**Program Efficacy Report  
2011/2012**

**Name of Department**: Campus Technology Services

**Efficacy Team:** Cory Schwartz; Michael Mayne\*; Sandra Waters

**Overall Recommendation (include rationale):**

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| **CONTINUATION**  **The program has met every criteria listed in the report and identified future plans, partnerships, goals as well as weaknesses. The program is highly visible on campus adding to the reputation of the college while abiding and upholding the overall mission of the college. Although a new program on campus, it has demonstrated cooperation with the committee and worked through the process of writing an excellent document.** |

| **Strategic Initiative** | **Institutional Expectations** | |
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| **Does Not Meet** | **Meets** |
| **Part I: Access** | | |
| ***Demographics*** | *The program does not provide*  *an appropriate analysis regarding identified differences in the program’s population compared to that of the general population* | *The program provides an analysis of the demographic data and provides an interpretation in response to any identified variance.*  *If indicated, plans or activities are in place to recruit and retain underserved populations.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program does provide a detailed analysis of the demographic nature of Valley College and description of the services provided. Since the program serves the entire campus population, the demographics are the same as those of the college.** | | |
| ***Pattern of Service*** | *The program’s pattern of service is not related to the needs of students.* | *The program provides evidence that the pattern of service or instruction meets student needs.*    *If indicated, plans or activities are in place to meet a broader range of needs.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program provides ample evidence of how it services the needs of faculty, staff and the student body. The program addressed providing access for all students to computers through classroom labs and through open lab. They have provided access to the internet through the same labs and through wireless availability campus-wide. They have provided support to Faculty and Staff through technician support and maintanance of current technology. They addressed the outstanding service of setting up the new buildings technologically and providing opportunities for instruction on the new technology.** | | |
| **Part II: Student Success** | | |
| ***Data demonstrating achievement of instructional or service success*** | *Program does not provide an adequate analysis of the data provided with respect to relevant program data.* | *Program provides an analysis of the data which indicates progress on departmental goals.*  *If applicable, supplemental data is analyzed.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program has fortified the infrastructure of the campus and revamped it’s own structure. By improving our technological abilities and providing accessibility to those technologies, the program has positively affected the reputation of the college.** | | |
| ***Student Learning Outcomes*** | *Program has not submitted student learning outcomes for all courses certificates or degrees. Does not have a three-year plan on file.*  *Program has not analyzed assessment results and implemented changes where appropriate.* | *Program has submitted student learning outcomes for all courses certificates or degrees. Program has a three-year plan on file.*  *Program has analyzed assessment results and implemented changes where appropriate* |
| **Efficacy Team Analysis and Feedback:**  **The program has not identified any and stated that it was not asked to do so. As a new program, the program listed as one of it’s goals a plan to develop SAOs.** | | |
| **Part III: Institutional Effectiveness** | | |
| ***Mission and Purpose*** | *The program does not have a mission, or it does not clearly link with the institutional mission.* | *The program has a mission and it links clearly with the institutional mission.* |
| **Efficacy Team Analysis and Feedback:**  **Meets.**  **The list is extensive. An example would be mobile computing and how prevalent and all-embracing this phenomenon is in our community and campus; then, how the technology department has provided support to all users of this technology through wireless support. These resources and the support provided by the program supports the mission of the program and the college directly.** | | |
| ***Productivity*** | *The data does not show an acceptable level of productivity for the program, or the issue of productivity is not adequately addressed.* | *The data shows the program is productive at an acceptable level.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **EXCEEDS!! The program supports all the computers on campus, installs and updates them, repairs them, replaces them and sets up the new technology for the multiple new buildings on campus. The program must continue to provide service while staying current on the latest advances developed.** | | |
| ***Relevance, Currency, Articulation*** | *The program does not provide evidence that it is relevant, current, and that courses articulate with CSU/UC, if appropriate.* | *The program provides evidence that curriculum review process is up to date. Courses are relevant and current to the mission of the program.*  *Appropriate courses have been articulated with UC/CSU or plans are in place to articulate appropriate courses.* |
| **Efficacy Team Analysis and Feedback:** | | |
| **Part IV: Planning** | | |
| ***Trends*** | *The program does not identify major trends, or the plans are not supported by the data and information provided.* | *The programidentifies and describes major trends in the field. Program addresses how trends will affect enrollment and planning. Provides data from internal research or research from the field for support.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program identifies cutting technology and describes how Valley College has addressed and provided the services along with a plan for future advancements.** | | |
| ***Accomplishments*** | *The program does not incorporate accomplishments and strengths into planning.* | *The program incorporates substantial accomplishments and strengths into planning.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program lists its ongoing efforts and successes in keeping campus up to date with latest technologies, supplying all new hardware for the numerous and ongoing building projects while maintaining current technologies.** | | |
| ***Weaknesses/challenges*** | *The program does not incorporate weaknesses and challenges into planning.* | *The program incorporates weaknesses and challenges into planning.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **The program identified its major weakness as being understaffed. The ratio of 330:1 (computers to technicians) which is inconsistent with the industrial community (50:1).** | | |
| **Part V: Technology, Partnerships & Campus Climate** | | |
|  | *Program does not demonstrate that it incorporates the strategic initiatives of Technology, Partnerships or Campus Climate.*  *Program does not have plans to implement the strategic initiatives of Technology, Partnerships or Campus Climate* | *Program demonstrates that it incorporates the strategic initiatives of Technology, Partnerships and/or Campus Climate.*  *Program has plans to further implement the strategic initiatives of Technology, Partnerships and/or Campus Climate.* |
| **Efficacy Team Analysis and Feedback:**  **Meets**  **Partnerships have been listed and program plans also. The partnerships have been beneficial to the faculty and staff by means of discounts and updates on current technologies available.** | | |