

Fall 2008 Program Review Evaluation

Name of Program: Info Tech/ AVMS/ Reprographics/ Operators/Cub Card
Name of Unit: Finance and Technology
Name of Area: Administrative Services
Date Completed: 1/15/2009

Program's Mission Statement

The review committee liked the concise and clear IT mission statement. The mission does align with the college mission statement to "develop a community of learners -- both near and far -- with the knowledge, skills, and attitudes necessary for optimal growth and action in their personal and professional lives."

Program Outcomes

Core services were outlined with impact on "leadership, planning, and direct technical support" for academic and administrative computing through provision of infrastructure and supporting components.

What are expected outcomes or impact of services on the college community?

Program's Characteristics, Performance, and Trends

Detailed explanation of components and trends were adequate. However, need to rewrite second sentence under Cub Card IDs and clarify the use of "college" on page 4 and 5.

On page 5, IT Human Resources; the committee suggested reevaluating the mechanism used to determine staff needs. How many staff members are needed to survive and clarify the need for a Macintosh IT specialist?

On page 6, Teaching Learning Center, the committee suggested that there should be more specificity to ensure updated faculty and staff training opportunities. The paragraph was somewhat unclear. Is a director needed or more computer specialists?

Program's Strengths and Weaknesses

Strengths were adequately described. The committee suggested that the section describing Weaknesses should be more specific/descriptive. Also, there are two #2 sentences in this list (renumber).

Program's Opportunities and Challenges

Opportunities were clear. The committee suggested under Challenges that more specific information be included related to financial plans and resources, i. e. if there is not enough investment in technology upgrades, etc. suggest why the college needs more and consequences if the college does not upgrade.

Evaluation of Program's Performance

Good evaluation of performance but the committee suggested including a description/reference to the college "Technology Plan" to upgrade including costs, timelines, etc. Also, include data from survey information from support staff, etc. in the review.

Page 8, Evaluation - Help Desk, Reference to Appendix? And x (average #? - days) was left blank.

Program's 3-5 Year Strategic Directions

Overall, the committee thought this was a good analysis of program direction and appropriate for the college.

May want to include survey data or growth characteristics to support/justify goals and staff needs in the future. Goal #1, Objective #1, 1 has a couple typos (route, requests).

The committee was unclear about the meaning of Goal 3, Objective 3.1, Goal 6 (faculty and staff training), Goal 7 (for faculty and staff?), and Objective 7.1.

Individuals Who Participated in Developing this Plan

1. Anderson, Randy
2. Meyer, Joseph
3. O'Connor, Christi