Palau Community College is an accessible public educational institution helping to meet the technical, academic, cultural, social, and economic needs of students and communities by promoting learning opportunities and developing personal excellence.
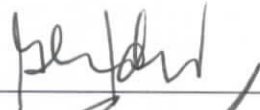
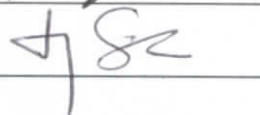## Non-Academic Program Three Year Review
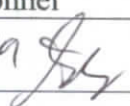
Service Area

Computer Services

Period of Three Year Review

March 2013/March 2015

NAME/TITLE/SIGNATURES:

Completed by _____ Grace Alexander _____ Date _____ 3/31/2015

Division/Department Head __ Bruce Rimirch _____ Date _____ 3/31/2015

Division/Department Head __ Jay Olegeriil _____ Date _____ 3/31/2015

Received by Institutional Research Office on:	date	Name and Initial of receiving personnel
	03/31/15	ubaya vara

3/26/2013

Program Review Narrative Summary

The narrative summary should include the following:

- Summary of the service area purpose

  To sustain a user friendly and accessible network service and computer systems, which provide reliable and secured information for the functions of the college.

- The relationship of service area to the college Mission Statement

  Provide accessible and reliable network service and current information as well as help to meet the technical, academic needs of students, faculty, staff and community.

- Summary of trend analysis data; explain and provide plans
    a. Indicate if provided services trend is steady, increasing, or decreasing

        Provided services trend is indicated as increasing, but because we started our provided services logbook on the middle of the year.

    b. Indicate if staffing trend is steady, increasing, or decreasing

        Staffing trend is steady because there has been no new hiring, retirement or firing for any staff for IT.

- Summary of Outcomes (report on outcome developed and its assessment)

  Outcome developed is to reach a 100% goal of maintenance for hardware, software, computer security, network and internet connection, setup email account and update college website. We maintain the college computer inventory and use survey to get feedback on how to improve our services.

- Summary of Personnel Data

  Two full-time staff, in which one is responsible for network connection, email setup, computer hardware and devices. The other is responsible for packaged software, virus protection and the college website.

  Need a computer technician to help with the support and maintenance of all computer equipment at the college including the computer laboratory classrooms and a data entry operator to input data on surveys, computer inventory and update college website.
  Need a network consultant to help with having a better network backbone for connections as well as install and setup of new servers for the college.

- Summary of Professional Development Activities

  Attended a brief Student Records software and Financial Management software trainings.
  Need training in network backbone connections and installation and setup of servers and training in college website design and development.

- Summary of Facilities and Equipment

   Office space is not adequate to support the services provided in this area. We need work space to service and troubleshoot computers systems.

- Summary of Evaluation of Previous Goals/Activities from previous cycle. List actions identified in your last program review or in any other related college plan(s)*.

   a. What measurable outcomes were achieved due to the actions completed?

      Functions of this service area are enough to provide services to all the college offices in regards to technology and computer use.

      Service area clients covers the entire college population which are students, faculty, and staff.

   b. Evaluate the success of the completed actions. Did the completed actions lead to improvement of service area goals and objectives?

      No

   c. What modifications do you plan to make to the service area in the future to improve services?

      Hire computer technician, Contract a professional network designer, Acquire more working space, Search for training to meet staff development needs, Evaluate service area to know strength and weakness in order to improve support of this service area.

   d. Update major changes/accomplishments since the last review.

      None

- Summary of Service Areas Major Strengths and Improvement Needs

   a. Does the service area data indicate overall needs that may require support from the institution? Define these observed needs supported by assessment data or in any other related college plan(s).

      Yes. Hire computer technician, contract a professional network designer, acquire more working space, search for training to meet staff development needs, Evaluate service area to know strength and weakness in order to improve support of this service area.

- Summary of Action Plans

   Hire computer technician, contract a professional network designer, contract a professional website designer or developer, acquire more working space, Search for training to meet staff development needs.

- Summary of Resource Request (if any)
   All resource requests should be tied to assessment data or any other related college plan(s).
      Tied to the college Technology Plan.

4

a. What ILO does this resource request address?

No. 3 – Quantitative and Technological Competence.

b. What will be the anticipated outcome if resource request is granted?

Improvement in services and support from the college computer services offices.

c. Describe the resource request in detail.

Resource requested are based on the Action Plan Activity/Objectives

*Note: Other college plans may include the 15-Year Institutional Master Plan, the 5 Year Technology Plan, or other plans such as an approved academic department plan or committee plan.

Appendix A: Service Area Review Assessment Data

MISSION OF SERVICE AREA

1. State the purpose (mission statement) of this service area.

To sustain a user friendly and accessible network service and computer systems which provides reliable and secured information for the functions of the college.

2. How does the purpose (mission statement) of the service area support the overall institutional mission statement?

Provide accessible and reliable network service and current information as well as help to meet the technical, academic needs of students, faculty, staff and community.

SERVICE AREA FUNCTIONS

1. List the principal functions/services of this service area.

This unit provides technical support for the college computer hardware including network servers, devices, and connection as well as provides technical support for the software used at the college together with operating systems, computer security software and email account using the college domain as well as the college website.

2. Provide goals and objectives of each function/service.

Goal 1. This unit provides technical support for the college computer hardware including network servers, devices, and connection.
    Objectives 1.1. Achieve 70% computer users rating of satisfactory or better annually for computer hardware technical support.
Goal 2. This unit provides technical support for the software used at the college including operating systems, computer security software, email account, and website using the college domain.
    Objectives 2.1. Achieve 70% computer users rating of satisfactory or better annually for computer software and email that are used at the college.

TREND ANALYSIS

1. Use the data provided to indicate trends for each of the following measures:

Service Area	Service Provided	Service Clientele	Year 1	Year 2	Year 3
Computer Hardware maintenance	Troubleshoot and maintain computer hardware, printers, and OS	All offices	24 problems handled	28 problems handled	6 problems handled
Computer Software maintenance	Assist in installation, update and troubleshoot packaged software errors	Admission/Fin.Aid Registrar Library Business Office	13 problems handled	11 problems handled	3 problems handled
Computer security protection	Security and protection for computer hardware and software including electronic files	All college computers	19 problems handled	14 problems handled	5 problems handled
Setup and assign user account and security rights to packaged software as well as email account	Create user account in Network Servers, and Email accounts	All staff and faculty	7 problems handled	13 problems handled	1 problems handled
Internet and Network connectivity and operations	Network connection and Internet connection	All college offices	21 problems handled	25 problems handled	8 problems handled
Maintain and update college website	Update information and publish college website	All college offices	5 problems handled	6 problems handled	1 problems handled

2. Use data provided to indicate trends in staffing:

Staffing	Management Level	Classified Level	Student Workers
Year 2013	0	1	0
Year 2014	0	0	0
Year 2015	0	0	0

OUTCOMES

1. Provide the following information for each service/function within this area:

Area Service/Function	Outcome Developed	Have outcomes been assessed?	Has assessment data been analyzed?	Has the data been used for service area improvement?
Computer Hardware maintenance	Goal is to reach 100% , that all staff & faculty have a good working computer assigned for their use.	Yes	Yes	Yes
Computer software maintenance	Goal is to reach 100% that the software they use meet the needs of their job.	Yes	Yes	Yes
Computer security protection	Goal is to reach 100% that all computers on campus are virus protected	Yes	Yes	Yes
Setup and assign user account and security rights to packaged software as well as email account	Goal is to reach 100% that all packaged software users have access to the database servers and all staff and faculty have the college domain email account	Yes	Yes	Yes
Internet and Network connectivity and operations	Goal is to reach 100% that all college offices are connected to Internet and network servers	Yes	Yes	Yes
Maintain and update college website	Goal is to reach 100% that our website is up-to-date and geared to toward a target audience	Yes	Yes	Yes

2. Report the assessment results of the services from the yearly assessments for this review period.

Year	Goal/Objective	Date of assessment	Assessment results	Strategies to meet objectives
Year 1	Goal 1; Objective 1.1	Spring 2013	Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Contract Professional Network Designer
Year 2	Goal 1; Objective 1.1	Fall 2014	Survey Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Contract Professional Network Designer
Year 3	Goal 1; Objective 1.1	Spring 2015	Survey Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Contract Professional Network Designer
Year 1	Goal 2; Objective 2.1	Spring 2013	Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Need software and website training
Year 2	Goal 2; Objective 2.1	Fall 2014	Survey Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Need software and website training
Year 3	Goal 2; Objective 2.1	Spring 2015	Survey Computer Inventory Service logbook	Hire Comp. Technician for Computer labs Need software and website training

PERSONNEL

1. List the information requested below for all full-time and part-time personnel.

Position	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of duties
Dir. of Computers & Data Processing	FT	BA	Fall 1987	Responsible for Network Connection, Email setup, computer hardware and devices.
System Analyst	FT	BS	Spring 1990	Responsible for Packaged software, Virus protection software and website.
Computer Technician	FT	AS	Summer 2013	Responsible for computer maintenance, trouble-Shooting & networking

2. Is the number of personnel adequate to support the service area? If no, explain based on assessment results or in any other related college plan(s).

NO. We need another computer technician to help with the support and maintenance of all computer equipment at the computer laboratory classrooms as well as help with data entry on computer inventory and computer services troubleshooting and maintenance logbook.

3. Do available personnel possess adequate skills required to support the service area? If no, explain based on assessment results or in any other related college plan(s).

NO. We need a network consultant to help with having a better network backbone for connections as well as install and setup of new servers for the college.

PROFESSIONAL DEVELOPMENT AND ACTIVITIES

1. List professional development activities that personnel in this service area have participated in during this review period? (List such things as conferences, courses, workshops, degrees, etc.

7/27/13,8/9/13,8/12/13,8/20/13,9/10/13,10/16/13,10/21/13–Data Assessment(Tracdat software) training.
6/24/13-8/2/13 – Network backbone training with Carnegie Mellon University graduate student.
7/1/13-8/2/13 – Website Development training with Carnegie Mellon University graduate student.
10/8/13-10/12/13 – Strengthening Student Success conference (Technology in the classroom).
1/3/14,6/25/14,11/12/14 - Data Assessment(Tracdat software) training.
7/1/14-8/8/14 – Packetfence training for student wifi (Internet connection).
9/8/14-9/12/14- Financial Management software (Abila MIP fund accounting) training.
1/21/15 - Data Assessment(Tracdat software) training.

2. In what professional organizations (related to work position) do personnel in this service area participate?

Organization	No. of Personnel Participating	Office Held (if any)
EduCause	1	None
University Business (UB)	2	None
Linux Mag (Open Source)	1	None

3. Do any personnel need professional development in order to improve services in this service area? If so, list those areas of need. Base this response on assessment results or in any other related college plan(s).

Training in network backbone connections and installation and setup of SQL Servers.
Training in network security of entire campus network.
Training in college website enhancements.
Training in advanced troubleshooting and maintenance of computer systems.

FACILITIES AND EQUIPMENT

1. Are available general use facilities, such as office and work spaces, adequate to support the service area? If no, provide response based on assessment results or in any other related college plan(s).

NO. Office space is not adequate to support the services provided in this area. The Computer Technician was relocated to an office on the lower campus, which there is work to be done he walks to the main computer services office or keep on calling since he has to work with the Director of Computer regarding problems issues whether computer systems or network connectivity.

2. Is available equipment adequate to support service area objectives? If no, provide response based on assessment results or in any other related college plan(s).

No. Computer used in the Computer Services Office to manage servers, network connection and college packaged software are more than 5 years old and network switches are not all manageable and durable ones.

3. Does the service area generate revenue? If yes, how?

No

EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

Indicate the status of the previous program review action plans:

Action Plan Activity/Objectives	Status Complete/Ongoing/Incomplete	Remarks
Need service area mission statement	Complete	Mission statement was derived from the Technology Plan mission statement.
Hire one more Computer Technician to help with work load	Ongoing	Hiring will be done by Human Resource Office.
Contract professional network consultant to recommend and help in setup of new servers and network layout with the latest technology ideas	Ongoing	Need funding to be able to hire a professional consultant.
Find and become members of professional group to get ideas as well as improve knowledge and skills to provide adequate support for this service area	Ongoing	Research for professional groups or association that would fit the needs of our computer services area.
Need more training on	Ongoing	Research for more specialized training for

staff development		our needs.
Need service area evaluation	Ongoing	Have to establish timeframe for survey questionnaire to be given to student, faculty and staff.

SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths

Functions of this service area are enough to provide services to all the college offices in regards to technology and computer use.

Service area clients covers the entire college population which are students, faculty, and staff.

2. List and explain service area improvement needs

Personnel for this service area are not enough to oversees all the work needed from this area. We need another computer technicians to help oversee and troubleshoot computers in the computer laboratory classrooms.

A professional network consultant is needed to recommend and help in setup of new servers and also with our network layout for stable and faster network connection with the latest technology ideas.

Not a member of a lot of professional organization since it would take time for us to search for the right professional organization and it would also require annual membership fee.

A working space is needed to be able to do troubleshooting and maintenance work. Computer Technician's office is in different location further from the main computer services office, so assistance or guidance are a problem when working on a problem issue.

Trainings in SQL Servers installation and setup are needed to improve technology services.

Need to be evaluated to know the strength and weaknesses and how to improve the support of this service area.

SERVICE AREA ACTION PLANS

Based on this program review results, describe the program action plan for the next three (3) academic years. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve services?	Needed Resources (if any)	Timeline
Hire a Computer Technicians	To help with the work load so that we can provide support in timely manner to meet client needs.	1	2014-2016
Contract a professional Network Consultant	To layout a network design that is best for the college network and to meet the needs of students, faculty and	1	2014-2016

	staff.		
Obtain additional or more working space for Computer Technician	Need space to be able to do troubleshooting and do maintenance work for computer equipments.	1	2014-2016
Search for Information Technology trainings	Trainings specific to the services or technology needs of the college that will help improve services and provide the best methods and knowledge to support technology services.	N/A	2014-2016

RESOURCE REQUEST

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Computer Technicians	TBA	To help with the work load so that we can provide support in timely manner to meet client needs.
Facilities	Additional Office space	TBA	Need space to be able to do troubleshooting and maintenance work for computer equipments.
Equipment	Upgrade network devices and our computer workstation	$10,000	Get new and durable network devices and computer workstation to learn and work with, so we can provide knowledgeable support in computer equipment for all offices at the college.
Supplies	Items needed to support the work of Computer Services office	$10,000	Supplies that are needed to support network connection and also used in daily office work of the computer services office.
Software	Website software and one centralized Information management software	$10,000 - $20,000	Software that can design a professional looking website that is geared toward our main audience and the community and a one centralized Information Management software that will contain all the college data, instead of separate packaged software for most of the college offices.
Training	Network connection/ Server setup and Website development	$10,000	Trainings specific to the services or technology needs of the college that will help improve services and provide the best methods and knowledge to support technology services.
Other			
Total			

Appendix B: Evidence - Yearly Assessment Data

Appendix C: Assessment Tools

Appendix D: Service Area Assessment Calendar