**Service Area Outcomes (SAOs)**

**Program Outcomes Assessment Report – Phase I (form in progress Oct 2010)**

**“Department Mission Statement or Program Description & Identification of Outcome(s)”**

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| **Date:** | **December 12, 2011** |  |  |
| **The Department Name:** | **Information Technology** |  |  |

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| **Contact Person & Others Involved in Process:** | **Lead: Todd Finnell Others: Jeff Enz, Gordon Bailey, Jeff Cantwell** |
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| Imperial Community College District Information Technology is 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. |

**Mission Statement or Description of the Department or Program:**

**Institutional Learning Outcomes Supported: Please check the ISLOs that are supported by your program:**

**\_\_X\_\_ISLO1** = communication skills; \_\_X\_\_I**SLO2** = critical thinking skills; \_\_X\_\_**ISLO3** = personal responsibility;

\_\_X\_\_I**SLO4** = information literacy; \_\_X\_\_I**SLO5** = global awareness

**Program-level Outcomes and ways to assess: (Please choose 1-3)**

**Please identify at least one outcome and assessment method, and estimated date for the completion of Section II. Please keep in mind the Comprehensive Program Review Schedule.**

**Service Areas (Student Services, Financial Aid, Student Affairs, etc.): Please analyze at least one Outcome per year.**

1.**Outcome #1:** Develop a Strategic 5-Year **Technology Plan** with campus community and Board support

Est. Completion Date: June 2011

Way(s) to assess: Committee minutes; Board Approval

2.**Outcome #2:** Implement a comprehensive strategy to provide **student email services** tied to BANNER and Active Directory

Est. Completion Date: July 2011

Way(s) to assess: Committee minutes; services and support structures implemented

3.**Outcome #3:** Implement “**Wait Listing**” in BANNER

Est. Completion Date: October 2011

Way(s) to assess: Committee minutes; services and support structures implemented

4.**Outcome #4:** Implement **SharePoint Server** for faculty and staff collaboration and communication

Est. Completion Date: March 2012

Way(s) to assess: Committee minutes; services and support structures implemented

**Once Section I is completed, please send e-copy & mail hard copy to SLO Coordinator. Then at the end of the data collection/assessment period, please analyze data with co-workers and other members of the IVC community, and complete Section II.**

**Service Area Outcomes**

**Program Outcomes Assessment Report – Phase II**

**“Assessment of Program-level Learning Outcomes”**

**In this section, please re-state each outcome and indicate the method(s) of assessment, provide a summary of the results, and tell how your program will use this information to improve student learning. Each Goal should have at least one Method of Assessment. To encourage collaboration and the sharing of ideas, you are encouraged to share your outcomes, assessment data, and findings with all available members of your department or program. Please list the names of all faculty, staff, and students who were involved in summarizing or evaluating the data. The names may differ from those on Section I.**

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| **Date:** | **December 12, 2011** |  |  |

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| **Contact Person/Others Involved in Process:** | **Lead: Todd Finnell Others: IT Staff, Technology Planning Committee** |

**Outcome #1 (**Develop a Strategic 5-Year **Technology Plan** with campus community and Board support**):**

1. **First Method of Assessment:**
   1. How did you assess Outcome #1? Strategic Technology Plan was taken to the Board for approval on July 27, 2011.
   2. Provide a summary of results: Plan was approved by the Board
   3. How will your program use this information to improve student learning or services? It serves as the framework for all activities in IT at IVC.
   4. What is your Timeline for Program Modifications or Response to Data? Plan is reviewed and drives planning for each calendar year.

**Outcome # 2 (**Implement a comprehensive strategy to provide **student email services** tied to BANNER and Active Directory**):**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 2? Student email services were launched in August of 2011 to more than 26,000 students.
   2. Provide a summary of results: A process was developed to generate accounts from BANNER and Active Directory. These were then synced with our list manager and other services to ensure a reliable and accurate service is in place to communicate official college information to students.
   3. How will your program use this information to improve student learning or services? Student email services has already had a profound impact on the business operations of the college. Most services on campus will (or can) benefit from having an official means to communicate with students.
   4. What is your Timeline for Program Modifications or Response to Data? Service will be reviewed annually or as needed by the Technology Planning Committee.

**Outcome # 3 (**Implement “**Wait Listing**” in BANNER**):**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 3? Wait list in BANNER was implemented campus-wide for the Spring 2012 semester.
   2. Provide a summary of results: Modifications to BANNER and various business practices were made from July-October. Comprehensive testing was conducted by both IT and Admissions and Records to ensure a smooth implementation.
   3. How will your program use this information to improve student learning or services? Wait list implementation is part of a larger initiative to streamline business practices and efficiencies on campus to better serve students.
   4. What is your Timeline for Program Modifications or Response to Data? Service will be reviewed annually or as needed by the Banner User Group (BUG).

**Outcome # 4 (**Implement **SharePoint Server** for faculty and staff collaboration and communication**):**

1. **First Method of Assessment**:
   1. How did you assess Outcome # 4?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
2. **Second Method of Assessment**:
   1. How did you assess Outcome # 4?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services?
   4. What is your Timeline for Program Modifications or Response to Data?
3. **Third Method of Assessment**:
   1. How did you assess Outcome # 4?
   2. Provide a summary of results:
   3. How will your program use this information to improve student learning or services
   4. What is your Timeline for Program Modifications or Response to Data?

**Once Section II is completed, please send e-copy & mail hard copy to SLO Coordinator. Thank you very much for taking part in outcomes and assessments.**