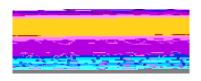# Program Review Comprehensive Report

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

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.

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.

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.

Program Review - Administrative: Technology Support Services

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
Updates

Reporting Period: 2014 - 2017   05/01/2018
Conclusion: Goal Completed
TSS will provide this service monthly unless demands change.

Improvement Recommendations
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

Program Review - Administrative: Technology Support Services

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 enviroments.

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

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