



1415

Service Area Program Review

ACADEMIC YEAR	1415	
DEPARTMENT/PROGRAM	IT Applications Services	
DESCRIPTION/PURPOSE	Application Services provides database, programming and systems analyst support for all areas of the campus at Imperial Valley College.	
SUBMITTED BY:	Jeff Cantwell	
AREA DEAN/DIRECTOR	Jeff Cantwell	
AREA VICE PRESIDENT	Todd Finnell	

I. INSTITUTIONAL GOALS

INSTITUTIONAL GOAL 1	INSTITUTIONAL GOAL 2	INSTITUTIONAL GOAL 3	INSTITUTIONAL GOAL 4
<p>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.</p> <p>1.1 Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.</p> <p>1.2 Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.</p> <p>1.3 Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.</p> <p>1.4 Develop systems that are inclusive, cyclical, and understood by all stakeholders.</p>	<p>STUDENT LEARNING PROGRAMS AND SERVICES – The College will maintain instructional programs and services which support student success and the attainment of student educational goals.</p> <p>2.1 Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.</p> <p>2.2 Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.</p> <p>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.</p> <p>2.4 Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, and annual Program Review.</p> <p>2.5 Ensure that the Library meets as closely as possible that “Standards of Practice for California Community College Library Faculty and Programs” of the Academic Senate for California Community Colleges.</p> <p>2.6 Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.</p>	<p>RESOURCES – The College will develop and manage human, technological, physical, and financial resources to effectively support the College mission and the campus learning environment.</p> <p>3.1 Develop and implement a resource allocation plan that leads to fiscal stability.</p> <p>3.2 Implement a robust technological infrastructure and the enterprise software to support the college process.</p> <p>3.3 Build new facilities and modernize existing ones as prioritized in the facility master plan.</p> <p>3.4 Design and commit to a long-term professional development plan.</p> <p>3.5 Raise the health awareness of faculty, staff, and students.</p>	<p>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.</p> <p>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.</p> <p>4.2 Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.</p> <p>4.3 Ensure that the Board of Trustees is informed and involved in the accreditation process.</p> <p>4.4 Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.</p> <p>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.</p>

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S) (Select one primary goal.)
<p>Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Continue expansion of data reporting to provide common based tools to key constituents for data driven decision making as part of institutional business processes.</p>		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input checked="" type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
<p><input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: Through the use of a single reporting platform and common interface, IT data analysts have been migrating, and continue to migrate, data reports from legacy platforms. This single platform called 'Argos' streamlines development and delivery of reports. Additional advantages of this new platform over legacy systems are the advanced features available to end users. With these new features the delivery of reports for decision making have been delivered and will continue as planned which includes reports for areas on campus, such as; enrollment management, MIS, institutional research, academic services, counseling, staffing and payroll.</p>		

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S) <small>(Select one primary goal.)</small>
Identify Program Goal and Budget request, if any, from the Program Review completed in 2013-2014 (Section II C): Enhance the security of institutional data through incorporation of best practices, controls and monitoring into internal business processes.		<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input checked="" type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
<input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Describe how this program goal increased student achievement and/or program effectiveness in 2014-2015: As the Banner academic system has evolved and additional adjunct systems added, the security of the data needs to be enhanced for the business processes that utilize these systems. This enhancement incorporates best practices of user access and data handling into business processes using not only technical aspects but also policy and procedures. While much work has been completed, this program goal continues into the next program review period.		

B. PRESENT – DATA ANALYSIS AND PROGRAM HEALTH – ACCREDITATION

1. Use data pertinent to your program/department. Include qualitative and quantitative data. Use survey-evaluation results and other relevant data to assess program/department effectiveness. Evaluate the strengths, weaknesses, challenges and opportunities, providing thorough interpretation of data. Narrative only. **Submit electronic excel file with graphs or trend data.**
 - a. **Strengths**

Discuss what you do well in your program/department.

For Application Services, our strength is the creativity and versatility of Application Services' staff which consist of three 'Senior Programmer/Systems Analyst' and one 'Systems Analyst'. A wide range of projects with varying levels of complexity and difficulty from across many different platforms are addressed by this staff. As a result, the Application Services department delivers a very high level of customer service and continuously looks for ways to improve.
 - b. **Weaknesses**

Discuss areas in your program/department that need improvement.

For Application Services, our weakness is the lack of FTE to fully advance and incorporate some systems that the campus currently utilizes. For example, a ½ FTE is needed as a dedicated resource for the campus' paper scanning system.
 - c. **Opportunities**

Discuss opportunities for program improvement.

An opportunity for improvement is to provide access to professional training and conferences to keep their staff's level of expertise current in the industry, and to maintain professional network connections among industry peers.
 - d. **Challenges**

Discuss obstacles/barriers that may influence program improvement.

Limitations due to budget allocation in order to monetarily fuel improvements opportunities.
 - e. **Program changes**

What program changes, if any, do you expect to have a positive effect on students?

No additional program changes are planned at this time.

2. Summarize revisions, additions, deletions, and alternate delivery methods to your program based on the last program review.

Imperial Valley College (IVC) academic ERP systems and its large array of business process are in constant evolution from forces that range from state and federal regulatory changes to vendor demands at the infrastructure level to support of high quality academic services in between. As this evolution occurs, Application Services continuously observe areas that need improvement or enhancements to enhance IVC as a first class institution of higher education.

This period has seen implementation of many system and business process alterations due to MIS data collection and priority registration for compliance with changes in matriculation as directed by the Student Success Act.

C. FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

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. Objectives should either: 1. Increase work efficiency; 2. Reduce costs; or 3. Contribute to student enrollment and/or success.			INSTITUTIONAL GOAL(S) (Select one primary institutional goal)
1	2015-2016 PROGRAM GOAL #1 Budget Priority #1		INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Student Success			<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources <input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input checked="" type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3 <input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Objective: Migrate Degree Works current classic student planner to new student educational planner (SEP).			
RESOURCE PLAN (Check all that apply.)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Technology <input checked="" type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Task(s)			
A. Upgrade Degree Works software to 4.1.3.1 or 4.1.4			
Timeline: 3-6 months			
Expense Type	Funding Type	Budget Request	
<input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (Specify)	\$3,000	
B. Provide training to staff on new SEP.			
Timeline: 4 months			
Expense Type	Funding Type	Budget Request	

<input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (ATLAS)	\$1,000	
C. Convert existing student degree plans to new SEP			
Timeline: 3-4 months			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0	
How will this objective be measured? Upon successful implementation of new Degree Works SEP.			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? The new SEP is more efficient and allows for better management of multiple student degree plans.			
Who are the responsible party(ies) and assigned user(s)? Application Services department			
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: Information Security			<input type="checkbox"/> 1 Mission & Effectiveness <input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4 <input type="checkbox"/> 2 Student Learning Outcomes <input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6 <input type="checkbox"/> 3 Resources
Objective: Enhance the security of institutional data through incorporation of best practices, controls and monitoring into internal business processes.			
RESOURCE PLAN (Check all that apply.)			
<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input checked="" type="checkbox"/> Technology <input checked="" type="checkbox"/> Professional Development <input type="checkbox"/> Staffing			
Task(s)			

A. Assess data handling and security based on industry best practices			<input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input checked="" type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3
Timeline: 9-11 months			<input type="checkbox"/> 4 Leadership & Governance <input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0	
B. Update and adopt campus policies regarding data handling and security			
Timeline: 3-6 months			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0	
C. Staff training and development on revised campus data handling and security adopted policies			
Timeline: 2-3 months			
Expense Type	Funding Type	Budget Request	
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0	
How will this objective be measured? Campus adoption of data handling and security policies.			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Reduce liability associated with improper handling of data or security breach.			
Who are the responsible party(ies) and assigned user(s)? Application Services department			
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)

3	2015-2016 PROGRAM GOAL #3 Budget Priority #1		INSTITUTIONAL GOAL(S)
Identify Future Global Goal: Process efficiency			<input type="checkbox"/> 1 Mission & Effectiveness
Objective: Investigate and procure a tool to verify addresses submitted to the college either by students or staff.			<input type="checkbox"/> 1.1 <input type="checkbox"/> 1.3 <input type="checkbox"/> 1.2 <input type="checkbox"/> 1.4
RESOURCE PLAN (Check all that apply.)			<input type="checkbox"/> 2 Student Learning Outcomes
<input type="checkbox"/> Facilities	<input type="checkbox"/> Marketing	<input checked="" type="checkbox"/> Technology	<input type="checkbox"/> Professional Development
			<input type="checkbox"/> Staffing
Task(s): Survey other CCC campus			<input type="checkbox"/> 2.1 <input type="checkbox"/> 2.4 <input type="checkbox"/> 2.2 <input type="checkbox"/> 2.5 <input type="checkbox"/> 2.3 <input type="checkbox"/> 2.6
A. Survey other campus to review what they are using.			<input type="checkbox"/> 3 Resources
Timeline: 4-5 months			<input type="checkbox"/> 3.1 <input type="checkbox"/> 3.4 <input checked="" type="checkbox"/> 3.2 <input type="checkbox"/> 3.5 <input type="checkbox"/> 3.3
Expense Type		Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring		<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0 _____
B. Review and analyze vendor presentations			<input type="checkbox"/> 4 Leadership & Governance
Timeline: 3-4 months			<input type="checkbox"/> 4.1 <input type="checkbox"/> 4.4 <input type="checkbox"/> 4.2 <input type="checkbox"/> 4.5 <input type="checkbox"/> 4.3
Expense Type		Funding Type	Budget Request
<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring		<input type="checkbox"/> General District <input type="checkbox"/> Categorical (Specify)	\$0 _____
C. Purchase and implement			
Timeline: 6 months			
Expense Type		Funding Type	Budget Request

<input type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input checked="" type="checkbox"/> General District <input checked="" type="checkbox"/> Categorical (ATLAS)	\$7,000 estimate paid by ATLAS first year then district subsequent	
How will this objective be measured? Departmental process improvement becomes evident by area administrators.			
How will the completion of tasks identified improve work efficiency, reduce costs, or improve student success? Reduce or eliminate manual intervention for student address verification.			
Who are the responsible party(ies) and assigned user(s)? Application Services and A&R departments.			