

Support Services Review Template

Unit Name: ICT

Herb

Unit Review Leader: Coleman

Today's Date: #####

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?)

Instructional Computing and Technology (ICT) supports classroom instruction by providing State-of-the-art technology educational and equipment.

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

ICT support s the College's mission of providing "A program of technology, library, media, and testing services to support instruction."

Support Services Review Template

1.2 Please tell us who you serve.

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

While student learning is our ultimate goal, we support this through service to the faculty and the technology infrastructure to allow for innovation instruction and learning. We also provide students direct access to technology in the computer labs, libraries and special technology teaching spaces. ICT staff supports other areas of the college through technology consultation and some training opportunities. Finally, ICT staff supports community members when they come on campus and need to make use of technology for presentations and information sharing events.

1.3 What services or products does the unit provide?

ICT provides computing resources for ACC students through open access computer centers, computer classrooms, and public access computers in the ACC libraries. This provides students with access to the technology they need to complete assignments and conduct research. Computer Services provides support for faculty through computers located in the Faculty Resource Centers (FRC) and instructor computers installed in classrooms. These resources provide faculty with up-to-date technology for course development and course delivery.

The Media Center on each campus provides equipment for faculty use to support classroom instruction. Assistance with learning and using technology is also available through the Media Centers.

Multimedia Support Services provides support for instruction through Interactive Video Classrooms

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

The impact of our services is that end users have access to state-of-the-art technology to enhance their teaching and learning activities.

Support Services Review Template

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	
	Example goal: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.												
UG1	Increase faculty awareness of our services, staff and locations.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
UG2	Increase staff awareness and understanding of departmental goals, practices and procedures.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	
UG3	Provide increased professional development opportunities for frontline staff.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" 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"/>	
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"/>	

- 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.

Support Services Review Template

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: Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.		Example outcome: Maintain a system [The Information Portal System "TIPS"] that allows staff and faculty to access enrollment-related data for planning and decision making .		Example measure: Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.
UG1	Increase faculty awareness of our services, staff and locations.	UO1.1	Provide opportunities for faculty to visit the FRC's and interact with staff.	UM1.1.1	Survey faculty attending HighTech events to determine if the event incresed their knowledge of services and staff.
				UM1.1.2	Audit the use records in the database to see if faculty attending events and make use of services.
		UO1.2	Provide faculty with training in the use of availabe technology.	UM1.2.1	
				UM1.2.2	
		UO1.3		UM1.3.1	
				UM1.3.2	
		UO1.4		UM1.4.1	
				UM1.4.2	
		UO1.5		UM1.5.1	
				UM1.5.2	
UG2	Increase staff awareness and understanding of departmental goals, practices and procedures.	UO2.1	Provide direct communication from the director to all ICT staff.	UM2.1.1	Survey staff to dermine if there was an improvement in awareness of departmental resources, goals, procedures.
				UM2.1.2	Mearsure response of staff after posted communications.
		UO2.2		UM2.2.1	
				UM2.2.2	
		UO2.3		UM2.3.1	
				UM2.3.2	
		UO2.4		UM2.4.1	
				UM2.4.2	
		UO2.5		UM2.5.1	
				UM2.5.2	

Support Services Review Template

Goal #	Unit Goal (description)	Outcome #	Unit Outcome (description)	Measure #	Unit Measure (description)
UG3	Provide increased professional development opportunities for frontline staff.	UO3.1	Provide frontline staff with opportunities to attend professional development events presented locally.	UM3.1.1	Evaluate staff reports on experiences from attending professional development events.
				UM3.1.2	Document implementation of improvements initiated from information obtained from professional development events.
		UO3.2		UM3.2.1	
				UM3.2.2	
		UO3.3		UM3.3.1	
				UM3.3.2	
		UO3.4		UM3.4.1	
				UM3.4.2	
		UO3.5		UM3.5.1	
				UM3.5.2	
UG4	0	UO4.1		UM4.1.1	
				UM4.1.2	
		UO4.2		UM4.2.1	
				UM4.2.2	
		UO4.3		UM4.3.1	
				UM4.3.2	
		UO4.4		UM4.4.1	
				UM4.4.2	
		UO4.5		UM4.5.1	
				UM4.5.2	
UG5	0	UO5.1		UM5.1.1	
				UM5.1.2	
		UO5.2		UM5.2.1	
				UM5.2.2	
		UO5.3		UM5.3.1	
				UM5.3.2	
		UO5.4		UM5.4.1	
				UM5.4.2	
		UO5.5		UM5.5.1	
				UM5.5.2	

➤ 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.

Support Services Review Template

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>Survey faculty attending HighTech events to determine if the event increased their knowledge of services and staff.</i>	pre-assessment	post-assessment	15% increase		UO1.1
UM1.1.2	<i>Audit the use records in the database to see if faculty attending events and make use of services.</i>	pre-assessment	post-assessment	15% increase	22000 annual contacts	UO1.1
UM1.2.1	0					UO1.2
UM1.2.2	0					UO1.2
UM1.3.1	0					UO1.3
UM1.3.2	0					UO1.3
UM1.4.1	0					UO1.4
UM1.4.2	0					UO1.4
UM1.5.1	0					UO1.5
UM1.5.2						UO1.5
UM2.1.1	<i>Survey staff to determine if there was an improvement in awareness of departmental resources, goals, procedures.</i>	pre-assessment	post-assessment	15% increase		UO2.1
UM2.1.2	<i>Measure response of staff after posted communications.</i>	pre-assessment	post-assessment	15% increase		UO2.1
UM2.2.1						UO2.2
UM2.2.2						UO2.2
UM2.3.1						UO2.3
UM2.3.2						UO2.3
UM2.4.1						UO2.4
UM2.4.2						UO2.4
UM2.5.1						UO2.5

Support Services Review Template

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)
UM2.5.2						UO2.5
UM3.1.1	<i>Evaluate staff reports on experiences from attending professional development events.</i>	0.00	Search for positive responses	80% positive responses		UO3.1
UM3.1.2	<i>Document implementation of improvements initiated from information obtained from professional development events.</i>	0.00	review suggestions for improvements	3 programmatic improvements		UO3.1
UM3.2.1						UO3.2
UM3.2.2						UO3.2
UM3.3.1						UO3.3
UM3.3.2						UO3.3
UM3.4.1						UO3.4
UM3.4.2						UO3.4
UM3.5.1						UO3.5
UM3.5.2						UO3.5
UM4.1.1						UO4.1
UM4.1.2						UO4.1
UM4.2.1						UO4.2
UM4.2.2						UO4.2
UM4.3.1						UO4.3
UM4.3.2						UO4.3
UM4.4.1						UO4.4
UM4.4.2						UO4.4
UM4.5.1						UO4.5
UM4.5.2						UO4.5
UM5.1.1						UO5.1

Support Services Review Template

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)
UM5.1.2						U05.1
UM5.2.1						U05.2
UM5.2.2						U05.2
UM5.3.1						U05.3
UM5.3.2						U05.3
UM5.4.1						U05.4
UM5.4.2						U05.4
UM5.5.1	0					U05.5
UM5.5.2	0					U05.5

2.5.3 If you have qualitative data that cannot be entered in data table above, please describe them

Staff responses to podcast and staff reports from professional development activities will be read and coded to cull out trends and to evaluate the tenor and tone of the comments.

Support Services Review Template

3 Improvement Plan

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 #	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	Present 5 High Tech Events introducing faculty to new technology and our facilities and staff.	Number of faculty who became more aware of our services.	pre-assessment	15% improvement	Offering events when faculty can attend and the challenge to capture new faculty.	Herb Coleman and ICT staff, IDS staff.	UO1.1	Provide opportunities for faculty to visit the FRC's and interact with staff.
OB1.2	Provide training through the High Tech Events and faculty development days.	Number of faculty who attend training events and later make use of services.	Attendance rosters	15% will sign up for services.	Many faculty in the past have attended training but never implemented or made use of services.	Herb Coleman and ICT staff, IDS staff.	UO1.2	Provide faculty with training in the use of available technology.
OB1.3							UO1.3	
OB1.4							UO1.4	
OB1.5							UO1.5	
OB2.1	Provide a once a semester podcast as well as twice annual briefing on department activities and status.	Staff responses to survey on information and follow up emails.	pre-assessment	at least 15% will show increased understanding of information presented.	Some staff may still not comprehend or be reluctant to respond.	Herb Coleman	UO2.1	Provide direct communication from the director to all ICT staff.
OB2.2							UO2.2	
OB2.3							UO2.3	
OB2.4							UO2.4	
OB2.5							UO2.5	
OB3.1	Sign up at least 50% of frontline staff for local professional development opportunities.	Evaluation of staff reports from events	0.00	80% will report positive experiences.			UO3.1	Provide frontline staff with opportunities to attend professional development events presented locally.

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
OB3.2		Audit implementation of new technology following professional developments.	0.00	At least 3 new products or procedures will be implemented as a result of staff attending professional development.			UO3.2	
OB3.3							UO3.3	
OB3.4							UO3.4	
OB3.5							UO3.5	
OB4.1							UO4.1	
OB4.2							UO4.2	
OB4.3							UO4.3	
OB4.4							UO4.4	
OB4.5							UO4.5	
OB5.1							UO5.1	0
OB5.2							UO5.2	0
OB5.3							UO5.3	0
OB5.4							UO5.4	0
OB5.5	5.5						UO5.5	0

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

YES NO

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
--------------------	----------------------------------	--------------------------	--------------------------------	------------------------------	---	---------------------------	-------------------------------	-----------------------------

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

Support Services Review Template

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					\$ 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					\$ 1,500	OB1.1	
Example	OIEA staff will offer at least one new workshop through Professional Development Office.	Year 3					\$ 20,000	OB1.1	
OKS1.1.1	Present High Tech Happy Hours	Year 1	Using Each of the FRC's	Local MTS and IDS staff		Refreshments	\$ 300	OB1.1	Present 5 High Tech Events introducing faculty to new technology and our facilities and staff.
OKS1.1.2	Evaluate and redesign High Tech Happy Hours to High Tech Playgrounds	Year 2	Using All of the FRC's simultaneously and a room at HBC.	All MTS and local IDS staff.	Advertising videos	Refreshments	\$ 300		
OKS1.1.3	Make further revisions to High Tech Events to reach more faculty.	Year 3				Refreshments	\$ 300		
OKS1.2.1	Provide training on software and equipment.	Year 1	same as above	same as above				OB1.2	Provide training through the High Tech Events and faculty development days.
OKS1.2.2	Broadcast and record training software and hardware.	Year 2	same as above	same as above					
OKS1.2.3	Evaluate and enhance training	Year 3							
OKS1.3.1								OB1.3	0
OKS1.3.2									
OKS1.3.3									
OKS1.4.1								OB1.4	
OKS1.4.2									
OKS1.4.3									

Support Services Review Template

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)
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									
OKS2.1.1	The Director will record a once a semester podcast explaining the upcoming initiatives and the department goals.	Year 1						OB2.1	Provide a once a semester podcast as well as twice annual briefing on department activities and status.
OKS2.1.2	The Director will record a once a semester podcast explaining the upcoming initiatives and the department goals.	Year 2							
OKS2.1.3	The Director will evaluate and refine the once a semester podcast explaining the upcoming initiatives and the department goals.	Year 3							
OKS2.2.1								OB2.2	
OKS2.2.2									
OKS2.2.3									
OKS2.3.1								OB2.3	
OKS2.3.2									
OKS2.3.3									
OKS2.4.1								OB2.4	
OKS2.4.2									
OKS2.4.3									
OKS2.5.1								OB2.5	
OKS2.5.2									

Support Services Review Template

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)
OKS2.5.3									
OKS3.1.1	Register at least 50% of the ICT frontline staff for at least one of the locally presnt professional development opportunities	Year 1					\$ 5,000	OB3.1	Sign up at least 50% of frontline staff for local professional development opportunities.
OKS3.1.2	Register at least 50% of the ICT frontline staff for at least one of the locally presnt professional development opportunities	Year 2				\$ 6,000			
OKS3.1.3	Register at least 50% of the ICT frontline staff for at least one of the locally presnt professional development opportunities	Year 3				\$ 6,500			
OKS3.2.1								OB3.2	
OKS3.2.2									
OKS3.2.3									
OKS3.3.1								OB3.3	
OKS3.3.2									
OKS3.3.3									
OKS3.4.1								OB3.4	
OKS3.4.2									
OKS3.4.3									
OKS3.5.1								OB3.5	
OKS3.5.2									
OKS3.5.3									
OKS4.1.1									

Support Services Review Template

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	Related Objective <small>(Improvements)</small>	Related Objectives <small>(Improvements)</small>
OKS4.1.2								OB4.1	
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	0
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									

Support Services Review Template

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	<i>Related Objective (Improvements)</i>	<i>Related Objectives (Improvements)</i>
OKS5.3.3									
OKS5.4.1								OB5.4	
OKS5.4.2									
OKS5.4.3									
OKS5.5.1								OB5.5	5.5
OKS5.5.2									
OKS5.5.3									

Support Services Review Template

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 (Improvements)</i>	<i>Related Objectives (Improvements)</i>
--------------------------	------------------------	----------	--	--	--	---	-------------	---	--

3.4 Describe how the evaluation measures are appropriate and relevant for the proposed objectives (improvements).

The high tech faculty engagement events provide opportunities to educate faculty about our services, introduce them to our staff and connect them to the IDS staff. The podcasts provide staff with direct unfiltered information as well as an opportunity to interact around the topics covered. The podcasts, helps to insure that front line staff all hear the big picture and the direction the department and college are going while reassuring them of their role within it. Finally the local professional development activities provide frontline staff with opportunities to meet other professionals, keep up on changes in technology, learn other ways of deploying and supporting technology and gives them respect and legitimacy as professionals in the field.

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

Once the data and documents are gathered, they are reviewed by the leaders and some of the staff of ICT and IDS. Ideas for improvement as well as problems will be discussed. Plans for enhancements or changes in strategies are formulated and implemented in the next fiscal year.

Support Services Review Template

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 3.1)

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	Present 5 High Tech Events introducing faculty to new technology and our facilities and staff.	Number of faculty who became more aware of our services.	pre-assessment		15% improvement	#VALUE!	UO1.1
OB1.2	Provide training through the High Tech Events and faculty development days.	Number of faculty who attend training events and later make use of services.	Attendance rosters		15% will sign up for services.	#VALUE!	UO1.2
OB1.3	0	0	0.00		0.00	#DIV/0!	UO1.3
OB1.4						#VALUE!	UO1.4
OB1.5						#VALUE!	UO1.5
OB2.1	Provide a once a semester podcast as well as twice annual briefing on department activities and status.	Staff responses to survey on information and follow up emails.	pre-assessment		at least 15% will show increased understanding of information presented.	#VALUE!	UO2.1
OB2.2						#VALUE!	UO2.2
OB2.3						#VALUE!	UO2.3
OB2.4						#VALUE!	UO2.4
OB2.5						#VALUE!	UO2.5

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB3.1	Sign up at least 50% of frontline staff for local professional development opportunities.	Evaluation of staff reports from events	0.00		80% will report positive experiences.	#VALUE!	UO3.1
OB3.2		Audit implementation of new technology following professional developments.	0.00		At least 3 new products or procedures will be implemented as a result of staff attending professional development.	#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	0					#VALUE!	UO5.1
OB5.2						#VALUE!	UO5.2
OB5.3						#VALUE!	UO5.3
OB5.4						#VALUE!	UO5.4

Support Services Review Template

Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
OB5.5	5.5					#VALUE!	UO5.5

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

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

This format is different than was followed in year one. We failed to meet the increases in faculty contacts that we had targeted. Of those attending, there was an increase in knowledge and awareness of our programs and staff. The revamped program for the second year were made based upon this data. WE achieved the target of 50% of frontline staff attending professional development training. The response was overwhelmingly positive. We did find out however that the sessions for some of the conferences were too, k-12 focused and our staff got more benefit from attending trade shows and talking to vendors. In fact one direct result was a change in the model and type of document camera purchased and used in future campus developments. This was as a direct result of one of the frontline staff seeing the technology and recommending that we investigate. Finally 3 podcasts were produced and delivered. Unsolicited comments indicated a positive reception. In the second year a formal response mechanism was put in place to assess the effectiveness of the podcasts.

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

The type of equipment purchased and the design of our classroom technology was directly affected. The way and the timing for implementing faculty engagement were adjusted to better accommodate faculty. Communication with frontline staff has resulted in a more aware employee group.

Support Services Review Template

<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>
--------------------	----------------------------------	---	--------------------------------	-------------------------------	------------------------------	--------------------------------------	-----------------------------

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

These results directly enhanced the way in which we support classroom instruction, communicate with faculty and keep our staff update in the everchanging college enviroment and the academic support arena.