INSTITUTIONAL EFFECTIVENESS COMMITTEE (IEC)

2008 ANNUAL REPORT

PROGRAMS REVIEWED:

Office of the Vice President of Administrative Services
Business Services
Management Information Services (MIS)
Human Resources (HR)
Facilities
Support Services
Physical Education and Athletics
Child Development Educational Studies (CDES)
Child Development Center (CDC)

COMMITTEE:

Victor Krimsley, Fran Lopez, Lynn Lockhart, Kyle Billups, Randy Brown,
Dale Clark, Elizabeth Hodge, Mary Ann Sanidad, Cathy Scattini,
Michael Giovannini, Richard Alfaro
Management Information Services (MIS)
(Based upon documents and meetings with program representatives)

Major Program Goals:
1. Implementation of Banner ERP in all areas
2. Provision of network and system uptime reports
3. Installation of new phone and voicemail system
4. Creation of role-based survey for students/staff for web services
5. Hiring of new position

Program Self Study Concerns:
1. Challenge of user diversity
2. Staffing: 1+ tech positions, technical support for off-site locations
3. Funds for hardware, software, technical support, and computer replacement plan, future technical support offsite.

IEC Committee Review Self Study Concerns:
1. Challenge of user diversity
2. Continuation of data collection of service quality

IEC Recommendations:
1. Show evidence of meeting the challenge of user diversity
2. Present current compilation of data collection.

Comments:
This is a very well-written report. This area is accomplishing much for our campus.

Program Review for Human Services