


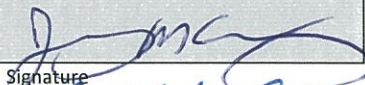



IMPERIAL VALLEY COLLEGE SERVICE AREA PROGRAM REVIEW

DATE:	2/20/2014
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DEPARTMENT/PROGRAM:	Enterprise Services
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PREPARED BY:	Jeffrey M. Enz	
	Name	Signature

AREA DEAN/DIRECTOR:	Jeffrey M. Enz	
	Name	Signature

AREA VICE PRESIDENT:	Todd Finnell	
	Name	Signature

IMPERIAL VALLEY COLLEGE MISSION STATEMENT

The mission of Imperial Valley College is to foster excellence in education that challenges students of every background to develop their intellect, character, and abilities; to assist students in achieving their educational and career goals; and to be responsive to the greater community.

Institutional Goals

Educational Master Plan 2012-15

Approved by Board of Trustees May 16, 2012

Goal One (Institutional Mission and Effectiveness): The College will maintain programs and services that focus on the mission of the college supported by data-driven assessments to measure student learning and student success.

Obj.	Objectives for EMP Goal 1
1.1	Develop systems and procedures that establish the mission of the college as the central mechanism for planning and decision making.
1.2	Develop an institutional score card to assess student learning that drives integrated planning and resource allocation.
1.3	Develop systems and procedures to ensure that the college maintains a collegial and self-reflective dialogue that improves effectiveness.
1.4	Develop systems that are inclusive, cyclical, and understood by all stakeholders.

Goal Two (Student Learning Programs and Services): The College will maintain instructional programs and services which support student success and the attainment of student educational goals.

Obj.	Objectives for EMP Goal 2
2.1	Ensure that all instructional programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.2	Review program learning outcomes annually (or biennially) to assure currency, improve teaching and learning strategies, and raise student success rates.
2.3	Ensure that all Student Services programs, regardless of location or means of delivery, address and meet the current and future needs of students.
2.4	Ensure that all Student Services programs engage in a process of sustainable continuous quality improvement by annual review of Service Area Outcomes, annual Program Review, and Comprehensive Program Review every three years.
2.5	Ensure that the Library meets as closely as possible the "Standards of Practice for California Community College Library Faculty and Programs" of the Academic Senate for California Community Colleges.
2.6	Ensure that instructional labs continue to collaborate in sharing financial and human resources, thus maintaining continuous quality improvement.

Goal Three (Resources): The College will develop and manage human, technological, physical, and financial resources to effectively support the college mission and the campus learning environment.

Obj.	Objectives for EMP Goal 3
3.1	Develop and implement a resource allocation plan that leads to fiscal stability.
3.2	Implement a robust technological infrastructure and the enterprise software to support the college process.
3.3	Build new facilities and modernize existing ones as prioritized in the facility master plan.
3.4	Design and commit to a long-term professional development plan.
3.5	Raise the health awareness of faculty, staff, and students.

Goal Four (Leadership and Governance): The Board of Trustees and the Superintendent/President will establish policies that assure the quality, integrity, and effectiveness of student learning programs and services, and the financial stability of the institution.

Obj.	Objectives for EMP Goal 4
4.1	Review all Board policies annually to ensure that they are consistent with the College mission statement, that they address the quality, integrity, and effectiveness of student learning programs and services, and that they guard the financial stability of the institution.
4.2	Maintain a clearly defined Code of Ethics that includes appropriate responses to unprofessional behavior.
4.3	Ensure that the Board of Trustees is informed and involved in the accreditation process.
4.4	Ensure that processes for the evaluation of the Board of Trustees and the Superintendent/President are clearly defined, implemented, and publicized.
4.5	Establish a governance structure, processes, and practices that guarantee that the governing board, administration, faculty, staff, and students will be involved in the decision making process.



IMPERIAL VALLEY COLLEGE
SERVICE AREA PROGRAM REVIEW

I. PROGRAM/DEPARTMENT DESCRIPTION (include Vision; Mission; Services-
Functions; Funding Sources Statement)

We're committed to empowering students, faculty, and staff to succeed in today's highly connected, collaborative environments. We strive to be an exemplar among California Community Colleges in our use and support of technology by implementing leading technologies, innovative strategies, and proven best practices.

II. SERVICE AREA OUTCOMES (use the attached form to identify outcomes, methods,
assessment process, results, decisions & recommendations)

Program Goal #1: Network refresh and design.

Est. Completion Date: On-going Way(s) to assess. The Technology Plan calls for "Technology Renewal and Replacement on a Predictable Cycle." By putting a refresh schedule in place we could accomplish this goal.

Program Goal #2: Network Access Control and Problem Mitigation.

Est. Completion Date: 06-30-2015 Way(s) to assess. The Technology Plan calls for "...implement strategy of Network Access Control and Problem mitigation. Have the Network Access Control equipment in place and properly monitoring the network.

Program Goal #3: Data Protection

Est. Completion Date: On-going Way(s) to assess. The Technology Plan calls for "Secure Authentication and Authorization, and Provisioning." Implementation of equipment that looks at files and folders to verify who has access and that monitors who is accessing secure files and folders, along with continued training, will begin the process to meet this need.

III. DATA (use data pertinent to your program/department; include qualitative and
quantitative data; survey-evaluation results; and other relevant data to assess
program/department effectiveness)

Program Goal #1: Network refresh and design: Creation of a spreadsheet that will track age and location of network equipment. Verify that equipment is replaced in a timely manner

Program Goal #2: Network Access Control and Problem Mitigation: The Network Access Control equipment will provide the reports necessary .

Program Goal #3: Data Protection: The file protection software will provide the necessary reports to show who is accessing the secure files on campus. Additionally it will alert when files are accessed by person who should nto be accessing them.

- IV. **ANALYSIS** (evaluate the strengths, challenges, opportunities and needs of your program/department; provide thorough interpretation of data; use the attached form to list previous objectives/goals and associated Institutional Goals; state if met, partially met, or not met for each one; give detail on any improvements/effectiveness and detail on status on those not fully met.)

Program Goal #1: Network refresh and design: At this time we do not have a network equipment refresh in place and the equipment in many places is getting very dated. The major challenge will be getting the on-going funding put into place.

Program Goal #2: Network Access Control and Problem Mitigation: At this time we do not have a Network Access Control equipment and therefore are unable to control certain areas of the network. The major challenge will be funding.

Program Goal #3: Data Protection: We will continue to be trained and work on training others in the best way for securing data. However, implementation of the equipment that can monitor and alert on folder/file access would go a long way to improve security.

- V. **FINDINGS & FUTURE DIRECTION** (summarize findings and indicate how the findings have shaped decision making; address areas of concern; provide recommendations for future goals of your program/department; use the attached form to identify goals for the next year; align future program goals to one or more institutional goals, and address applicable needs by listing budget enhancement requests associated with program goals, and select applicable resource plan, i.e. facilities, staffing, technology, professional development, marketing.)

All three Program Goals are part of the current Technology Plan and are areas that the Technology Planning Committee have added to the task list to be completed as soon as possible. A budget enhancement has been requested on all three of the items listed.

- VI. **PROCESS IMPROVEMENT OPPORTUNITIES** (Use the attached "Process Improvement Opportunities" form to identify three processes for improvement in terms of: 1) Work efficiency, 2) Cost reductions, and 3) Contributions to student enrollment and/or success. Identify one or more institutional goals supported by each process. Assess progress in attainment of process improvements identified in previous Program Review.)

By implementing these Program Goals we can ensure a network that is able to meet the current and future teaching and learning needs. We will also continue to improve security of not only the network, but the data that resides on the network.

With regards to past Program Goals we will continue to monitor the data being derived from the Service Desk reporting tool and the Wireless controller reporting tool. The data will help refine our strategies to support both students and staff.

IT will also continue to look for centralized management solutions that will provide a more efficient use of time by centralizing all technology management. IT will also work with student and staff groups to better inform them of the opportunities on campus.

SERVICE AREA PROGRAM REVIEW PROCESS IMPROVEMENT OPPORTUNITIES

PURPOSE: For all IVC programs to engage in continuous process improvements, efficiency evaluation, and implementation of steps to facilitate increased student enrollments and student success.

GOALS: Each process within the departments will be reviewed in terms of: 1) Work efficiency, 2) Potential cost reductions, and 3) Potential contributions for increasing enrollment and/or student success.

DEPARTMENT: Click here to enter text
<i>Opportunities for:</i>
PROCESS #1: Service Desk
Work efficiencies: Improve the efficiency that the service desk functions at.
Cost reductions: An efficient service desk needs fewer staff members to get the work done.
Contributions to student enrollment &/or success: The less time spent waiting for work to be completed the more time for classroom instruction.
Supports Institutional Goal and Objectives: 3.2
PROCESS #2: Lab Support
Work efficiencies: Improve the process of maintaining hardware and software in the instruction labs.
Cost reductions: Less time is needed supporting up-to-date systems
Contributions to student enrollment &/or success: Having current hardware and software will improve the quality of instruction.
Supports Institutional Goal and Objectives: 2.6
PROCESS #3: Network Access Control
Work efficiencies: Maintaining network security and integrity allows for users to efficiently use network resources.
Cost reductions: By verifying the devices that are connecting to the network meet a minimum set of criteria, less staff time will go toward dealing with issues created by infected or otherwise problem equipment.
Contributions to student enrollment &/or success: Provides for a better environment for students that are connected to the network.
Supports Institutional Goal and Objectives: 3.2

PROGRAM GOALS

A. PAST – EVALUATION OF PREVIOUS CYCLE OBJECTIVES/PROGRAM GOALS (SET IN PREVIOUS YEAR)

List your previous objectives/goals and associated Institutional Goals. All program goals must address at least one of the institutional goals.

	INSTITUTIONAL GOAL(S) (Check all that apply.)
<p align="center">PAST PROGRAM GOALS (Describe past program goals.)</p>	

	INSTITUTIONAL GOAL(S)
<p>1</p>	<p align="center">PAST PROGRAM GOAL #1</p>
<p>Identify Program Goal from Last Program Review: Service Desk</p>	<p> <input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4 </p>
<p> <input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: Improving service desk efficiencies is an on-going effort. See attached addenda showing service desk data.</p>	

2	PAST PROGRAM GOAL #2	INSTITUTIONAL GOAL(S)
	<p>Identify Program Goal from Last Program Review: Wireless</p> <p> <input checked="" type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: The goal of providing ubiquitous wireless connectivity anywhere on campus has been met. We are working on the outreach efforts across campus.</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4

3	PAST PROGRAM GOAL #3	INSTITUTIONAL GOAL(S)
	<p>Identify Program Goal from Last Program Review: Classroom Support</p> <p> <input type="checkbox"/> Met <input checked="" type="checkbox"/> Partially Met <input type="checkbox"/> Not Met </p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met: All classrooms on campus, except two, are now equipped with the equipment necessary to provide modern classroom instruction.</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4

Comments:

FUTURE – LIST OF “SMART” (SPECIFIC MEASURABLE ATTAINABLE RELEVANT TIME-LIMITED) PROGRAM OBJECTIVES FOR NEXT ACADEMIC YEAR TO ADDRESS PROGRAM IMPROVEMENT, GROWTH, OR UNMET NEEDS/GOALS. ALL PROGRAM GOALS MUST ADDRESS AT LEAST ONE OF THE INSTITUTIONAL GOALS.

FUTURE PROGRAM GOALS <small>(Describe future program goals. List in order of budget priority.)</small>	INSTITUTIONAL GOAL(S) <small>(Check all that apply.)</small>
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1	FUTURE PROGRAM GOAL #1 Budget Priority #1	INSTITUTIONAL GOAL(S)
	<p>Identify Goal: Network refresh and design</p> <p>Objective: Pillar Two of the Technology Plan calls for "Technology Renewal and Replacement on Predictable Cycles." Evaluate and make improvements to the network design and architecture, and thoroughly document network. As with the computer inventory, the network infrastructure needs to be refreshed on an on-going basis to remain capable of meeting the constantly changing demands of technology. Network technology needs to be refreshed on a 5-7 year schedule, we are looking at a 7 year schedule.</p> <p>Task(s): Document all network equipment and determine refresh schedule, evaluate design and document existing and proposed network.</p> <p>Timeline: On-going</p>	<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4
EXPENSE TYPE <input type="checkbox"/> One-Time <input checked="" type="checkbox"/> Recurring	FUNDING TYPE <input type="checkbox"/> Categorical Specify:	BUDGET REQUEST \$30,000
	RESOURCE PLAN <small>(Check all that apply.)</small> <input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget	
	<input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome)	

	<input checked="" type="checkbox"/> General Fund	<input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing	<input type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology	
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<p align="center">2</p>	<p align="center">FUTURE PROGRAM GOAL #2</p> <p align="center">Budget Priority #2</p>		<p align="center">INSTITUTIONAL GOAL(S)</p>
<p>Identify Goal: Network Access Control and Problem Mitigation.</p>			<p><input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4</p>
<p>Objective: Pillar One of the Technology plan calls for Robust, Reliable Network Architecture. Sub-item 10 is to Investigate and implement strategy of Network Access Control and Problem mitigation. This would provide IVC with the ability to monitor and control access to the network to make sure equipment isn't connected that would cause issues with the functionality of the network and other connected equipment.</p>			
<p>Task(s): Implement Network Access Control on the Network</p>			
<p>Timeline: 1 year</p>			
<p>EXPENSE TYPE</p>	<p><input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring</p>	<p>FUNDING TYPE</p> <p><input type="checkbox"/> Categorical Specify: <input checked="" type="checkbox"/> General Fund</p>	<p>BUDGET REQUEST</p> <p align="center">\$50,000</p>
<p>RESOURCE PLAN <small>(Check all that apply.)</small></p>		<p><input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing</p> <p><input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology</p>	

3	FUTURE PROGRAM GOAL #3 Budget Priority #3		INSTITUTIONAL GOAL(S)
Identify Goal: Data Protection			<input type="checkbox"/> 1 <input type="checkbox"/> 2 <input checked="" type="checkbox"/> 3 <input type="checkbox"/> 4
Objective: Pillar Three of the Technology Plan calls for Secure Authentication and Authorization, and Provisioning. Sub-item eight deals with data governance and security. Look for a solution that would assist in strengthen the protection of confidential and personal information across the systems and business practices.			
Task(s): Implement the ability to audit and verify access to confidential and personal data across the IVC campus.			
Timeline: 1 year			
EXPENSE TYPE	FUNDING TYPE	RESOURCE PLAN (Check all that apply.)	BUDGET REQUEST
<input checked="" type="checkbox"/> One-Time <input type="checkbox"/> Recurring	<input type="checkbox"/> Categorical Specify: <input checked="" type="checkbox"/> General Fund	<input type="checkbox"/> Facilities <input type="checkbox"/> Marketing <input type="checkbox"/> Planning & Budget <input type="checkbox"/> Professional Development <input type="checkbox"/> Staffing <input type="checkbox"/> SLO/SAO (Student Learning Outcome/ Service Area Outcome) <input type="checkbox"/> Student Services <input checked="" type="checkbox"/> Technology	\$20,000
TOTAL BUDGET REQUEST			\$100,000

1. How will your enhanced budget request improve student success?

The above projects are all part of the Technology Plan that has been approved by the Technology Committee. Technology has become an integral part of teaching and learning. Removing equipment that has exceeded its' functional life has become a necessity to continue to meet the needs of students and faculty. If the network is not maintained at a reasonable level, students and faculty will be unable to use the many resources available today online and through other technology sources. Additionally, as equipment exceeds it functional life it has a greater likelihood of breaking down, which will negatively affect student success.

Comments:

INSTITUTIONAL STUDENT LEARNING OUTCOMES (ISLOs)

ISLO 1	COMMUNICATION SKILLS
ISLO 2	CRITICAL THINKING SKILLS
ISLO 3	PERSONAL RESPONSIBILITY
ISLO 4	INFORMATION LITERACY
ISLO 5	GLOBAL AWARENESS

SERVICE AREA LEARNING OUTCOMES (SAOs)

SERVICE AREA OUTCOMES <small>(Describe learning outcomes.)</small>	ISLO(S) <small>[Link SAO to appropriate ISLO(s).]</small>
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SAO 1	SERVICE AREA OUTCOME #1	ISLO(S) <input type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5
	Identify Outcome:	
	Measurable Outcome Summary: <input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met Provide detail on any improvements/effectiveness and detail status on those not fully met:	

SAO 2	SERVICE AREA OUTCOME #2		ISLO(S)
	<p>Identify Outcome:</p> <p>Measurable Outcome Summary:</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met:</p>		<input type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5

SAO 3	SERVICE AREA OUTCOME #3		ISLO(S)
	<p>Identify Outcome:</p> <p>Measurable Outcome Summary:</p> <p><input type="checkbox"/> Met <input type="checkbox"/> Partially Met <input type="checkbox"/> Not Met</p> <p>Provide detail on any improvements/effectiveness and detail status on those not fully met:</p>		<input type="checkbox"/> ISLO 1 <input type="checkbox"/> ISLO 2 <input type="checkbox"/> ISLO 3 <input type="checkbox"/> ISLO 4 <input type="checkbox"/> ISLO 5