STUDENT & ACADEMIC SUPPORT PROGRAM REVIEW

Information Services
FISCAL YEAR 2014

What is a Program Review?

This program review is a comprehensive study of the quality and cost effectiveness of a particular student and/or academic support service program. The purpose of Sauk's program review process is to promote continuous improvement and to link those improvements to other internal processes, including curriculum development, assessment, budgeting, facility planning, and to the strategic plan through operational plans. Information provided in program reviews will be used in internal reports, reports to other agencies, and for institutional planning. The program review for each area is conducted once every five years as dictated by a schedule created by the Illinois Community College Board (ICCB).

Why is a Program Review necessary?

ICCB requires all academic & cross-disciplinary programs and all student and academic support services to conduct a program review at least once every five years. The program review process should:

- Examine the need for the program, its quality, and its cost of operation.
- Involve employees of the unit as well as individuals not employed within the unit.
- Examine current information and data on enrollment, persistence, retention, and other data.
- Produce results that are considered in operational planning and budget allocation decisions.

The College's annual required *Program Review Report* to the ICCB comes directly from the approved program reviews.

Also, as a part of accreditation, the Higher Learning Commission (HLC) requires institutions to have an established process to regularly review all programs. However, each institution is allowed the latitude to develop and administer a review process that is suited to the institution's unique circumstances and needs.

Timeline for the Program Review Process	
April/May	Areas are informed that they are scheduled to conduct a program review in the fall of the next academic year
July-Early September	Optional "early start" is available to areas who want to get the Program Review process started sooner. Area leaders are designated Chair of their program review team. A mandatory orientation will be scheduled and hosted by the Dean of Institutional Research and Planning (IR).
Fall semester	Areas conduct their program reviews using this template. The Dean of IR is always available to answer questions during the review process. Occasionally, rough drafts of the PR document will be requested by the Dean of IR for review to stay apprised of progress.
December 20 or sooner	**Program reviews are due.** Area leaders are responsible for having their Program Reviews submitted on-time or early.
Fall Semester-March	The College's Program Review Committee will evaluate area program reviews as they are submitted, request revisions and determine if the program review is complete and if the results fully substantiated. The Vice-President of Academics and the College President determine final acceptance of all program reviews.
March	If applicable, Equipment Request forms, Personnel Change Request forms, Renovation Request forms and Major Project Request forms from ***approved*** program reviews should be completed. They will be forwarded by the Dean of IR to the President's Cabinet for consideration.
April	Instructional areas will submit next year's operational plans, including action items identified in the program review.

Instructions

- The area will form a program review team comprised of 5 to 10 individuals <u>recommended</u> from the following groups:
  - o Area/department staff
  - o Other employees that are outside the department
  - o 1 or 2 students
  - o Community members and/or industry representatives who are not SVCC employees
- The program review team will complete this template during the review process. Other formats will not be accepted.
- All form areas/questions must be completed (unless specifically noted otherwise).
- Resources needed before the Program Review process begins:
  - o Past Operational Plans for your area (last five years)
  - o Last Program Review for your area
  - o Access to the College catalog (online)
  - o Access to Student Satisfaction Inventory (SSI) data from Noel-Levitz
- **The ICCB form (found at the end of this template) MUST be completed for each program being reviewed**.
- The Chair of the area's program review committee is responsible for submitting a completed program review. The Chair should submit the following by **December 20th** or earlier to the Dean of IR:
  - o Type the names of the program review team on the Program Review Team Signatures page. Type in the dates of all applicable meetings. Each member must sign the signature page before it is submitted as a hard copy.
  - o Submit an <u>electronic</u> version of the completed program review template. Do not create a printed copy of the document (besides the signature page).
- The approval process:
  - o Submission of the completed PR template to the Program Review Committee alone does not constitute approval.
  - o The Program Review Committee may request additional analysis, clarification, or information before the committee determines if the program review is complete. The Program Review Committee may approve the program review as is, may determine that the program review findings are not fully substantiated, or may not approve the program review.
    - ▪ Reviews must be approved by the committee, the Dean of Student Services and the President *by March* in order for budgetary requests to be considered. Reports submitted after December 20th may not be approved by the Program Review committee by the March deadline which may jeopardize area budgets, equipment, personnel, renovation or major project requests. Please take the deadlines seriously.

Data forms will be supplied to you as an appendix and attached as a separate file. Please access this file in order to answer the questions found within this template.

QUESTIONS: Contact the Dean of IR, Steve Nunez (ext. 263), with any questions regarding your program review.

Alignment with the College Mission

College Mission   *Tells who we are as an institution and what we do*

SAUK VALLEY COMMUNITY COLLEGE is an institution of higher education that provides quality learning opportunities to meet the diverse needs of its students and community.

College Vision   *Tells where we want to go as an institution*

SAUK VALLEY COMMUNITY COLLEGE will be recognized as a benchmark institution of higher education that provides exceptional learning opportunities in response to the diverse needs of its students and community.

Program Mission

The mission of IS is to support the learning environment for students, faculty and the community by providing access to a variety of resources and services to support the teaching/learning environment at SVCC.

Identify the major functions carried out by this Unit (include as many as are appropriate):

1. Install and provide support for all College computers - approximate numbers below-
   a. 14 computer labs (350 computers)
   b. employees (200 computers)
   c. enhanced classrooms (50 computers)
   d. departmental laptops (SSS, Adult Ed, Counseling) for student checkout (100 laptops)
2. Install and maintain all College printers; approximately 150. Xerox printers/copiers are under service contracts and are maintained by Xerox.
3. Obtain and manage licensing for all academic and administrative software and services college-wide.
4. Maintain inventory for all College computers, printers, and related equipment.
5. Install, maintain, and update all academic and administrative software on employee computers; Windows, Office, etc.
6. Administer active directory which creates and maintains all employee system logins.
7. Provide Internet access (both wired and wireless) inside the college. Internet access coming into the College is provided by ICN (Illinois Century Network) with Comcast as a backup.
8. Provide network security
9. Provide network access and management for employee access to share drives, software, etc.
10. Maintain College telephone system, individual telephones, and switchboard software.
11. Install and provide hardware and software support for all College servers.
12. Provide server, database, and software support for access to Banner.
13. Provide employee training in the use of Banner.
14. Provide access to SOAR.
15. Develop and maintain programming to access student data from Banner for both internal, state, and federal reporting.
16. Develop and maintain the College website, including all data entry forms and associated workflow used by employees.
17. Develop workflow processes and provide support and training for Filebound.

18. Provide computer lab assistants who assist students with login and basic hardware and software support.
19. Provide administrative functions and support for Moodle such as user creation/enrollment, course creation, and backups.
20. Provide administrative functions and support for student and employee email systems.
21. Ensure that all college systems are backed up on a daily basis.
22. Provide institutional supplies for printers, etc.
23. Provide backup assistance to the IT department with support of the enhanced classroom and compressed video technologies.
24. Provide help desk support, in cooperation with the IT department, for software applications.

PART 1: FINANCES – COST EFFECTIVENESS
Strategic Objectives 3.1 & 3.2

Note: The Part 1: Finances section of this Program Review presents a combined report for both IT and IS, in part because our budgets overlap and because over the past 5 years, three IS/IT budget managers have interpreted the account guidelines differently, resulting in account totals that are not comparable. As a result, a combined IT/IS report is the most accurate. Beginning with Part 2 of the Program Review, IS and IT are submitting their own respective Program Reviews.

1. Using Table 1 (rows p-r) as a reference, has the program stayed within its allocated budget the last five years? Has the allocated budget been adequate for the needs of the program?

Looking at the budget totals for each of the last 5 fiscal years, IS/IT operates within the overall allocated budget. However, due to inconsistencies of assignment of expenses to specific sub-accounts, we are unable to ascertain whether each sub-account has accurate dollar amounts. We have met with Melissa Dye to determine consistent allocation of expenses to accounts to allow more accurate monitoring of expenses in the future.

2. Using Table 1 (all rows) as a reference, *describe* the overall five-year income and expense trends for each program.

For the reasons described above, income and expense trends cannot be accurately determined within individual accounts.

One of the trends that is influencing expenses the most is that the number of "systems" at Sauk is increasing (along with regular updates), while the number of staff remains the same. A much needed FY14 request for additional IS staff was denied.

Additional trends affecting expenses include:
- More requests for sophisticated web-based services requiring substantially more top-level programming skills and time (IS).
- Expensive hardware replacement due to discontinued "refresh" cycles in the past (IS).
- Needed Banner add-ons to meet institutional needs are too expensive; time consuming work-arounds (i.e. staff time) or purchasing of cheaper replacement tools which may not integrate well with Banner are substituted (IS).

- Moving to "cloud" based solutions requires less hardware but large startup costs (IS).

3. *Describe* what your area <u>did</u> during the previous five years to improve the program's financial viability.

- Sought bids where appropriate, took advantage of any discounts and worked closely with vendor representatives to make sure we were aware of lower priced options or bundles when purchasing equipment, supplies, and software licenses.
- Installed new equipment and software using Sauk staff rather than external professional services.
- Provided advice or consultation upon request when other Sauk departments were considering equipment or software purchases.
- Bought refurbished printer toner for many department printers.
- Eliminated the computer "refresh" cycle for the replacement of faculty, staff, and student lab computers. (See note in #4 below.)

4. Describe what your area <u>will</u> do over the next five years to improve the financial viability of the program.

- Reduce the number of printers college-wide, incorporating laser printers for groups of faculty and staff instead of individual laser printers on every desk (IS).
- Reduce the number of student labs to reduce costs and better meet the need for lab space (IS).
- Determine when it is possible to replace parts rather than replace a computer, in an effort to stagger needed hardware replacement (IS).
- Reestablish a cost effective "refresh" cycle for all College computers (IS).
- Identify reliable projector lamp suppliers at reduced costs (IT).
- Establish a cost effective "refresh" cycle for classroom technology equipment (IT).
- Evaluate license agreements for departmental and college-wide software to ensure cost effectiveness (IS).

→**Add the financial viability plan to the Operational Planning matrix found near the end of this program review template.**

PART 2: QUALITY

STAFFING

Note: The remaining parts of this Program Review document are for IS only. IT is writing their own Program Review from here on out.

5. Using Table 2 as a reference, *describe* the five year staffing trends in your area. Is staffing appropriate for the area? Explain.

The Coordinator of Administrative Services and Computing position has been vacant for couple of years and we have been unable to fill it. Alan Pfeifer has done the functions of this position as it relates to Banner since the beginning of Banner at Sauk. The functions that he performs in that capacity are critical to the College. Beginning in March, 2014, Alan and Chris will be investigating outsourcing/consulting options to provide backup for Alan until he retires. At that time, and if the Coordinator of Administrative Services and Computing position has not been filled, the outsourcing option will become the main source of support for Banner. The outsourcing option is preferred as it provides redundancy (back-up) and failover in case of loss of services at SVCC, reduces hardware costs, and eliminates the need for the Coordinator of Administrative Services and Computing position.

The Technical Support Specialist – Banner person (Lisa Masengarb) is planning to retire in mid 2015. Her position is also critical to the College. It will be imperative that we hire her replacement 3-4 months before she retires so that she is available to mentor/train a new person.

The vacant Technical Support Specialist position was filled in February. We are in the process of training Valerie Boss in that position.

An FY14 request for a part-time IS support person was denied. This position continues to be a need of the department.

6. If staffing changes are needed for this area within the next five years (including next FY), please describe the needed changes, the rationale for the change, and the fiscal year needed OR indicate "none." Indicate any planned retirements and staffing needs to replace the position currently held by the retiree.

FY needed	Name of Position	Describe why the area needs the new position or needs to update the present position. Give as much detail as necessary.	Estimated Salary and Benefits ($) (contact the Director of HR for estimate)
FY14	Coordinator of Administrative Services and Computing	Vacant position posted on the web (see above).	$50,000.
FY15	Technical Support Specialist - Banner	Lisa Masengarb is planning to retire in mid 2015. The person in this position supports and trains office staff to use Banner. It will be imperative that we get approval to hire Lisa's replacement 3-4 months before she retires so that she can train a new person.	$65,000.
FY14	Part time IS support position	The person in this part-time position would be primarily responsible for Filebound but would also be involved in supporting other college-wide systems and would be cross-trained to provide backup for other IS positions. It is important that IS staff have a backup person for the	$18,000.

			systems that they are responsible for when they are off campus. Currently, we are trying to do that with existing staff, but as the number of software systems grow, the less time we have for cross training staff.		

→**If applicable, add the proposed staffing changes to the Operational Planning matrix for the appropriate FY.**

PROFESSIONAL DEVELOPMENT

7. List all <u>full-time</u> employees and the professional development (that is relevant to your area) they have participated in the last five years (don't include in-service or workshop days, but other on-campus specialized activities could be included and certainly off-campus PD). <u>If</u> a full-time employee has not participated in professional development within the last five years, list the full-time employee and place "none" in the description area.

Full-time Employee Name	Description of Professional Development Activities (list all activities for each individual in one row)	Fiscal Year of Activity
Dave Habben	Cisco server training, webinars, Sauk Valley Technologists meetings	FY12-FY13
Eric Epps	Cascade conference, presenter, webinars, Sauk Valley Technologists meetings	FY12-FY13
Chris Shelley	ICCCA conference, National Ellucian conference-online, Illinois Ellucian conference, webinars	FY12-FY13
Lisa Masengarb	National Ellucian conference-online, Illinois Ellucian conference, webinars	FY12-FY13
Tony Boone	None	

8. List any professional development that part-time employees have attended within the last five years or indicate "none". (Just list part-time employees that <u>have</u> participated in professional development).

Part-time Employee Name	Description of Professional Development Activity	Fiscal Year of Activity
None		

9. If area employees (including part-time employees) need any <u>required</u> professional development within the next 5 years, list the specialized professional development needed, the year of anticipated need, and what employee will need to participate in the professional development.

Employee Name/Position	Description of Specialized/Required Professional Development Activity (include the word "required" in the description)	Fiscal Year Necessary
[ ]	No training or certification is required of IS staff, but it is critical for staff to stay current in their knowledge and skills. We regularly participate in various free webinars on many different IS topics.	[ ]

→Add the required professional development to the Operational Planning matrix for the appropriate FY.

10. For <u>each</u> <u>full-time</u> employee, describe additional professional development that he/she will plan to participate in the next 5 years (not already listed above)?

Employee Name/Position	Description of Anticipated Professional Development Activity.	Fiscal Year(s) of Activity
Dave Habben	Cisco server training, webinars, Sauk Valley Technologists meetings.	FY14-FY19
Lisa Masengarb	It is important that someone from IS and/or staff from student services attend the annual national Ellucian conference. This conference is the best way to keep current in all things Banner. No one has attended for several years. Lisa will attend online sessions during the live conference.	FY14
Eric Epps	Cascade conference, presenter, webinars, Sauk Valley Technologists meetings.	FY14-FY19
Valerie Boss	Sauk Valley Technologists meetings, webinars.	FY14-FY19
Chris Shelley	ICCCA conference, National Ellucian conference-online, Sauk Valley Technologists meetings, webinars.	FY14-FY19

→Add the proposed professional development to the Operational Planning matrix for the appropriate FY.

FY2014: Student & Academic Support Services: [Information Services]

EQUIPMENT & SUPPLIES

11. Identify <u>new and/or replacement</u> equipment, software, and/or supplies needed by the program within the next five years (including items needed next FY). Include cost estimates, the anticipated fiscal year needed, and a rationale for the purchase **OR** indicate "None."

FY Needed	Name of Item	Describe how the item will contribute to the area. What classes will be impacted (if applicable). Also, describe how the item may create a cost savings to the area (if applicable).	Quantity (#)	Unit Cost ($)	Total Cost of Equipment ($)	Additional Annual Cost (if applicable) ($)
[ ]	[ ]	Technology needs are rapidly changing so it is difficult to predict what technologies and equipment will be needed in the next five years.	[ ]	[ ]	[ ]	[ ]
FY15-FY19	Virtualize desktop in academic labs and for employees.	The majority of our servers have been virtualized to save costs, and the next project will be to virtualize the desktop for employees and in academic labs. Virtualization will reduce hardware costs (no longer need to purchase $600-$1000. desktops or laptops), save IS staff time (no longer need to spend time repairing and setting up desktops and laptops), and will allow employees and students to login at any workstation and have access to programs and files that are needed. We have not yet investigated costs with vendors	[ ]	[ ]	[ ]	[ ]
FY15	Move Banner hardware and services to the cloud.	Cloud services reduce costs. We have not yet investigated costs with vendors.	[ ]	[ ]	[ ]	[ ]
FY 17-18	Replace closet switches.	14 switches are being replaced FY14. We will need to replace 10-12 in FY17 and 10-12 in FY18, as the current switches will be reaching end of life.	24	$6000.	$144,000.	[ ]
FY15-16	Replace Banner storage servers	We have not yet investigated costs with vendors.	[ ]	[ ]	[ ]	[ ]
FY15-19	Maintenance on hardware	Maintenance for hardware such as Banner storage is approximately $20,000 each year.	[ ]	[ ]	[ ]	[ ]

FY15-19	Maintenance on college-wide administrative software	Fees and agreements for administrative software such as Oracle, Banner, FileBound, etc. is approximately $100,000 each year.	[ ]	[ ]	[ ]	[ ]
FY15-19	Maintenance on college-wide academic software	Fees and agreements for academic software such as Moodle, e2Campus, Microsoft Windows, Microsoft Office, etc. is approximately $70,000 each year	[ ]	[ ]	[ ]	[ ]
FY15-19	Repair and replacement on college-wide computers, printers, monitors	Computer, printer, and monitor repair and/or replacement for staff and academic labs is approximately $30,000 each year.	[ ]	[ ]	[ ]	[ ]

→**If equipment, software, and/or supplies are needed then add them to the Operational Planning matrix for the <u>appropriate</u> fiscal year.**

FACILITIES

12. Discuss with the Director of Building and Grounds (ext. 299) to determine if your area is accessible to disabled persons? If no, what upgrades are needed to be in compliance?

IS department office area, including server room, is wheelchair accessible.

13. Identify facility improvements and/or additional facility space that will be needed within the next five years and list the anticipated fiscal year the renovations would be needed, **OR** indicate "None."

FY Needed	Describe why it is necessary to conduct the renovations?	Describe the renovation and what area of the building (room #) it will affect.	Estimated Expense ($) (contact the Director of B&G)
	None		
		Furniture (if applicable):	
		Furniture (if applicable):	
		Furniture (if applicable):	

FY2014: Student & Academic Support Services: Information Services

→If facility improvements are needed then add them to the Operational Planning matrix for the <u>appropriate</u> fiscal year.

SERVICES

14. If applicable, examine the graduate follow-up surveys summaries. What was the average rating for your area during the last five years?

Fiscal Year	Average rating (0-4)
N/A	

15. In response to the graduate follow-up survey ratings, were any area modifications made to the area? What were the modifications?

N/A

16. Were different student surveys <u>administered</u> during the last five years (e.g., Noel-Levitz/SSI, but could also include additional surveys including "in-house" surveys) that provided quality feedback on the student or academic services provided by the area? If yes, describe the survey instrument(s) used and the useful information taken from the survey. What changes were made to the area in response to the survey?

During the Spring of 2013, Sauk participated in the Educause student technology survey. This national survey prompts undergraduate students to report on their technology use for academic purposes and how their College supports technology.

187 Sauk students completed the survey: 28% male and 66% female. 68% were full-time students and 32% were part-time students.

88% of students reported that it is moderately-to-extremely important that they be skilled at using technology.

When asked if students own or plan to own any of the following devices, students reported as follows -
 93% own or plan to own a laptop
 41% own or plan to own a tablet
 76% own or plan to own a smartphone
 60% own or plan to own a desktop computer

How important is each device to your academic success?	Very-Extremely Important
Laptop	82%
Tablet	15%
Smartphone	27%
Desktop	43%

Students were asked to rate their access via a mobile device to various electronic resources at Sauk.

Thinking about the past year, please rate your institution's support for the following activities from a mobile device:	Good-Excellent
Accessing library resources	54%
Checking grades	73%
Registering for courses	58%
Accessing Financial Aid information	51%
Ordering Transcripts	33%
Using LMS	70%
Accessing event and club information	70%
Scheduling appointments	38%

Students were asked to report on the value of technology used for academic purposes.

To what extent do you agree with the following statements? By the time I graduate, the technology I have used in my courses	Agree-Strongly Agree
will have adequately prepared me for the workplace.	58%
Technology makes me feel more connected to what's going on at the college/university.	58%
Technology better prepares me for future educational plans.	72%
Technology makes me feel connected to professors.	58%
Technology helps me achieve my academic outcomes.	67%
The use of mobile devices in class can enhance learning.	31%
I am more likely to get involved in a campus activity when made aware of it through technology.	47%

The results of this survey tell us that students consider the use of technology for academic purposes to be important. They use various devices to connect with each other, to connect with their teachers, and to connect with the College. They rely on electronic resources such as SOAR and Moodle and they expect to be using technology both on and off-campus.

IS/IT conducted an employee satisfaction survey for this program review. We received 73 surveys completed by faculty and staff. We asked employees to rate a list of 11 services provided by IS as well as the interpersonal quality of IS staff. The table below shows the results of the ratings.

Please rate the quality of support you have received from the Information Systems (IS) staff and student workers (Chris Shelley, Brandon Payne, Dave Habben, Lisa Masengarb, Tony Boone, and Eric Epps) on our major services. Click NA if you have not						
Answer Options	Excellent	Satisfactory	Needs improvement	NA	Rating Average	Response Count
Hardware or software assistance with your office	42	17	0	3	2.58	62
Hardware or software assistance with computers in an	13	11	2	37	1.00	63
Toner replacement or repair of office printers	25	21	0	17	1.86	63
Toner replacement or repair of printers in an	7	10	2	44	0.68	63
Banner reports for department or committee projects	28	10	3	22	1.70	63
Banner/SOAR technical support	23	15	3	22	1.62	63
Banner training	11	19	5	28	1.21	63
Web site design or updating	10	19	9	23	1.26	61
FileBound user training and support	9	21	5	27	1.19	62
Telephone setup and training	27	19	3	14	1.94	63
Help from computer lab assistants	11	10	2	40	0.87	63
Other:	2	0	0	14	0.38	16
Other (please specify)						1
					answered question	63
					skipped question	10

The quality of staff service received ratings between 68-78%. The highest quality ratings were related to the promptness in resolving issues and the flexibility of the staff to solve problems. When asked to rate the satisfaction that they experience on a day-to-day basis when using the technology in their office to perform job duties, 100% of employees rated their experience satisfactory to excellent. Employees were also asked to provide suggestions on how IS could improve services. Several employees requested that IS/IT clarify which staff they should call for specific issues. IS and IT staff will be working on a solution to this request.

17. Will student surveys (s) be used within the next five years to receive feedback on the student or academic services provided by your area? List all possible survey instruments. Describe the instrument(s) and the type of information it will provide and the year(s) it will be administered.

IS will again participate in the 2014 Educause survey in Feb/March.

→**If applicable, add the survey proposal to the Operational Planning matrix and the FY(s) it will be administered.**

If a survey instrument has not been approved by SVCC's IRB, contact the Dean of IR for approval.

18. Describe any future efforts to improve efficiencies or services for the area and indicate the FY of implementation; *OR* indicate "None."

Proposed Change	**Proposed Fiscal Year Implemented**
During the upcoming year, we will be investigating our options to move Banner to the "cloud." Cloud services will give us redundancy (back-up), provide upgrades and support, and reduce our hardware costs.	FY14-FY19
Desktop virtualization – Many of our servers are already virtualized – less hardware to purchase and maintain. We will be reviewing options with vendors to virtualize desktops also. There will be initial startup costs, so after budget approval, the project will be implemented in phases.	FY14-FY19
Mobile App – We received a grant from Ellucian to develop a mobile app that will allow students and staff to access SOAR as well as other apps the College provides on smartphones and tablets.	FY14-FY15

→**If applicable, add the plan to improve efficiencies to the Operational Planning matrix and the FY(s) it will be administered.**

MARKETING

19. What marketing strategies has the <u>area already conducted</u> within the last five years to promote the student or academic support services offered by the area? Summarize the findings.

1.	In the Fall of 2013 IS and IT promoted a student help desk concept called "Skyhawk Student Tech Help". Flyers and table tents were distributed to encourage students to go to the 2F01 computer lab to get help with basic technical support issues such as software assistance, email and Moodle assistance, etc. The lab assistants reported an increase in questions from students, although they did not keep a log of those questions. We plan to continue to promote the student tech help in the lab.
2.	
3.	
4.	

20. What marketing strategies <u>will the area conduct within the next five years</u> to promote the student or academic support services offered by the area and what is the proposed year of implementation? What benefits are you predicting from the new marketing strategies? What data will be collected to monitor the potential impact? It is strongly encouraged to contact the Coordinator of Marketing for additional ideas.

Marketing Effort	Expected Benefits/Data collected	Fiscal Year of Implementation
Faculty/staff awareness of who to call to get help during regular hours and after hours.	The PR survey revealed that many people are confused by whether to contact IS or IT for assistance and how to reach the after-hours support person. During this year, IS and IT will collaborate to help everyone be more aware of these matters.	FY14
Website	Investigate options for an IS department website. How would an IS website benefit staff and students? Should it be informational or interactive?	FY14
Getting information to adjunct faculty	Investigate ways to send information to adjunct faculty (other than email) about updates and new services.	FY14

Additional Information

21. Use the space below to indicate any plans not carried out from the last program review and explain why they were not carried out OR put "none".

The last Program Review combined the Information Systems, Instructional Technology and Learning Resource Center (Library) in one review. Although, all three areas work closely together and share some commonalities in our respective missions, we are more complementary than similar, so are submitting individual reviews this time. For example, our department primarily supports faculty and staff, with limited student support services.

The one project that included Instructional Technology that was *not* accomplished was moving IT area closer to IS, vacating IT space for student study areas in the next door Library. This project did

not materialize, in part because the master building plan that was being used at the time was prioritized and this project was not high enough on the list. Meanwhile, rethinking of the Library holdings and use of their space lead to reduced need for the study areas in the nearby IT area.]

22. Describe any possible changes (not already addressed) that may be <u>imposed</u> on your area or the College that will negatively (or positively) affect the efficiency of your area and the year of expected implementation. Examples may include changes in state or federal regulations, ICCB requirements, or accreditation expectations OR indicate "none."

Describe the "imposed change"	Fiscal Year change will take affect
Potential state and federal regulations requiring new or changing reporting requirements.]	FY14-FY19]
[ ]	[ ]

23. Referring to the question above, what strategies will the area implement to address any concerns? If no concerns, indicate "none."

Describe the proposed strategies to deal with the issues above	Fiscal Year of implementation
IS will continue to monitor and comply with any new regulations.]	FY14-FY19]
[ ]	[ ]

→**If a plan needs to be implemented to deal with the imposed changes, add it to the Operational Planning matrix during the appropriate FY.**

24. Use the space below to tell the PR committee about any <u>program issue</u> or <u>concern</u> not already addressed within this program review or indicate "none". Indicate any possible solution to the program issue/concern.

[None]

→**If a plan needs to be implemented to deal with the program issues, add it to the Operational Planning matrix during the appropriate FY.**

25. Use the space below to tell the PR committee about any <u>program accomplishments</u> that were not already addressed within this program review or indicate "none."

[None]

Program Review. Items from the program review will be entered here. After this program review is complete and approved by the PR Committee, transfer (paste and copy) the items below to your FY 2015 Operational Plan.
* Origination Code: For the program review OP matrix, the origination code refers to the question number (e.g., Q 4) found on the program review. After transferring to the operational plan, use the origination code PR.

Origi-nation Code*	Date Activity was Added to this OP (MM/DD/YYYY)	Name(s) of Individual(s) Responsible	Description/Purpose/ Justification of Proposed Activity	Goal/Desired Result from Activity (measurable and under department's control)	Target Completion Date for This Activity (MM/DD/YYYY)	Actual Results from this Activity	Actual Completion Date for this Activity (MM/DD/YYYY)
[PR]	[12/20/2013]	Valerie Boss, Dave Habben, Chris Shelley]	Investigate outsourcing Banner to cloud services to increase redundancy (back-up) and save on hardware costs.]	Banner moved off-site.]	2015]		
[PR]	[12/20/2013]	Valerie Boss, Dave Habben, Chris Shelley]	Investigate virtual desktop options in labs and for employees to reduce computer hardware costs and increase access to software.]	Reduce costs of computer repair and replacement and increase software access for students and employees.]	2015]		
[PR]	[12/20/2013]	Valerie Boss, Dave Habben, Chris Shelley, IS Work Study Students]	Supporting staff and student portable devices. Students and staff are bringing in a wide variety of portable devices such as tablets and smartphones.]	Ongoing]	[]		
[PR]	[12/20/2013]	Dave Habben, Valerie Boss, Chris Shelley]	Replace 24 closet switches that will be end of life]	Update hardware and maintain warranty on switches.]	2017-2018]		
[PR]	[12/20/2013]	Dave Habben, Chris Shelley]	Replace Banner storage servers]	Update hardware and maintain warranty on storage servers.]	2015-2016]		
[PR]	[12/20/2014]	Valerie Boss, Dave Habben, Chris Shelley, Eric Epps, IS	Supporting Department tablets - Departments are purchasing department tablets which are used by staff and students. These devices need to be setup	Standardize these purchases and develop plan for updating devices.]	2014-2015]		

		Work Study Students]	initially and then updated and maintained.]				

Comments:]

*Use the question number (e.g., Q 4) for the origination code on the Program Review template. After the information is transferred to the actual OP, please use "PR" as the origination code.

STUDENT & ACADEMIC SUPPORT SERVICES
PROGRAM REVIEW SUMMARY REPORT
Required **ICCB Report**

Sauk Valley Community College (506)   **Academic Year 2013-2014**

Student & Academic Services Area	Information Services

Major Findings and Improvements/Modifications to the Area
Provide a brief description of the function of the program, its strengths and challenges, and any quality improvements or modifications made since the last program review.

The primary function of the SVCC Information Services Department is to support the learning environment for students, faculty and the community by providing access to a variety of resources and services.

During the last few years the Information Services Department has implemented several new services:
1. no longer maintaining our own email server and implemented Google email and Google apps for education.
2. virtualized 46 servers on to four physical server platforms.
3. implemented a text alert system that students can subscribe to and select the events that they would like to receive notifications for. These events include cancelled classes, College closings, student activity events, etc.
4. implemented a document imaging system to convert student records to electronic for easier and more reliable storage.

The strengths of the department include:
1. The strongest asset of the IS Department is its staff. IS staff are knowledgeable and believe that providing access to technology tools is an important part of students' learning. They also believe that they have an important role in providing appropriate and reliable access to those tools. IS staff have the following strengths:
    a. ability to implement technology solutions within budget and time constraints
    b. desire to assist faculty, staff, and students by providing information, advice, and services
    c. extensive technical knowledge
    d. ability to self-educate and to remain current in the field

The challenges of the department include:
1. The increasing costs of purchasing and maintaining system hardware and software.
2. Technology use by College employees and students continues to grow while the number of staff to support the technology use does not increase. As additional software "systems" are implemented throughout the College, existing IS staff are required to support it. This also limits the time that staff have for cross training and their ability to provide backup assistance for each other.

Program Review Team Signatures		
By signing this page, the members of the review team concur with the findings of this program review.		
NAMES (Indicate chair/co-chairs)	**SIGNATURES**	**DATE**
[Chris Shelley]		
[Lisa Masengarb]		
[Ron Hobson]		
[Val Wittman]		
[Daniel Ethan Rockwood]		
[ ]		
[ ]		
[		
[ ]		
[ ]		

Program Review Team Meeting Date(s)	
These are the meeting dates for area's program review team.	
[Oct 23, 2013]	[ ]
[ ]	[ ]

Operational Planning Meeting Date(s)	
Operational Planning meetings are required meetings for the employees of your area/program and not necessarily for the area's program review team.	
[March 25, 2013]	[ ]

PROGRAM REVIEW COMMITTEE RECOMMENDATION	
This Program Review is complete and the conclusions are fully substantiated. Separate comments <u>may</u> be attached.	
This Program Review is complete but the Program Review Committee does <u>not</u> believe that all of the conclusions are fully substantiated. Separate comments <u>are</u> attached.	
This Program Review is incomplete and unacceptable. Separate comments <u>are</u> attached.	
Program Review Committee Co-Chair (signature and date)	
Program Review Committee Co-Chair (signature and date)	

DEAN OF STUDENT SERVICES RECOMMENDATION	
This Program Review is complete and the conclusions are fully substantiated. Separate comments <u>may</u> be attached.	
This Program Review is complete, but the Academic Vice-President does <u>not</u> believe that all of the conclusions are fully substantiated. Separate comments <u>are</u> attached.	
This Program Review is incomplete and unacceptable. Separate comments <u>are</u> attached.	
Dean of Student Services (signature and date)	

PRESIDENT RECOMMENDATION	
This Program Review is complete and the conclusions are fully substantiated. Separate comments <u>may</u> be attached.	
This Program Review is complete and acceptable, but the President does <u>not</u> believe that all of the conclusions are fully substantiated. Separate comments <u>are</u> attached.	
This Program Review is incomplete and unacceptable. Separate comments <u>are</u> attached.	
President (signature and date)	

Program Review Committee and Administrative Comments (optional)

Name	

Comments

Name	

Comments

Name	

Comments