



Program Review Committee

Minutes

April 28, 2017

EW 207, Video, CCCConfer

10:30am - 12:00p m

Present: Suzie Ama, Lisa Fuller, Sylvia Sotomayor, Vivian Baker (SLO Coordinator), Karee Hamilton, Michael Kane
 On phone: Steve Rogers, Peter Fulks,

Absent:

Start Time:

Adjourn:

Topic	Facilitator	Summary/Action Items
1. Call to order		<ul style="list-style-type: none"> 4/4/17, 12:30 PM
2. Approval of Agenda	S. Ama	<ul style="list-style-type: none"> Approved – addition of template discussion at end of meeting
3. Information Technology Program Review – 1st Review	M. Campbell	<ul style="list-style-type: none"> Executive Summary – elaborate on key strengths, areas needing improvement, and actions to be taken Part 1 there are some typos, but will get that in writing. Part 2 point out the positives, include discussion of help desk tickets as a source of feedback and a way to determine student needs – its discussed later, but should be included here as well. What kind of helpdesk tickets occur or reoccur a lot – is there a pattern to the type of different tickets that occur and how are the tickets used as a source for determining needs. Part 3 address funding for professional development – yes, they are getting enough funding so can include a statement to that effect. Include a statement about: IT staff technology needs are being met, however as future changes come we may need additional support. Part 4 the way the current AUOs need some word smithing – Vivian will send to Mike. Mike has a second draft of AUOs that were revised – these need to be

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		<p>included since they will be assessed. Be sure to include your plans for the next cycle. For AUO 1 eliminate the staff survey since he doesn't have that at this time. Report what you have currently assessed and remove anything that hasn't been done yet. Add it to the discussion that you will be including it in the future. AUO 2 Is the Helpdesk for staff and students? Need to clarify. Is a target of 5 days an appropriate target? May need to explain the types of tickets that are submitted and distinguish between how students and staff are assisted – 5 days to assist a student doesn't seem to be appropriate, but Mike was able to clarify how staff and students are supported differently. Mike will add more context to the discussion – perhaps a way to distinguish the different types of supports, different definitions of tickets since most of us don't understand the differences between Canvas, Banner, and other types of tickets. Add a discussion that defines these different tickets and ways staff and students can get support. AUO 4 there is a disconnect between outcome and target, target should identify how timely and effective. For AUOs how often do you plan to assess, need to have a schedule or discussion about what the plan to assess is for the next Program Review.</p> <ul style="list-style-type: none"> • Part 5 Close the loop with the lecture capture system earlier in the document so this goals does not come out of the blue. Add the need for the lecture capture system since the goal needs to be identified in other elements of the program review in order to support the need for the goal. May want to include a goal to analyze the helpdesk tickets for a needs assessment – either as a 2 or 5 year goal. • Approved for a first reading with no objections.
<p>4. Maintenance & Operations Program Review – 1st Review</p>	<p>J. Daly</p>	<ul style="list-style-type: none"> • Great first draft, Sylvia will provide grammar and writing comments. • Overall – some areas are well developed and others are not enough. The history component was ¼ of the document, so make it more concise and then elaborate on other areas. Write as if no one knows what you do and the reader is unfamiliar with the department and the college. Include the safety committee connection and information. Water management and calculations need to be included – be sure to discuss all the ways you are helping the college. Perhaps a sustainability component that can be discussed from a resources perspective. Include a discussion on construction as well and the relationship between M&O and the district responsibilities. What is the process with facilities and management – and the relationships with other departments like IT. We want to see a connection

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		<p>between resources allocation, programs, accreditation, etc. John gets his direction through the AUP process and discuss how this process drives M&Os priorities and how to establish the development of new facilities.</p> <ul style="list-style-type: none"> • Part 1 – focus the history on the number of people to support the department – the purpose of the history is argue for more people in the department. The history can be used to argue that we used to have all of these people for the college and now we are down to fewer people for more work. Part of the history is what you started with and where you are today. Sylvia will work with John to summarize the history and beef up other sections. • Part 2 and 3– Sylvia will help John put the org chart into the document and work on adding more to these sections. It is important for M&O toot their own horn and show everything they do to support the college. • Part 4 – There is a gap in how to gather student feedback since they don't have access to School Dude. Perhaps have suggestion boxes or a way for students to provide input, but the boxes aren't really used. Perhaps M&O should have their own survey that they can send out – identify and discuss that the current surveys are not working, so it is an identified gap. Need to identify what is need to know – Michael will help John to develop the survey. Vivian will meet with John about how to measure the AUOs. Will revise the AUOs for the next PR. John needs to make sure the PR is reviewed by Jill Board and Lisa Couch. • Approved for a first reading with no objections.
5. Web Professional Program Review – 1st Review	S. Ama	<ul style="list-style-type: none"> • Add explanation of how retention and success will be addressed – need to mention what you will do. In section 5 strengthen the discussion by being more specific about possible types of strategies. • Approved for a first reading with no objections • Approved for a second reading with no objections
6. Approval of 4/4/17 minutes	S. Ama	<ul style="list-style-type: none"> • Some edits to attendance, Sylvia was virtually present. The minutes were approved with no objections.
7. 2017-2018 Membership and Meeting Schedule	S. Ama	<ul style="list-style-type: none"> • We will be moving the meetings to Fridays from 10:30am-12pm. It will be offset from CIC: Sept. 8, Oct. 6, Nov. 17, Feb. 9, March 9, April 6, May 4.
8. Template discussion	S. Ama	<ul style="list-style-type: none"> • The pdfs fail the accessibility test. 2 of the issues are in the template, a double header row in a table, and the AUO table because it doesn't have header rows.

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		<p>These changes will be made by Suzie. When the individual authors put in their own tables they are in as images so there has to be an alt tag to describe the image. There might be a standardized description that can be used. May need to add a statement to the directions so the authors know to explain the data in the tables for the alt tag. Can also convert all of the headings to actual headings, so Suzie will make the change so there isn't an issue of accessibility. There are older files that cannot be made accessible. Sylvia is developing an accessibility plan and a statement about if there are accessibility issues to deal with older content on the web page.</p>
8. Adjournment	S. Ama	Adjourned 11:51am

Facilitator: Suzie Ama

Recorder: Lisa Fuller