Assessment: Annual Report

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.

Outcomes	Assessment Measures	Results	Actions
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 **N/A:** 2012-2013, 2014-2015, 2015-2016, 2017-2018, 2018-2019, 2019-2020, 2020-2021 **Start Date:** 08/25/2013	**Internal Tracking -** Routine work orders such as password resets, account application processing, and changes to account access are completed quickly and thoroughly. **Criterion:** Routine work orders are completed within 3 working days of submission.	**Reporting Period:** 2015-2016 **Criterion Met:** N/A A total of 1447 tickets for Computer Services were opened from July 1, 2015 through July 30, 2016. As of July 28, 2016, 1439 or 99% of those are completed. (08/23/2016)	
		Reporting Period: 2014-2015 **Criterion Met:** N/A Work orders submitted between 5/15/14 and 11/13/14 total 952; 896 were completed as of Nov. 13. Work orders submitted since between 10/27/14 and 4/16/15 total 661; 598 were completed as of April 16. (03/09/2016)	
	Survey - Student satisfaction surveys of the adequacy and availability of computer labs in Elko and at the centers. **Criterion:** Students are satisfied that computer labs are adequate and accessible. **Notes:** This is a question taken directly from the Noel-Levitz SSI.	**Reporting Period:** 2014-2015 **Criterion Met:** Yes The spring 2014 survey shows this is again a strength for GBC - in the top 50% in importance and the top 75% in satisfaction and essentially the same as in fall 2012. (06/09/2014)	
		Reporting Period: 2012-2013 **Criterion Met:** Yes Fall 2012 survey results indicate that student satisfaction with computer labs is a strength for GBC overall, and for students in Elko, taking internet classes, in Pahrump, and in Winnemucca. Students in Ely and at other locations did not	

identify this as an important measure and were neither strongly satisfied nor strongly dis-satisfied with it. (03/29/2013)

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
N/A: 2018-2019
Start Date: 10/23/2014

Internal Tracking - New options in the Work Order system will help to track the flow of large projects as well as better communicate intermediate progress. Quarterly reports will include these options for tracking purposes.
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.
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.

Reporting Period: 2014-2015
Criterion Met: Yes
A total of 124 computers, 19 laptops, and 4 HP network switches that were donated to GBC from TMCC in September have been reimaged and installed, replacing older non-academic computers on campus. A total of 147 computers that were purchased for classroom and lab replacement have been updated and installed. The main Novell server in Winnemucca failed and was replaced with a new server with VMware. Migrated four standalone servers to virtual servers. Set up and installed an AVAST virtual server in Elko. This replaced McAfee End Point Suite with AVAST Endpoint Protection Suite on 400 faculty computers for virus protection. A pair of Cambium radios were purchased and installed in Battle Mountain replacing our main radio network connection to SCS. A major software version update was made to Zenworks Configuration Manager. Updated seven Zenworks servers and the Zenworks agent was updated on 1200 workstations, laptops, and tablets. eCampus (Emergency Response System) Omnilert agent was installed on a majority of computers. A new version of DeepFreeze was installed in the classrooms and labs. The Radius server is set up and running. Set up LDAP authentication for wireless access in two test areas. Testing new access points for possible replacement of older legacy devices.

Outcomes	Assessment Measures	Results	Actions
		(04/16/2015)	