## INFORMATION TECHNOLOGY
### SERVICE AREA OUTCOMES FOR 2011 - 2012

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<th>LAHC Goal</th>
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<td>2. Teaching and Learning for Success</td>
<td>1. Students (along with faculty and staff) will have access to state of the art technology which they can use to enhance learning.</td>
<td>a. District student survey.</td>
<td>a. At least 90% of students will report satisfaction in the various categories.</td>
<td>a. In the 2007 survey, 96% said that the availability of computer is adequate. 45% did not respond. 97% of the respondents were satisfied with the computer labs. Out of 750, only 371 responded positively or negatively. In 2007, 43% of the students reported that they did not use campus computers to complete schoolwork. In 2009, 36% did not use campus computers. 86% use their computers at home.</td>
<td>a. Ask Institutional Effectiveness for assistance in identifying reasons for non-response. It may be because there is only one general purpose computer lab in the Library open for drop-in use. Usage may increase when the new LLRC building opens.</td>
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<td>b. Locally administered student survey</td>
<td>b. Pending survey.</td>
<td>c. In the 2010 survey, 75% of faculty reported overall satisfaction with IT services. The lowest category was “My computer is routinely maintained” at 50%. 75% said the office hours were convenient. The highest category was “The IT staff is courteous” at 96%.</td>
<td>b. Administer survey in 2012/13 year. Depends on results of survey.</td>
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<td>c. Faculty survey</td>
<td>c. 80% of faculty will report overall satisfaction with IT services.</td>
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<td>c. Examine results from 2012 survey to see if computers provided through building program improve the maintenance score.</td>
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</table>

IT staff has decreased by 29% in the last 5 years. IT has taken on additional duties such as support of the AV systems, videoconferencing, VOIP and digital security. Minimally, the office needs administrative support to answer phone calls, process work orders and answer commonly asked questions.
| 2. Teaching and Learning for Success | 2. In support of student learning, IT will provide advisement to the campus to ensure compatibility with current equipment and future needs. | a. Progress on campus technology goals as set through shared governance committees, namely ATAC. | a. In Spring 2012, ATAC developed a Technology Master Plan, setting one, two and three year goals. This was approved by Senate and CPC. 

- One Year Goals:
  1. Review campus technology standards
  2. Establish procedures for acquisition, operation, and repair of technology
  3. Develop a plan to promote the use of technology at Harbor College
  4. Develop a plan to improve support from within the various departments
  5. Design a campus technology Website
  6. Work with Title V on pilot of ePortfolio

- Two Year Goals:
  1. Implement a campus technology Website
  2. Identify academic technology needs for the campus

- Three Year Goals:
  1. Develop and implement a faculty/staff development program to support district student portfolio system | a. Progress on these goals will be evaluated in Spring 2013. | a. Support efforts to achieve goals and participate in ATAC meetings. |
b. Technology orders approved or not approved by IT. Gather sample from largest vendors during largest ordering periods.

2. Develop and implement a faculty/staff development program to support the new, robust student portal.
   b. Fewer than 2% of orders will be placed without prior consultation.