

## 2022-23 Program Review Template

**Directions for Lead Writers:** Please use this template to complete your Unit’s Program Review for this cycle. After you complete this template, please click [here](#) to upload this word document.

Click [here](#) to view our Glossary of Terms.

Other Resources:

[Program Review Handbook](#)

[Acronym Dictionary](#)

[Resource Link Library](#)

[Mesa 2030](#)

[Program Review Archives](#)

**DEI Discussions:** as part of your reflection with your unit, a workgroup has developed a Diversity, Equity, Inclusion, and Accessibility Discussion Guide. Please use this in your unit-level discussions as we move toward becoming more diverse, equitable, inclusive, and accessible through intentional and ongoing campus-wide reflections and revisions of policies and practices.

View the guide [here](#). Have reflections or feedback to share? Click [here](#).

<i>Program Information &amp; Executive Summary</i>		
Prompt	Guidance	Program Response
Describe the successes and challenges your unit has faced since the last comprehensive review.		Successes – Non-discretionary obligations for setups, modifications and software services were met for instructional requests. AV support for planned events and special occasions occurred on time. Challenges - Staffing shortages hindered the completion of many discretionary projects. Academic computing and Planning/AV groups have several stalled projects that are awaiting manpower allocations; as unplanned work continues to happen, other planned projects are delayed.
If applicable, describe any major curricular or service changes your unit has engaged in and the impact of those	Optional	Major service changes have occurred in the areas of equipment modernization and sustained maintenance. Although these are not entirely new since the last review, some aspects such as supporting LR laptop services, AV support and accessory upgrades.

changes since the last comprehensive review.		
If applicable, describe the impact of any new resources (human, fiscal, etc.) on the unit and/or action plan implementation.	Optional	No impact of new resources
Please confirm that the department has reviewed the Course Learning Outcomes listed in CurricuNet for each course and verify accuracy.	Select One *not applicable for this unit*	<input type="checkbox"/> Reviewed and accurate <input type="checkbox"/> Reviewed not accurate, update in progress <input type="checkbox"/> Reviewed not accurate, need support

**Data Reflection**

Prompt	Guidance	Program Response
Describe the trends you see in your program/service area's data.	Instructional Data you may consider: enrollment trends, course & program learning outcomes, Institutional Learning Outcomes, course success and retention rates, degree completion, transfer, employment, labor market analysis, other data relevant to your unit's work	Trends are observed in three areas: <ol style="list-style-type: none"> <li>1. Trouble tickets for failed equipment: a significant spike has been realized during the fall term. As of this date, 214 trouble tickets have been logged with a continuous number (approximately 20) remaining open.</li> <li>2. Planned workload has significantly risen making this a busier than usual term for technical support.</li> <li>3. AV events has increased moderately this term with students returning to campus.</li> </ol>
	Service/Admin Area Data you may consider - service usage, service access, demand for services, student service/administrative unit outcomes, types of services offered and used, headcount of services usage, trends in reason for service use, other data relevant to your unit's work	
Describe any equity gaps you see in these data. Are there differences and/or patterns observed by demographics (e.g. race/ethnicity, gender, age, etc.)?	Equity gaps refer to disparities in educational outcomes and student success metrics across race/ethnicity, socioeconomic status, gender, and other demographic traits and intersectionalities.	Although we have no accurate data for those students checking out equipment, we do realize the 'digital divide' affects citizens of all ages and backgrounds, but mostly those of lower income. Within the college environment, some students lack exposure and resources for computing applications – thus necessitating college sponsored laptop checkouts and classroom technologies.

Describe the discussion(s) that took place about the unit's learning outcomes assessment data.	Department Outcomes Coordinators (DOCs) facilitate a department wide discussion on learning outcomes data each year during "Outcomes Across Campus". DOC's may helpful in supporting this section.	Discussions are continual and mostly informal and in team meetings as to the issue of reliability and AV support. The most persisting and overwhelming comments are that of support – or the lack thereof – and the need for additional technical support.
<b>Practice Reflection</b>		
<b>Prompt</b>	<b>Guidance</b>	<b>Program Response</b>
Describe current practices your unit has engaged in that you believe impact the above data trends and equity gaps.	Items to consider: new actions specifically focused on issues of equity, major curricular changes, professional learning, policy or process changes, data-informed unit dialogue, community outreach.	The primary practice we have adopted is to make our services known and accessible to all users of our equipment.
What other factors (internal or external) might also impact the above data trends and equity gaps?	Items to consider: legislative changes, fiscal changes, staffing changes, recruitment, hiring, and retention practices.	We are currently a number of man-months of work outstanding due to retirements and promotions in the group. This means we have a large quantity of work that will not be completed in a timely manner.
<b>Unit Goals and Action Plans</b>		
<b>Prompt</b>	<b>Guidance</b>	<b>Program Response</b>
Unit Goals	Goals should connect to Data and Practice Reflections. Goals should be Specific, Measurable, Attainable, Relevant, and Time-bound.	Goal 1: will provide technical support for Audio Visual and Computational systems for students, faculty and staff Goal 2: The Technology Services group will ensure students, faculty and staff have access to reliable academic computing services and systems.
Mesa2030 Roadmap Strategic Objective (SO) Alignment	Review <a href="#">Mesa2030</a> and the <a href="#">Roadmap to Mesa2030</a> , only link to SO's that your goal clearly and intentionally is meant to contribute to, each goal should link to 1 or more SOs	Goal 1: SO: Use technology to improve communication and accessibility across campus. Goal 2: SO: Support students' access to resources to mitigate the impact caused by technological and basic needs insecurity

Identify specific actions your program/service area will engage in to accomplish this goal.	Examples may include: policy or practice changes; unit initiatives, curricular changes, etc.	<p>Goal 1</p> <ol style="list-style-type: none"> <li>1. Provide immediate service and, if possible, corrective action for classroom needs.</li> <li>2. Coordinate root-cause fixes for chronic equipment failures.</li> </ol> <p>Goal 2</p> <ol style="list-style-type: none"> <li>1. Ensure equipment is operational upon start of new terms.</li> <li>2. Provide check-out computing to students.</li> </ol>
Does this Action Plan require resources	if yes, complete resource request form	<input type="checkbox"/> Yes <input type="checkbox"/> No

**Lead Writer and Manager Information**

Lead writer Name(s)	David Fierro
Name of Program/Unit	College Technology Services
Manager Name	
Submission Date of Program Review Draft to Manager for feedback	
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