Program Assessment Form (Non-Academic Program)

Information Technology - Department

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Appendix 10

General Information (Program Assessment Form (Non-Academic Program))

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Standing Requirements

NMC MISSION STATEMENT & ESIP (COLUMN 1 OF THE 5-COLUMN MODEL)

NMC Mission Statement:Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and the people of the Commonwealth.Updated ESIP 2/17/21:IT serves students, faculty, and staff by providing support, instruction, and access to information and technology in order to enhance student learning, promote professional development, and support assessment and improvement at NMC.ESIP for Information Technology:Provide support and leadership in the effective use of information technologies to advance the educational mission of Northern Marianas College. IT serves students, faculty, and staff by providing support, instruction, and access to information and technology in order to enhance student learning, promote professional development, and support assessment and improvement at NMC

OUTCOMES (COLUMN 2 OF THE 5-COLUMN MODEL)

Information Technology - Department Outcome Set

IT AUO1
IT will provide timely, prioritized, and courteous customer service.

Mapping

WSCUC Standards of Accreditation: Fiscal, Physical, and Information Resources 3.5

IT AUO2
IT will provide students, faculty and staff, with reliable access to the campus both wired and wireless network

Mapping

General Education Outcomes (GELOs): GEO Technology and Information Literacy 4.1, GEO Technology and Information Literacy 4.2,

WSCUC Standards of Accreditation: Fiscal, Physical, and Information Resources 3.5

IT AOU3
IT helpdesk incidents report will be completed in a timely manner.

Mapping

WSCUC Standards of Accreditation: Fiscal, Physical, and Information Resources 3.5

IT AUO4
IT will provide prompt assistance to faculty and students in the classroom with media equipment needed

Mapping

WSCUC Standards of Accreditation: Fiscal, Physical, and Information Resources 3.5

IT AOU5
To provide students' accessibility to computer lab every semester.

Mapping

General Education Outcomes (GELOs): GEO Technology and Information Literacy 4.1, GEO Technology and Information Literacy 4.2,

WSCUC Standards of Accreditation: Fiscal, Physical, and Information Resources 3.5

IT Outcome Set 10/6/2020

AUO 1 (updated 2/17/21)

IT will provide timely, prioritized, and courteous customer service.Updated 2/17/21"IT will provide timely, prioritized, and courteous technical services to staff, faculty, and students.”

Mapping

No Mapping

2020-2021 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN)

Mission Statement

NMC Mission Statement:Northern Marianas College, through its commitment to student learning, provides high quality, affordable and accessible educational programs and services for the individual and the people of the Commonwealth.Updated ESIP 2/17/21:IT serves students, faculty, and staff by providing support, instruction, and access to information and technology in order to enhance student learning, promote professional development, and support assessment and improvement at NMC.ESIP for Information Technology:Provide support and leadership in the effective use of information technologies to advance the educational mission of Northern Marianas College. IT serves students, faculty, and staff by providing support, instruction, and access to information and technology in order to enhance student learning, promote professional development, and support assessment and improvement at NMC

Measures

IT Outcome Set 10/6/2020

Outcome

Outcome: AUO 1 (updated 2/17/21)
IT will provide timely, prioritized, and courteous customer service.

Updated 2/17/21
"IT will provide timely, prioritized, and courteous technical services to staff, faculty, and students."

Measure: Online Electronic Survey for Faculty and Staff.
Indirect - Survey

Details/Description:	A web-based ticketing system is utilized to record the request for IT services for faculty and staff. This system is use to evaluate the performance of the I.T. Department in providing services. the system also have a ranking system that denotes the satisfaction of the customer. For he upcoming years an electronic survey will be available online every end of the semester for faculty and staff to evaluate customer satisfaction.
Acceptable Target:	75% of the faculty and staff will be satisfied with the response time and outcome of the technical assistance.
Ideal Target:	97% of all the ticket or I.T. service requested or created have been address and closed. This I.T. service request is a combination of simple to complex issue and may need a day or more to address
Implementation Plan (timeline):	Online Survey for faculty and staff will be distributed every end of Fall and Spring Semester to gather evaluation and customer satisfaction information will start this year, starting 2021 Fall.
Key/Responsible Personnel:	Acting IT Director: Dennis Marcelo

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Supporting Attachments:

Ticket Creation and Completion (PNG (Image)) (See appendix)

Measure: Online Electronic Survey for Students
Indirect - Survey

Details/Description:	An electronic survey was sent to students of NMC Saipan where 111 have responded. the survey covers the technology utilized by students and the satisfaction how I.T. services is being provided For the upcoming years an electronic survey will be available online every end of the semester for students to evaluate the technology implemented in the campus and their satisfaction.
Acceptable Target:	An average of 80% of students are satisfied with the different I.T. services in the campus. This include internet based or online application and student services office, classroom and laboratory
Ideal Target:	Though we did not reached the ideal target which is 90% of students needs to be satisfied the different I.T. Services. We will used this information to provided better services in areas where we have not meet the ideal target such as Internet access, college website ease of use and other category.
Implementation Plan (timeline):	Continue to send Online Survey for students every end of Fall and Spring Semester to gather evaluation and customer satisfaction information will start this year, starting 2021 Fall. And used this as a base-line to improve the I.T. services for students on the upcoming semesters
Key/Responsible Personnel:	Acting IT Director: Dennis Marcelo

Supporting Attachments:

2020 Spring Student Survey Result (File) (See appendix)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

Finding per Measure

IT Outcome Set 10/6/2020

Outcome

Outcome: AUO 1 (updated 2/17/21)
IT will provide timely, prioritized, and courteous customer service.

Updated 2/17/21

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"IT will provide timely, prioritized, and courteous technical services to staff, faculty, and students."

Measure: Online Electronic Survey for Faculty and Staff.
Indirect - Survey

Details/Description:	A web-based ticketing system is utilized to record the request for IT services for faculty and staff. This system is use to evaluate the performance of the I.T. Department in providing services. the system also have a ranking system that denotes the satisfaction of the customer. For he upcoming years an electronic survey will be available online every end of the semester for faculty and staff to evaluate customer satisfaction.
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Key/Responsible Personnel:	Acting IT Director: Dennis Marcelo

Supporting Attachments:

Ticket Creation and Completion (PNG (Image)) (See appendix)

Findings for Online Electronic Survey for Faculty and Staff.

Summary of Findings:	Sample 6.3.21 From the Help Desk, the monthly ratings from 75% staff and faculty gives 5 stars for overall rating of timely, prioritized, and courteous customer service. 100 ratings of 5 stars **Use 2020 Data since that was the latest survey.
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations:	Continue to meet customer needs.
Reflections/Notes:	See recommendations above.

Measure: Online Electronic Survey for Students
Indirect - Survey

Details/Description:	An electronic survey was sent to students of NMC Saipan where 111 have responded. the survey covers the technology utilized by students and the satisfaction how I.T. services is being provided For the upcoming years an electronic survey will be available online every end of the semester for students to evaluate the technology implemented in the campus and their satisfaction.
Acceptable Target:	An average of 80% of students are satisfied with the different I.T. services in the campus. This include internet based or online application and student services office, classroom and laboratory
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Implementation Plan (timeline):	Continue to send Online Survey for students every end of Fall and Spring Semester to gather evaluation and customer satisfaction information will start this year, starting 2021 Fall. And used this as a base-line to improve the I.T. services for students on the upcoming semesters
Key/Responsible Personnel:	Acting IT Director: Dennis Marcelo

Supporting Attachments:

2020 Spring Student Survey Result (File) (See appendix)

Findings for Online Electronic Survey for Students

Summary of Findings:	Sample 6.3.21 Survey results from graduation: ___ students reported being satisfied with IT services at graduation (streaming).
Results :	Acceptable Target Achievement: Met; Ideal Target Achievement: Approaching
Recommendations:	Students requested that there be chat features...
Reflections/Notes:	

Overall Recommendations

No text specified

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Overall Reflection

No text specified

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

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2021-2022 Assessment Cycle (2018-2019 Assessment Cycle)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA (ASSESSMENT PLAN OR COLUMN 3 OF THE 5-COLUMN MODEL)

SUMMARY OF DATA COLLECTED AND USE OF RESULTS (ASSESSMENT FINDINGS OR COLUMNS 4 & 5 OF THE 5-COLUMN MODEL)

USE OF RESULTS

STATUS REPORT

OPERATIONAL PLAN (THIS IS WHERE YOU CAN LINK AN OUTCOME TO AN ACTION PLAN WITH OR WITHOUT A SPECIAL BUDGET REQUEST.)

STATUS REPORT (THIS SIMPLY STATES THE STATUS OF YOUR OPERATIONAL PLAN.)

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2019-2020 Assessment Cycle (Actual Cycle) (ACTUAL Data)

MEANS OF ASSESSMENT AND SUCCESS CRITERIA

SUMMARY OF DATA

USE OF RESULTS

STATUS REPORT

USE OF RESULTS

STATUS REPORT

Appendix

A. **2020 Spring Student Survey Result** (Unknown File)
B. **Ticket Creation and Completion** (PNG (Image))

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