

**Name, Position Title:** Dr. David J. Ayersman, Vice President  
**Unit/Area of Responsibility:** Technology and Library Services  
**Performance Goals and Targets 2016-17**

ITLS Goals	Strategic Plan Goals	Resources – Funding Source	Timeline – Target Date	Reporting Status
<p>(1) Participate as member of the Persistence and Completion Academy starting in 2015.            (2) Implement Blackboard Analytics as part of statewide grant-funded initiative.            (3) Review, select, and implement Early Alert System.</p>	<p><i>Goal 1: Improve critical measures of student success: focus on transition, engagement, retention, persistence, transfer, employment, and completion rates.</i></p>	<p>DOL and BTG Grant for Blackboard Analytics.  IT Budget</p>	<p>FY2016-17</p>	<p>(1) Academy participation is ongoing.  (2) Blackboard Analytics is implemented.  (3) DropGuard is implemented.</p>
<p>(1) Improve method used for Attendance Tracking by enhancing Self-Service Banner as we upgrade to XE before August 2015.            (2) Finalize mobile app with access to selected institutional data and services before August 2015.            (3) Develop library services usage report and share summary with Cabinet each term, starting with fall 2015.            (4) Develop and share report on Argos usage.</p>	<p><i>Goal 2: Meet the workforce demands of employers and enhance economic development efforts in the College’s service region.</i></p>	<p>Technology Services operational budget.</p>	<p>FY2016-17</p>	<p>(1) DropGuard is being used now for attendance tracking.  (2) Mobile App is in production.  (3) Library Usage Report is available and includes gate count, phone count, and database usage.  (4) Argos usage report is available.</p>
<p>(1) Measure and report on usage of DegreeWorks by students and advisors on periodic basis to President and CAO.            (2) Provide additional DegreeWorks training to promote usage.</p>	<p><i>Goal 3: Expand access to affordable, high-quality academic programs and training opportunities in the College’s service region.</i></p>	<p>n/a</p>	<p>FY2016-17</p>	<p>(1) DegreeWorks is unavailable until scribing is completed.  (2) DegreeWorks training is available through Ellucian Subscription Library.</p>

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<p>(1) Test dual circuit at MCC for failover and if successful implement dual circuits at all campuses.  (2) Complete cabling and equipment installs for Arts and Sciences building.  (3) Be prepared to complete USDA site when needed.  (4) Complete cabling of MCC basement when needed.  (5) Continue planning for new NCC building.</p>	<p><i>Goal 4: Create a culture that encourages innovation, data-informed decision making, and evidence-based change.</i></p>	<p>Technology Services operational budget.</p>	<p>FY2016-17</p>	<p>(1) Tests were successful, but current budget constraints have delayed further implementation.   (2) Arts and Sciences building is online.   (3-5) No progress needed.</p>
<p>Complete the transition from Query Reporter to Argos as enterprise business intelligence solution before January 2016.</p>	<p><i>Goal 5: Ensure fiscal stability and maximization of resources to deliver comprehensive community and technical college education.</i></p>	<p>Technology Services operational budget (\$9,996).</p>	<p>FY2016-17</p>	<p>In Progress (Argos is live and Query Reporter is slowly being phased out).</p>
<p>Redeploy iPads that are no longer being used in classrooms.</p>	<p><i>Goal 6: Invest in, develop, and empower human capital, and leverage collective action.</i></p>	<p>Technology Services operational budget.</p>	<p>FY2016-17</p>	<p>Most iPads are deployed, but in need of technology refresh.</p>
<p>Support users (IR) wanting to implement Blackboard Enterprise Surveys.</p>		<p>Technology Services operational budget.</p>	<p>FY2016-17</p>	<p>Blackboard Enterprise Surveys being used for course evaluations since Fall 2015 (201601).</p>
<p>(1) Provide web site support and perform upgrades and training as needed.  (2) Continue providing administrative support for all New River social media channels.  (3) Schedule and complete major portal upgrade to Looking Glass (7.4).</p>		<p>Technology Services operational budget.</p>	<p>FY2016-17</p>	<p>(1) Joomla upgrade completed.   (2) Ongoing.   (3) Portal upgrade completed.</p>

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S – Specific

M – Measurable

A – Achievable

R – Realistic

T – Time Bound

1. Goal/Objective – Briefly describe each goal/objective and the when the goal/objective should be met or accomplished.
2. Measurement – How will the goal/objective be evaluated? Use quantitative measures such as % or number increases or qualitative measure, which are descriptive of criteria.