

Table 1. The alignment of mission, goals, objectives, assessment methods, and data sources for New River’s Technology and Library Services.

Mission	The Technology and Library Services staff supports the teaching, research, and public service commitments of the College. To fulfill this responsibility, we provide the information and technology solutions to (a) enable student success, (b) promote effective and efficient organizational decision-making, communication, and operations ,while (c) facilitating a culture of innovation and collaboration by creatively using appropriate technologies to maximize efficiencies.						
Goals	A) Infrastructure Services: Assist instructors to provide accessible, affordable, quality education by creating and maintaining a state-of-the-art technology infrastructure for data, voice, and video while also providing the hosted services needed to fully utilize innovative distance and face-to-face education delivery methods.			B) Information Technologies: Provide courteous and responsive technical support to all employees and students while collaboratively providing access to the services, information, and resources that are needed.			
Objectives	A1) To create and periodically update a program through which College-owned computers and equipment may be maintained and replaced to remain technologically current while providing comparable guidance for personally owned computers and equipment.	A2) To provide a variety of instructional facilities and learning resources (e.g., educational equipment and specialized facilities such as laboratories, computer-enhanced classrooms, audiovisual and video services, and learning skills centers) to promote the highest quality of learning and teaching.	A3) To participate in renovations or new construction of teaching/learning spaces, ranging from classrooms to academic buildings, to provide the most effective incorporation of information technologies.	B1) To provide responsive frontline technical troubleshooting services and assistance for students and employees through a centralized Help Desk augmented by on-site Technology Services staff deployed at each campus location.	B2) To provide easy access to centralized reporting and the business intelligence necessary for making data-informed decisions.	B3) To provide programming support required for systems integration, effective data management, and application development.	B4) To acquire, organize, maintain, and preserve library materials in appropriate formats while making them readily accessible.
Assessment Methods	Annual inventory data and records of actual equipment purchases will be used to determine effectiveness for assisting the College to remain technologically current.	Annual usage and user satisfaction with instructional facilities and resources will be used to determine appropriateness of learning spaces.	Involvement in planning and actual completion of new facility and renovation projects.	At end of each term review trouble tickets to identify trends and issues while also providing totals and time-to-resolution statistics.	Communicate with functional area supervisors and staff to assess needs for reports and data integration.		Annual report summarizing library services usage and overview of holdings.
Data Sources	1. Inventory 2. PCARD Purchases	Technology Use Survey	1. Loan forms 2. PCARD logs 3. Usage surveys	1. Trouble tickets	1. Calendar appointments 2. Project summaries	Create form for users to submit programming requests.	Summary of walk-ins, calls, consulting, emails, and holdings.

Mission: New River Community and Technical College provides accessible, affordable, quality education and workforce programs to meet the needs of the region it serves.