

2011-2012 Annual Administrative Unit Assessment Plan

| | |
|--------------------------------------|---|
| Name of Unit: | Computing Services |
| Program Responsible Person: | Susan Schoeffler, Computing Services Administrator |
| Assessment Team Member/s: | Susan Schoeffler |
| Date Submitted: | 6-23-11 |
| College Mission: | Western Nevada College inspires success in our community through opportunities that cultivate creativity, intellectual growth and technological excellence, in an environment that nurtures individual potential and respects differences. |
| College Strategic Plan Goals: | <ol style="list-style-type: none"> 1. Improve student success in program completion and graduation rates. 2. Ensure institutional excellence in teaching, programs and services. 3. Embrace our college's many communities and respond to their diverse needs. |
| Unit Mission: | Computing Services is a service-oriented department that is committed to providing, high quality technical support, up to date technology, for the benefit of all users of the Western Nevada College computing system and network infrastructure. |

2011-2012 Annual Administrative Unit Assessment Plan

Outcome #1

| | |
|---|--|
| Program Goal: | <ol style="list-style-type: none"> 1. Increase efficiency, productivity, and security of WNC technology infrastructure. |
| Outcome: | <ol style="list-style-type: none"> 1. Install new Facilities blade with VMWare for virtualized productivity. 2. Put new Facilities blade into production and migrate RFI, HVAC, and Phone voice mail system to it with the help of Facilities and the vendors associated with these products. 3. Install a system in the labs using Deep Freeze Lockdown software that will allow antivirus updates on a daily basis without manually unlocking the each machine. This will improve security and follows Network Security Audit suggestions. 4. Implement PeopleSoft Security Go Live for Fall 2011. 5. Update and migrate system for college email groups to Lotus Notes 6. Create guidelines for handling mobile computing including smart phones, iPads and tablets. 7. Upgrade email system to latest version available for increased productivity. 8. Web Gateway and EPO server installed, tested and implemented or expanded. |
| Assessment Methods and Criteria for Success: | Completion of projects and testing. Implementation into production for the institution. Instances of viruses and malware reduce. |
| Planned Use of Results: | To improve technical productivity for all users and students. Also will be using this as a building layer for increased security and best practices brought out in the Network Security Audit. |