Fall 2012 Program Review - Annual Update Profile
As of: 3/15/2013 02:23 AM EST

Program Review - Annual Update Included in this report:

- 1. Discipline/Program/Area Name
- 2. Year
- 3. Name of person leading this review.
- 4. Names of all participants in this review.
- 5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your program.
- 6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence between ethnic, gender, and location/method of delivery groups. Please comment on all three (success, persistence, and retention). Identify which trends and achievement gaps will be addressed in the current academic year.
- 7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in improvements in student achievement.
- 8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operational Outcomes (OOs) were discussed and used to make budget decisions. This should include brief descriptions of assessment results, when the discussions occurred, who participated, and what, if any, budget items/resources resulted.
- 9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilities/physical, technology, financial, professional development) or making other changes that have resulted in the improvement of SLOs, PLOs and/or OOs this past year.
- 10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self study and subsequent annual update(s). List program goals and objectives for this academic year, adding new ones if needed.
- 11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and explain the connection to outcomes and/or student achievement.

Fall 2012 Information Technology Services (PR)

1. Discipline/Program/Area Name
Information Technology Services

2. Year
2012

3. Name of person leading this review.
Katherine Mergliano

4. Names of all participants in this review.
Katherine Mergliano, Gloria Mills, Mike Wilmes

5. Please review the five year headcount, FTES, and student PT/FT enrollment data provided on the web link. Comment on trends and how they affect your... *(The full text shows at beginning of the document)*

Since the peak of AVC's headcount in 2008-2009 there has been a 26.1% decrease in annual enrollment. This decrease in headcount is directly related to

severe budget cuts and workload reductions across the state and is not indicative of a lack of community need for education. Though headcount and resources have diminished, the workload of ITS has increased due to changes in technology demands in 2011-2012 which include: quarterly Banner updates, server migration projects, technology implementation and wireless in the HS building,

6. Using the student achievement data provided by web link, please comment on any similarities or differences in success, retention, and persistence b... *(The full text shows at beginning of the document)*
> N/A

7. Analyze changes in student achievement and achievement gaps over the past four years. Cite examples of using additional resources (e.g. human, faci... *(The full text shows at beginning of the document)*
> N/A

8. Provide examples from your program where assessment results of Student Learning Outcomes (SLOs), Program Learning Outcomes (PLOs), and/or Operation... *(The full text shows at beginning of the document)*
> At the departmental quarterly meeting and weekly staff meeting ongoing conversation occurs in regards to the findings of the outcome assessments and program review requests. In addition, the findings regarding wireless technology and implementation have been presented at the July 2012 board meeting to show a need for funding.

9. Analyze changes in SLO, PLO and/or OO assessment results over the past four years. Cite examples of using additional resources (e.g. human, facilit... *(The full text shows at beginning of the document)*
> There was action plan to re-hire the help desk increase student, faculty and staff access to the myAVC and email system and evening campus support. This position is currently in the hiring process and will be assessed in the fall 2013 annual update and outcomes assessment. The second systems administrator was hired under the Title V grant to support the wireless implementation in the HS building. In addition, a ten-month full-time clerical III was hired to support the area, specifically in regards to documenting evidence for program review, outcomes assessment, and facilitating help support requests.

10. Review the program goals and objectives related to improving outcomes and/or student achievement identified in the most recent comprehensive self ... *(The full text shows at beginning of the document)*
> There have been no changes made.

11. Identify changes in significant resource needs since writing the comprehensive self-study report. List new needs in rank order of importance and e... *(The full text shows at beginning of the document)*
> The additional requests:
>
> Storage initiative is needed in less than 3 month
> Clerical III to a 12-month position is needed in less than 6 month
> Technical Trainer to a 12-month position is needed in less than 6 month
> Computer Lab Tech to 11-month within 6 month
> Campus wide computer refresh is needed in less than 12 months
> Server refresh is needed within 3 years
> Network infrastructure refresh is needed within 3 years
> Campus wide wireless is needed within 3 years