Program Assessment Form (Non-Academic Program)

Information Technology - Department
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General Information (Program Assessment Form (Non-Academic Program))
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 (GEOs): 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 AUO3
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 AUO5
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

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 used to evaluate the performance of the I.T. Department in providing services. The system also has a ranking system that denotes the satisfaction of the customer.

For the 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 ticket or I.T. service requests or created have been addressed and closed. This I.T. service request is a combination of simple to complex issues 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
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)

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**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
"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 used to evaluate the performance of the I.T. Department in providing services. The system also has a ranking system that denotes the satisfaction of the customer.

For 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 addressed 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. The implementation will start this year, starting 2021 Fall.

**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

**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.

**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)

**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
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.)

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.)
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))