

Assessment: Assessment Plan



Operational (Business Affairs) - Computer Services

GBC Mission: Great Basin College enriches people's lives by providing student-centered, post-secondary education to rural Nevada. Educational, cultural, and related economic needs of the multicounty service area are met through programs of university transfer, applied science and technology, business and industry partnerships, developmental education, community service, and student support services in conjunction with certificates and associate and select baccalaureate degrees.

Unit Mission: The Computer Services department provides or arranges for the necessary technical services in a consistent and timely manner to all departmental members, with the highest degree of privacy, security, and professionalism possible. Specifically, the department's mission is to contribute to the effectiveness of information services by actively participating in the planning, development and implementation of information technology for the College. The department strives to ensure a reliable network infrastructure, a dependable computing environment, and comprehensive information delivery.

Outcome: Efficiency and Effectiveness

Computer Services serves the GBC community by completing a large number of work orders in a relatively short time period with a high quality of service delivery.

Outcome Status: Active

Assessment Year: 2012-2013, 2014-2015, 2015-2016, 2017-2018, 2018-2019, 2019-2020, 2020-2021

Start Date: 08/25/2013

Assessment Measures

Internal Tracking - Routine work orders such as password resets, account application processing, and changes to account access are completed quickly and thoroughly. (Active)

Criterion: Routine work orders are completed within 3 working days of submission.

Survey - Student satisfaction surveys of the adequacy and availability of computer labs in Elko and at the centers. (Active)

Criterion: Students are satisfied that computer labs are adequate and accessible.

Notes: This is a question taken directly from the Noel-Levitz SSI.

Related Items

NWCCU - Core Themes

3.2 Serve Rural Nevada - Provide resources to meet needs of service area

Outcome: Large Project Management

Large projects are well managed and communicated. The workflow from quotes, training, coordination with other offices and personnel, to implementation is seamless.

Outcome Status: Active

Assessment Year: 2018-2019

Start Date: 10/23/2014

Assessment Measures

Internal Tracking - New options in the Work Order system will help to track the flow of large projects as well as better

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communicate intermediate progress. Quarterly reports will include these options for tracking purposes. (Active)

Criterion: The time it takes to complete large projects is reduced and those requiring additional resources are better documented.

Internal Tracking - Large project work orders, such as upgrading a computer lab, are scheduled in coordination with interested parties and outcomes are clearly communicated. (Active)

Criterion: Regular communication is maintained until project completion and customers are satisfied on completion.

Notes: Communication needs to be noted as well as customer satisfaction. This is more of a qualitative measure, but a good way to note how well expectations are managed and what improvements could be made.

Related Items

NWCCU - Core Themes

3.2 Serve Rural Nevada - Provide resources to meet needs of service area