

Program/Unit IE Plan - 3 Year Comparison

Record ID : 3125
 Associated ID : 3742
 Unit Number : 105.3

Program/Dept Name : Information Systems
 Person Responsible : Jody Noles

Plan Entered By : Jody Noles
 Selected Term : 2010-2011

Record ID : 3742
 Associated ID : 3853

Plan Entered By : Jody Noles
 Plan Term : 2011-2012

Record ID : 3853
 Associated ID : 0

Plan Entered By : Jody Noles
 Plan Term : 2012-2013

Program/Unit Goal : Provide support for all technology issues and enhance communication between the institution.

Program/Option : Not Applicable
 Scheduled Completion : Fall 2011

Outcome Type : Unit Objective/Outcome
 General Ed Outcome : N/A (Not Applicable)

Institutional Goal : To practice broad-based systematic planning of the College's educational programs, academic and student support services, community service programs, and administrative processes.

Strategic Initiative : Strategic Initiative I: Grow the college to serve the community

Expected Outcome : Provide current and up-to-date technological services and equipment in student labs to meet students' and instructional needs.

Action Plan : Purchase and install in budget year 2010-11 updated campus technology hardware and software needs as summarized in the Technology Plan. For 2010-11 the technology purchasing needs are:
 (1) purchase new computers for CIS instructional programs as they are relocated to the new IPAC academic building.
 (2) purchase two new servers for learning management system and active directory. (3) purchase new switches and wireless access system for the new IPAC academic building.
 (4) upgrade/renew instructional support software and student management system software.

Assessment Measure : Employee Evaluation of College and Services - #17A, 17D & 17E.

Assessment Results : Survey was not completed in 2010-11. Survey results will be available Spring 2012.

Analysis of Results : N/A

Program/Unit Goal : Provide support for all technology issues and enhance communication between the institution.

Program/Option : Not Applicable
 Scheduled Completion : September 2012

Outcome Type : Unit Objective/Outcome
 General Ed Outcome : N/A (Not Applicable)

Institutional Goal : To practice broad-based systematic planning of the College's educational programs, academic and student support services, community service programs, and administrative processes.

Strategic Initiative : Strategic Initiative I: Grow the college to serve the community

Expected Outcome : Provide current and up-to-date technological services and equipment in student labs to meet students' and instructional needs.

Action Plan : Purchase and install in budget year 2011-12 updated campus technology hardware and software needs as summarized in the Technology Plan. For 2011-12 the technology purchasing needs are:
 (1) purchase new computers for Learning Resource Center (Owen Hall)
 (2) purchase new computers for Nursing lab (IPAC-323)
 (3) purchase new network switches for Learning Resource Center (Owen Hall)
 (4) upgrade/renew instructional support software and student management system software.

Assessment Measure : Student Satisfaction Survey 2012 - #9 Employee Evaluation of College and Services - #17A, 17D & 17E. Benchmark: 80%

Assessment Results : 50.4% of employees reported satisfaction with the technological services on campus. 81.9% of students felt satisfied with the technological services on campus.

Analysis of Results : While survey results show 50.4% of employee's were satisfied with technology services, 34.4% had no opinion. When the No Opinions are excluded, agree vs disagree satisfaction percentage is 77% satisfied. A bit short of our

Program/Unit Goal : Provide support for all technology issues and enhance communication between the institution.

Program/Option : Not Applicable
 Scheduled Completion : Fall 2013

Outcome Type : Unit Objective/Outcome
 General Ed Outcome : N/A (Not Applicable)

Institutional Goal : To practice broad-based systematic planning of the College's educational programs, academic and student support services, community service programs, and administrative processes.

Strategic Initiative : Strategic Initiative I: Grow the college to serve the community

Expected Outcome : Provide current and up-to-date technological services and equipment in student labs to meet students' and instructional needs.

Action Plan : Purchase and install in budget year 2012-13 updated campus technology hardware and software needs as summarized in the Technology Plan. For 2012-13 the technology purchasing needs are:
 (1) purchase new computers for Testing Center (Wallace Hall)
 (2) set up disaster recovery backups with a high availability e-mail system
 (3) purchase new brocade access points to improve wireless connectivity
 (4) upgrade/renew instructional support software and student management system software.

Assessment Measure : Student Satisfaction Survey 2013 - Section #1 Question #9 & Section #4 Question #9 Employee Evaluation of College and Services - Information Technology Section #A & #C Benchmark: 80% for all IT related questions.

Assessment Results : * Employee's indicated 92.6% satisfaction with college infrastructure and 93.8% satisfaction with their office technology.
 * Students indicated 84% satisfaction that technology was adequate for assigned tasks and 79.9% satisfaction with the Computer labs in general.

Analysis of Results : Last year there were many employees and students who choose "no opinion" on the IT related survey questions. After removing the "no opinions" from the pool last year we did hit very close to our goal of 80% satisfaction. However, this year we had very few "no opinions"

target of 80% but very close.
 Student satisfaction exceeded our goal by a couple of percentage points.

or "not applicable" responses and we significantly improved our percentages with over 90% satisfaction on all questions for employees and 84% satisfaction for students (Adequate Technology) and 79.9% for students (Computer Labs).

Analysis Attachments :

Outcome Met : NO

Use of Results : Results not available

Action Taken for Improvement :
 * Purchased and installed 53 computers for CIS labs IPAC-202 and IPAC-204 (PO# s 12161 & 12660)
 * Purchased two Dell Poweredge R510 Servers. (PO# 12657)
 * Purchased Brocade FastIron POE switches to provide connectivity on all floors of the new academic building. (PO# 12126)
 * Purchased Brocade Wireless switch to provide wireless access to Students and Faculty in the new academic building. (PO# 12127)

Future Action : Upgrade our available bandwidth to accommodate growth associated with opening our new academic building.

Budget Considerations : \$175,000

Resources Needed : Technology funds to make needed purchases for new academic building.
 Form B

Resource Attachments :

Analysis Attachments :

Outcome Met : NO

Use of Results : Based on student and employee survey's, the technology plan and MIS purchasing implementation results in campus technology being current to meet instructional and administrative needs

Action Taken for Improvement :
 * Purchased and installed 60 new computers in the Learning Resource Center's open computer lab (PO# 12157)
 * Purchased and installed 45 new computers in the nursing lab IPAC-323. (PO# 13001)
 * Purchased and installed new, faster network switches in the Learning Resource Center to improve reliability and provide additional capacity for network services. (PO# 13011)
 * Upgraded our 20 Mbps Internet connection to 50 Mbps, more than doubling the available bandwidth

Future Action : Continue to improve wireless coverage and reliability. Continue to maintain labs that are up-to-date and functioning properly.

Budget Considerations : \$50,000

Resources Needed : \$50,000 for Nursing Lab Computers form B request.

Resource Attachments :

Analysis Attachments :

Outcome Met : Yes

Use of Results : Based on the survey results, we are very happy with the overall improvement in our satisfaction rating. We have a great technology plan in place to meet the needs of students as well as employees and I believe if we continue to follow our plan carefully we will enjoy continued high ratings for our efforts.

Action Taken for Improvement :
 * Purchase updated and more powerful wireless access points. (Purchase order #014075)
 * Purchase 58 new testing computers. (Purchase order #014187)

Form B request submitted and approved for additional server and Storage Area Network device to improve the reliability of our network.

Future Action :

Budget Considerations :

Resources Needed :

Resource Attachments :

IT_Form_B_Department_Budget_Request_Form_2012_2013.xlsx
IT_Survey_Results_Summary_2013.xlsx