



# Strategic Initiative Section Report

**Instructional Technology Services (ITS):**

**Date: 05/23/2016**

- Program Review Non-instructional Cycle F 2015\_Instructional Technology Services (ITS)

**Sorted by:** Program

**SI Section Templates:** PR Section 1.0, PR Section 4.3 - 4.6, PR Section 6.0 SAP w/o Resource Requests

## Instructional Technology Services (ITS)

### PR Section 1.0

#### Program Review Non-instructional Cycle F 2015\_Instructional Technology Services (ITS)

##### 1.0

Mission, Vision, Core Values and College Goals drive all college activities. The Program Review committee would like to understand the connection of your department/office to the Mission, Vision, Core Values and College Goals. Summarize how your department/office supports each area.

Mission: We prepare students to be successful learners

Vision: Fullerton College will create a community that promotes inquiry and intellectual curiosity, personal growth and a life-long appreciation for the power of learning.

Core Values:

- We respect and value the diversity of our entire community.
- We value tradition and innovation.
- We support the involvement of all in the decision-making process.
- We expect everyone to continue growing and learning.
- We believe in the power of the individual and the strength of the group.
- We expect everyone to display behavior in accordance with personal integrity and high ethical standards.
- We accept our responsibility for the betterment of the world around us.
- We value and promote the wellbeing of our campus community.

College Goals:

Goal 1: Fullerton College will promote student success.

Goal 2: Fullerton College will reduce the achievement gap.

Goal 3: Fullerton College will strengthen connections with the community

Instructional Technology Services (AKA Desktop Services) supports the District and Colleges goals through its support of all the technology for classroom instruction, admissions and records, counseling, campus safety, Division offices and all the varies other administrative areas on campus. We are currently supporting over 3000 computing devices on the campus (Intel desktops and laptops, Apple Desktops and laptops, I pad's, Android tablets and specialty computing devices). We also have 196 classroom demo stations that we maintain (151 w/Extron systems). We simply oversee all of the computing technology on campus to support every aspect of the daily needs of the campus community.

## PR Section 4.3 - 4.6

### Program Review Non-instructional Cycle F 2015\_Instructional Technology Services (ITS)

#### 4.3 - 4.6

4.3 How has assessment of SAOs led to improvements in services provided to the consumer by this department/office?

The move to the more current operating systems allows for better compatibility between campus, district and state offices.

4.4 What challenges remain to make your SAOs more effective?

We still need to reach that 100%, but as we are upgrading the campus hardware this will be accomplished.

4.5 Describe how the SAOs are linked to the college's goals. (See <http://programreview.fullcoll.edu/>) Having better operating systems allows for more efficient and productive work by all those that support the college. This in turn allows our students to become successful life time learners because we can better focus on those goals and not be burdened by our tools.

4.6 A. What methods are used to assess the department/office's effectiveness to the population that interacts with your department/office?

We do follow up calls to all service request to assure that their needs and expectations have been met by the department.

B. What do the results of the above methods of assessment indicate about the effectiveness of the department/office?

It appears that we are meeting the vast majority of the campus expectations. We do still feel we go a little under the radar because we do not have a presence at Dean's Counsel or PCC. In the past the Director supplied this awareness.

C. How were the assessment results used to make improvements to services provided by this department/office? Please provide examples. We have proactively reached out to upgrade user equipment with both new equipment and food chain. We had done this whenever resources allowed. Whenever visiting a customer for a service issue, we have offered to upgrade their equipment / software where possible.

## PR Section 6.0 SAP w/o Resource Requests

### Program Review Non-instructional Cycle F 2015\_Instructional Technology Services (ITS)

**Action Plans**

<b>STRATEGIC ACTION PLAN # 1</b>	
Strategic Action Plan Name: (formerly called short-term goal)	Improved Classroom Student Experience
List College goal/objective the plan meets:	College Goal #: 1 Objective #: 2
Briefly describe the SAP, including title of person(s) responsible and timeframe, in 150 words or less.	To improve all classrooms with technology that engages today's students, allowing for more interaction in the classroom.
What <i>Measurable Outcome</i> is anticipated for this SAP?	Improved student retention through better connections to the instructional materials being presented.