



“We Strive to Guarantee Quality and Excellence”

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.

T5 - Non-Academic Areas
(Administration & Finance, Development Office, Bookstore and
Institutional Research & Evaluation)

Three Year Program Review

Service Area

Computer Services

Period of Three Year Review

March 2015/March 2017

Program Review Completed By:

Name	Title	Signature	Date
Grace Alexander	System Analyst		3/28/2018

Program Review Certified By:

Name	Title	Signature	Date

Program Review Received By: (Institutional Research & Evaluation Office)

Name	Title	Signature	Date

Purpose:

Program review at Palau Community College is a process that provides an extensive evaluation of academic and non-academic programs on a three year basis. The results of yearly assessments (using the FAMED process) are compiled into the one three year review cycle.

The purpose of program review is to evaluate program sufficiency to allow definite strategies to be developed for major revisions, to provide information for consideration when decisions are made, and to develop recommendations to improve institutional effectiveness.



Instructions for completing Program Review:

1. Type your text into the boxes. The text boxes will expand to accommodate the amount of text spaces you need.
2. Individual instructions are included before each section. Examples are in **green**, remove when you start writing.
3. Submit completed and signed Program Review in both hard copy and electronic copy format to the Institutional Research & Evaluation Office.
4. Required Evidence (supporting documents) must be included for submission.

Appendix A: Yearly assessment data and analysis results (e-copy only)

Appendix B: Service Area Mapping (e-copy only)

Appendix D: Service Area Assessment Calendar (e-copy only)

5. Be sure to keep both hard and electronic copies for your file.

Note: Other college plans may include the 15-Year Institutional Master Plan, the 5-Year Technology Plan, Institutional Learning Outcomes, Institutional-Set Standards for Student Achievement, or other plans, such as an approved department plan or committee plan.

SERVICE AREA REVIEW

I. 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 this service area purpose support the overall institutional mission? Provide 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.

II. SERVICE AREA FUNCTIONS, SERVICE AREA OUTCOMES, GOALS & OBJECTIVES

1. List the principal functions of this service area below.

Function	Description
Computer Hardware maintenance	Provides technical support for the all the college computer hardware.
Internet and Network connectivity	Provide Internet connection and Network connection to the File Servers.
Computer Software maintenance	Provides technical support for the software used at the college.
Computer Security protection	Provide security software for computer hardware and software protection.
Setup network users account and email accounts	Create new network users account for specialized software and email using the college domain (palau.edu)
College website maintenance and update	Maintain the college website and update information that are published in the college website.

2. Provide Service Area Outcomes below.

Function	Service Area Outcome (SAO)
Computer Hardware maintenance	To provides technical support for the college computer hardware including network servers, devices, and connection.
Internet and Network connectivity	To provide Internet and Network connectivity and operations to support learning.
Computer Software maintenance	To provides technical support for the software used at the college including operating systems.
Computer Security protection	To provide computer security protection for all college computers and laptops
Setup network users account and email accounts	To setup and assign user account and security rights to specialized software as well as email user account.
College website maintenance and	To maintain an updated college website.

update	
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3. Provide goals and objectives of each of the functions in this service area below.

Service Area Outcome (SAO)	Goal	Objective
To Provides technical support for the college computer hardware including network servers, devices, and connection.	70% of computer hardware users are satisfied with the technical support.	70% of computer hardware users are satisfied with the technical support.
To provide Internet and Network connectivity and operations to support learning.	70% of service users are satisfied with Internet and Network connectivity and operations.	70% of service users are satisfied with Internet and Network connectivity and operations.
To Provides technical support for the software used at the college including operating systems.	70% of computer software users are satisfied with the technical support.	70% of computer software users are satisfied with the technical support.
To provide computer security protection for all college computers and laptops	100% of college computers and laptops will be virus and spyware protected.	100% of college computers and laptops will be virus and spyware protected.
To setup and assign user account and security rights to specialized software as well as email user account.	100% of college students and employees will be assigned user account and security rights to specialized software as well as email users account.	100% of college students and employees will be assigned user account and security rights to specialized software as well as email users account.
To maintain an updated college website.	100% of college information provided to the computer services will be uploaded to the college website on a regular basis.	100% of college information provided to the computer services will be uploaded to the college website on a regular basis.

4. Provide summary of the Service Area Functions, Outcomes, Goals and Objectives below.

<p>Provided services trend is indicated as steady, and the numbers provided services logbook on the service provided is steady. Outcome developed is to reach a 70% for Goal in maintaining computer hardware, Internet and Network connectivity, and computer software, but maintain a 100% goal of computer security, 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.</p>

III. TREND ANALYSIS

1. Provide data and use data to indicate trends in each service area measures.

Function	Service Provided	Service Clientele	Year 1	Year 2	Year 3
Computer Hardware maintenance	To Provides technical support for the college computer	Students, Faculty and Staff	68 problems handled	58 problems handled	8 problems handled

	hardware including network servers, devices, and connection.				
Internet and Network connectivity	To provide Internet and Network connectivity and operations to support learning.	All Students, Faculty and Staff	30 problems handled	57 problems handled	16 problems handled
Computer Software maintenance	To Provides technical support for the software used at the college including operating systems.	Admission/Registrar Financial Aid Library Business Office Institutional Research & Evaluation Office	43 problems handled	63 problems handled	4 problems handled
Computer Security protection	To provide computer security protection for all college computers and laptops	All College computers and laptops	1 problems handled	7 problems handled	8 problems handled
Setup network users account and email accounts	To setup and assign user account and security rights to specialized software as well as email user account.	College employees who use specialized software and college employees who needs email account	14 problems handled	16 problems handled	9 problems handled
College website maintenance and update	To maintain an updated college website.	All College offices	6 problems handled	7 problems handled	6 problems handled

2. Provide summary of trend analysis below.

Provided services trend is indicated as steady, and the numbers provided services logbook on the service provided is steady. Outcome developed is to reach a 70% for Goal in maintaining computer hardware, Internet and Network connectivity, and computer software, but maintain a 100% goal of computer security, 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.

3. Provide data and use data to indicate trends in staffing.

Staffing	Management Level (position)	Professional Level (credential)	Classified Level	Student Worker / Volunteer
Year 1	2	0	1	1
Year 2	2	0	1	1
Year 3	2	0	1	0

4. Provide summary of trend analysis below.

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.

One computer technician is 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. Need another computer technician to help with the maintenance of the computer laboratory classrooms including the Library computer laboratory.

IV. SERVICE AREA OUTCOMES, GOALS & OBJECTIVES ASSESSMENTS

1. Provide Service Area Outcomes assessment results below.

Year: 2016

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Computer Hardware maintenance To Provides technical support for the college computer hardware including network servers, devices, and connection.	70% of computer hardware users are satisfied with the technical support.	User Satisfactory Survey Computer Services Logbook Computer Inventory	This year 68 computer hardware were troubleshoot and provided maintenance support. 70% achieved for hardware maintenance	CS met the 70% goal to maintain computer hardware and will continue to maintain this goal in computer hardware maintenance
Internet and Network connectivity To provide Internet and Network connectivity and operations to support learning.	70% of service users are satisfied with Internet and Network connectivity and operations.	User Satisfactory Survey Computer Services Logbook	This year 30 Internet and Network connectivity was done. Met the 70% of Internet and Network connectivity	CS met the 70% goal for Internet and Network connectivity and will continue to provide this service.
Computer Software maintenance To Provides technical support for the software used at the college	70% of computer software users are satisfied with the technical support.	User Satisfactory Survey Computer Services Logbook Computer Inventory	This year 43 problems with computer software was accomplished. Met the 70% computer software maintenance objective	CS met the 70% goal for computer software maintenance and will continue to provide this service.

including operating systems.				
Computer Security protection To provide computer security protection for all college computers and laptops	100% of college computers and laptops will be virus and spyware protected.	User Satisfactory Survey Computer Services Logbook	This year 1 problem was recorded for computer software was accomplished. met 100% Computer Security protection task	CS met the 100% goal for computer computer security protection and will continue to provide this service.
Setup network users account and email accounts To setup and assign user account and security rights to specialized software and email user account.	100% of college students and employees will be assigned user account and security rights to specialized software as well as email users account.	User Satisfactory Survey Computer Services Logbook	This year 14 problem was recorded for Setup network users account and email accounts was accomplished. met 100% in Setup network users account and email accounts	CS met the 100% goal for Setup network users account and email accounts and will continue to provide this service.
College website maintenance and update To maintain an updated college website.	100% of college information provided to the computer services will be uploaded to the college website on a regular basis.	User Satisfactory Survey Computer Services Logbook	This year 6 problem was recorded for College website maintenance and update. met 100% website update & maintenance	CS met the 100% goal for College website maintenance and update and will continue to provide this service.

Year: 2017

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Computer Hardware maintenance To Provides technical support for the college computer hardware including network servers, devices, and connection.	70% of computer hardware users are satisfied with the technical support.	User Satisfactory Survey Computer Services Logbook Computer Inventory	This year 58 computer hardware were troubleshoot and provided maintenance support. 70% achieved for hardware maintenance	CS met the 70% goal to maintain computer hardware and will continue to maintain this goal in computer hardware maintenance
Internet and Network connectivity	70% of service users are satisfied with Internet and Network	User Satisfactory Survey Computer Services	This year 57 Internet and Network connectivity was	CS met the 70% goal for Internet and Network connectivity and

To provide Internet and Network connectivity and operations to support learning.	connectivity and operations.	Logbook	done. Met the 70% of Internet and Network connectivity	will continue to provide this service.
Computer Software maintenance To Provides technical support for the software used at the college including operating systems.	70% of computer software users are satisfied with the technical support.	User Satisfactory Survey Computer Services Logbook Computer Inventory	This year 63 problems with computer software was accomplished. Met the 70% computer software maintenance objective	CS met the 70% goal for computer software maintenance and will continue to provide this service.
Computer Security protection To provide computer security protection for all college computers and laptops	100% of college computers and laptops will be virus and spyware protected.	User Satisfactory Survey Computer Services Logbook	This year 7 problem was recorded for computer software was accomplished. met 100% Computer Security protection task	CS met the 100% goal for computer computer security protection and will continue to provide this service.
Setup network users account and email accounts To setup and assign user account and security rights to specialized software and email user account.	100% of college students and employees will be assigned user account and security rights to specialized software as well as email users account.	User Satisfactory Survey Computer Services Logbook	This year 16 problem was recorded for Setup network users account and email accounts was accomplished. met 100% in Setup network users account and email accounts	CS met the 100% goal for Setup network users account and email accounts and will continue to provide this service.
College website maintenance and update To maintain an updated college website.	100% of college information provided to the computer services will be uploaded to the college website on a regular basis.	User Satisfactory Survey Computer Services Logbook	This year 7 problem was recorded for College website maintenance and update. met 100% website update & maintenance	CS met the 100% goal for College website maintenance and update and will continue to provide this service.

Year: 2018

Function and SAO	Goal and Objective	Assessment Tool	Actual Result	Analysis and Action Plans
Computer	70% of computer	User Satisfactory	This year 8	CS met the 70%

Hardware maintenance To Provides technical support for the college computer hardware including network servers, devices, and connection.	hardware users are satisfied with the technical support.	Survey Computer Services Logbook Computer Inventory	computer hardware were troubleshoot and provided maintenance support. 70% achieved for hardware maintenance	goal to maintain computer hardware and will continue to maintain this goal in computer hardware maintenance
Internet and Network connectivity To provide Internet and Network connectivity and operations to support learning.	70% of service users are satisfied with Internet and Network connectivity and operations.	User Satisfactory Survey Computer Services Logbook	This year 16 Internet and Network connectivity was done. Met the 70% of Internet and Network connectivity	CS met the 70% goal for Internet and Network connectivity and will continue to provide this service.
Computer Software maintenance To Provides technical support for the software used at the college including operating systems.	70% of computer software users are satisfied with the technical support.	User Satisfactory Survey Computer Services Logbook Computer Inventory	This year 4 problems with computer software was accomplished. Met the 70% computer software maintenance objective	CS met the 70% goal for computer software maintenance and will continue to provide this service.
Computer Security protection To provide computer security protection for all college computers and laptops	100% of college computers and laptops will be virus and spyware protected.	User Satisfactory Survey Computer Services Logbook	This year 8 problem was recorded for computer software was accomplished. met 100% Computer Security protection task	CS met the 100% goal for computer computer security protection and will continue to provide this service.
Setup network users account and email accounts To setup and assign user account and security rights to specialized software and email user account.	100% of college students and employees will be assigned user account and security rights to specialized software as well as email users account.	User Satisfactory Survey Computer Services Logbook	This year 9 problem was recorded for Setup network users account and email accounts was accomplished. met 100% in Setup network users account and email accounts	CS met the 100% goal for Setup network users account and email accounts and will continue to provide this service.
College website	100% of college	User Satisfactory	This year 6	CS met the 100%

maintenance and update To maintain an updated college website.	information provided to the computer services will be uploaded to the college website on a regular basis.	Survey Computer Services Logbook	problem was recorded for College website maintenance and update. met 100% website update & maintenance	goal for College website maintenance and update and will continue to provide this service.
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2. Provide summary of the Service Area Outcomes assessment including the trend analysis of the last three years below.

Provided services trend is indicated as increasing, because we hired a computer technician to assist 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.

V. PERSONNEL

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

Position/Title (no name)	Status (FT/PT)	Highest Degree	Initial Date of Hire	Description of Duties (Use HR information)
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 and/or other college plan(s).

No.
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.
One computer technician is 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. Need another computer technician to help with the maintenance of the computer laboratory classrooms including the Library computer laboratory as listed in the TRC Plan.

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

Yes, available personnel possess adequate skills required to support the service area.

4. Provide summary of Personnel in the space below.

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.

One computer technician is 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. Need another computer technician to help with the maintenance of the computer laboratory classrooms including the Library computer laboratory.

VI. PROFESSIONAL DEVELOPMENT ACTIVITIES

1. In what professional organizations (related to work position, duties and responsibilities) do personnel in this service area participates in?

Organization	No. of Personnel Participating	Office Held (if any)
None	N/A	N/A

2. List professional development activities that personnel in this service area have participated in during this review period? (Such activities include trainings, workshops, courses, and degrees both on and off island.)

Professional Development Activity	No. of Personnel Participating	Date of Activity
None	N/A	N/A

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

None for this program review period.

4. Provide summary of Professional Development Activities below.

We did not attend any professional development activities during this program review period.

VII. 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 and/or other college plan(s).

Yes, office and work spaces are adequate to support the services area.

2. Is available equipment adequate to support service area functions? If no, provide response based on assessment results and/or other college plan(s).

Yes, available equipment adequate to support service area functions.

3. Does the service area generate revenue? If yes, explain how it is generating revenue.

No, this service area do not generate revenue.

4. Provide summary of Facilities and Equipment below.

Office and work spaces are adequate to support the services area and available equipment are adequate to support service area functions.

VIII. EVALUATION OF PREVIOUS PROGRAM REVIEW ACTION PLANS

1. Indicate the period of the last program review cycle of this service area.

Cycle:3 years	Years: March 2013/March 2015
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2. Indicate the status of the previous program review action plans below.

Action Plan Activity/Objective	Status Complete/Ongoing/Incomplete	Remarks
Hire a Computer Technician	Incomplete	Hiring will be done by HR
Contract professional network consultant	Complete	Fiber Optic Network layout complete
Obtain additional or more working space for Comp. Technician	Complete	Additional working space obtained for Computer Services area
Search for Information Technology trainings	Ongoing	Research for more specialized training for Computer Services area staff.

3. Provide evaluation summary of the previous Program Review Action Plans below.

Hiring additional computer technician will be done by Human Resources Office and depends on the budget, but the College fiber optic network layout was completed a student consultant from Carnegie Mellon University. Additional space has been given to Computer Services Area so there is more work spaces allocated for this office. Still need to search for specialized training to meet Computer Services staff needs.

IX. SERVICE AREA STRENGTHS AND IMPROVEMENT NEEDS

1. List and explain service area strengths.

Fiber Optic Network layout – Internet speed has increased and all students and staff can access Internet and also have palau.edu domain email account.
 Additional space provided for troubleshooting and storing computers and parts.
 Software and services has been outsources to outside of the college vendors so the college staff can access email and website anywhere.

2. List and explain service area improvement needs based on assessment results and/or other college plan(s).

Hire additional computer technician to oversee computer laboratory classroom as indicated on the college TRC plan.
 Evaluate service area to know strength and weakness in order to improve support of this service area.

3. Provide summary of Strengths and Improvement Needs below.

Fiber Optic Network layout – Internet speed has increased and all students and staff can access Internet and also have palau.edu domain email account.
 Additional space provided for troubleshooting and storing computers and parts.
 Software and services has been outsources to outside of the college vendors so the college staff can access email and website anywhere.
 Hire additional computer technician to oversee computer laboratory classroom as indicated on the college TRC plan.
 Evaluate service area to know strength and weakness in order to improve support of this service area.

X. SERVICE AREA ACTION PLANS

1. Based on this program review results, describe the service area action plan(s) for the next cycle. Include necessary resources.

Action Plan Activity/Objectives	How will this action plan improve the service area?	Needed Resources (if any)	Timeline
Hire Computer Technician	To help with Computers work load and maintain the computer laboratory classroom	1	2018-2020
Search way to outsources college needed system(software)	Help to save the cost of new servers and also backup of data and software can be accessed by Internet	N/A	2018-2020
Search for Information Technology trainings	Trainings specific in maintaining the college network line and the servers on campus	N/A	2018-2020

2. Provide summary of Action Plan(s) for the next cycle below.

To help with Computers work load and maintain the computer laboratory classroom another computer technician is needed for the service area. To be able to access our software outside the college campus and save the cost of new servers and also backup of data will be efficient and be on cloud storage.
 Trainings specific in maintaining the college network line and the servers on campus is needed for the computer services staff.

XI. RESOURCE REQUEST

1. Based on Service Area Action Plans, provide detailed information for any resources that will be requested below.

Type of Resource	Description	Estimated Amount Requested	Justification
Personnel	Computer	TBA	To help with work load and maintain computer

	Technician		laboratory classrooms
Facilities	N/A	N/A	N/A
Equipment	Upgrade network devices and our computer workstation	\$10,000	Get new network devices such as switches and wireless routers and create access to dorm and lower campus area. Computer workstation are getting old so in the near future they need to be replaced.
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 Area.
Software	Outsource software license and one centralized Information Management software	\$10,000 – \$30,000	License for software that will be used at the college and one centralized Information Management software that will contain all the college data, instead of separate packaged software used at the college.
Training	Network connection/server setup and software management	\$10,000	Training specific to the services or technology needs of the college that will help improve technology services.
Other			
Total			

2. Provide summary of Resource Request that may require institutional support to ensure the implementation of service area action plans.

License for software that will be used at the college and one centralized Information Management software that will contain all the college data, instead of separate packaged software used at the college.

Do not forget to include all your required evidence. Required evidence is listed on page 2 of this template.