

NORCO COLLEGE ANNUAL ADMINISTRATIVE PROGRAM REVIEW

Unit: Technology Support Services

Please give the full title of your unit.

Contact Person: Shirley McGraw

Due: AUGUST 31, 2015



Form Last Revised: AUGUST 2015

Norco College

Web Resources: <http://www.norcollege.edu/about/president/strategic-planning/programreview/Pages/index.aspx>

Annual Administrative Program Review Update

Instructions

The Annual Administrative Program Review is conducted by each unit and consists of an analysis of changes within the unit as well as significant new resource needs for staff, resources, facilities, and equipment. It should be **submitted or renewed every year** in anticipation of budget planning for the fiscal year, which begins July 1 of the *following* calendar year.

The questions on the subsequent pages are intended to assist you in planning for your unit.

The forms that follow are separated into pages for ease of distribution to relevant subcommittees. **Please keep the pages separated** if possible (though part of the same electronic file), **with the headers as they appear**, and be sure to include your unit, contact person (this may change from topic to topic) and date on each page submitted. Don't let formatting concerns slow you down. If you have difficulty with formatting, Nicole C. Ramirez can adjust the document for you. Simply add responses to those questions that apply and forward the document to nicole.ramirez@norccollege.edu with a request to format it appropriately.

If you cannot identify in which category your requests belong or if you have complex-funding requests please schedule an appointment with your college's Vice President for Business Services right away. They will assist you with estimating the cost of your requests. It is vital to include cost estimates in your request forms. Each college uses its own prioritization system. Inquiries regarding that process should be directed to your Vice President.

The college has adopted a Total Cost of Ownership calculator for the use of determining cost of faculty, personnel and other needs related to a department or program. The calculator is located under the Office of the Vice President.

Mission

The mission of Technology Support Services is to ensure the appropriate selection, installation and maintenance of technology to support the mission of Norco College, enhance student success, and serve the technology needs of faculty, staff and students.

Vision

Norco – creating opportunities to transform our students and community for the dynamic challenges of tomorrow.

Educational Master Plan/Strategic Goals and Objectives 2013-2018

Goal 1: Increase Student Achievement and Success

Objectives:

1. Improve transfer preparedness (completes 60 transferable units with a 2.0 GPA or higher).
2. Improve transfer rate by 10% over 5 years.
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 2: Improve the Qualit

5. Continue the success of Kennedy Partnership (percent of students 2.5 GPA+, number of students in co-curricular activities, number of students who are able to access courses; number of college units taken).
6. Increase community partnerships.
7. Increase institutional awareness of community partnerships.
8. Increase external funding sources which support college programs and initiatives.

Goal 5: Strengthen Student Learning

Objectives:

1. 100% of units (disciplines, Student Support Service areas, administrative units) will conduct systematic program reviews.
2. Increase the percentage of student learning and service area outcomes assessments that utilize authentic methods.
3. Increase the percentage of programs that conduct program level outcomes assessment that closes the loop.
4. Increase assessment of student learning in online courses to ensure that it is consistent with student learning in face-to-face courses.
5. Increase the number of faculty development workshops focusing on pedagogy each academic year.

Goal 6: Demonstrate Effective Planning Processes

Objectives:

1. Increase the use of data to enhance effective enrollment management strategies.
2. Systematically assess the effectiveness of strategic planning committees and councils.
- 3.

2. Increase the percentage of employees who consider the college environment to be inclusive.
3. Decrease the percentage of employees who experience unfair treatment based on diversity-related characteristics.
4. Increase participation in events and celebrations related to inclusiveness.
5. Implement programs that support the safety, health, and wellness of our college community.

COLLEGE ADMINISTRATIVE UNIT ANNUAL REVIEW WORKSHEETS DUE: AUGUST 31, 2015

Administrative Unit: Technology Support Services

Prepared by: Shirley McGraw, Technology Manager

Date: August 31, 2015

Submit only your Worksheets. Do not alter the forms, or eliminate pages. If a page does not apply simply mark N/A.

I. The Unit PROGRAM REVIEW

The Administrative (Unit Program Review) is meant to provide a broad understanding of the unit, current trends related to the unit's mission, and how the unit serves to meet the overall mission or goals of Norco College and the Riverside Community College District.

1. What is the mission of your unit?

Coordinate with district Administration for quality and administration of information systems and service throughout Norco College.

4. **Briefly comment on the status of your 2015 goals and objectives.**

N/A – this is the first year as a unit of the College.

5. **MAJOR Goals and Objectives 2015 – 2016 (do not include normal functions of your unit). In order from 1 – 5 is best. With 1 as the most important.**

Before writing your goals and objectives be sure to review other Program/Unit Review documents related to your unit to discern if there are service needs you wish to address.

Major Goal and/or Objective	Start Date	Status: ongoing, completed, or date completion anticipated	Need Assistance in order to complete goal or objective (reference applicable resource request page)	EMP GOALS
1. Increase inventory data technology recourses for available to faculty, staff and students.	7/1/2015	Ongoing	Resources dedicated to inventory turnover and acquiring new technology	1,2,3,5,6,7
2. Increase prompt response time for technology	7/1/2015	Ongoing	Train staff to utilize work order systems Monitor process	1,2,3,5,6,7
3. Increase expertise and knowledge of current technology need in Higher Education	7/1/2015	Ongoing	Resources for training needs.	1,2,3,5,6,7

Directions: The primary purpose of this update is to provide an overview of your unit’s assessment activities (plans, data, responses to data, etc.) for the previous academic year as well as your plans for assessment in the upcoming academic year. If you have any questions regarding the assessment process on this aspect of the report, please contact your vice president, or the Assessment Co-chairs, Sarah Burnett at sarah.burnett@norcocollege.edu or Greg Aycock at greg.aycock@norcocollege.edu. See Appendix 1 for more information about assessment.

Current year’s assessment plan

SAO to be assessed:

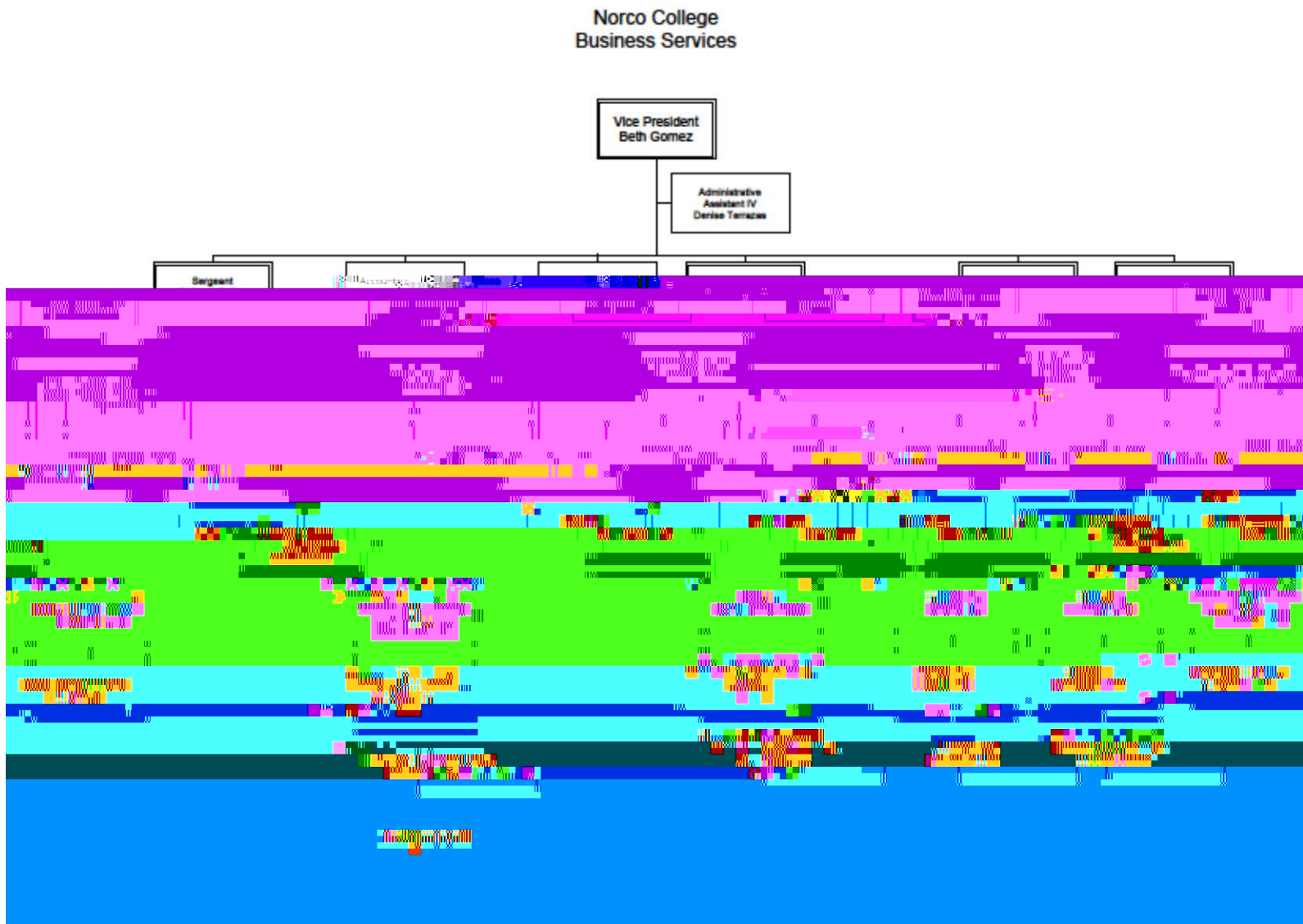
What assessment methods do you plan to use?

When Will Assessment Be Conducted and Reviewed?

<p>In support of the student learning , the IMC unit will provide training on A/V equipment; in addition equipment will be maintained on a regular basis</p>	<p>Using existing training method and new ones to reflect new technology</p>	<p>Ongoing – Anticipated completion Summer 2016</p>	<p>Establish a clear support system for student learning and faculty</p>	<p>Identify the unique technology and location for proper usage for the student, faculty and staff.</p>	<p>1,2,3,5,7</p>
--	--	---	--	---	------------------

Provide the official Organizational Chart of your unit which includes all levels of services and positions. If necessary, provide very brief narrative descriptions by numbering the chart and including a numbered list with clarifications on a subsequent page. The official chart can be obtained from Human Resources.

If you wish make this an appendix item.



6. Staffing Profile (Please indicate the number in terms of FTE. In other words a full time staff person is a 1, and a half time person is a .5)

Position	Staffing Levels for Each of the Previous Five Years				

Unit Name: Technology Support Services

8. Equipment (including technology) Needs Not Covered by Current Budget²

**List Equipment or Equipment Repair & Technology Needed for
Academic Year 2016/2017 Please be as specific and as brief as possible.**

² If your SERVICE AREA OUTCOMES (SAO) assessment results make clear that particular resources are needed to more effectively serve students please be sure to note that in the “reason” section of this form.

** TCO = "Total Cost of Ownership" for one year is the cost of an average cost for one year.

6.	
-----------	--

<u>Reason:</u>	
----------------	--

*Please contact your campus VP of Business or your Director of Facilities, Operations and Maintenance to obtain an accurate cost estimate and to learn if the facilities you need are already in the planning stages.

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

TCO: <http://www.norcollege.edu/about/business-services/Pages/index.aspx>

Unit Name: _____

11. OTHER NEEDS⁵

List Other Needs that you are certain do not fit elsewhere.
Please be as specific and as brief as possible. Not all needs will have a cost, but may require a reallocation of current staff time. Place items on list in order (rank) or importance.

1.
Reason:

Annual TCO*		
Cost per item	Number Requested	Total Cost of Ownership

Unit Name: _____

12. Long Term Planning Needs⁶

If your unit anticipates significant additional needs for personnel, equipment or facilities will occur two to five years from now please list those here*

Fiscal Year Needed	Number Requested	Total Cost of

Assessment

Why Administrative Units Conduct Assessments: Research indicates that collecting and analyzing evidence leads to improvement of institutional or unit level effectiveness. In addition it:

- x Ensures units are examining their services and programs
- x

x “Administrators (or staff) have the _____”

2. Unit defines how it will assess progress (non-evaluative) towards the outcomes. The unit might consider taking an inventory of

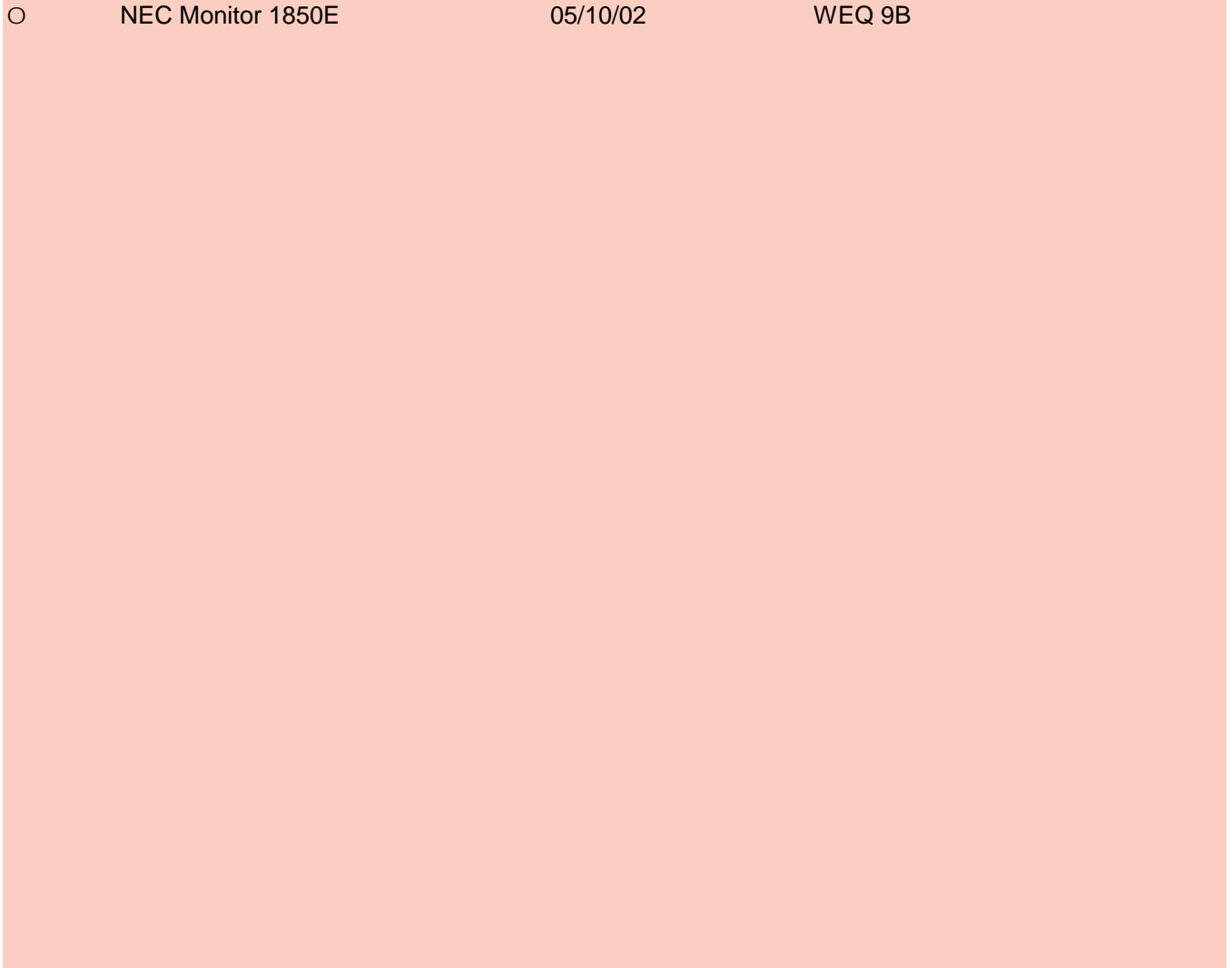


77 COMPUTERS Replacement Refresh 2015/2016 - \$92,400*

Code	Equipment Type	Purchase Date	Location
C	Computer tower	06/16/03	SSV First Floor
C	Computer	01/11/06	Ref Desk
C	Apple Computer G5	01/11/06	ATEC 212
C	GATEWAY Laptop M460E	01/11/06	IT 200-E
C	Gateway Laptop M460E	01/11/06	IT 200-B
C	Dell Computer DCCY	04/07/06	Tech Room
C	Gateway Computer E6610D	02/21/07	ATEC 221
C	Computer	03/02/07	Tech Room
C	Dell Computer OPTIPLEX 745	04/05/07	Library 220
C	Dell Computer OPTIPLEX 745	04/05/07	Library 220
C	Gateway Computer E6610D	06/18/07	Portable A
C	Dell Tower 755	07/31/08	SSV212 Lobby
C	Dell Computer DCD0	09/11/08	OC 110A
C	Apple a1224 Computer	09/25/08	IT 200-M
C	Computer Apple A1224	09/25/08	IT 200-Q
C	Computer Apple A1224	09/25/08	IT 200-P
C	Apple a1224 Computer	09/25/08	IT 200-H
C	Computer Lenovo 6075CTO	10/14/08	HUM 106 B
C	Lenovo 6075ct0 Computer	10/14/08	IT 200-R
C	Lenovo Computer 9088CT0	11/11/08	CACT 9
C	Lenovo Computer 9088CT0	11/11/08	Portable B 202
C	Computer Lenovo 9088CTO	11/11/08	Theater 207
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 200
C	Lenovo Computer 6075CTO	12/02/08	IT 128-A
C	Lenovo CPU PC 6075CTO	12/02/08	Tutorial Desk
C	Lenovo CPU 6075CTO	12/12/08	Assistant Desk (By Emile)
C	Lenovo Computer 6075CTO	12/12/08	ATEC 104
C	Computer Lenovo 6075CTO	12/12/08	ST 201 D
C	Computer Lenovo 6075CTO	12/12/08	HUM 106 A
C	Computer Lenovo 6075CTO	12/12/08	HUM 107
C	Lenovo Computer 6075CT0	01/09/09	IT 200G
C	Apple CPU PC G5	01/09/09	THTR 203
C	Lenovo computer 6075CT0	01/09/09	theatre 202
C	Lenovo Computer 6075CT0	01/09/09	ATEC 213
C	Lenovo 6075ct0 Computer	01/09/09	Port B 209
C	Lenovo 6075ct0 Computer	01/09/09	Port B 207
C	Lenovo Computer 6075CT0	01/09/09	G130
C	Lenovo Computer 6075CT0	01/09/09	G125
C	Lenovo Laptop 7450W6Q	01/23/09	ATEC 213
C	Laptop Lenovo 7450W6Q	01/23/09	IT 200-Q
C	Lenovo CPU PC 7373CT0	05/04/09	LRC Tutorial

C	Lenovo Computer MTM7484	05/22/09	Library 218
C	Lenovo Computer 7484W7J	05/22/09	STEM 106
C	Lenovo Computer 7484W7J	05/22/09	LRC Assessment Counter
C	Lenovo 7484W7J Computer	05/22/09	G126

Code	Equipment Type	Purchase Date	Location
0	NEC Monitor 1850E	05/10/02	WEQ 9B



○	Lenovo Monitor L197WA	12/02/08	ST 210
○	Monitor Lenovo L197WA	12/02/08	Port B 207
○	Lenovo Monitor L197WA	12/03/08	IT 128-A
○	Lenovo Monitor 6622HB1	12/12/08	Library 220
○	Lenovo Monitor 6622HB1	12/12/08	Library 220
○	Lenovo Monitor 6622HB1	12/12/08	Library 220
○	Lenovo Monitor 6622HB1	12/12/08	STEM 106
○	Apple Monitor	01/09/09	THTR 203
○	ONETOUCH Scanner 7400	01/23/09	Circ Desk
○	SAMSUNG Monitor 2243BWX	01/23/09	IT 200-A
○	Scanner (Canon) DR2010C	05/04/09	IT 200
○	Lenovo Monitor L1940P	05/04/09	Library 218
○	Monitor Lenovo L1940P	05/04/09	HUM 120
○	Lenovo Monitor L1940P	05/04/09	Tutorial Desk
○	Monitor Lenovo L1940P	05/04/09	HUM 120
○	Lenovo Monitor L2240P	06/10/09	CACT 9
○	Lenovo Monitor L1940P	06/16/09	Library 129
○	Lenovo monitor L1940P	06/16/09	theatre 202
○	Lenovo Monitor L1940P	06/16/09	SSV107
○	Lenovo Monitor L1940P	06/16/09	SSV107
○	Lenovo Monitor L1940P	06/16/09	SSV107
○	Lenovo Monitor L1940P	06/16/09	Portable B 202
○	Lenovo Monitor L1940P	06/16/09	css 106
○	Lenovo Monitor L1940P	06/16/09	css 106
○	Lenovo Monitor L1940P	06/16/09	Assessment lab proctor desk
○	Lenovo L1940P Monitor	06/16/09	IT-200-O
○	Lenovo Monitor L1940P	06/16/09	G130
○	Lenovo Monitor L1940P	06/16/09	G125
○	Lenovo Monitor L1940P	06/16/09	ATEC 221
○	Lenovo Monitor L1940P	06/16/09	ATEC 213
○	Monitor Lenovo L1940P	06/16/09	Theater 206
○	Monitor Lenovo L1940P	06/16/09	OC 112A

*Estimate only provided by Micro Computer Support

