

## College of Micronesia - FSM

### C - IEQA - Information Technology

**Mission Statement:** The COM-FSM Office of Information Technology provides technology systems management and administration, technology design and selection, and technology strategic planning services for COM-FSM.

Administrative Unit Outcomes	Assessment Strategies & Target / Tasks	Results	Improvement & Follow-Up
<p>C - IEQA - Information Technology - AUO 01 - IT Core Services 14/15 - Ensure core services support seamless operations for college network, backups, email and core database functions.</p> <p><b>AUO Assessment Cycle:</b> 2014 - 2015</p> <p><b>Start Date:</b> 08/02/2014</p> <p><b>Inactive Date:</b> 08/01/2015</p> <p><b>AUO Status:</b> Active</p>	<p><b>Assessment Strategy:</b> Digital backup daily of all content on college primary servers including the student database, accounting system, website and other core service support.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 95% backup daily</p>	<p>08/18/2015 - 98% of daily backups were completed for the year. Backup power problems contributed to 5 days total when power was not available.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2014-2015</p>	<p>08/18/2015 - Maintain daily backups at above 95%.</p>
	<p><b>Assessment Strategy:</b> Configure and replace one core server based on current industry standards.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 1 core server replaced</p>	<p>08/18/2015 - 1 core server replaced. The primary core system where all services route through.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2014-2015</p>	
	<p><b>Assessment Strategy:</b> Maintenance and upkeep of core service functions.</p> <p><b>Assessment Type:</b> Descriptive Statistics</p> <p><b>Target:</b> 90% up time for core service on core servers</p>	<p>08/18/2015 - 90% of up time on core service based on system reports and charts. Downtime was experienced due to power disruptions and necessary necessary upgrades that required servers to be taken offline.</p> <p><b>Target Met:</b> Yes</p> <p><b>Reporting Period:</b> 2014-2015</p>	
	<p><b>Assessment Strategy:</b> Coordinate improvements (programming) in Students Information System (SIS) to respond to requests from IRPO to improve tracking and reporting on student success and progression for program completers by semester and clearing house data for tracking students; OAR for improvement to online registration; and changes in report</p>	<p>03/17/2015 - Programming completed to SIS for improvement in report formatting for Business Office (October 2014). Programming completed to SIS for clearing house extract (November 2014). Programming for program completer extract ongoing (March 2015)</p> <p><b>Target Met:</b></p>	

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	formatting for Business Office. <b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> 3 modifications to SIS programming to meet specific requirements of improvement requests to SIS for improving tracking and reporting on student success.	Yes <b>Reporting Period:</b> 2014-2015	
	<b>Assessment Strategy:</b> Review and modify the processes and procedures for computer laboratory turnover (refresh) to accommodate revised curriculum needs. <b>Assessment Type:</b> Descriptive Statistics	08/18/2015 - Processes and procedures were followed in the IT policy for accommodating laboratory turnover (refresh) to meet revised curriculum. <b>Target Met:</b> Yes <b>Reporting Period:</b> 2014-2015	08/18/2015 - Maintain these processes and procedures for all laboratory turnover (refresh).
C - IEQA - Information Technology - AUO 02 - IT Support Services 14/15 - Support IT services at the college with timely maintenance, response to services requests, training assistance for effective and efficient usage of technology and research on trends in technology that will support the college mission for continuous improvement.  <b>AUO Assessment Cycle:</b> 2014 - 2015  <b>Start Date:</b> 08/01/2012  <b>Inactive Date:</b> 08/01/2015  <b>AUO Status:</b> Active	<b>Assessment Strategy:</b> Maintain and maintenance of computer laboratories and supporting networking in the field as per maintenance plan. <b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> 90% of maintenance complete per maintenance plan  <b>Assessment Strategy:</b> Provide technical support and innovation for classroom usage. <b>Assessment Type:</b> Descriptive Statistics <b>Target:</b> 1 baseline data not available in 2012/13	08/18/2015 - 90% of laboratory equipment and networking services were completed. <b>Target Met:</b> Yes <b>Reporting Period:</b> 2014-2015  08/18/2015 - IT provided MITC with portable projectors (5 National Campus, 2 Pohnpei Campus (2 notebooks were provided to PC to support projector usage) for classroom usage to support instructional activities. Expansion of secure WiFi at all campuses support classroom instruction and student access to information. <b>Target Met:</b> Yes <b>Reporting Period:</b> 2014-2015	08/18/2015 - IRPO will assist IT in collecting quarterly survey data, beginning in FY 2016, from a selected laboratory to improve data collection and analysis of support services.

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