Support Services Review Template

Unit Name: <u>ICT</u>

Unit Review Leader: <u>Herb
Coleman</u>

Today's Date: <u>8/5/2014</u>

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."

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1.2 Please tell us who you serve.
(Faculty, staff, external partners, distance learning, students, etc.)

While student learning is out ultimate goal, we support this through service to the faculty and the technology infrastructure to allow for innovation instruction and leaning. 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 sommunity memebers 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 tchnology they need to complete assignments and conduct rsearch. Computer Services provides support for faculty through computers located in the Faculty Resource Centers (FRC) and instructor computers installed in classrooms. These resources provide fauclty 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.

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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*
IE4   *Enrollments reflecting diverse and traditionally underserved populations in numbers that represent the*
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,*

Goal #	Unit Goal (description)	Board Policy A-1										
	Example goal: *Promote the use of accurate and accessible information in a professional and ethical manner by ACC organizational units.*	SSI1	SSI2	SSI3	SSI4	SSI5	IE1	IE2	IE3	IE4	IE5	IE6
UG1	Increase faculty awareness of our services, staff and locations.							X	X			X
UG2	Increase staff awareness and understanding of departmental goals, practices and procedures.							X	X			X
UG3	Provide increased professional development opportunities for frontline staff.							X	X			X
UG4												
UG5												

➢ *this table will link to other areas in this report*

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1.3.2 What are Unit Outcomes and Unit Measures?

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	

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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 opportunites to attend professional development events presented locally.	UM3.1.1	Evaluate staff reports on expereinces from attending professional development events.
				UM3.1.2	Document implentmentation of improvements intiated from information obtained from professional developmentevents.
		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*

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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: *Measure usage of TIPS by computing average number of TIPS users per month for fiscal year.*					
UM1.1.1	*Survey faculty attending HighTech events to determine if the event incresed their knowledge of services and staff.*	76.00	6.00	15% increase	8%	UO1.1
UM1.1.2	*Audit the use records in the database to see if faculty attending events and make use of services.*	76.00	0.00	15% increase	0.00	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	*Survey staff to dermine if there was an improvement in awareness of departmental resources, goals, procedures.*	44.00	44.00	100.00	100.00	UO2.1
UM2.1.2	*Mearsure response of staff after posted communications.*	10.00	10.00	15% increase	23%	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
UM2.5.2						UO2.5
UM3.1.1	*Evaluate staff reports on expereinces from attending professional development events.*	11.00	8.00	0.80	0.73	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	*Document implentmentation of improvements intiated from information obtained from professional developmentevents.*	4.00	4.00	3.00	125%	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
UM5.1.2						UO5.1
UM5.2.1						UO5.2
UM5.2.2						UO5.2
UM5.3.1						UO5.3
UM5.3.2						UO5.3
UM5.4.1						UO5.4
UM5.4.2						UO5.4
UM5.5.1	*0*					UO5.5
UM5.5.2	*0*					UO5.5

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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)

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 activites will be read and coded to cull out trends and to evaluate the tenor and tone of the comments. Eight staff returned positive comments about training opporturinies. Three staff had nuetral or negative comments abou the expereince. We enhanced, developed or explore 4 new technology projects as a result of staff attending conferences.

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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

<mark>(data linked to table 4)</mark>

Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
	Example: Develop a new workshop curriculum to train faculty and staff on how to access enrollment-related data through TIPS.	*Example: Measure participation in OIEA workshops by computing number of participants at OIEA training sessions during fiscal year.*			*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.*			
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.	76.00	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.	76.00	15% will sign up for services.	Many faculty in the past have attended training but never implemented ot made use of services.	Herb Coleman and ICT staff, IDS staff.	UO1.2	Provide faculty with training in the use of availabe 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 breifing on department activities and status.	Staff responses to survey on information and follow up emails.	44.00	0.15	Some staff may still not comprehend or be reluctant to respons.	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	11.00	0.80			UO3.1	Provide frontline staff with opportunites to attend professional development events presented locally.
OB3.2	Document implementation of improvements initiated from information obtained from professional development.	Audit implementation of new technology following professionaldevelopments.	4.00	3.00			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	

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Objective #	Objectives (Improvements)	Objective Measure	Objective Baseline data	Objective Target data	Opportunity or challenges identified	Responsible person	Related Unit Outcome #	Related Unit Outcome
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							UO5.5	0

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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   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

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 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									
OKS1.5.1								OB1.5	
OKS1.5.2									
OKS1.5.3									

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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)*
OKS2.1.1	The Director will record a once a semester podcast explaing the upcominginitiatives and the department goals.	Year 1						OB2.1	Provide a once a semester podcast as well as twice annual breifing on department activities and status.
OKS2.1.2	The Director will record a once a semester podcast explaing the upcominginitiatives and the department goals.	Year 2							
OKS2.1.3	The Director will evaluate and refine the once a semester podcast explaing the upcominginitiatives 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									
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		

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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)*
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		opportunities.
OKS3.2.1								OB3.2	Document implementation of improvements initiated from information obtained from professional development.
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								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									

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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)
OKS5.1.2								OB5.1	0
OKS5.1.3									
OKS5.2.1									
OKS5.2.2								OB5.2	
OKS5.2.3									
OKS5.3.1									
OKS5.3.2								OB5.3	
OKS5.3.3									
OKS5.4.1									
OKS5.4.2								OB5.4	
OKS5.4.3									
OKS5.5.1									
OKS5.5.2								OB5.5	0
OKS5.5.3									

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

The high tech faculty engagement events provide opportutines 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 lien 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 profssional development activities provide frontline staff with opportunites to meet other professionals, keep up on changes in technology, learn otherways of deploying nd supporting technology and gives them respect and legitamacy as prorfessionals in the field.

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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)

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 awill be discussed. Plans for enhancments or changes in strategies are formulated and implement in the next fiscal year.

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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

<mark>(some data linked to table 3.1)</mark>

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 facuty to new technology and our facilities and staff.	Number of facuty who became more aware of our services.	76.00	76.00	15% improveme nt	#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.	76.00	76.00	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 breifing on department activities and status.	Staff responses to survey on information and follow up emails.	44.00	3.00	0.15	2000%	*UO2.1*
OB2.2						#VALUE!	*UO2.2*
OB2.3						#VALUE!	*UO2.3*
OB2.4						#VALUE!	*UO2.4*
OB2.5						#VALUE!	*UO2.5*
OB3.1	Sign up at least 50% of frontline staff for local professional development opportunities.	Evaluation of staff reports from events	11.00	11.00	0.80	1375%	*UO3.1*
OB3.2	Document implementation of improvements initiated from information obtained from professional development.	Audit implementation of new technology following professionaldevelopments.	4.00	4.00	3.00	133%	*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*

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Objective #	Objectives (Improvements)	Objective Measure (conditions/ criteria)	Objective Baseline data	Objective Current data	Objective Target data	Current data (as % of target)	Related Unit Outcome
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
OB5.5	0					#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)*

AY14
We had low return of evaluations from our High Tech Playgrounds. Those who did return them were already familair with our services. We did achieve introducing 38 fauclty to desktop video conferencing. We had 38 faculty attend the playgrounds via Webex.   In addtion, two departments asked for follow up presentations following Playground events.   We failed to reach the 15% increase targeted.
Although they were thankful for the opportunities staff didn't get as much out of some of the professional development opportunities. TCEA is a K-12 focused organization so most o the technology was geard toward K-12 uses althoguh some were transferaable. we did get information about upgrades to technology that we are using or plan on purchasing. Staff got more out of the SXSW-EDU and Interactive events. We will continue to look for more local opportunities. We did reache the satisfaction and innovation targets. Responses to the podcast were postive and appreciated. The staff liked getting the information directly. Timing has been difficult due organizational administrative changes. Picking the right time to infor the staff has been a challenge.   We had 100% of the staff respond to a survey /quiz with high 90's getting every item correct.
AY13
This format is different than was follwed in year one. We failed to meet the increases in faculty contacts that we had targeted. Of those attending, there was an incrase in knowledge and awareness of of our programs and staff. The revamped progam for the second year were made based upon this data. WE achieved the target of 50% of frontline staff attending professional development training. The reposnes was over whelmin 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 fromattending th trad hsows and talking to vendors. In fact one direct result was a change in the modle and type of document camera purchased and used in future campus developments. This was as a direct of result of one of the frontline staff seeing the technology and recommending that we investigate. Fainlly 3 podcasts were produced and deleivered. Unsolicited comments indicated a positve reception. In the second year a formal respons 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 effected. The way and the timing for implementing faculty engagment were adjusted to better accommodate faculty. Communication with frontline staff has resulted in a more aware employee group.

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

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 everchaning college enviroment and the academic support arena.