

Unit Assessment Plan

Submit to the Institutional Research and Assessment Office by August 1st

The goal of this unit assessment is to inform institutional effectiveness. Institutional effectiveness assessment is conducted to determine the extent to which the college is achieving its mission. The unit supports this by identifying expected outcomes, assessing the extent to which it achieves these outcomes, and providing evidence of improvement based on analysis of the results.

Plan for Next Academic/Fiscal Year:

For implementation the fiscal/academic year of: 2017-2018

Person submitting report: Andy Ullom

Unit name: Computer Services

Unit mission: The Office of Computer Services will provide the highest quality technology-based services, in the most cost-effective manner, to facilitate the College mission as it applies to the management, teaching, learning, and community service.

Areas included in the unit: Computer Services

Outcomes	Outcome Target	Institutional Link
What do you want to accomplish? Please list at least two outcomes your unit will be assessing in the next few years to determine improvement in operational processes or procedures. Sometimes outcomes are listed as tasks. Outcomes are specific and measurable and can be strategic or operational.	What level of achievement do you want obtain for each outcome? The outcome target should be aggressive but attainable.	How does the outcome assist the college in achieving its mission? If outcomes support other identified institutional priorities, attach supporting institutional documentation
Outcome 1 Implement shared governance structure and committees, including the project request form (PRF).	90% of projects processed via Project Request Form (PRF) and Technology Advisory Group (TAG).	Provides key stakeholders direct input in strategic technology projects. Creates transparency for strategic technology planning and projects.
Outcome 2 Educate, protect and maintain technology-based systems, equipment and data.	Update classroom technology in 20% of classrooms.	Provides a conducive environment to learn and work safely.
Additional Outcomes (optional): Reduce complexity in operations while maximizing efficient operations.	Reduce Linux servers on campus by 30% compared to previous year.	Requires less reliance on 3 rd party contractors. Retires equipment at or past standard End of Life expectancies.
Performance Indicators		
What will you do to achieve your outcomes? Identify the performance indicators you will be using to assess achievement of your outcomes. Select your most important indicators. You should have at least two performance indicators for each outcome.		
Outcome 1: Indicator 1 – Present plan provided by John Falchi to cabinet, then faculty and staff. Select TAG members. Provide PRF to faculty and staff Indicator 2 – TAG meetings monthly. Processing project request forms.	Outcome 2: Indicator 1 – Conduct lunch and learn sessions with faculty, meet with divisions. Determine classroom needs. Process recommendations through TAG. Indicator 2 – Add feedback survey to Spiceworks ticket system	Additional Outcomes (optional): Indicator 1 – Work with Reach Your Solutions to move services to the cloud or locally hosted virtual servers.
Assessment Measures		

How and when will you measure your success? Identify <u>at least two</u> ways of measuring each outcome. At least one measure for each outcome should be a direct measure. Direct measures are quantifiable.		
Outcome 1 Direct method: Track and record number PRF submitted to Computer Services; track and record number of projects approved and passed on to TAG; track number of projects not approved. Annually report results. Other methods: Survey project submitters and TAG membership annually.	Outcome 2 Direct method: Track responses and information gained from faculty and division discussions. Other methods: Conduct annual technology survey and compare to previous year's results.	Additional assessment (optional): Direct method: Track decommissioned servers. Other methods:

Assessment committee feedback:

Unit Assessment Timeline	
August 1	Assessment plan due for current fiscal year.
September 1	Assessment committee provides feedback
September 14	Any clarification or changes need to the plan are resubmitted to the assessment committee
Academic Year	Implement the assessment plan.
August 1	Final report from the previous fiscal year is due and upcoming assessment plan for the current fiscal year.

Assessment Glossary

Direct measure: data—evaluates actual performance, is quantifiable. Examples: number of reported crimes on campus, number of outstanding tuition payments, service will be provided within two days of request, retention data, time, cost, productivity

Indirect measure: evaluates perceived performance, is qualitative, based on feelings or perceptions. Examples: surveys, focus groups, perceived efficiencies

Institutional effectiveness: Assessment to determine the extent to which a college or university is achieving its mission. The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.

Performance indicator: A means of objectively quantifying results of products, projects, services, or programs.

Strategic outcome: Implementation of initiatives intended to contribute to a strategic goal. There is an impact on goal performance to do that implementation.

Operational outcome: Addresses regular operational or procedural tasks. Generally provide service or product. Direct and indirect effects on stakeholders.