The purpose of Program Planning and Assessment at Hartnell College is to obtain an honest
(every five years) examination of the College as it
nd outline s long-range goals.

lanning and Assessment process will improve and increase the flow of information
tnell College . The result of the processwill also improve institutional effectiveness .

Service/ Office/
Non -Instructional Program ËÕp{

C. SERVICE / OFFICE / PROGRAM GOALS

1. List and describe service/ office/ program goals for the next comprehensive review cycle —Fall 2014 through Fall 2018. Be sure to highlight innovative, unique, or other especially noteworthy aspects.

A new mission and vision is currently before the board for approval in February. In considering your service's/ office's/ program's future goals, please review the proposed new mission and vision statements.

VISION STATEMENT

> Hartnell College will be nationally recognized for the success of our students by developing leaders who will contribute to th e social, cultural, and economic vitality of our region and the global community.

MISSION STATEMENT

> Focusing on the needs of the Salinas Valley, Hartnell College provides educational opportunities for students to reach academic goals in an environment committed to student learning, achievement and success.

[List and describe service/ office/ program goals here]

1.

2.

3.

4.

5.

		of our outreach programs to education younger minds of the opportunities of education and benefits of staying on a school path. Making access to community ed programs, general services and bridge programs convenient and easy to access has proven to make a difference in many family's lives.
I&TR Team	15	The Information and Technology Resource team consists of 15 dedicated IT professionals and support staff. They are a under-resourced bunch that is concentrated on providing customer service and sustaining resilient network, systems, and software to enable the college district to fulfill its mission. They are self-starters, but require general guidance on prioritization, vision of IT direction, and representation throughout the governance environment of the college.

Data Sources

x

functioning , and the evaluation of the service/office/non -instructional program .

Needs

Overall

Do you feel the IT department provides expected technology services to you satisfactorily 85% of the time or better.

Yes	19	49%
No	20	51%

50% of the campus does not feel they receive timely and helpful information from IT representatives regarding technology solutions for services that are requested by administration, divisions, departments and programs.

Yes	19	38%
No	20	62%

62% of the campus feels their campus has adequate technology repair/service to meet the instructional and administrative goals of your campus.

Cutting edge with new innovative technology adoption	1	3%
Current technology with hardware that is not morerdwd 1 Tf11.04D 21q1338.4 358-3(e)-10(l)]TJ-0.004 Tc 0.(		

B. SERVICE/PROGRAM MODALITY

1. Describe the different physical locations (campuses, sites, etc.) at which, the various delivery vehicles (phone, online, face-to-face, etc.) through which, and the times (of day, evening, week, etc.) at which the service/program is provided to intended recipients.

List Service Area Outcome(s) scheduled for assessment in AY 14-15	How will the Outcome(s) be assessed ?
Technology Council	
Provide regular and relevant council meetings once a month.	1. Once a year in preparation of an annual review. 1. 90% of attendees express their time has been well spent on the Council and the Council activities have resulted in technology planning and actions benefitting the college.
Ensure meeting agendas and minutes are posted and match the needs of the attendees and the college creating purposeful meetings and results	
ITR Weekly Meetings	
Provide regular weekly meetings the result in the reliable operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.	1. IT Team member Satisfaction Survey. 2. User Satisfaction Survey of IT initiative requestor at the completion of each project.
Develop information technology solutions for services that are requested by administration, divisions, departments and programs.	
College IT Leadership and Direction	
Provide quarterly updates on technology status to cabinet; semi-annual updates to faculty and staff; annual report on technology to the college.	1. Show evidence of updates via agenda 2. Semi-annual IT Satisfaction Survey of Hartnell College 3. Evidence of IT Annual Report
Support and deliver the deployment of information technology solutions for services that are requested by administration, divisions, departments and programs.	
Keep engaged with campus, state, industry communities to make wise and future proofed decisions.	
Planning, Purchasing, and Asset Management	
Support IT as it supports the campus in planning and purchasing technology	1. Number of quotes provided and the speed of request to response. 2. Inventory updated and available once a year in preparation of audit.
Provide IT with the software and resources to accurately and effectively track IT Inventory for asset planning purposes.	

2. Describe how service area outcomes were specifically add ressed by the

D. PREVIOUSLY SCHEDULED ACTIVITIES

This subsection focuses on activities that were previously scheduled. An activity can address many different aspects of your service/office/ program, and ulti mately is undertaken to improve or enhance your service/office/program , and keep it current.

Activity scheduled	What success has been achieved to date on this activity?	What challenges existed or continue to exist?	Will activity continue into AY 14-15?	Will activity continue into AY 15-16?*

	process of building and completion of board agendas and packets . The system also manages the meeting as it occurs and created summary notes after the meeting is over.			
6.Deployed new online project management system – Smartsheet	Powerful tool that integrates tightly with GoogleDocs. Smartsheet tracks to-dos and dependencies as well			

* For each activity that will continue into AY 2015-16 and that requires resources, submit a separate resource request in Section III .

1. Evaluate the success of each activity scheduled, including activities completed and those in progress . What measurable outcomes were achieved ? Did the activities and subsequent dialogue lead to significant change in service or program success?

and board

This section must be completed for ALL services/offices/non-instructional programs, whether scheduled for annual or comprehensive review in spring 2014.

A. NEW ACTIVITIES

This subsection addresses new activities for, and continuing new activities into, AY 2015-16. An activity can address many different aspects of your service/office/program, and ultimately is undertaken to improve, enhance, and or keep your service/office/program current. A new activity may or may not require additional resources.

1. List information concerning new projects or activities planned. Please keep in mind that resources needed, if funded, would not be approved until spring 2015 and provided until FY 2015-16. Ongoing activities involving resources that will no longer be available from grant funds starting FY 2015-16 must be planned for appropriately.

Activity	Strategic Plan Goal(s) No. & Letter (e.g., 5A)*	Related SAOs,SLOs, PLOs, or goals	Desired Outcome(s)	Resources Needed	Person Responsible	Estimated Date of Completion (can be more than one year in length)	Comments
1. Provide regular, and representative council meetings once a month.	2a,2b,4a,4c	Ensure meeting agendas and minutes are posted and match the needs of the attendees and the college creating purposeful meetings and results. Make sure participation from all members of the meeting occurs.	Greater oversight of technology direction. Increased leadership from council on direction and decisions. Greater accountabiliur4 Tw 4 Tw T*843(l-15to8.36 4e(a)-5(t)-2(e)1(r)-2( )]TJ-0.005 Tc 0.0)]TJT[.48 ref448 ref364				

provided software solutions.		and programs are overseen and delivered on time and with large adoption and demonstrative improvement of service.	accountability to constituents regarding projects and outcomes.	Desktops Remote Assistance Portal collaboration tools. iSupport			

3. Provide semi annual updates on technology syst[illegible]

Activity 1 - Provide Immersive and Inclusive Tech Dev Council Meetings

Provide regular, and representative council meetings once a month.

Ensure meetings are well planned, run on time and are inclusive to all participants. Agendas and minutes are posted and match the needs of the attendees and the college creating purposeful meetings and results. Make sure participation from all members of the meeting occurs.

SLO Supported

Academic and Administration
Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management
Support the campus in planning and purchasing technology

Track IT Inventory for asset planning purposes.

Assist in automation of planning, maintenance of support and campus operations.

SPGs Supported

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Goal 4B: Hartnell College is committed to having its physical plant, furnishings, and grounds maintained and replaced in a planned and scheduled way to support learning, safety, security, and access.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

a) Does this activity span multiple years? NO

If yes, describe the action plan for completion of this activity.

b) What measureable outcomes are expected from this activity? List indicators of success.

Increased accountability and awareness of engagement will be tracked and reported from council members.

Council involvement and collaboration will be demonstrated by increased reporting out and awareness of and proactive involvement in projects. Minutes of meetings will be able to indicate increased activity.

c) What are the barriers to achieving success in this activity?

Willingness of council members to be involved and provide leadership.

Activity 2 – Effective ITR Council Meetings

Effective ITR Weekly Meetings

Provide regular weekly meetings the result in the reliable operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions. Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-provided software solutions.

Develop information technology solutions for services that are requested by administration, divisions, departments and programs.

Support the student learning environment

Planning, Purchasing and Asset Management

Support the campus in planning and purchasing technology w

a) Does this activity span multiple years? No

If yes, describe the action plan for completion of this activity.

b) What measureable outcomes are expected from this activi ty? List indicators of success.

Satisfied students who are using up-to-date systems which perform well in class and in preparation.

Instructors will report satisfaction with the technology in the classroom to support their teaching and the students learning.

The campus will be able to take advantage of other technology advances because our infrastructure will allow it.

Semi-annual survey results will report satisfaction by 80 percent or better that technology in the classroom supports learning and teaching.

Annual report will be distributed.

c) What are the barriers to achi eving success in this activity?

Budget. Time.

Activity 4 - Planning Purchasing and Asset Management

Planning Purchasing and Asset Management

Support IT as it supports the campus in planning and purchasing technology. Provide IT with the software and resources to accurately and effectively track IT Inventory for asset planning purposes.

SLO Supported

Academic and Administration

Providing reliable technological environment for and operation of campus computing systems, communication systems, file services, and virtual and vendor-

Goal 1A: Hartnell College will provide higher education, workforce development, and lifelong learning opportunities—with seamless pathways—to all of the college's present and prospective constituent individuals and groups.

Goal 2A: Hartnell College will provide a supportive, innovative, and collaborative learning environment to help students pursue and achieve educational success.

Goal 2B: Hartnell College will provide a supportive, innovative, and collaborative learning environment that addresses and meets the diverse learning needs of students.

Goal 4C: Hartnell College will maintain a current, user-friendly technological infrastructure that serves the needs of students and employees.

Goal 5A: Hartnell College will provide programs and services that are relevant to the real-world needs of its diverse student population, while also developing and employing a culture of innovation that will lead to improved institutional effectiveness and student learning.

a) Does this activity span mulpa[ren3rfe 13 >>BDC /TT4 1 Tf0.255 Tc -0.y-1(C) -1rs?11(e)8(l)CIDi3.5en3rfe