

Program Review Comprehensive Report



Program Review - Administrative: Technology Support Services

Area Overview

2014 - 2017

Mission: Technology Service will be recognized as a high performance team providing technology excellence that advances learning, teaching, research, and student formation in alignment with Norco College's mission and goals.

In support of the mission, we will:

- Partner with the college community to understand the technology need of faculty, staff, and students.
- Provide leadership and planning for the effective and strategic use of emerging technologies.
- Demonstrate technical and operation excellence through a commitment to professionalism and continuous improvement.

Identify or outline how your unit serves the mission of Norco College: . We are dedicated to a constructive, team-oriented environment, gathering varied perspectives, sharing knowledge, and building effective partnerships with key stakeholders. We strive for operation excellence through the on-going development of the staff and the organization as a whole. We encourage creative and critical thinking in the development of technology services and solutions. We listen to, respect and care for faculty, staff, students, and one another, both professionally and personally. We strive to provide excellent service by being consistent, agile, reliable, and accessible to all. We leverage open communication and thoughtful business processes to be accountable in our interactions and our work

List the major functions of your unit: Support and Provide Norco College's Technology needs

Support and Provide Norco College's Instructional Media needs.

Coordinate with district network needs for Norco College

Coordinate with district phone and cable needs for Norco College

Enable faculty and staff to make the most effective use of IT resources and provide support and satisfaction

Coordinate with District Administration for quality and administration of information system and services throughout Norco College.

SAO Assessment: Reflect on the last 3 years of SAO assessment and describe what you've learned.: Increase inventory data technology re courses for available to faculty, staff and students.

Was able to refresh 25% of the Technology college-wide through resource allocation and instructional equipment allocation.

Increase prompt response time for technology Data from the FootPrints work order system indicated that 828 work orders were submitted and completed. Prior year work orders submitted totaled 1062. Although the number of completed work orders decreased, that was largely due to the fact that TSS was down a staff member for half of the year.

Increase expertise and knowledge of current technology need in

Higher Education
Staff attended 2 external trainings to increase their knowledge and expertise.

Attachments:

[2014-17_ADMINISTRATIVE_TECHNOLOGY_SUPPORT_SERVICES_SAO_AdminSvcUnit.pdf](#)

[2014-17_ADMINServices_TECHNOLOGY_SUPPORT_SERVICES_ResourceRequests.xlsx](#)

Goal: Provide ongoing calendared training on all technology including A/V for faculty and staff throughout the year

Provide ongoing calendared training on all technology including A/V for faculty and staff throughout the year

Goal Status: In Progress

Goal Year(s): 2014 - 2017, 2018 - 2021

How do your goals support the Educational Master Plan?: Provision and maintenance of audio/visual technology, instruction in audio/visual technology operation, instructional media design consultation and implementation, and video production services and Desktop Support Services.

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 1 Objective 2: Improve transfer rate by 10% over 5 years.

Update on Goal

Updates

Reporting Period: 2014 - 2017

05/01/2018

Conclusion: Goal Not Started

Goal will start pending funding.

Improvement Recommendations

Improvement Recommendation: Recommend training schedules yearly. (05/01/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal: Provide response to faculty and staff for trouble calls within 4 hours 90% of the time; document all work through the work order system

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Goal Status: In Progress

Goal Year(s): 2014 - 2017, 2018 - 2021

Approval Date: 05/01/2018

Inactive Date: 05/01/2018

How do your goals support the Educational Master Plan?: In support of students, Technology Support Services will provide response to faculty and staff for trouble calls

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within 4 hours 90% of the time; document all work through the work order system

This Program Goal Supports the selected EMP Goal(s) and Objective(s): Goal 1 Objective 1: Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher)., Goal 1 Objective 2: Improve transfer rate by 10% over 5 years. , Goal 1 Objective 3: Increase the percentage of basic skills students who complete the basic skills pipeline by supporting the development of alternatives to traditional basic skills curriculum., Goal 1 Objective 4: , Goal 1 Objective 5: , Goal 1 Objective 6: , Goal 1 Objective 7: , Goal 1 Objective 8: , Goal 1 Objective 9: , Goal 1 Objective 10: , Goal 2 Objective 1: , Goal 2 Objective 2: , Goal 2 Objective 3: , Goal 2 Objective 4: , Goal 2 Objective 5: , Goal 2 Objective 6: , Goal 3 Objective 1: , Goal 3 Objective 2: , Goal 3 Objective 3: , Goal 3 Objective 4: , Goal 3 Objective 5:

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.
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Goal: Podium Computer Project Instructor Stations

Replace 55 instructor lectern computers in all classrooms.

Goal Status: Completed

Goal Year(s): 2014 - 2017

Approval Date: 08/01/2017

Inactive Date: 05/01/2018

How do your goals support the Educational Master Plan?: By providing improved technology in the classrooms that are aligned with the Technology Plan.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.
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Goal: To replace 20 percent of desktop computers in Faculty/Staff Offices.

To replace 20 percent of desktop computers in Faculty/Staff Offices.

Goal Status: In Progress

Goal Year(s): 2014 - 2017, 2018 - 2021

Approval Date: 05/01/2018

How do your goals support the Educational Master Plan?: To provide and support the computer refresh plan derived from the Technology Committee.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.
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Goal: Established Technology Quick Fix Program for computer/device questions

Established Technology Quick Fix Program for computer/device questions. TSS is holding these events once a month.

Goal Status: Completed

Goal Year(s): 2014 - 2017, 2018 - 2021

Approval Date: 01/01/2018

How do your goals support the Educational Master Plan?: By providing a technology training program to all staff and faculty. These training's can pilot more in the future.

Update on Goal	
<i>Updates</i>	
Reporting Period: 2014 - 2017	05/01/2018
Conclusion: Goal Completed TSS will provide this service monthly unless demands change.	
<i>Improvement Recommendations</i>	
Improvement Recommendation: Recommend this service to continue. (05/01/2018)	

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.
Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal: Complete Instructional A/V technology systems in IT 125, IT 127 and CACT 2

New audio/visual technology for 3 classrooms.

Goal Status: Completed

Goal Year(s): 2014 - 2017

Approval Date: 03/01/2018

How do your goals support the Educational Master Plan?: By providing updated technology systems in the classrooms/labs.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018
Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.
Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal: Installation of Interactive projectors in various learning spaces around campus

Install new interactive projector technologies around the campus and in learning spaces.

Goal Status: Completed

Goal Year(s): 2014 - 2017, 2018 - 2021

Approval Date: 02/01/2018

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How do your goals support the Educational Master Plan?: To provide state of the art technologies in classrooms spaces to promote new learning systems.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal: Install new desktop computers in CACT 2, IT 121, Library and ATEC 109 Lab environments.

Install new desktop computers in CACT 2, IT 121, Library and ATEC 109 Lab environments.

Goal Status: Completed

Goal Year(s): 2014 - 2017, 2018 - 2021

Approval Date: 12/01/2017

How do your goals support the Educational Master Plan?: Listed labs are part of the refresh cycle derived from the Technology Plan.

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

Goal: Update new classroom audio and visual technologies

Update new classroom audio and visual technologies

Goal Status: In Progress

Goal Year(s): 2014 - 2017

Approval Date: 03/01/2018

How do your goals support the Educational Master Plan?: Providing regular updates to A/V systems in classrooms and non instructional spaces. Part of the Technology Plan.

Update on Goal

Updates

Reporting Period: 2014 - 2017

05/01/2018

Conclusion: Goal Partially Completed

Planning in process with grants and general funds.

Improvement Recommendations

Improvement Recommendation: Recommend to replace equipment every year at least 1-2 classrooms. (05/01/2018)

Mapping

Educational Master Plan and Strategic Plan Goals and Objectives 2013-2018

Goal 6 - Objective 6.4 - Institutionalize the current Technology Plan.

Goal 7 - Objective 7.1 - Provide professional development activities for all employees.

