

Administrative Support Plan Template(ASPT)

Unit Name: Information Technology
Unit Review Leader: Stan Gunn
Today's Date: Friday, March 14, 2014

1 Unit Description

Share information about your unit for other people such as, general public, deans, VP's, support staff, and the greater Austin community. This is an opportunity to promote your unit, share information to ground requests for resources and funding, promote collaboration and inform and recruit students. Once this information is pulled together, units will update this on a yearly basis.

1.1 What is your Mission?

(What is the purpose of the unit? What do you do?)

To support the information technology needs of Austin Community College.

1.1.1 How does the mission of the unit support the mission of the college?

By providing resources for communication, data storage, and retrieval for ACC students, faculty, and staff.

1.2 Please tell us who you serve.

(Faculty, staff, external partners, distance learning, students, etc.)

All students, prospective students, faculty, and staff.

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1.3 What services or products does the unit provide?

Multiple internally and externally developed applications to serve the information needs of ACC customers, as well as the infrastructure and resources to make these applications accessible to everyone.

1.3.1 What is the impact of your unit's activities on students or other key stakeholders?

We impact all faculty, staff and students at ACC because we store all information about the status of the college's stakeholders.

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1.4 Does your unit provide services to distance learning students?

YES NO

1.4.1 How do you serve distance learning students?

By providing the network over which DL students access resources, as well as providing the back-end systems that allow students to register, allow faculty to enter grades, etc.

1.4.2 How are the services provided to distance learning students different from the services provided to on-campus students?

Not applicable for IT resources.

1.5 If the unit offers support services such as supplemental instruction, advising, outreach, counseling, referral, tutoring, library instruction, etc, please list below.

N/A

1.6 What communication tools, methods, and strategies does your unit use to share news, updates, projects, and other information within the unit, across other college areas, to

Email, system alerts, telephone notifications, web information.

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1.3.2 What are your unit's goals and what A-1 initiatives are they mapped to?

Board Policy A-1 Intended Outcomes

Student Success Initiatives

- SSI1 Increase persistence (term-to-term & fall to fall)
- SSI2 Complete developmental and adult education course progression to credit courses
- SSI3 Increase completion of all attempted courses with a "C" or better
- SSI4 Increase degree/certificate graduates and transfer rates
- SSI5 Increase success equity across all racial/ethnic/gender/income groups

Institutional Effectiveness

- IE1 Balanced instructional offerings among the College's mission elements;
- IE2 A teaching and learning environment that encourages students to be active, life-long learners;
- IE3 Accessible and affordable post-secondary and higher education programs and services for all who qualify and have the ability to benefit;
- IE4 Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the local populations of our Service Area;
- IE5 Job placement from career workforce programs into family-wage careers;
- IE6 Efficiently administered programs and services that create an institution that is a good place to work, learn, and otherwise experience the higher-education process.

Goal #	Unit Goal (description)	Board Policy A-1											
		SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6	
	<i>Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>												
UG1	<i>Develop automation to allow and promote reverse transfer, automatic awarding of degrees, degree audit, and degree mapping.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG2	<i>Provide accurate and accessible systems and information in a timely and reliable manner.</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
UG3		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG4		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
UG5		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

➤ this table will link to other areas in this report
 ➤ If you need more space than this table allows, contact OIEA for a separate form.

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1.3.2 What are Unit Outcomes and Unit Measures?

► Each unit may have up to 2 separate measures to support each Unit Outcome

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
	Example goal: <i>Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.</i>		Example outcome: <i>Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .</i>		Example measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>
UG1	<i>Develop automation to allow and promote reverse transfer, automatic awarding of degrees, degree audit, and degree mapping.</i>	UO1.1	<i>Reverse transfer functions between ACC and partner institutions</i>	UM1.1.1	<i>Demonstrate integrated information sharing between peer institutions</i>
				UM1.1.2	
		UO1.2	<i>ACC can reliably calculate degrees conferred to students.</i>	UM1.2.1	<i>Accurate reporting that can be validated by other departments of degree progress</i>
				UM1.2.2	
		UO1.3	<i>Students can receive accurate degree progress information</i>	UM1.3.1	<i>Third party vendor (Civitas) is able to implement an effective degree map application</i>
				UM1.3.2	
		UO1.4	<i>Objective measures exist for all degree plans</i>	UM1.4.1	<i>Validate continued effectiveness of ACC IT data regarding degree plans and electives</i>
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG2	<i>Provide accurate and accessible systems and information in a timely and reliable manner.</i>	U02.1	<i>Behavioral tracking system for academic deans to identify potentially troubled students</i>	UM2.1.1	<i>Implement PAVE</i>
				UM2.1.2	
		U02.2	<i>New emergency alert system</i>	UM2.2.1	<i>Implement Cooper emergency alert system</i>
				UM2.2.2	
		U02.3	<i>Fully implement new program assessment tool</i>	UM2.3.1	<i>Fully implement TracDat for all academic units</i>
				UM2.3.2	
		U02.4	<i>Install scholarship tracking software</i>	UM2.4.1	<i>Implement AcademicWorks</i>
				UM2.4.2	
		U02.5	<i>Improve functionality of existing administrative systems</i>	UM2.5.1	<i>Improve eTime and related applications</i>
				UM2.5.2	<i>Improve/replace existing identity management and authentication system</i>
UG3	0	U03.1		UM3.1.1	
				UM3.1.2	
		U03.2		UM3.2.1	
				UM3.2.2	
		U03.3		UM3.3.1	
				UM3.3.2	
		U03.4		UM3.4.1	
				UM3.4.2	
		U03.5		UM3.5.1	
				UM3.5.2	

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Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG4	0	U04.1		UM4.1.1	
				UM4.1.2	
		U04.2		UM4.2.1	
				UM4.2.2	
		U04.3		UM4.3.1	
				UM4.3.2	
		U04.4		UM4.4.1	
				UM4.4.2	
		U04.5		UM4.5.1	
				UM4.5.2	
UG5	0	U05.1		UM5.1.1	
				UM5.1.2	
		U05.2		UM5.2.1	
				UM5.2.2	
		U05.3		UM5.3.1	
				UM5.3.2	
		U05.4		UM5.4.1	
				UM5.4.2	
		U05.5		UM5.5.1	
				UM5.5.2	

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1.7 Tell us about your unit's resources.

- Think about all the staff, including administrative support staff, instructional associates, technicians, etc., as well as non-staffing resources.
- If you have multiple budgets, please combine them for the table below.

Classification	# staff	Budgeted Amount (total)
Administrators	1.00	\$ 123,235.00
Classified Employees	34.00	\$ 1,683,778.00
Professional Technical Employees	46.00	\$ 3,818,651.00
Adjunct Faculty	n/a	n/a
Full Time Faculty	n/a	n/a
Hourly Employees	12.00	\$ 199,164.00
All other salary lines	NA	\$ 31,601.00
All Fringe Benefits	N/A	n/a
All other operating expenses	N/A	\$ 1,084,898.00
Totals	93.00	\$6,941,327.00

1.8 Is the current staffing adequate for your unit's needs?

YES NO

1.8.1 If no, please describe additional staffing needs.

IT will need additional network staff to support the expansion of the Highland Mall space. IT will need additional data and reporting analysts to meet the demand of request for information from various units of the college.

1.9 Are the current facilities adequate for your unit's needs?

YES NO

1.9.1 If no, please describe facility enhancements needed.

IT has more positions than there is space available in the Service Center. We currently deal with this with part-time telecommuting for some positions and doubling of staff in offices, but in the long term this will not be sustainable.

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1.10 Are the unit's technology and equipment resources adequate?

YES

NO

1.10.1 If no, please describe technology and equipment needed for the unit.

1.11 What other information, if any, do you believe is important for your unit to consider in planning?

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2 Analysis

Based on sources of data, information and experience, please describe your unit's present and future needs and challenges.

2.1 What sources of quantitative and/ or qualitative data are you using to identify challenges and needs?

➤ *(Surveys, Point of Services (POS) unit feedback, ,Council for the Advancement of Standards in Higher Education (CAS) standards, Association of College Administration Professionals (ACAP) best practices, research from journals, articles, external databases, research projects, presentations, conferences, white papers, etc.)*

We receive requests from other units within ACC regarding specific information needs. This often drives priority. We use POS data analysis from our ticketing system and from Help Desk requests to determine system needs. We use information from professional conferences, training, and white papers to determine future technology directions for IT.

2.2 What are the strengths and weaknesses for the unit?

➤ *(What activities does the unit do well? What services, products, or decisions have been successful recently? What internal resources or situations are limiting the unit's ability to achieve its goals?)*

Strengths: IT is able to respond quickly to changing needs of the college for data reporting and collection. Many years of institutional knowledge in the department allows us to problem solve complicated situations. Weaknesses: Growth of 3rd party/cloud applications and the data exchanged between those has created a set of needs that are challenging to meet with IT's current skill set. Current organization of IT does not allow for efficient operation between units.

2.3 What are the opportunities and threats for the unit?

➤ *(What events or conditions within or outside the college might the unit be well-positioned to address? What events or conditions outside the unit or college might pose difficulties and limit the unit's ability to achieve its goals? What opportunities for growth and/ or innovation exist for the unit.*

An opportunity exists to re-organize the department for more effective operation. Additional business analysts throughout the college would improve workflow analysis and development between and within the various college administrative and academic departments. Threats: the growth of 3rd party and cloud-based applications represents a risk of exposure or corruption for key college data.

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2.4 Describe any factors that may impact the achievement of your unit's goals, either negatively or positively.

2.5 Are there things the unit should be doing that are not currently being done?

YES NO

2.5.1 If yes, please describe.

IT should be more pro-active in identifying the information needs of departments within ACC rather than reactively implementing systems those units request. The addition of business analysts would allow this to take place.

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2.5.2 Unit Outcomes Assessment

Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
	Example unit measure: <i>Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.</i>					
UM1.1.1	<i>Demonstrate integrated information sharing between peer institutions</i>	0.00	0.50	1.00	0.5	UO1.1
UM1.1.2	0				#DIV/0!	UO1.1
UM1.2.1	<i>Accurate reporting that can be validated by other departments of degree progress</i>	0.00	0.75	1.00	0.75	UO1.2
UM1.2.2	0				#DIV/0!	UO1.2
UM1.3.1	<i>Third party vendor (Civitas) is able to implement an effective degree map application available to all students</i>	0.00	0.25	1.00	0.25	UO1.3
UM1.3.2	0				#DIV/0!	UO1.3
UM1.4.1	<i>Validate continued effectiveness of ACC IT data regarding degree plans and electives</i>	0.00	0.90	1.00	0.9	UO1.4
UM1.4.2	0				#DIV/0!	UO1.4
UM1.5.1	0				#DIV/0!	UO1.5
UM1.5.2					#DIV/0!	UO1.5
UM2.1.1	<i>Implement PAVE</i>	0.00	0.10	1.00	0.1	UO2.1
UM2.1.2					#DIV/0!	UO2.1
UM2.2.1	<i>Implement Cooper emergency alert system</i>	0.00	0.60	1.00	0.6	UO2.2
UM2.2.2					#DIV/0!	UO2.2
UM2.3.1	<i>Fully implement TracDat for all academic units</i>	0.00	0.15	1.00	0.15	UO2.3
UM2.3.2					#DIV/0!	UO2.3
UM2.4.1	<i>Implement AcademicWorks</i>	0.00	0.05	1.00	0.05	UO2.4
UM2.4.2					#DIV/0!	UO2.4
UM2.5.1	<i>Improve eTime and related applications</i>	0.00	0.15	1.00	0.15	UO2.5
UM2.5.2	<i>Improve/replace existing identity management and authentication system</i>	0.00	0.20	1.00	0.2	UO2.5
UM3.1.1					#VALUE!	UO3.1

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Measure # (linked from 1.3.2)	Unit Measure (description) (linked from 1.3.2)	Unit Baseline data (for the unit measure)	Unit Current Data (for the unit measure)	Unit Target data (for the unit measure)	Unit Current Status (% of target data)	Outcome # (linked from 1.3.2)
UM3.1.2					#VALUE!	U03.1
UM3.2.1					#VALUE!	U03.2
UM3.2.2					#VALUE!	U03.2
UM3.3.1					#VALUE!	U03.3
UM3.3.2					#VALUE!	U03.3
UM3.4.1					#VALUE!	U03.4
UM3.4.2					#VALUE!	U03.4
UM3.5.1					#VALUE!	U03.5
UM3.5.2					#VALUE!	U03.5
UM4.1.1					#VALUE!	U04.1
UM4.1.2					#VALUE!	U04.1
UM4.2.1					#VALUE!	U04.2
UM4.2.2					#VALUE!	U04.2
UM4.3.1					#VALUE!	U04.3
UM4.3.2					#VALUE!	U04.3
UM4.4.1					#VALUE!	U04.4
UM4.4.2					#VALUE!	U04.4
UM4.5.1					#VALUE!	U04.5
UM4.5.2					#VALUE!	U04.5
UM5.1.1					#VALUE!	U05.1
UM5.1.2					#VALUE!	U05.1
UM5.2.1					#VALUE!	U05.2
UM5.2.2					#VALUE!	U05.2
UM5.3.1					#VALUE!	U05.3
UM5.3.2					#VALUE!	U05.3
UM5.4.1					#VALUE!	U05.4
UM5.4.2					#VALUE!	U05.4
UM5.5.1	0				#VALUE!	U05.5
UM5.5.2	0				#VALUE!	U05.5

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Measure # <small>(linked from 1.3.2)</small>	Unit Measure (description) <small>(linked from 1.3.2)</small>	Unit Baseline data <small>(for the unit measure)</small>	Unit Current Data <small>(for the unit measure)</small>	Unit Target data <small>(for the unit measure)</small>	Unit Current Status <small>(% of target data)</small>	Outcome # <small>(linked from 1.3.2)</small>
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Measure # <small>(linked from 1.3.2)</small>	Unit Measure (description) <small>(linked from 1.3.2)</small>	Unit Baseline data <small>(for the unit measure)</small>	Unit Current Data <small>(for the unit measure)</small>	Unit Target data <small>(for the unit measure)</small>	Unit Current Status <small>(% of target data)</small>	Outcome # <small>(linked from 1.3.2)</small>
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2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

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3 Objectives (improvements) Table

Outline your unit's objectives (improvements) based on the challenges and opportunities you determined in the analysis section (Part 2). Include a list of the objectives (improvements) you propose and measures for success.

3.1 Unit Objectives (improvements), Measures, Challenges or opportunities

(data linked to table 4)

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome
	<i>Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.</i>	<i>Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.</i>			<i>Example: Review of activity accessing TIPS indicated that most TIPS users were OIEA staff; need to expand use of TIPS to more staff and faculty.</i>		
OB1.1	Reorganize IT department	Develop a new organizational structure based on analysis of business units			IT current organizational structure based on historical needs and not on current college alignments and goals. Employees resistant to change.	Stan Gunn	UO1.1
OB1.2	Creation of third party applications support group	Ability to serve all third party application deployments and support under one management structure			Without this change support will continue to be siloed and inconsistent.	Stan Gunn	UO1.2
OB1.3							UO1.3
OB1.4							UO1.4
OB1.5							UO1.5
OB2.1							UO2.1
OB2.2							UO2.2
OB2.3							UO2.3
OB2.4							UO2.4
OB2.5							UO2.5
OB3.1							UO3.1
OB3.2							UO3.2
OB3.3							UO3.3
OB3.4							UO3.4
OB3.5							UO3.5
OB4.1							UO4.1
OB4.2							UO4.2

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome
OB4.3							UO4.3
OB4.4							UO4.4
OB4.5							UO4.5
OB5.1							UO5.1
OB5.2							UO5.2
OB5.3							UO5.3
OB5.4							UO5.4
OB5.5							UO5.5

3.2 Does the unit have sufficient control over the objectives (improvements) and key strategies to implement them effectively?

YES NO

3.2.1 If not, please describe your unit plans to successfully implement this objective (improvement).

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3.3 Objectives and Key Strategies with Timeline and Costs

➤ (NO more than 3 strategies for each objective (improvement))

Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
Example	OIEA staff will develop content for a new TIPS training workshop.	Year 1		Prof development			\$ 100	OB1.1	
Example	OIEA staff will create a short video that will be posted on the website demonstrating how to use TIPS.	Year 2			Adobe Connect		\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3	classroom space				\$ 1,400	OB1.1	
OKS1.1.1	Establish logical management structures	Year 1	none	fill open and reassigned positions				OB1.1	Reorganize IT department
OKS1.1.2	Develop appropriate enterprise-level support for college-wide technology needs.	Year 1							
OKS1.1.3	Re-order staff from other IT units to implement reorganization objectives	Year 1							
OKS1.2.1	Hire dedicated 3rd-party application support group	Year 1 and 2	Adequate office space for new hires	Fill positions repurposed from vacated IT positions	Standard PC and related equipment		\$ 6,000	OB1.2	Creation of third party applications support group
OKS1.2.2									
OKS1.2.3									
OKS1.3.1								OB1.3	
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OXS1.5.1								OB1.5	
OXS1.5.2									
OXS1.5.3									
OXS2.1.1								OB2.1	
OXS2.1.2									
OXS2.1.3									
OXS2.2.1								OB2.2	
OXS2.2.2									
OXS2.2.3									
OXS2.3.1								OB2.3	
OXS2.3.2									
OXS2.3.3									
OXS2.4.1								OB2.4	
OXS2.4.2									
OXS2.4.3									
OXS2.5.1								OB2.5	
OXS2.5.2									
OXS2.5.3									
OXS3.1.1								OB3.1	
OXS3.1.2									
OXS3.1.3									
OXS3.2.1								OB3.2	
OXS3.2.2									
OXS3.2.3									
OXS3.3.1								OB3.3	
OXS3.3.2									
OXS3.3.3									
OXS3.4.1								OB3.4	
OXS3.4.2									
OXS3.4.3									
OXS3.5.1								OB3.5	
OXS3.5.2									
OXS3.5.3									

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs (details)	Related Staffing Needs (details)	Related Equip/Tech Needs (details)	Other Related Needs (details)	Total costs	Related Objective (Improvements)	Related Objectives (Improvements)
OKS4.1.1								OB4.1	
OKS4.1.2									
OKS4.1.3									
OKS4.2.1								OB4.2	
OKS4.2.2									
OKS4.2.3									
OKS4.3.1								OB4.3	
OKS4.3.2									
OKS4.3.3									
OKS4.4.1								OB4.4	
OKS4.4.2									
OKS4.4.3									
OKS4.5.1								OB4.5	
OKS4.5.2									
OKS4.5.3									
OKS5.1.1								OB5.1	
OKS5.1.2									
OKS5.1.3									
OKS5.2.1								OB5.2	
OKS5.2.2									
OKS5.2.3									
OKS5.3.1								OB5.3	
OKS5.3.2									
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	
OKS5.5.2									
OKS5.5.3									

Total Cost \$ 9,000
Estimate

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Objective Key Strategy #	Objective Key Strategy	Timeline	Related Facilities Needs <small>(details)</small>	Related Staffing Needs <small>(details)</small>	Related Equip/Tech Needs <small>(details)</small>	Other Related Needs <small>(details)</small>	Total costs	<i>Related Objective</i> <small>(Improvements)</small>	<i>Related Objectives</i> <small>(Improvements)</small>
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3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

3.5 Describe the process used to evaluate the results of your improvements (objectives), and indicate who participated in the review.

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4 Evaluation and Reporting

Present the quantitative and qualitative information (data) you collected after implementing each proposed solution/strategy in your unit plan, and write a summary of results and analysis of future needs. This section is to be completed after your unit's objectives (improvements) have been implemented and data has been collected on the success of the improvements.

4.1 Evaluation of Implemented Objectives

(some data linked to table 3A)

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
Example	Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.					UO1.1
OB1.1	Reorganize IT department	Develop a new organizational structure based on analysis of business units	0.00		0.00	#DIV/0!	UO1.1
OB1.2	Creation of third party applications support group	Ability to serve all third party application deployments and support under one				#VALUE!	UO1.2
OB1.3						#VALUE!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1						#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5

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<i>Objective #</i>	<i>Objectives (Improvements)</i>	<i>Objective Measure (conditions/ criteria)</i>	<i>Objective Baseline data</i>	<i>Objective Current data</i>	<i>Objective Target data</i>	<i>Current data (as % of target)</i>	<i>Related Unit Outcome</i>
OB3.1						#VALUE!	UO3.1
OB3.2						#VALUE!	UO3.2
OB3.3						#VALUE!	UO4.3
OB3.4						#VALUE!	UO3.4
OB3.5						#VALUE!	UO3.5
OB4.1						#VALUE!	UO4.1
OB4.2						#VALUE!	UO4.2
OB4.3						#VALUE!	UO4.3
OB4.4						#VALUE!	UO4.4
OB4.5						#VALUE!	UO4.5
OB5.1						#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4
OB5.5						#VALUE!	UO5.5

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4 Evaluation and Reporting

4.2 Briefly summarize the degree to which the targets were met.

➤ *Note the key strategies or activities designed to implement the objectives (improvements)*

4.3 What impact did your implemented improvements (objectives) have on the unit's goals and outcomes?

4.4 Briefly describe how the results of the improvements contributed to advancing the mission and goals of the college.