

INSTITUTIONAL ASSESSMENT REPORT

INFORMATION TECHNOLOGY/ 2012

Department's Relationship to the College Mission and Strategic Plan

(completed Spring semester or on accreditation cycle)

In a paragraph or two, discuss how the department's work carries out the Mission and Strategic Plan.

The Information Technology department helps the college fulfill its mission and strategic goals through a portfolio of services. The IT team is responsible to maintain a reliable and sustainable technology infrastructure that includes an Enterprise Information system, telecommunications system and network systems that support administrative and academic technologies. The role of IT is critical to the college's educational environment and advancing educational and administrative excellence.

Summary of Departmental Activities, Assessment and Use of Results

(completed Spring semester or on accreditation cycle)

(may include process flowchart)

Provide a brief overview of major accomplishments since the last review and how assessment results have been used to improve services/learning outcomes.

Information Technology Major Accomplishments 2007 -2012

- Implemented a campus video surveillance system.
- Implemented "new" campus wireless network.
- Installed standby generator to provide power to Computer Center during extended power outages.
- Upgraded Administrative data switches to support the increased data traffic.

- Integrated Nelnet payment plan service to students with BANNER.
- Developed text messaging application to alert students, faculty and staff of emergency messages from the college.
- Developed a service to allow faculty and staff to electronically submit copy jobs to COS.
- Upgraded BANNER so there is no downtime when backed up.
- Upgraded STARS so there is no downtime when backed up.
- Migrated Blackboard to a hosted service to significantly improve availability.
- Implemented Gmail for college email system.
- Deployed document imaging for Admissions, HR & JCLEA.
- Deployed Ellucian's Employee Self Service and online time entry.
- Implemented software to create electronic book vouchers for Follett bookstore to eliminate the need for most paper book vouchers.
- Created web-based software that allows ATS instructors to record student attendance.
- Created web-based software to bring Jefferson College into compliance with the law associated with Senate Bill 389 (includes surveying and reporting student evaluations of instructors).
- Implemented a web-based work order tracking system for desktop support
- Implemented scan-to-email functionality on select copiers on campus
- Configured a bookstore" hotline" to give students greater availability to bookstore information and hours of operation
- Deployed a new phone system that supports digital, analog and IP technologies

Internal and External Data Collection and Analysis

(completed by Fall semester or on accreditation cycle)

Gather and analyze relevant internal and external data (link to data).

Information Technology Assessment Report Fall 2011 – Strata Information Group

<http://vega.jeffco.edu/kalford/SIGtechassessment.docx>

Information Technology Assessment Report Spring 2011 - Sungard

<http://vega.jeffco.edu/kalford/SunGardtechassessment.doc>

Annual Cost per FTE and Trend Analyses

(completed by Fall semester)

Provide cost per FTE and analyze for the period being evaluated.

Information Technology Annual Cost per FTE

<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>
\$164.13	\$167.44	\$151.80	\$126.25	\$150.01

SWOT Analysis

(completed by Fall semester)

Using the data collected and analyzed, complete a SWOT analysis. Reference and link data for each.

Internal Strengths <ul style="list-style-type: none">• Experienced Competent Staff• Solid Computing & Network Infrastructure• Newer Telephone System• New Wireless Network• Utilizing Virtual Technology• Administrative Support• Use of best practices• Restructured department	Internal Weaknesses <ul style="list-style-type: none">• Operating with minimal staff• Limited funding for staff development• Little to no redundancy (Many single points of failure)• Reliant on outside consultants• Limited Budget• Aging fiber optic backbone
External Opportunities <ul style="list-style-type: none">• Ability to increase Internet bandwidth through MoreNet• To Utilize Strata Information Group to augment staff support• Seminars, Conferences, Training	External Threats <ul style="list-style-type: none">• Dependency on Ellucian Support (The merger of SGHE and Datatel introduces uncertainty in product direction as well as the availability of seasoned consultants/advisors)• Constant Change to Technology• Vendor Mergers & Acquisitions• Cyber Attacks

External Accreditation (if applicable)

Link to accreditation report.

ACTION PLAN for Information Technology 2012-2016

<http://vega.jeffco.edu/kalford/ActionPlanInfoTech2012-2016.xlsx>

Evaluation

☐ Meets Expectations
Comments:

☐ Requires Immediate Attention
Comments:

Follow-up report required by: _____
Comments: (date)

Approvals

Division Chair/Director
Comments:

Date

Dean
Comments:

Date

Vice President/President
Comments:

Date