

## Administrative Unit Program Review Criteria- 2018/2019

### Note to Preparers:

Please complete this form that includes the Program Review criteria for an administrative program review, to be completed every other year (2-year cycle). One of the major functions of Program Review is to ensure that all work units of the Evergreen Valley College are aligned with its goals. The college's goals are set forth in its Mission and Strategic Initiatives, which are expressed in the narrative below. Additional information, including a submission timeline (**Due December 1<sup>st</sup>**) and samples of recent Program Reviews, are available on the college website

<http://www.evc.edu/discover-evc/accreditation/iec-and-program-review>. If you have any questions, please feel free to contact any member of EVC's Institutional Effectiveness Committee (IEC).

After your submission to IEC, members of the committee will provide feedback to assist you in preparing a final version. The review committee will consist of IEC members and an optional external reader of your choice. The review committee will make a recommendation, and your Program Review will precede to College Council and the EVC President for his/her final approval. Completed/approved Program Reviews will be eligible to participate in resource allocation through the College Budget Committee.

### Premises of Administrative Unit Outcomes Assessment Cycles

- Learning takes place every time a student comes in contact with a service or activity at Evergreen Valley College.
- AUOs are Evergreen Valley College's commitment to an ongoing, cyclical improvement process.
- Administrative Units Outcomes (AUOs) create and sustain the learning environment.

### Evergreen Valley College's Mission:

With equity, opportunity and social justice as our guiding principles, Evergreen Valley College's mission is to empower and prepare students from diverse backgrounds to succeed academically and to be civically responsible global citizens.

### Strategic Initiatives:

1. Student-Centered: We provide access to quality and efficient programs and services to ensure student success.  
Areas of focus are:
  - Access
  - Curriculum and programs
  - Services
2. Community Engagement: We will transform the college image and enhance partnerships with community, business, and educational institutions.  
Areas of focus are:
  - Increase visibility
  - Develop strategic partnerships
  - Building campus community
3. Organizational Transformation: We create a trusting environment where everyone is valued and empowered.  
Areas of focus are:
  - Communication
  - Employee development
  - Transparent Infrastructure

Administrative Unit Name:

Last Program Review: 2012/13

Current Year Program Review: 2018/19

Preparers' Name(s): Eugenio Canoy

Area Manager: Eugenio Canoy

### Department Overview

1. Please describe the functions of your department. Feel free to use a bulleted list for ease of reading.  
*Campus Technical Support and Services at Evergreen Valley College: Provide Technical Services to Administration, Instructional, and Student Services of Desktop Computing, Networking, and Media.*

2. Use the table below to describe current department staffing including whether they are filled or vacant.

Position Type	# Assigned to the Department	# Actually staffed
Classified Full Time	6	6
Classified Part-Time Permanent		
Classified Part-Time Hourly		
Administrators	1	1
Other (please specify)		

3. Because this is your Initial Program review you will need to first list department goals. For all follow-up Program Reviews, please provide an update on the department's progress on achieving its department goals set during the last program review cycle.

- *The EVC wired and wireless network completed at 95% in 2016.*
- *Providing Technical Services to staff, faculty, and students is an on-going process and constant improvement.*
- *The recent implementation of the Technology Planning and Program Review processes that involve CTSS to make recommendations on technology requests.*
- *The funding of the BOND, CTSS has ensured that the schedule of technology replacement is adhered to with maintenance and upgrades and ensures that they are on-going.*
- *As a goal to provide excellent customer technical services, on-going technical training provided to the technical staff.*

4. If you received resource allocation for your last program review cycle, please indicate the resources you received and how these resources were utilized to impact student success and / or improve unit services. (The resources can be personnel or fiscal).

5. Please state any recent accomplishments for your department, making sure to connect each accomplishment to the College's success/mission.

- *Assisted with the development of the Technology Master Plan*
- *Assisted with the completion of the Campus-wide Network Upgrade*
- *Assisted with the completion of the Campus-wide Wireless Upgrade*
- *Establish Classroom Technology Instructional Standards – Instruction Stations*
- *Establish Accessible Printing for students, faculty, and staff*

## PART A: Administrative Unit (Department) Effectiveness

### 1. Administrative Unit Outcomes-

1. Use the table below to list the department Administrative Unit Outcomes. (See the supplemental guide to AUOs for information on how to create an AUO; your department should have 2 to 3 AUOs and at least one must be process outcome).

Administrative Unit Outcomes (AUOs)	Assessment method	Timeline for assessment
Campus Technical Support and Services will provide to students, faculty, and staff robust campus network (hardwire/wireless) environment supporting access to online resources.	<a href="#">Educause Student Survey Results 2018 Data</a>	Fall 2019
Campus Technical Support and Services will maintain and support technologies in Instructions, Administration, and Student Services.	<a href="#">Educause Student Survey Results 2018 Data</a>	Fall 2019
Campus Technical Support and Services will research, evaluates, and recommends to staff and faculty on new technologies (Hardware/Software) to effectively teach and efficiently provide services to students.	<a href="#">Educause Student Survey Results 2018 Data</a>	Fall 2019
Campus Technical Support and Services will develop an updated schedule on the Technology Replacement Cycle to staff and faculty and provide training to the allocated technologies.	<a href="#">Educause Student Survey Results 2018 Data</a>	Fall 2019
Campus Technical Support and Services will provide excellent customer service to staff, faculty, and students.	<a href="#">Educause Student Survey Results 2018 Data</a>	Fall 2019

AUO results, analysis and next steps: Always improving the services by way of expert technical staff and providing state of the art instructional technology and computing equipment to support the staff, faculty, and students at Evergreen Valley College and also establishing resource funding for staffing support, for new technologies, and maintenance upkeep. Please see the attached excel file for student survey results if you can't access to share point.

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## **PART B: Budget Planning**

1. List any changes to budget since the last program review.
  - Received an increase in funding for Licensing and Renewals

## **PART C: Technology and Equipment**

1. List any changes to technology of equipment since the last program review.
  - Upgraded the servers, desktops and software.

## **PART D: Additional Information**

Please provide any other pertinent information about the program that these questions did not give you an opportunity to address.

**PART E: Future Needs and Resource Allocation Request:**

<p>Based on the areas noted below, please indicate any unmet needs for the program to maintain or build over the next two years. Please provide rationale on how the request connects back to AUO assessment, strategic initiatives or student success. If no additional requests are needed in any of the areas, put N/A.</p>		
Staffing requests	<p>Ongoing Budget Needs: N/A</p> <p>One-time Expenditure: N/A</p>	<p>Request linked to:</p> <p>AUO #:</p> <p>Strategic Initiatives (student centered, organizational transformation, community engagement):</p> <p>Improving Student success rates:</p> <p>Achievement of program set standard for student success:</p>
Facilities	<p>Ongoing Budget Needs: N/A</p> <p>One-time Expenditure: N/A</p>	<p>Request linked to:</p> <p>AUO #:</p> <p>Strategic Initiatives (student centered, organizational transformation, community engagement):</p> <p>Improving Student success rates:</p> <p>Achievement of program set standard for student success:</p>
<p>Technology</p> <p>(Considerations: keep in mind accessibility of all technology requests so that it is 508 compliant) (Also discuss how long the technology you are requesting will be viable; how frequently will this technology need to be replaced; also discuss any issues surrounding disposal of requested technology items).</p>	<p>Ongoing Budget Needs: N/A</p> <p>One-time Expenditure: N/A</p>	<p>Request linked to:</p> <p>AUO #:</p> <p>Strategic Initiatives (student centered, organizational transformation, community engagement):</p> <p>Improving Student success rates:</p> <p>Achievement of program set standard for student success:</p>
Equipment/Supplies	<p>Ongoing Budget Needs: Test Equipment (Networking)</p> <p>One-time Expenditure: N/A</p>	<p>Request linked to:</p> <p>AUO #:</p> <p>Strategic Initiatives (student centered, organizational transformation, community engagement):</p> <p>Improving Student success rates:</p> <p>Achievement of program set standard for student success:</p>