Non-Academic Assessment
Workspace

Computer Information Services

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## 2014-2015 Assessment Cycle
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General Information (Non-Academic Assessment Workspace)
Standing Requirements

Mission Statement
Strengthening Campus Information Services

Operational Objective/Outcome

Computer Information Services Outcome Set

<table>
<thead>
<tr>
<th>Operational Éclat</th>
<th>Mapping</th>
</tr>
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<tbody>
<tr>
<td>Wireless Coverage</td>
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<td>To ensure that the campus will have wireless coverage to operate smart phones, laptops, desktops, Mac, Linux and Ipad technology in the future. 2010 – 2011 Baseline: 0%</td>
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2013-2014 Assessment Cycle

Assessment Plan

Mission Statement

Strengthening Campus Information Services

Outcomes and Measures

Computer Information Services Outcome Set

Operational Éclat

Wireless Coverage
To ensure that the campus will have wireless coverage to operate smart phones, laptops, desktops, Mac, Linux and Ipad technology in the future.
2010 – 2011
Baseline: 0%

Measure: Wireless Coverage
Institution level; Direct - Other

Details/Description: By January 2013, 100% of the campus will have wireless coverage.
Acceptable Target: 100%
Ideal Target:
Implementation Plan (timeline): January 2013
Key/Responsible Personnel:

Upgrade ERP System
To ensure that the College’s ERP system is upgraded to accommodate Jenzabar features so that it can be used by 80% of faculty and staff.
2010 – 2011
Baseline: 45%

Measure: System Upgrade
Institution level; Direct - Other

Details/Description: By August 2013, 80% of staff using Jenzabar and the online version of EX will have received major upgrades to their system.
Acceptable Target: 80%
Ideal Target:
Implementation Plan (timeline): August 2013
Key/Responsible Personnel:

Install a new Antivirus software
To install a new Antivirus software system that will prevent 90% of virus threats from infecting the College’s computer system.
2010 – 2011
Baseline: 55%

Measure: Antivirus Software System
Institution level; Direct - Other

Details/Description: By August 2013, the College will have in place an antivirus software system that will prevent 90% of virus threats from entering the computer system.
Acceptable Target: 90%
Ideal Target:
Implementation Plan (timeline): August 2013
Key/Responsible Personnel:
**Jenzabar Training**

To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years 2010 – 2011

Baseline: 0%

**Measure:** Jenzabar Training

Institution level; Direct - Other

**Details/Description:** By September 30, 2013, 15% of the staff will complete training to use the Jenzabar reporting system, either through face to face workshops or online training.

**Acceptable Target:** 15%

**Ideal Target:**

**Implementation Plan (timeline):** September 30, 2013

**Key/Responsible Personnel:**

---

**Assessment Findings**

**Finding per Measure**

**Computer Information Services Outcome Set**

**Operational Éclat**

**Wireless Coverage**

To ensure that the campus will have wireless coverage to operate smart phones, laptops, desktops, Mac, Linux and Ipad technology in the future.

2010 – 2011

Baseline: 0%

**Measure:** Wireless Coverage

Institution level; Direct - Other

**Details/Description:** By January 2013, 100% of the campus will have wireless coverage.

**Acceptable Target:** 100%

**Ideal Target:**

**Implementation Plan (timeline):** January 2013

**Key/Responsible Personnel:**

**Findings for Wireless Coverage**

**Summary of Findings:** 100%

**Results:** Acceptable Target Achievement: Met

**Recommendations :**

**Reflections/Notes :**

This Findings is associated with the following Actions:

Continue

(Operational Plan; 2013-2014 Assessment Cycle)

**Upgrade ERP System**

To ensure that the College’s ERP system is upgraded to accommodate Jenzabar features so that it can be used by 80% of faculty and staff.

2010 – 2011

Baseline: 45%

**Measure:** System Upgrade

Institution level; Direct - Other

**Details/Description:** By August 2013, 80% of staff using Jenzabar and the online version of EX will have received major upgrades to their system.

**Acceptable Target:** 80%

**Ideal Target:**

**Implementation Plan (timeline):** August 2013

**Key/Responsible Personnel:**
Findings for System Upgrade

Summary of Findings: 100%
Results: Acceptable Target Achievement: Exceeded
Recommendations: 
Reflections/Notes: 

This Findings is associated with the following Actions:
Continue
(Operational Plan; 2013-2014 Assessment Cycle)

Install a new Antivirus software
To install a new Antivirus software system that will prevent 90% of virus threats from infecting the College's computer system.
2010 – 2011
Baseline: 55%

Measure: Antivirus Software System
Institution level; Direct - Other

Details/Description: By August 2013, the College will have in place an antivirus software system that will prevent 90% of virus threats from entering the computer system.
Acceptable Target: 90%
Ideal Target:
Implementation Plan (timeline): August 2013
Key/Responsible Personnel: 

Findings for Antivirus Software System

Summary of Findings: 100%
Results: Acceptable Target Achievement: Exceeded
Recommendations: 
Reflections/Notes: 

This Findings is associated with the following Actions:
Continue
(Operational Plan; 2013-2014 Assessment Cycle)

Jenzabar Training
To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years
2010 – 2011
Baseline: 0%

Measure: Jenzabar Training
Institution level; Direct - Other

Details/Description: By September 30, 2013, 15% of the staff will complete training to use the Jenzabar reporting system, either through face to face workshops or online training.
Acceptable Target: 15%
Ideal Target:
Implementation Plan (timeline): September 30, 2013
Key/Responsible Personnel: 

Findings for Jenzabar Training

Summary of Findings: 10%
Results: Acceptable Target Achievement: Not Met
Recommendations: 
**Reflections/Notes:**

This Findings is associated with the following Actions:

- Mandatory Jenzabar Training
  (Operational Plan; 2013-2014 Assessment Cycle)

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**Overall Recommendations**

*No text specified*

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**Overall Reflection**

*No text specified*

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## Operational Plan

### Mission Statement

Strengthening Campus Information Services

### Actions

#### Computer Information Services Outcome Set

##### Operational Éclat

<table>
<thead>
<tr>
<th>Wireless Coverage</th>
<th>Action: Continue</th>
</tr>
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<tbody>
<tr>
<td>To ensure that the campus will have wireless coverage to operate smart phones, laptops, desktops, Mac, Linux and Ipad technology in the future. 2010 – 2011 Baseline: 0%</td>
<td></td>
</tr>
</tbody>
</table>

**This Action is associated with the following Findings**

- Findings for Wireless Coverage
  (Assessment Plan and Assessment Findings; 2013-2014 Assessment Cycle)

**Summary of Findings:** 100%

- Action details: Continue
- Implementation Plan (timeline):
- Key/Responsible Personnel:
- Measures:
- Budget approval required? (describe):
  - Budget request amount: $0.00
- Priority:

----

<table>
<thead>
<tr>
<th>Upgrade ERP System</th>
<th>Action: Continue</th>
</tr>
</thead>
<tbody>
<tr>
<td>To ensure that the College’s ERP system is upgraded to accommodate</td>
<td></td>
</tr>
</tbody>
</table>

**This Action is associated with the following Findings**

---
Jenzabar features so that it can be used by 80% of faculty and staff.
2010 – 2011 Baseline: 45%

### Findings for System Upgrade
(Assessment Plan and Assessment Findings; 2013-2014 Assessment Cycle)

**Summary of Findings:** 100%

**Action details:** Continue

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measures:**

**Budget approval required? (describe):**

**Budget request amount:** $0.00

**Priority:**

---

#### Install a new Antivirus software

To install a new Antivirus software system that will prevent 90% of virus threats from infecting the College’s computer system.
2010 – 2011 Baseline: 55%

**Action:** Continue

**This Action is associated with the following Findings**

**Findings for Antivirus Software System**
(Assessment Plan and Assessment Findings; 2013-2014 Assessment Cycle)

**Summary of Findings:** 100%

**Action details:** Continue

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measures:**

**Budget approval required? (describe):**

**Budget request amount:** $0.00

**Priority:**

---

#### Jenzabar Training

To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years
2010 – 2011 Baseline: 0%

**Action:** Mandatory Jenzabar Training

**This Action is associated with the following Findings**

**Findings for Jenzabar Training**
(Assessment Plan and Assessment Findings; 2013-2014 Assessment Cycle)

**Summary of Findings:** 10%

**Action details:** Annual training will be mandatory for all Jenzabar users. This will ensure the strategic imperative of 75% will be met by the 5th year period.

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measures:**
Status Report

Computer Information Services Outcome Set

Operational Éclat

Wireless Coverage
To ensure that the campus will have wireless coverage to operate smart phones, laptops, desktops, Mac, Linux and Ipad technology in the future.
2010 – 2011
Baseline: 0%

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<td>Action details</td>
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<tr>
<td>Priority:</td>
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</table>

No Status Added

Upgrade ERP System
To ensure that the College’s ERP system is upgraded to accommodate Jenzabar features so that it can be used by 80% of faculty and staff.
2010 – 2011
Baseline: 45%

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No Status Added
Install a new Antivirus software

To install a new Antivirus software system that will prevent 90% of virus threats from infecting the College’s computer system.
2010 – 2011
Baseline: 55%

**Action:** Continue

**Action details:** Continue

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measures:**

**Budget approval required? (describe):**

**Budget request amount:** $0.00

**Priority:**

**Status** for Continue

No Status Added

Jenzabar Training

To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years
2010 – 2011
Baseline: 0%

**Action:** Mandatory Jenzabar Training

**Action details:** Annual training will be mandatory for all Jenzabar users. This will ensure the strategic imperative of 75% will be met by the 5th year period.

**Implementation Plan (timeline):**

**Key/Responsible Personnel:**

**Measures:**

**Budget approval required? (describe):**

**Budget request amount:** $0.00

**Priority:**

**Status** for Mandatory Jenzabar Training

No Status Added

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**Status Summary**

No text specified

**Summary of Next Steps**

No text specified
# Assessment Plan

## Mission Statement

Strengthening Campus Information Services

## Outcomes and Measures

### Computer Information Services Outcome Set

#### Operational Éclat

| **Microsoft Office** | **Measure**: Microsoft Office Training  
Institution level; Direct - Other |
|-----------------------|----------------------------------------------------------------------------------|
| **To ensure that 90% of administrative staff will be proficient in the use of Microsoft Office over a period of 4 years, 2010 – 2011 Baseline: 50%** | **Details/Description**: By September 30, 2014, 60% of the staff will complete a series of training modules, either through face to face workshops or online training on Microsoft Office.  
**Acceptable Target**: 60%  
**Ideal Target**:  
**Implementation Plan (timeline)**: September 30, 2014  
**Key/Responsible Personnel:** |

| **Google Apps** | **Measure**: Google Apps Training  
Institution level; Direct - Other |
|-----------------|----------------------------------------------------------------------------------|
| **To ensure that 80% of staff, faculty and students are trained to be proficient in the use of Google Apps over a period of 4 years, 2010 – 2011 Baseline: 40%** | **Details/Description**: By September 30, 2014, 50% of the staff will complete a series of training courses on the use of Google Apps.  
**Acceptable Target**: 50%  
**Ideal Target**:  
**Implementation Plan (timeline)**: September 30, 2014  
**Key/Responsible Personnel:** |

<table>
<thead>
<tr>
<th><strong>Backup Emails</strong></th>
<th><strong>Measure</strong>: Backup Emails</th>
</tr>
</thead>
</table>
| **To ensure that by August 2014, there is a system in place to backup 95% of faculty and staff E-mails, 2010 – 2011 Baseline: 0%** | **Details/Description**: By August 2014, 95% of the administrative staff E-mails will be backed up by a backup system.  
**Acceptable Target**: 95%  
**Ideal Target**:  
**Implementation Plan (timeline)**: August 2014  
**Key/Responsible Personnel:** |
Jenzabar Training
To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years 2010 – 2011
Baseline: 0%

Details/Description: By September 30, 2014, 30% of the staff will complete training to use the Jenzabar reporting system, either through face-to-face workshops or online training.
Acceptable Target:
Ideal Target: 30%
Implementation Plan (timeline): September 30, 2014
Key/Responsible Personnel:

Assessment Findings
Finding per Measure

Computer Information Services Outcome Set
Operational Éclat

Microsoft Office
To ensure that 90% of administrative staff will be proficient in the use of Microsoft Office over a period of 4 years. 2010 – 2011 Baseline: 50%

Details/Description: By September 30, 2014, 60% of the staff will complete a series of training modules, either through face to face workshops or online training on Microsoft Office.
Acceptable Target: 60%
Ideal Target:
Implementation Plan (timeline): September 30, 2014
Key/Responsible Personnel:

Findings for Microsoft Office Training
No Findings Added

Google Apps
To ensure that 80% of staff, faculty and students are trained to be proficient in the use of Google Apps over a period of 4 years. 2010 – 2011 Baseline: 40%

Details/Description: By September 30, 2014, 50% of the staff will complete a series of training courses on the use of Google Apps.
Acceptable Target: 50%
Ideal Target:
Implementation Plan (timeline): September 30, 2014
Key/Responsible Personnel:

Findings for Google Apps Training
No Findings Added

Backup Emails
To ensure that by August

Details/Description: By September 30, 2014, 50% of the staff will complete a series of training courses on the use of Google Apps.
Acceptable Target: 50%
Ideal Target:
Implementation Plan (timeline): September 30, 2014
Key/Responsible Personnel:

Findings for Backup Emails
No Findings Added
2014, there is a system in place to backup 95% of faculty and staff E-mails.

2010 – 2011
Baseline: 0%

Details/Description: By August 2014, 95% of the administrative staff E-mails will be backed up by a backup system.

Acceptable Target: 95%

Ideal Target:

Implementation Plan (timeline): August 2014

Key/Responsible Personnel:

Findings for Backup Emails

No Findings Added

Jenzabar Training
To ensure that 75% of the administrative staff will be trained to use the Jenzabar online reporting system over a period of 5 years.

2010 – 2011
Baseline: 0%

Details/Description: By September 30, 2014, 30% of the staff will complete training to use the Jenzabar reporting system, either through face-to-face workshops or online training.

Acceptable Target:

Ideal Target: 30%

Implementation Plan (timeline): September 30, 2014

Key/Responsible Personnel:

Findings for Jenzabar Training

No Findings Added

Overall Recommendations

No text specified

Overall Reflection

No text specified

Operational Plan

Status Report