classroom and train faculty on the use of said equipment. On a yearly basis survey faculty to determine if the classrooms are meeting their needs and/or what changes need to be made.

4. Outcome #4: Strengthen support in instruction and tutoring labs by implementing continuous, consistent planning periods to keep software current and to verify computer images are also current and ready for use.

   Est. Completion Date: On-going Way(s) to assess. A yearly calendar is available by October of the preceding year that indicates deadlines. The software in the labs are either the most recent version; there is a plan in place to get there, or a reason to stay at the current level. Image is tested on a quarterly basis to verify that it is current.

III. **DATA** (use data pertinent to your program/department; include qualitative and quantitative data; survey-evaluation results; and other relevant data to assess program/department effectiveness)

Service Desk Data - See Attached Addenda

Wireless – See Attached Addenda. Approximately 12 to 24 months ago Wireless connectivity was limited to a few buildings on campus. We now have ubiquitous wireless anywhere on campus with a peak of 1378 unique individual connections per day, per polling period.

Classroom Support: - While there is no quantitative data to date; we currently have 34 classrooms with only a projector. If a faculty member would like to use a laptop or any other technology they have to either have one delivered or bring their own. We are working on a survey to determine the needs for the Fall 2013/2014 semester.

Lab Support: The labs currently have older computers running on XP, which will no longer be support in April of 2014. Additionally, there are many software programs running on these machines that are not compatible with Windows 7 or 8.

IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department provide thorough interpretation of data and complexity of analysis)

Because there is limited data available it is not possible to make a reasonable assumption. However, there are a few interpretations that can be taken from the limited data and other quantitative data.

Service Desk: We have set forth Service Desk metrics with which to gauge the efficiency of the service desk. The metrics are 1) Increase the % of tickets achieving 30 minute or less assign and initial response time; 2) Increase the % of tickets achieving Closed Status within two (2) hours of submission; 3) Decrease the % of tickets that remain unresolved for more than three (3) days; 4) Average 1st response time of 4 hours or less; 5) Average time a ticket is open of 3 days or less. At this time we are not hitting any of the metrics.

Wireless: We currently have approximately 7,500 total students enrolled and our wireless use peaks at 1,378 connections. We need to inform and train more users on how to use the system.

Classroom Support: There is no data at this time. However, there are a limited number of classroom with technology necessary for teaching in today's environment and it is very labor intensive to haul equipment around campus. We are in the process

of installing lecterns in all classrooms which will allow us to be more efficient with staff time and allow us to provide better support and training.

Lab Support: There is no data at this time; however, we know we need to upgrade both the computers and the software, both of which we are in the process of doing.

V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; areas of concern are addressed; provide recommendations for future direction of your program/department and address applicable needs (funding, facilities, staffing technology, professional development, marketing.)

We are continually looking for improvements and efficiencies in technology that will allow us to provide support to students and staff in a more efficient manner. We are targeting more of a 'self-help' model that will meet their basic technology needs on their own schedule.

Service Desk: We are unable to create reports that we would like to at this time, we will continue to refine reporting to get the reports needed. We will review reports with IT staff to bring our numbers down into an acceptable range. We will continue to monitor the data on a monthly basis and use it to make adjustments.

Wireless: We are working on an outreach plan to inform more students and staff about the availability of the wireless network. Additionally, as issues are reported and/or found we are refining the service to meet the needs of students and staff.

Classroom Support: There is a wide disparity of classroom technology across the campus. To rectify that problem, IT is in the process of installing lecterns in all classrooms on campus, which will meet the need of more intelligent classrooms. This will also allow us to allocate more staff time to assisting and training of students and staff on the use of the technology. Additionally, IT will be working on a survey that will help determine the student's and staff's classroom needs.

Lab Support: Labs are currently using an operating system that is 'end-of-life' that needs to be upgraded to a current version. There is also the need to support the labs from a central, enterprise, standpoint. This will allow IT to more efficiently support the labs. IT will also survey the users of the labs to determine what needs they have.

VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process.)

We will continue to monitor the data being derived from the Service Desk reporting tool and the Wireless controller reporting tool. The data will help refine our strategies to support both students and staff.

IT will also continue to look for centralized management solutions that will provide a more efficient use of time by centralizing all technology management. IT will also work with student and staff groups to better inform them of the opportunities on campus.

PROGRAM REVIEW FOR NON-ACADEMIC PROGRAMS
PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text.
Opportunities for:
PROCESS #1: Educational Labs
Work efficiencies: Improve the process of maintaining hardware and the software in the instruction labs.
Cost reductions: Less staff time is spent maintain old software and hardware.
Contributions to student enrollment &/or success: Students have current hardware and software that will improve the quality of instruction that can occur.
Supports Institutional Goal and Objectives:2.6
PROCESS #2: Wireless
Work efficiencies: Improve the usage of the Wireless System
Cost reductions: No reductions
Contributions to student enrollment &/or success: Provides a more robust learning environment anywhere on campus
Supports Institutional Goal and Objectives: 3.2
PROCESS #3: Classroom Support
Work efficiencies: Move away from the old staff intensive model of delivering and picking up technology equipment to and from classrooms daily.
Cost reductions: Re-allocate staff time saved by the efficiencies to more directly supporting students and staff.
Contributions to student enrollment &/or success: The new model will allow for all classrooms to have technology in them at all times without having to have staff deliver and pick up.
Supports Institutional Goal and Objectives: 3.2

	July 2012	Aug 2012	Sept 2012	Oct 2012	Nov 2012	Dec 2012	Jan 2013
Increase the % of tickets achieving 30 minutes or less assign and initial response time	11% Hit Target	3% Hit Target	3% Hit Target	3% Hit Target	0% Hit Target	0% Hit Target	11% Hit Target
Increase the % of tickets achieving closed status within two (2) hours of Submission							
Decrease the % of tickets that remain unresolved for more than three (3) days	66% Unresloved	64% Unresolved	65% Unresolved	33% Unresolved	62% Unresolved	80% Unresolved	32% Unresolved
Average 1st response time of 4 hours or less	20 Hours	15 Hours	40 Hours	15 Hours	16 Hours	21 Hours	20 Hours
Improve the average time a ticket is open.	97 Hours	79 Hours	195 Hours	93 Hours	120 Hours	165 Hours	97 Hours
Total number of tickets open	115	175	116	110	79	40	105
Total number of completed tickets	116	144	139	139	68	36	120