

Assessment Plan

Long Beach City College

Admin - IITS (Outcomes)

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Intended Outcome: ITDC/DL(1) - Strategic offerings of DL courses

DL and web-enhanced on-campus courses, along with their e-learning environment, instructional, administrative and communication features/tools are offered as part of on-going collaborative effort of IITS and the Curriculum Committee, Success Centers, Academic Services, Academic departments, as well as A&R to increase DL course offerings by 20% within the next 24 months, in accordance with the Superintendent President's agenda.

N/A: 2009 - 2010
 2010 - 2011
 2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Instructional Technology & Distance Learning

- Strategies for Outcome:**
- a. Work with Curriculum to change local definition to facilitate the outcome achievement
 - b. Strategic offering tool development
 - c. Strategic offerings workshop for Deans and Chairs
 - d. Track achievement data on an on-going basis before final expected due date (collaborate with Institutional effectiveness, academic services and Curriculum)

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Track student enrollment data in fully online courses on a semester basis to reflect how we meet gradually the 20% increase goal by 2010-2011. Also track corresponding increase in fully online course offerings. Assessment Method Category: Audit - Internal	2008- 2009 - number of students in fully online DL courses 11,270 (Seats filled; not unique numbers); expected number for 2010-11 - 13,524 (Seats filled; not unique numbers). Also list college activities in which the various constituents mentioned above have come together to achieve the data goal		Yes

Intended Outcome: ITDC/DL (2) - Faculty professional development

On an on-going basis, each semester, faculty attend professional development workshops demonstrations, Web-mediated training sessions and tutorials. Faculty members who attend these professional development activities develop instructional products that they pilot and test in their class. Faculty are surveyed after each training activity they participate in, and provide feedback regarding their level of satisfaction, comprehension and ability to use their new technology-mediated products in class.

- a. Web-Mediated training materials are available for faculty to access and use to facilitate sound-educational, student-centered activities in their Web-enhanced and DL courses.
- b. ITDC team is proactively involved in college practices that allow for promotng the Center's activities through presentations, Web pages, e-mails, flyers, and newsletters.
- c. Itdc and A&R work closely with other college constituents to support faculty in utilizing A&R related Web services for faculty and their students. Support is facilitated through individual sessions at the FRCs, Technology-mediated workshops and training sessions, and media-specific material as needed.

N/A: 2009 - 2010
 2010 - 2011
 2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here:

Strategies for Outcome: Offer workshop and faculty professional development offerings, including e-training sites on an on-going semester basis.
Collaboration with the FPD office and the TLC of the Student Success plan on offering TL-related ITDC seminars/workshops.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Track workshop offerings data Gather faculty survey data information and analyze results Gather data on the implementation of learned material in the classroom / e-courses Assessment Method Category: Survey - Process	Participation and satisfaction level Implementation/usage of workshop content in e-courses/on-campus courses Faculty reports on students' usage of the new material/activities added to the class following the workshop.		Yes

Intended Outcome: Network Services & User Support (1)

By October 2010, we will bring all Phone Network Application (PNA) networked areas to current switched network standards and inform the affected areas of the newly improved services.

N/A: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here:

Strategies for Outcome: Improve cabling to the affected areas and install current switch equipment to bring areas up to our network standards.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
The use of network supporting tools to show improvement in connectivity. Assessment Method Category: Reporting System - Internal	Full campus coverage		Yes

Intended Outcome: Network Services & User Support (2)

Improve the District's wireless internet coverage and capacity for Faculty, Staff and Students.

N/A: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here:

Strategies for Outcome: We will provide routing to isolate wireless traffic and add additional equipment.

Intended Outcome: Applications Development & Support (1)

LBCC constituents effectively accomplish business practices through the use of IITS applications, such as Peoplesoft, TracDat, data warehouse, content management systems and web applications.

N/A: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Applications Development & Support

Strategies for Outcome: a) Keep current with functionality by upgrading Peoplesoft 8.9 to 9.0 in 2010.
b) Provide easier website content updates with development of CMS system 2010
c) Provide more effective means to do enrollment mgmt via Cognos data warehouse.
d) Provide easier means to track program outcomes/SUOs by implementing Tracdat

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Assessment is basically rollout and usage of the system. The bottomline will be whether campus community can use the systems to more effectively do their job and retrieve the needed information from these systems. Can be measured by number and/or types of tickets reported, verbal/written feedback, ability to accomplish President's/College goals. Assessment Method Category: Other	Staff, faculty, students are able to perform their needed business activities in an effective and timely manner utilizing the systems.		Yes

Intended Outcome: Applications Development & Support (2)

College constituents who receive training and other forms of support effectively use the technology-mediated enhancements developed and provided by IITS.

N/A: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Applications Development & Support

Strategies for Outcome: a) Work with business units to provide technology-based solutions to streamline their business practices.
b) On-going training of business analysts to support key operations
c) Develop reports or processes to simplify and make use of system more effective.
d) Provide training and materials for Content Management system and other applications.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
IITS will periodically survey campus community regarding how the CMS system is going. We also participate with Faculty Senate committee- Student Records Process Committee to capture Faculty input as well as chair the Responsible Manager's Group to capture cross functional groups feedback. IITS also works with Faculty Resource Center to capture their feedback. Assessment Method Category: Survey - Satisfaction	Expected level of achievement-survey level of satisfactory for usage and support; fewer support tickets requested for actual operational questions.		Yes

Intended Outcome: Academic Computing & Multimedia Services (1)

Campus and Community members have a clear understanding of Academic Computing and Multimedia Equipment Services and Support, what is offered and how to get the available technological resources that fulfill their goals.

N/A: 2009 - 2010

2010 - 2011

2011 - 2012

Start Date: 08/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Academic Computing & Multimedia Equipment Services and Support

Strategies for Outcome: Survey college constituents

Qualitative research...ask individual faculty and staff their opinions when they use services.

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Develop survey to measure understanding/knowledge of resources available in ACMESS to constituents. Assessment Method Category: Survey - Process	College community will know who to contact; where they are located; what equipment and training is available to them, when the offices are open and when resources can be utilized;		Yes

Intended Outcome: Academic Computing & Multimedia Services (2)

Clients are increasingly satisfied with the improved communication, coordination and efficiencies in the Department's Support of Academic Computing and Multimedia Technologies

N/A: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 09/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Campus for SUO

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Assessment will be survey sent out via email to all college constituents by Dep Director. Assessment Method Category: Survey - Satisfaction	90 % of clients should communicate they are satisfied with communication coordination and efficiencies in their interactions with Academic Computing and Multimedia Equipment Services and Support.		Yes

Intended Outcome: Instructional Media Production Services (2)

Clients are increasingly satisfied with the improved communication,awareness of possible production products, client responsibility at all phases of production and able to provide IMPS with a satisfaction survey

N/A: 2009 - 2010
2010 - 2011
2011 - 2012

Start Date: 10/14/2009

Outcome Status: Active - Currently Assessing

If specific to a functional unit, indicate here: Campus-Wide

Strategies for Outcome: Improving awareness of IMPS and possible types of productions
Improving awareness of client responsibility at all phases of production
Creating a survey to measure satisfaction with the IMPS process

Means of Assessment			
Assessment Task	Criteria/Expected Level of Achievement	Responsible Parties	Active
Imps will post a satisfaction survey on the web site for clients to fill out at the completion of each project. Assessment Method Category: Survey - Satisfaction	Survey results will show Satisfactory in all areas.		Yes

