

Name, Position Title: Dr. David J. Ayersman, Vice President
Unit/Area of Responsibility: Information Technology Services
Performance Goals and Targets 2019-20

ITLS Goals	Strategic Plan Goals	Target Date	Reporting Status
<p>(1) Ensure that Persistence and Completion Academy effort is sustained.</p> <p>(2) Manage the Early Alert System (DropGuard) and refine usage.</p> <p>(3) Promote available communication tools and services to better personalize communication.</p> <p>(4) Update online orientation information in Comevo.</p>	<p><i>Goal 1: (Student Success) Improve critical measures of student success: focus on transition, engagement, retention, persistence, transfer, employment, and completion rates.</i></p>	<p>FY2019-20</p>	<p>(1) Share information at Convocation, through 1-page flyers, and the Planning Committee who will develop a Student Success Plan for the College.</p> <p>(2) DropGuard reporting will be personalized and improved so that supervisors can enforce expectations and usage. Must work with others to establish clear expectations.</p> <p>(3) Identify and enable additional administrators to use SMS messaging in the portal.</p> <p>(4) Review and update information available in the online orientation.</p>
<p>(1) Establish Banner as the solution for course and student information data for Workforce.</p>	<p><i>Goal 2: (Workforce Development) Meet the workforce demands of employers and enhance economic development efforts in the College's service region.</i></p>	<p>FY2019-20</p>	<p>(1) Since 201762 (1/2017), Banner has been used for Workforce education. Procedures must be refined, and information shared to accommodate changing personnel.</p>
<p>(1) Recreate the Distance Education Advisory Committee with faculty representatives for key areas (Quality Matters, SARA, WVVLN, Respondus, SoftChalk, and Online Orientation).</p> <p>(2) Review SARA criteria and work toward compliance.</p> <p>(3) Promote LinkedIn Learning for</p>	<p><i>Goal 3: (Access) Expand access to affordable, high-quality academic programs and training opportunities in the College's service region.</i></p>	<p>FY2019-20</p>	<p>(1) Form the committee, assign responsibilities, and report progress quarterly to the Cabinet and others.</p> <p>(2) Identify areas of non-compliance with SARA criteria and assign representatives to drive improvements.</p> <p>(3) Collaborate with HR and</p>

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<p>employee professional development and provide supervisors with reports of usage. (4) Purchase, install, and manage a Zoom Room for Summers County schools.</p>			<p>supervisors to identify training areas to assign to employees and document progress through personalized reports. (4) Collaborate with others to schedule and manage this equipment to expand educational offerings.</p>
<p>(1) Review computer inventory to identify and prioritize replacements. (2) Purchase/replace designated computers. (3) Conduct a feasibility study for the Salisbury Farm property to identify options for disposition. (4) Obtain recommendations from Alpha for network equipment upgrades and seek external funding sources or plan for FY2020-21 purchase. (5) Evaluate alternatives for portal (PortalGuard) to improve functionality and reduce expenses. (6) Continue to replace outdated Lifesize equipment with Zoom Rooms to modernize this service.</p>	<p><i>Goal 4: (Resources) Ensure fiscal stability and maximization of resources to effectively deliver comprehensive community and technical college education.</i></p>	<p>FY2019-20</p>	<p>(1) Routinely update our computer inventory database (over 600 computers) and identify computers to replace. (2) Prioritize classroom, lab, and employee replacements. Plan to purchase about 75 new computers; new SSD drives for some others. (3) Collaborate with Griffith, Pagan, and Sampson to conduct study and provide recommendations to Cabinet. (4) Obtain equipment list and cost information from Alpha. (5) Schedule demonstration, create rubric of functions, evaluate products, and develop plan for FY2020-21. (6) Complete installations in G207, R244, and T205 by Fall 2019.</p>
<p>(1) Document and share procedures for instructors and advisors using DropGuard. (2) Establish the Library Advisory Committee to develop a 5-year plan</p>	<p><i>Goal 5: (Continuous Improvement) Create a culture that encourages innovation, data-driven decision-making, and evidence-based change.</i></p>	<p>Fall 2019</p>	<p>(1) Implemented in January 2017, DropGuard is now to be used for tracking Attendance, Participation, and Satisfactory Progress. Share procedures and re-assign these</p>

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<p>for library services. (3) Implement KnowBe4 as a cybersecurity and privacy awareness solution. (4) Implement DocuSign as an electronic signature solution. (5) Purchase PaperCut to manage printing college-wide and allow fee-based printing to work more easily. (6) Purchase and implement ID Card printers at each campus location to provide same-day service.</p>		<p>responsibilities. (2) Improve access and service delivery with limited staffing and resources while exploring options to vacate the pink building by 2025. (3) KnowBe4 is live and IT staff are completing training in preparation of a fall 2019 implementation. (4) DocuSign is live and integrated with the portal and the AD for authentication. Training is being developed now for a fall 2019 implementation. (5) Complete this purchase and implementation ASAP to prepare for fall 2019. (6) Establish an ID Card system for the College that is secure and efficient.</p>
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NOTE: All ITLS Goals are funded by the Technology and Library Services operating budget.

- 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.