

DCAD DEPARTMENT ASSESSMENT FRAMEWORK

Department: Information Technology Fiscal Year: 2009/2010

GOAL 1: Maximize use of technology

DCAD Mission Reference
DCAD's mission is to educate talented and dedicated students to become art makers, idea generators, problem solvers, and visual communicators who can redefine the way we perceive and experience the world around us. It also serves as a visible stakeholder, cultural anchor, and catalyst for the revitalization of downtown Wilmington.
DCAD Strategic Plan Reference
Strategic Goal 1: GROW EXISTING PROGRAMS Strategic Goal 2: FOCUS ON STUDENTS Strategic Goal 3: BUILD INFRASTRUCTURE Strategic Goal 4: MAXIMIZE USE OF EXISTING RESOURCES Strategic Goal 5: PLAN FOR THE FUTURE
DCAD Outcomes (measurable, subset of goal)
a. New financial aid packaging software for 2012/2013 award year. b. Band width that supports the needs of the students, faculty and staff and the planned student laptop requirement. c. New servers and software that support the needs of the students, faculty and staff and the planned student laptop requirement. d. A centrally managed wireless system that supports the needs of the students, faculty and staff and the planned student laptop requirement. e. Laptops for faculty that are appropriate to their classroom needs
Assessment Methods/ Measures
Timeline for implementation with appropriate budget allocation
What / Who is being assessed
Chief Administrative Officer / Information Technology Coordinator – information technology
Frequency of Assessment Administration
Annually
Reliability/Validity Information
The IT measures & targets were developed in support of schedules for implementation of initiatives to achieve the College's strategic goals and department goals and needs.

Standard or Criterion or Benchmark (percentage expected to “meet” or “exceed” expectations for the outcomes)

Targets FY 2009/2010

NOTE: FY09 and FY10 were planning phase for achieving 2008-2013 Strategic Goals. The Strategic Plan was revised in FY10 for a more concise and achievable plan. Initiatives that require technology were budgeted for in FY11 through FY14.

e. Laptops for faculty that are appropriate to their classroom needs

FY10 Actions Taken (comprehensive, narrative analysis to address results)

Actions narrative – (supported by results)

NOTE: FY09 and FY10 were planning phase for achieving 2008-2013 Strategic Goals. The Strategic Plan was revised in FY10 for a more concise and achievable plan. Initiatives that require technology were budgeted for in FY11 through FY14.

Area Coordinators have indicated that switching from desk tops to laptops would be helpful for classroom presentations as well as accessing the internet to show examples in studio classrooms.

Results (Actual Level of Achievement)

e. Target met: As of FY10, one faculty member carried a DCAD laptop.

Closing the Loop

FY11 Actions to be taken (comprehensive, narrative analysis to address results)

- a. Research, purchase and install new server for financial aid software – Budget \$3000
- b. Research and purchase additional band width – Budget \$2500
- c. Research, purchase and install new network servers and software - Budget \$22,000
- d. Purchased two of the six access points for centrally managed wireless system \$2000
- e. Laptop for Animation Area Coordinator – Budget \$3000

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation Date</u>	<u>Results</u>
1. Fin Aid Software server	IT Coordinator	May 2011	
2. Band Width	IT Coordinator	February 2011	
3. Main Network Servers	C.A.O / IT coordinator	December 2010	
4. Two access points	IT Coordinator	July 2010	
5. AC Laptop	IT Coordinator	July2011	

Closing the Loop

FY12 Actions to be taken (comprehensive, narrative analysis to address results)

- a. Purchase software for implementation for 2012/2013 award packaging – Budget \$57,000
- d. Centrally managed wireless system installed - Budget \$5000

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation Date</u>	<u>Results</u>
1. Fin Aid Software	IT Coordinator	October 2011	
2. Centrally managed wireless system	IT Coordinator	Fall 2011	

Version #2 – 10/25/04

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GOAL 2: Provide information technology resources in a manner that is efficient, effective and satisfactory to users.

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DCAD Strategic Plan Reference
Strategic Goal 4: MAXIMIZE USE OF EXISTING RESOURCES Strategic Goal 5: PLAN FOR THE FUTURE
DCAD Outcomes (measurable, subset of goal)
a. Increased faculty/staff satisfaction with information technology b. Increase student satisfaction with information technology c. Replacement and new purchases plan and that meets the needs of the College
Assessment Methods/ Measures
a. Faculty/staff survey: satisfaction b. Student Year-End Survey: satisfaction c. Year-to-year IT Budget with five-year replacement and new purchases plan
What / Who is being assessed
Chief Administrative Officer/Information Technology Coordinator – information technology planning and responsiveness
Frequency of Assessment Administration
Annually
Reliability/Validity Information
Satisfaction surveys are moderately reliable
Standard or Criterion or Benchmark (percentage expected to "meet" or "exceed" expectations for the outcomes)
Target FY 2009/2010 a. Faculty/staff survey satisfaction by 3% per year b. Student Year-End Survey satisfaction by 2% per year c. Year-to-year IT Budget five year replacement and new purchases plan

Results (Actual Level of Achievement)

FY10 Actions Taken (comprehensive, narrative analysis to address results)

Actions narrative – (supported by results)

- Color printer: large format for Photography - \$10,000
- Three Macs and two scanners to support Color Processing Lab phased out- changed to Digital Print Lab - \$10,000
- B10 – upgraded PC lab workstations - \$15,000
- Purchased laptop, LCD projector and cart for foundations/fine arts to use in studios - \$2000
- Printer for 5th floor to replace old
- Upgraded Creative Suite to version 4.0 to stay in line with the latest software.

With the increase in tuition revenue growing steadily since DCAD's founding in 1997, the College is now in a position to make long term plans. A facilities master plan will be developed in FY11 and will be used to guide the actions and budgeting for the future. In FY11, a faculty / staff needs survey including questions regarding information technology needs will be one of the steps to guide the plan. A faculty /satisfaction survey needs to be completed as well to see their current level of satisfaction.

Closing the loop

FY11 Actions to be taken (comprehensive, narrative analysis to address results)

- Add band width to support all areas - increased usage is causing issues with departments' ability to get work and projects done and give presentations in a timely manner.
- Upgrade Creative Suite to version 5.5 to stay in line with the design industry's latest software.
- New servers not only for laptop implementation but also support more electronic information being used.
- Replace LCD projector in classroom 307
- Three Macs to support Color Processing Lab phase out- changed to Digital Print Lab in FY10
- Upgrade AutoCAD Lt to latest version to keep up with industry standards
- Library – six new HP workstations to replace old
- Faculty / Staff needs survey addressing information technology needs using open ended questions
- Faculty/Staff satisfaction survey

FY11 Update August 2011

<u>Action</u>	<u>Person Responsible</u>	<u>Implementation Date</u>	<u>Results</u>
1. Band width	IT Coordinator	February 2011	
2. CS5.5	IT Coordinator	June 2011	
3. New Servers	C.A.O. / IT Coordinator	December 2010	
4. Room 307 LCD Projector	C.A.O.	July 2010	
5. Photo: 3 Macs	IT Coordinator	June 2011	
6. PC Lab: AutoCAD	IT Coordinator	July 2010	
7. Library: 6 Macs	IT Coordinator	July 2010	
8. Faculty/Staff Needs Survey	C.A.O	Fall 2010	
9. Faculty/Staff Satisfaction Survey	C.A.O	Change to FY12	
10. Student Survey			

Closing the loop