HACC Assessment Record

Department/Campus: ITS

Assessment Start Date:	December 2012
Goal: (department-level)	**Goal 1: Realign and strengthen ITS functional areas to improve operational effectiveness, provide necessary expertise, and improve customer service.**
Objective: *(Measurable)*	**Objective 1: Strengthen ITS department leadership to include individuals who are experts in their field, strategic, proactive, and forward-thinking in order to provide technology solutions that will benefit faculty, staff, and students.**
Alignment to Strategic Plan: **ITS-to-Strategic Plan Matrix**	**SP Goal I: Teaching and Learning Excellence** Objective 1: Create a comprehensive plan to maximize enrollment Objective 7: Expand innovative use of technology to improve teaching and learning. **SP Goal II: Organizational Excellence** Objective 9: Continuously improve the organization structure. Objective 11: Increase access to and support for professional development and training. **SP Goal III: Operational Excellence** Objective 13: Adopt best practices in higher education for financial planning and management Objective 14: Enhance Virtual College operations Objective 17: Identify, implement, support and evaluate innovative use of technologies Objective 18: Enhance the College's technology infrastructure

Sources of Evidence to be used:
(Measures that would point to achievement of goal/objective. Examples: databases, focus group feedback, surveys. See p. 10 of Guide.)
	• *HACC Information Technology Review and Recommendations*, conducted by Celeste Schwartz, VP for Information Technology and College Services, and Joseph Mancini, Executive Director, Technology Services. Montgomery County Community College. [December 21, 2012]
	    o Interviews and focus groups of ITS department staff, as well as external stakeholders, include faculty, staff, and students. [See pp. 38 – 39 of Report.]
	    o Document Review:
	        ▪ *Datatel+SGHE: Digital Campus Health Check Findings for HACC*, February 24, 2012
	        ▪ *Technology Review: Findings and Recommendations,* December, 2011
	        ▪ *Clifton Larson Allen Financial Audit*, October, 2012
	• Independent Validation conducted by Interim CIO. [January

	2013]

	o Consultations with key stakeholders, leaders of affinity groups (app. 40 of 60), Instructional Designers, Campus VP's
	    o Observations over 6 weeks
	    o Study of Project Priorities and Statuses
	    o Informal Interviews

Type of Assessment : • **Information– Gathering** *(needs assessments, inventories, establishing baselines)* • **Performance–Evaluating** *(How well are we doing? Have we improved?)*	Information-Gathering Assessment

***IF ASSESSMENT IS PERFORMANCE-EVALUATING**:		
*Benchmarks and Performance Targets are critical when evaluating performance. They may or may not be as critical when gathering information, although a rubric may be developed to organize categories under consideration.	**Benchmarks or Standards** (See pp. 11 – 13 of Guide)	**Performance Target** (See pp. 13 – 17 of Guide)
	NA	NA
Findings: *(What did we learn from this assessment? What did the evidence say?)*	• HACC must to strengthen leadership of ITS. • ITS staffing must be realigned or reorganized to better match expertise to responsibilities/duties.	
Decision-Making: *(What changes of practice are indicated? What budget priorities are established? What accomplishments should be celebrated and showcased?)*	• Job descriptions were rewritten, raising the bar on performance standards. • A new CIO was recruited and appointed. • New management for ETS group was contracted. • A Coordinator of IT Training and Project Management was hired. • A Director of Infrastructure and Network Services has been recruited and hired. • Directors of Technology for each campus were appointed. • A Director of IT Support was appointed. • A Help Desk Coordinator was appointed. • Service-level agreements have been developed, holding staff accountable for closing tickets in a timely manner.	
Assessment Closing Date:	May 15, 2013	
Notes:	Supporting Documentation: • Clifton, Larson, Allen Fiscal Audit • ITS Restructuring Presentation Reassessment planned in one year.	