Student Learning Outcomes, with Any Associations and Related Measures, Achievement Targets, Findings, and Action Plans

S 1: OO 1 - Reliable Resources

Ensure transparent reliability of IT infrastructure, district IT equipment, information systems and telecommunications resources.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
82/134=61%

Finding (Fall 2012) - Achievement Target: Met
82/134= 61%

Finding (Fall 2011) - Achievement Target: Met
167/284 = 59%

S 2: OO 2 - Secure Access

Facilitate secure access to district computers, information systems, telecommunications and other information technology resources.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
99/140=71%

Finding (Fall 2012) - Achievement Target: Met
99/140= 71%

Finding (Fall 2011) - Achievement Target: Met
218/299 =73%

S 3: OO 3 - Training and Assistance

Provide quality technical training and assistance to students, employees, alumni and community members.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
88/148=59%

Finding (Fall 2012) - Achievement Target: Met
88/148= 59%

Finding (Fall 2011) - Achievement Target: Met
180/322 = 55%

S 4: OO 4 - Collaborate on Emerging Technologies

Proactively collaborate with others to implement emerging IT solutions to meet the district's instructional and operational needs.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
74/126=59%

Finding (Fall 2012) - Achievement Target: Met
74/126= 59%

Finding (Fall 2011) - Achievement Target: Met

146/272 = 54%

S 5: OO 5 - Standards and Policy
Collaborate with others to encourage appropriate use and comprehensive standardization of IT resources.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
71/121=59%

Finding (Fall 2012) - Achievement Target: Met
71/121= 59%

Finding (Fall 2011) - Achievement Target: Met
149/265 = 56%

S 6: OO 6 - Continuous Improvement
Respond to district needs by continuously improving the processes and procedures that facilitate effectiveness in all IT services.

Related Measures

M 1: ITS Satisifaction Survey
Survey sent to all campus constituents designed to glean satisfaction levels, maintain consistency in the institutional effectiveness of existing and future services offered by the Information Technology Services department.

Achievement Target:
At least 50% of respondents would answer between 75% and 100%.

Finding (Spring 2012) - Achievement Target: Met
74/133=56%

Finding (Fall 2012) - Achievement Target: Met
74/133= 56%

Finding (Fall 2011) - Achievement Target: Met
146/279 = 52%