Divisional Assessment SPR 2014

Management Information Systems
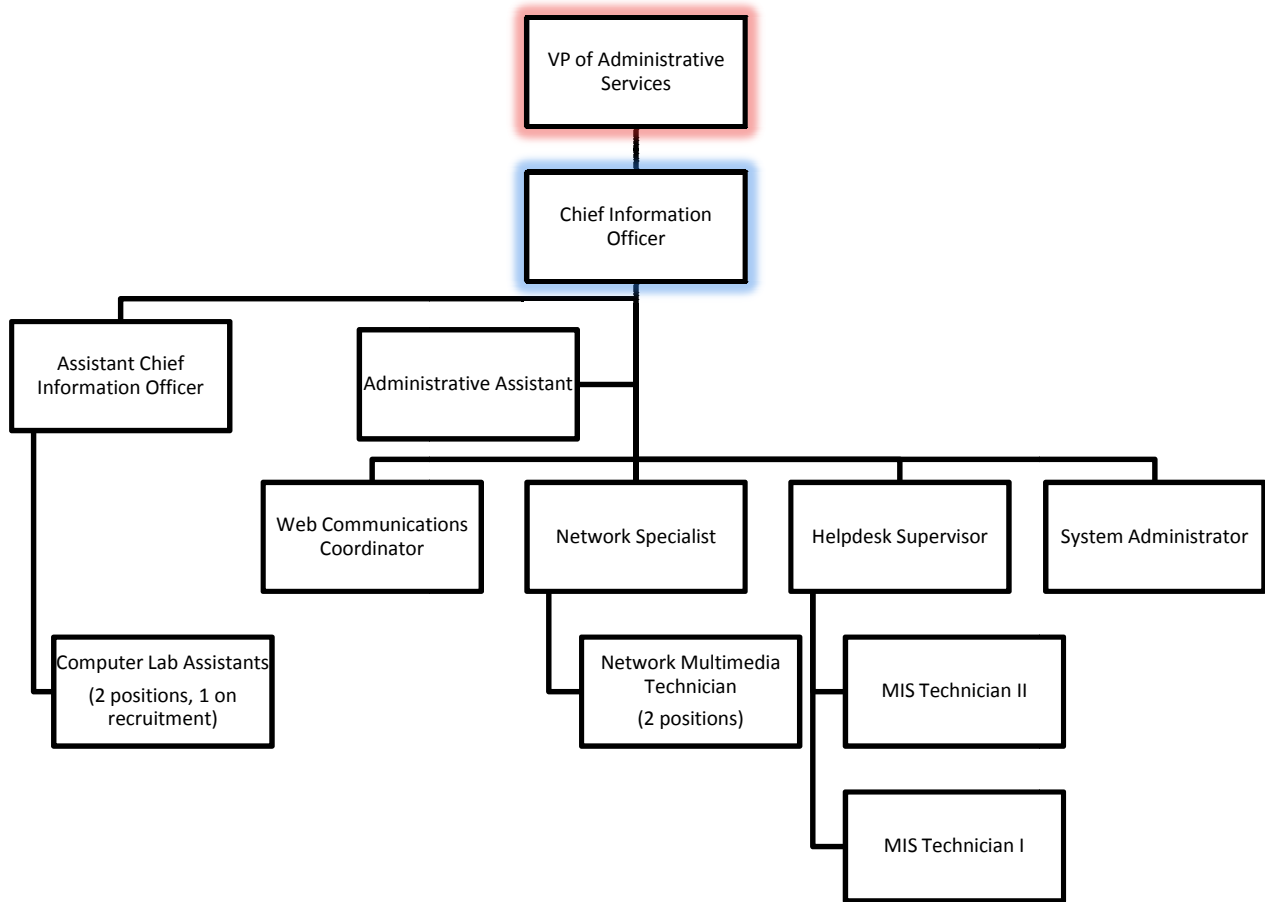
Management Information Systems
Mission

The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

MIS Administration

Chief Information Officer	**Grace Tulafono**
Network Multimedia Supervisor	**Mikaele Aunoa**
Helpdesk Supervisor	**Fuatapu Alaimalo**

MIS Organizational Chart

```
                    ┌─────────────────────┐
                    │ VP of Administrative│
                    │      Services       │
                    └─────────────────────┘
                              │
                    ┌─────────────────────┐
                    │ Chief Information   │
                    │      Officer        │
                    └─────────────────────┘
                              │
   ┌──────────────────────────┼──────────────────────────────────────┐
┌──────────────┐   ┌──────────────────────┐
│Assistant Chief│  │Administrative Assistant│
│Information    │  └──────────────────────┘
│Officer        │
└──────────────┘
      │        ┌──────────────┬──────────────┬──────────────┬──────────────┐
      │   ┌──────────────┐┌──────────────┐┌──────────────┐┌──────────────┐
      │   │Web           ││Network       ││Helpdesk      ││System        │
      │   │Communications││Specialist    ││Supervisor    ││Administrator │
      │   │Coordinator   │└──────────────┘└──────────────┘└──────────────┘
      │   └──────────────┘       │               │
┌──────────────┐        ┌──────────────┐  ┌──────────────┐
│Computer Lab  │        │Network       │  │MIS Technician II│
│Assistants    │        │Multimedia    │  └──────────────┘
│(2 positions, │        │Technician    │
│1 on          │        │(2 positions) │  ┌──────────────┐
│recruitment)  │        └──────────────┘  │MIS Technician I│
└──────────────┘                          └──────────────┘
```

- VP of Administrative Services
  - Chief Information Officer
    - Assistant Chief Information Officer
      - Computer Lab Assistants (2 positions, 1 on recruitment)
    - Administrative Assistant
    - Web Communications Coordinator
    - Network Specialist
      - Network Multimedia Technician (2 positions)
    - Helpdesk Supervisor
      - MIS Technician II
      - MIS Technician I
    - System Administrator

1. DEPARTMENT/PROGRAM /DIVISION DATA

1) Status of participants in this division that completed survey:

Faculty (0%) Staff (100%) Administrator (0%)
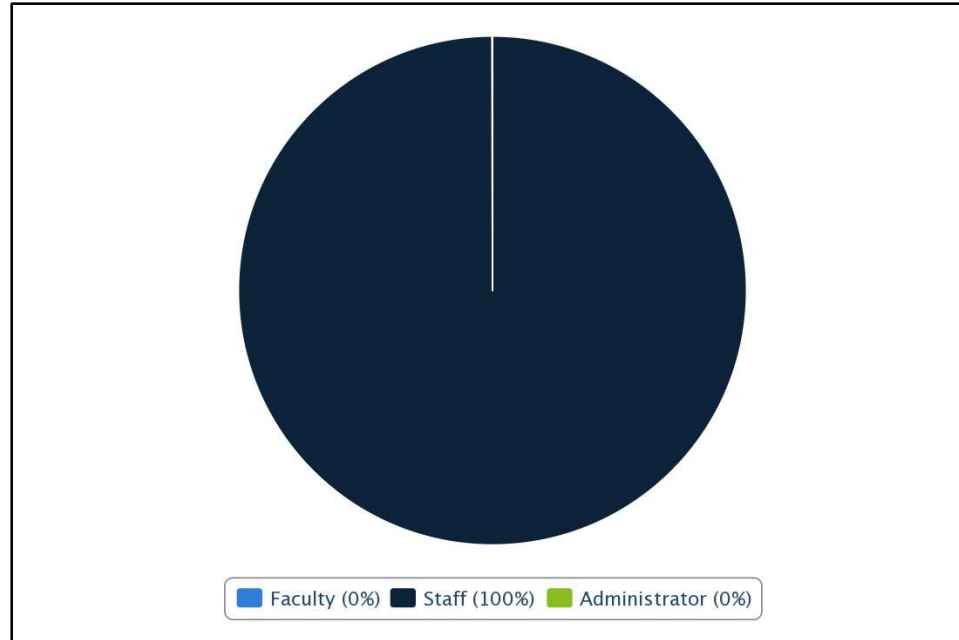
2) Please type in the purpose or mission statement for this Dept/Prog/Div:

- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The purpose of the MIS Department is to allow Staff, Faculty and Students to access the internet for research, school assignments, Staff and Faculty Information,etc..
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.
- The primary mission of the Management Information System (MIS) Department is to provide the American Samoa Community College (ASCC) community access to a modern and secure computing infrastructure that enables them to make efficient use of information technologies in their respective tasks. MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

3) List the outcomes for your Dept/Prog/Div:

- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.

- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to online resources. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.
- Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs. Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner. Outcome 3: Faculty, staff and students will receive improved network accessibility. Outcome 4: Faculty, staff and students will receive improved access to technology. Outcome 5: Faculty, staff and students will receive improved access to online resources.

4) Explain how your mission and outcomes support the institution's mission:

- MIS gives the rest of the institution the technological tools it requires to complete tasks quickly and efficiently. We also facilitate communication between faculty, staff, students, and the public.
- By providing technical services to ASCC we are giving them up to date information and communication via network. With network, faculty can communicate with ASCC students to assist them in obtaining their choice of higher learning.
- Our mission and outcomes will support the institution's mission in means of providing such technical assistance not only to our faculty & staff but as well as our students.
- To provide satisfactory technology services to students in ASCC Computer Labs. We also provide Faculty, staff and students from the MIS in a timely manner. The Faculty, staff and students will receive improved network asccessibility. Faculty, staff and students will receive improved access to online resources. Faculty, staff and students will receive improved access to online resources.
- The MIS Mission is to help out Students, Faculty and Staff in providing with a strong technology environment.Improve and better service to serve ASCC.
- Troubleshooting computers and being on time and in a hurry when situations like internet problems occur. MIS is always there.
- Our Mission and Outcomes is to support further use of Technology, Network and access to online resources for better ways of our ASCC's mission and goal and for the institution's Mission.
- We support the institution's mission by providing technological support to our faculty/staff and students.
- ASCC's mission aims to provide "high quality educational programs and services". MIS supports this mission by providing high quality technology services. Also, the ASCC mission aims to enable students to contribute to the "technological...well being of American Samoa". The MIS mission supports this in that it provides technological support and equipment for students.
- MIS is concerned with assessing new technologies and working towards applying these in innovative ways to the support and furtherance of ASCC's mission and goals.

2. PERSONNEL DATA

Is the number of personnel adequate to support your Dept/Prog/Div?

yes (100%)   no (0%)
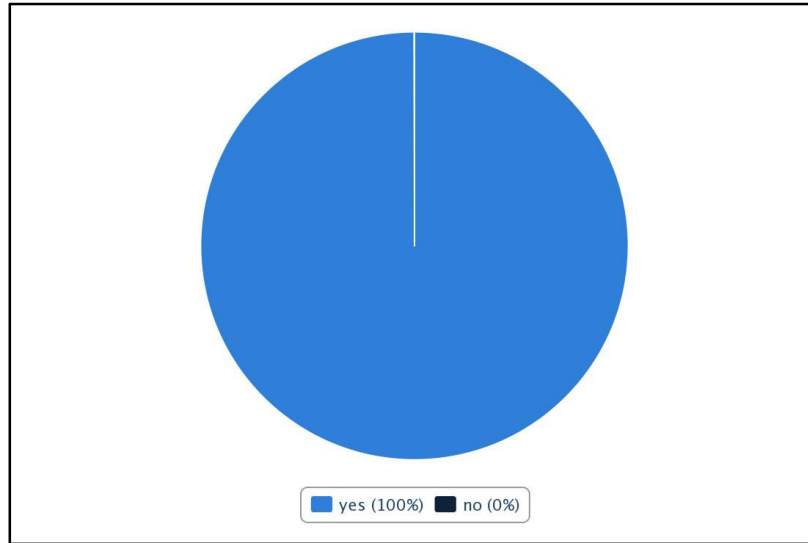
If "no", please explain:

No answers

Do personnel possess all specialized skills or credentials required to support the Dept/Prog/Div?
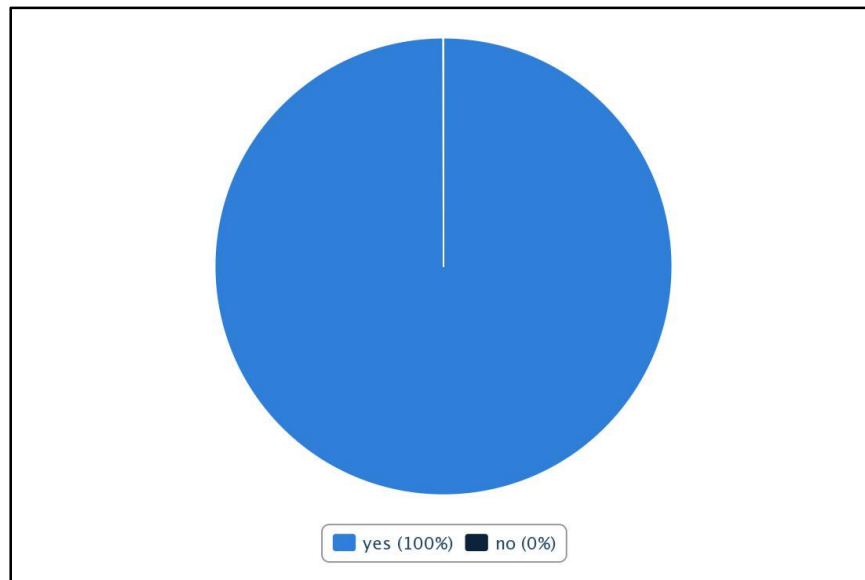
yes (100%)   no (0%)

If "no", please explain:

No answers

Are all proper documentation (degrees, certificates, etc.) on file continuously updated?

yes (100%) no (0%)
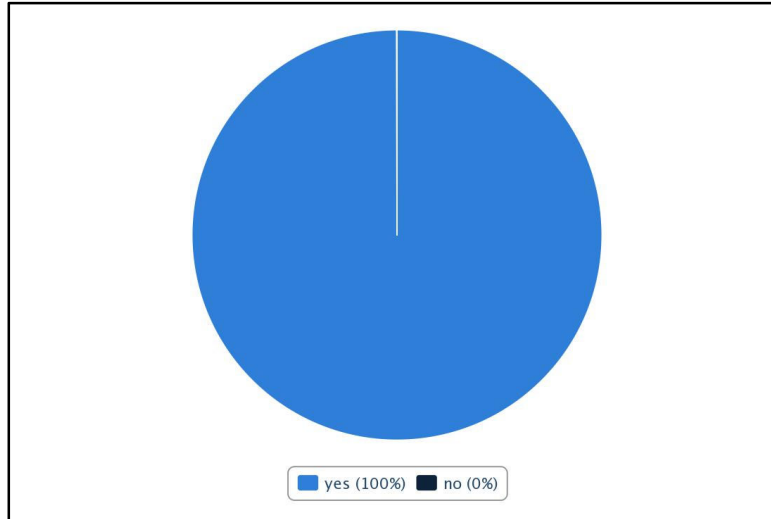
If "no", please explain:

- No Answers

Are all personnel in this Dept/Prog/Div? careful in protecting the security, conficentiality and integrity of student information according to FERPA?

yes (100%) no (0%)
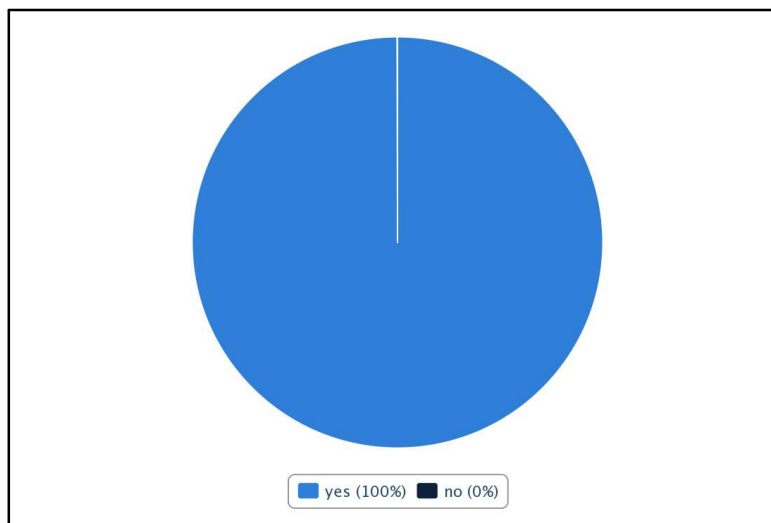
3. FACULTY ROSTER

Are you a Full time or Part time employee?

yes (100%) no (0%)
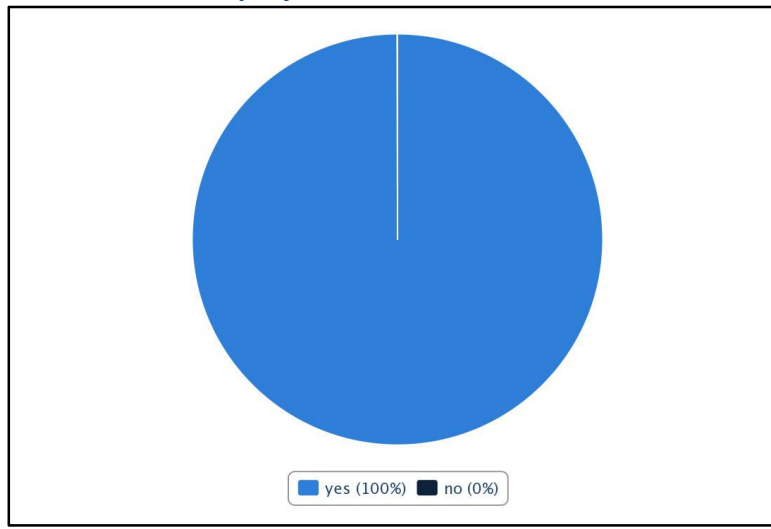
Number of Courses you teach:

N/A

Degrees, Coursework and other publications:

- BA-Anthropology
- High School Diploma
- Bachelor in Business Administration Option MIS Master of Science in Information Systems
- A.A

Other qualifications not listed in previous question:

- Computer Detection Systems Repairer certified -> Course completion
- Certificate of Completion in training (sorted by most recent): Accreditation Basics Moodle Administration SQL Server 2008 Query Writing SQL Server 2008 Server Maintenance Colleague Reporting Fundamentals Colleague Administration Rule Writing for Colleague WebAdvisor Administration Sharepoint Administration
- MCP - Microsoft Certified Professional

List involvement in college/instructional/community activities (i.e club sponsorships, committees, boards, organizations, etc.)

- Multimedia support during activities for multiple student/SGA/Lecture Hall Purposes
- Community Service for Holidays
- Community Services for ASCC {Flag Day]
- Data Committee Chair Technology Resources Self-Study Sub-committee co-Chair Physical Facilities Self-Study Sub-Committee member Institutional Mission and Effectiveness Self-Study Sub-committee member

4. STAFF DEVELOPMENT
Does the evidence exist to show that faculty/staff in this Dept/Prog/Div have involved themselves in in-service training and other professional development?

yes (100%) no (0%)
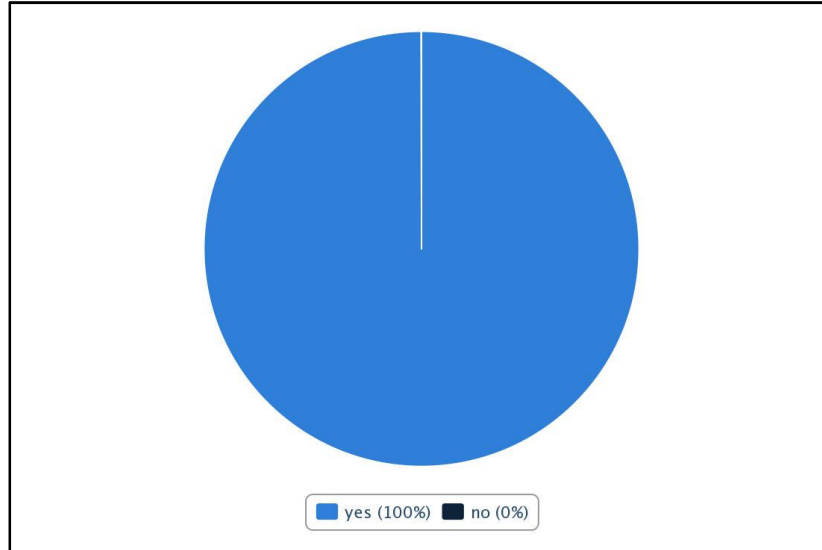
If "no", please explain:

No answers

Are there any unmet needs for professional development among personnel in this Dept/Prog/Div?

yes (9.09%) no (90.91%)
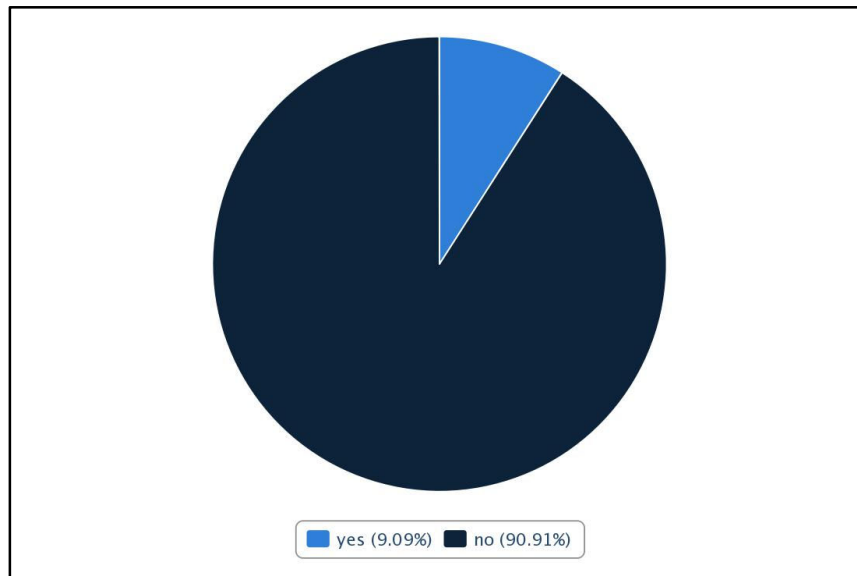
If "yes", please explain:

MIS has 2 proposals for training that are pending approval. It was previously denied because of lack of funding and urgency. These trainings are for Colleague Administrators, and for Network and Helpdesk technicians. Skills need to be updated, and for Colleague, more training on rule writing is necessary

Are faculty/staff evaluated on an annual basis by the immediate supervisor (i.e.: Director, Dean, Vice President)?

yes (100%)   no (0%)
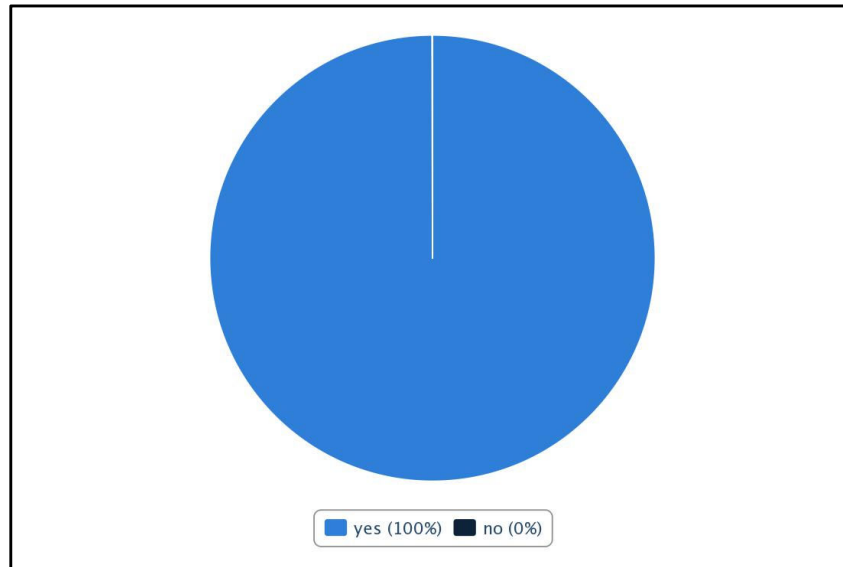
5. FACILITIES, EQUIPMENT and BUDGET

Briefly describe the facilities occupied by this Dept/Prog/Div (i.e., classrooms, offices, labs, etc.)

- I am in an office between two computer labs.
- Main office- Command central of MIS Computer Technician Office-Work Area/ Computer equipment storage Network Office- Work Area/ Network Storage Server Room- Houses ASCC servers MIS PCLABS- room 15 & 16; Available for student use
- We currently have 3 offices (MIS Front Office/Helpdesk/Network&Multimedia) along with 2 classrooms that are being utilized as our computer labs
- Well equipt and facilitate for proper use.
- MIS is responsible for the Computer Labs that students use to register online and apply for Financial Aid.
- Well Maintained and Clean.
- computer lab, server room
- MIS currently occupies 3 spaces in the Admin. Building (Network Office on 2nd floor next to Academic Affairs, Helpdesk Office on the first floor, and Main Office on the first floor), 2 computer labs (Rm. 15 & 16) and 2 small offices (office between Rm. 15 & 16, and Rm. 10 control room) in the Quad area, but have access to various network closets around campus.
- MIS PC LABS - Provide internet access for students as well as a typing labs for term papers.

Are all facilities adequate to support the mission of your Dept/Prog/Div?

yes (100%)   no (0%)
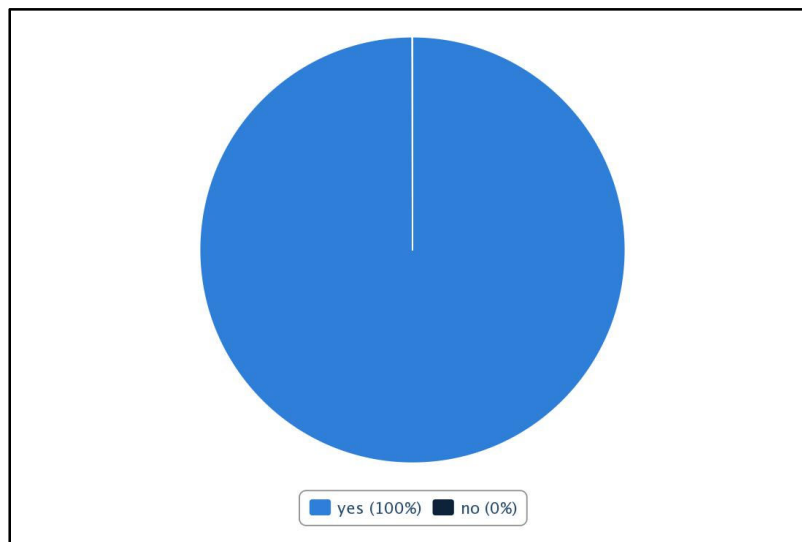
If "no", please explain:

No answers

Briefly describe current equipment used by this Dept/Prog/Div and indicate whether it is adequate or inadequate.

- One PC and network printer. These are adequate.
- Ethernet Cables, Cable Tester, Network Switch, Connection Cables, Computers, Printers, Scanner, Power Tools, Hardware, Software, Phone Lines,
- There are various equipments that are being used for each offices and all are adequate. We have laptops/projectors that we check out to Faculty&Staff for either their class presentations/registration, etc. Also within our department we use have a software called Track-it that keeps track of our technician's work orders.
- Equipment's used very adequate.
- All equipments are adequate. Cat5, Troubleshooting Tools for PC.
- N/A
- MIS uses servers, PC and Mac desktops, PC and Mac laptops, smartboards, projectors, phones, phone conference units, video teleconference units, ipads, printers, fax machines, scanners and a variety of tools to support the ASCC equipment. MIS uses all equipment that it supports to better provide support.
- Computers: Up to date to current Standards. Printers: Network printers enough for a minimum 5 employees Projectors: for Presentation and student activity Switches: To connect to the internet. Routers: same as switches.

Are additional facilities or equipment required to support this Dept/Prog/Div?

yes (54.55%)   no (45.45%)
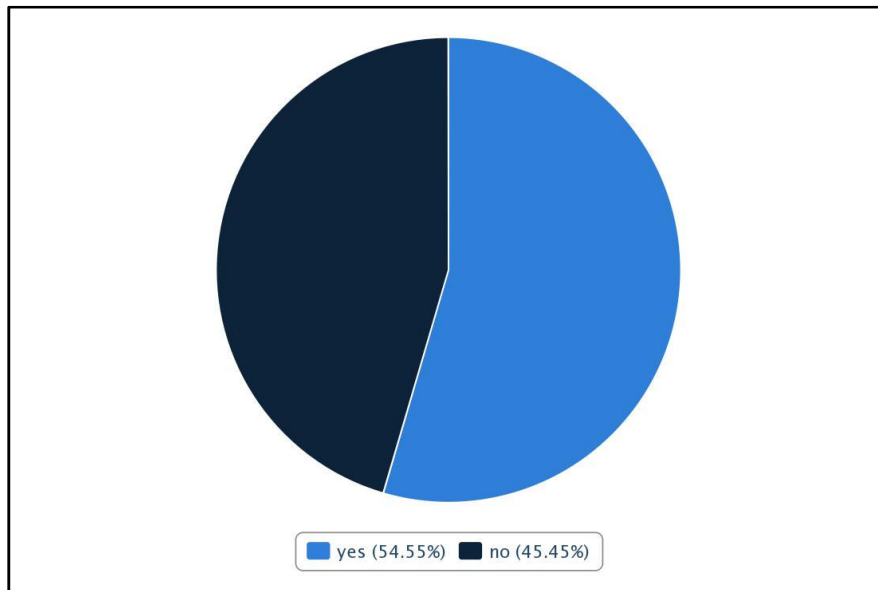
If so, please list and explain:
- Full body suit- For Work orders or projects that involve line pulls from building attics. Nails, Electrical lines, Wasps, Spiders and fiber glass from insulation are found in some attics. The use of a full body suit will deter the risk of possible harm to network technicians. Shower/ Wash station; used for moments after field work especially line maintenance and new line pulls in building attics.
- MIS needs consistent replenishment of equipment to continue to provide optimum support and to keep up with the times, so that we may consult on whether ASCC needs new equipment.

Does the institution operate and maintain physical facilities that are adequate to serve the needs of this Dept/Prog/Div?

yes (90.91%)   no (9.09%)
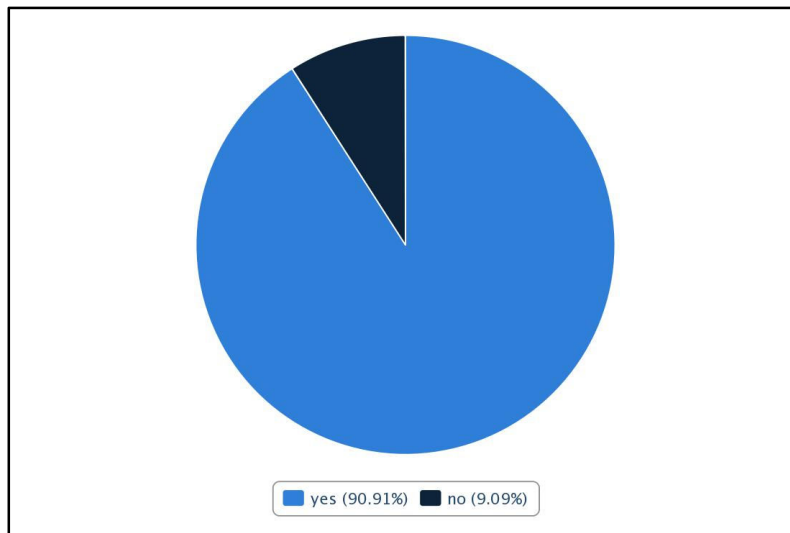
Does the institution take reasonable steps to provide a healthy, safe, and secure environment for this Dept/Prog/Div?

yes (100%) ■ no (0%)
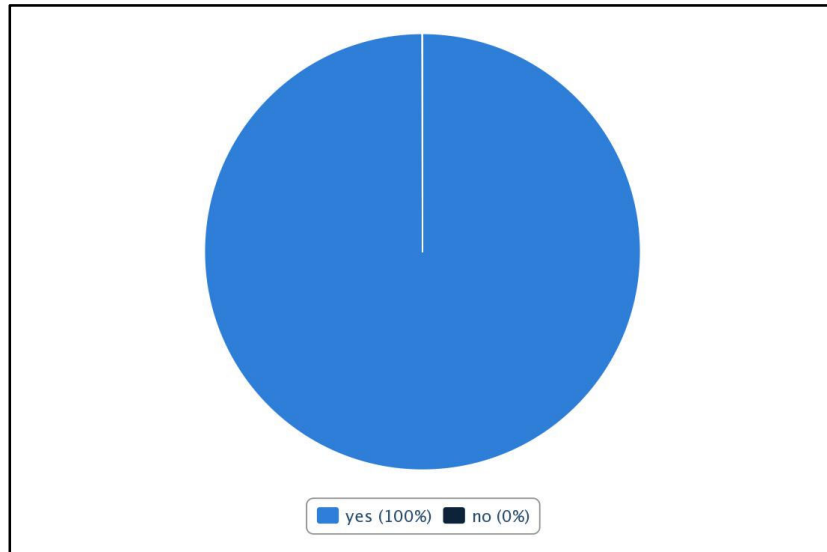
Are the physical facilities accessible to persons with disabilities?

yes (80%) ■ no (20%)
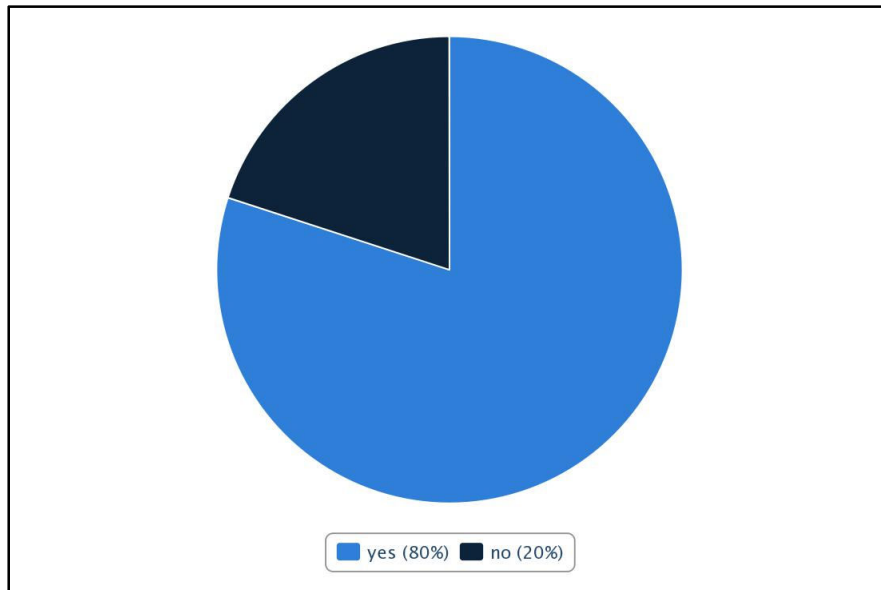
If "no", please describe below what is needed to make your area accessible.

- Upstairs faculty lounge stands a problem for the physically challenge to reach.
- 2nd floor office is not accessible to users on wheelchair.

Is there equipment used by this Dept/Prog/Div similar to that used in the workplace or at a higher level institution?

yes (45.45%)   no (9.09%)   N/A (45.45%)
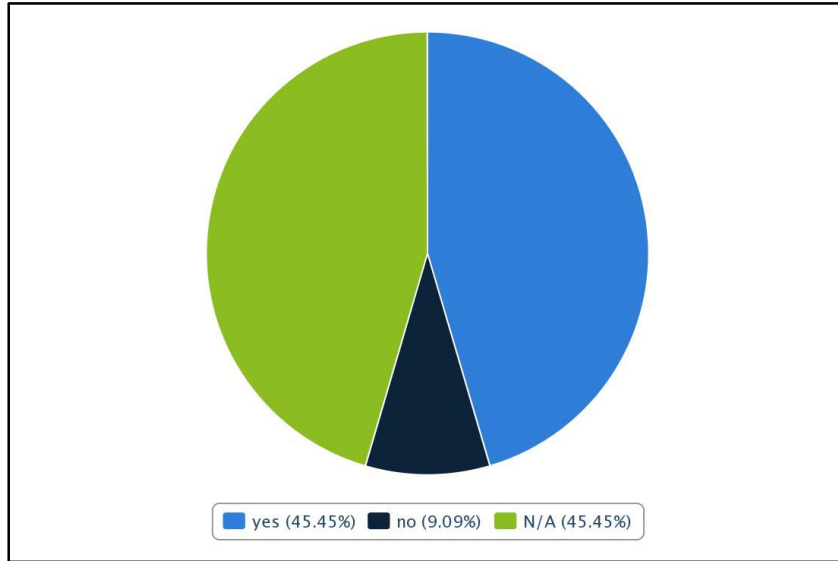
Is the budget information available to this Dept/Prog/Div?

yes (90.91%)   no (9.09%)
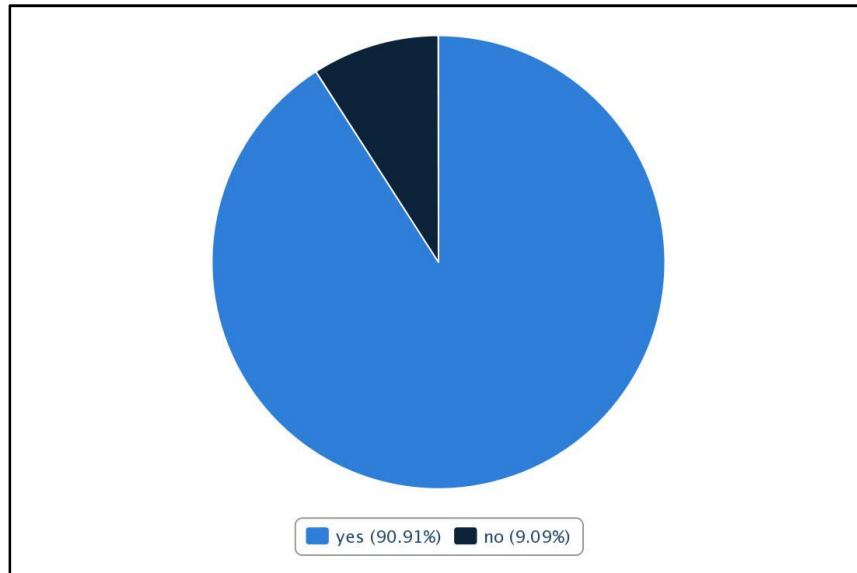
Is adequate financial support available to meet the needs of this Dept/Prog/Div?
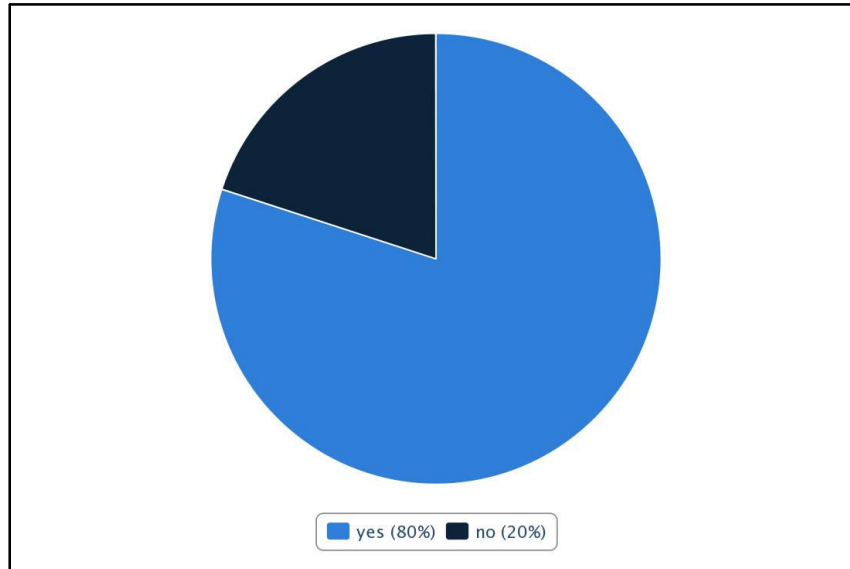
If "no", please explain:

- unsure; the budget level stands between my supervisor and boss to conclude whether the materials is a need to complete the given task or other means can help accomplish the mission.
- I believe that with more financial support. Our division would be able to provide more technological support for our students and faculty. We are limited on resources as far as computers, and effective speed for internet access. Therefore, if we could have the adequate financial support to purchase these needs we could be of more assistance.
- Only for professional development. Equipment and facility needs are met, and we are very appreciative of that.

6. TECHNOLOGY and LIBRARY

Are Web enhancements and other technology used to improve student learning and services (i.e. Compliance Assist, Datatel, Moodle, Webmail, Smart Board Applications etc.)?

yes (100%) ■ no (0%)
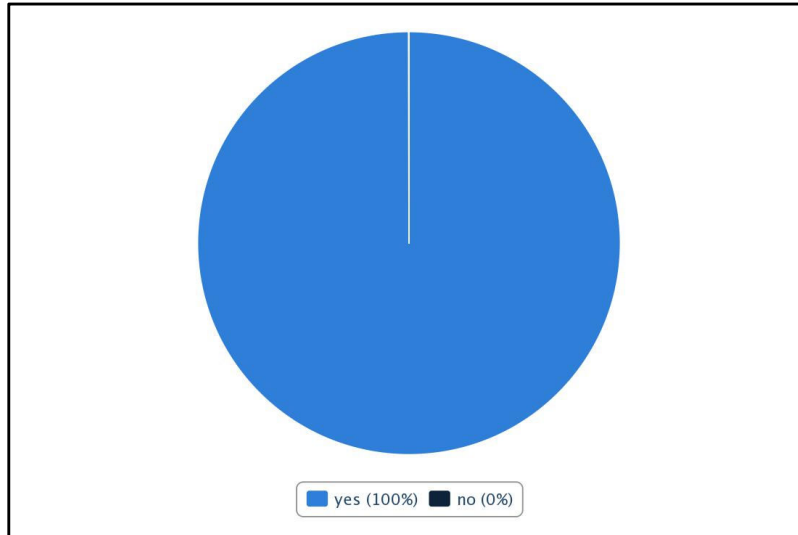
If "yes", please list or if "no", please explain:

- Internet- Student research Student account- Provides personal log-in and security of work files. Webmail- allows better communication between faculty and students including employee to employee Smart Board: Provides interaction with power point and other numerous programs to enhance learning experience
- Yes, the web enhancements and other technology have improved student learning and services. During my enrollment within this institution, such programs/software/webmail were not available. Such enhancements have provided easy accessibility for students.
- WiFi
- Technology has been a great success to ASCC..
- Moodle,Webmail,Datatel,Smart Board
- Datatel, Moodle, Webmail, SmartBoards etc.
- Compliance Assist, Datatel, Moodle, Webmail, Smartboard applications.

Is the library available and accessible to students (day, evening, online) at their time of need?
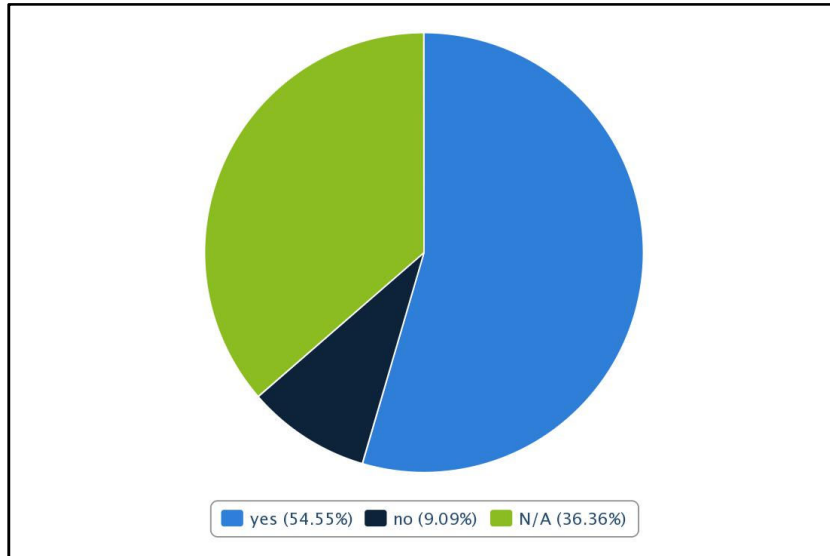

If "no", please explain:

- Some students have no access to computers let alone network at home, it would be nice for the library to open after hours to accommodate these students.

6. EVALUATION AND IMPROVEMENT

Is there evidence that the effectiveness of instruction and services are periodically evaluated?

yes (81.82%)   no (18.18%)
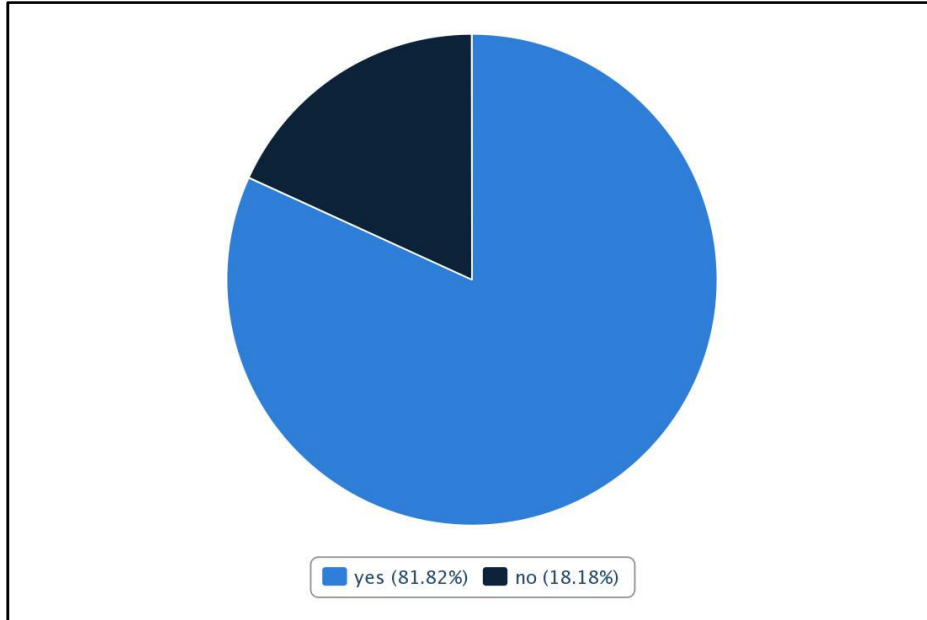
Are research-based evaluation processes (e.g., surveys, interviews, analysis of data) used for assessing this Dept/Prog/Div?

yes (100%)   no (0%)
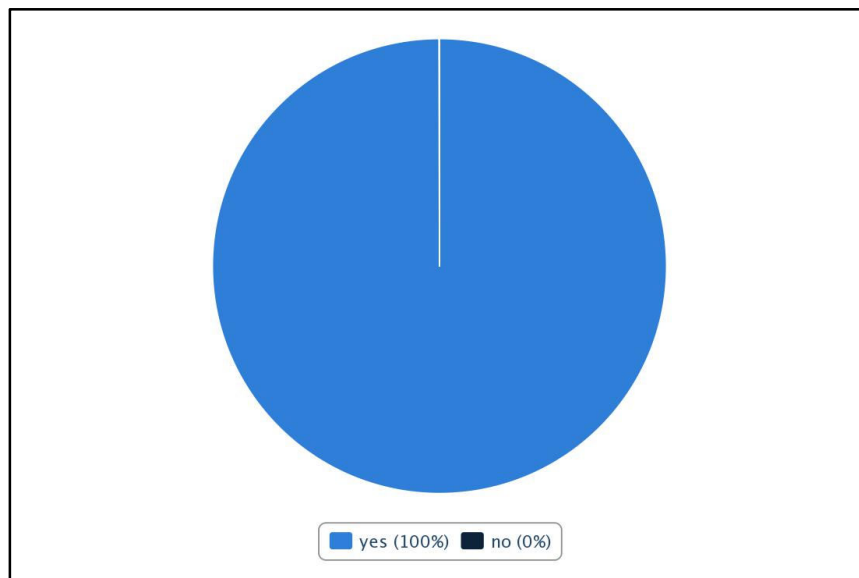
Listed below are Institutional Surveys, Instruments, Data, and other processes for evaluating Dept/Prog/Div effectiveness. Please indicate which instruments are frequently used for evaluating effectiveness of this Dept/Prog/Div.

|	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Responses	Weighted Average
Annual Reports	0 (0.00%)	0 (0.00%)	3 (27.27%)	3 (27.27%)	5 (45.45%)	11	4.18 / 5
Quarterly Reports	0 (0.00%)	0 (0.00%)	2 (18.18%)	3 (27.27%)	6 (54.55%)	11	4.36 / 5
Bi-Weekly Reports	0 (0.00%)	0 (0.00%)	1 (9.09%)	6 (54.55%)	4 (36.36%)	11	4.27 / 5
Student Learning Outcome Reports	0 (0.00%)	1 (9.09%)	3 (27.27%)	4 (36.36%)	3 (27.27%)	11	3.82 / 5
Institutional Strategic Plan	0 (0.00%)	0 (0.00%)	1 (9.09%)	7 (63.64%)	3 (27.27%)	11	4.18 / 5
Performance Evaluation	0 (0.00%)	0 (0.00%)	2 (18.18%)	5 (45.45%)	4 (36.36%)	11	4.18 / 5
Institutional Program Review	0 (0.00%)	0 (0.00%)	1 (9.09%)	7 (63.64%)	3 (27.27%)	11	4.18 / 5
Course Evaluation	1 (9.09%)	0 (0.00%)	2 (18.18%)	5 (45.45%)	3 (27.27%)	11	3.82 / 5
Student Satisfaction Survey	0 (0.00%)	0 (0.00%)	2 (18.18%)	5 (45.45%)	4 (36.36%)	11	4.18 / 5
Fact Sheets/ Books	0 (0.00%)	0 (0.00%)	5 (45.45%)	4 (36.36%)	2 (18.18%)	11	3.73 / 5
							4.09 / 5

Does the use of evaluation processes result in continuous improvement in this (Dept/Prog/Div)?
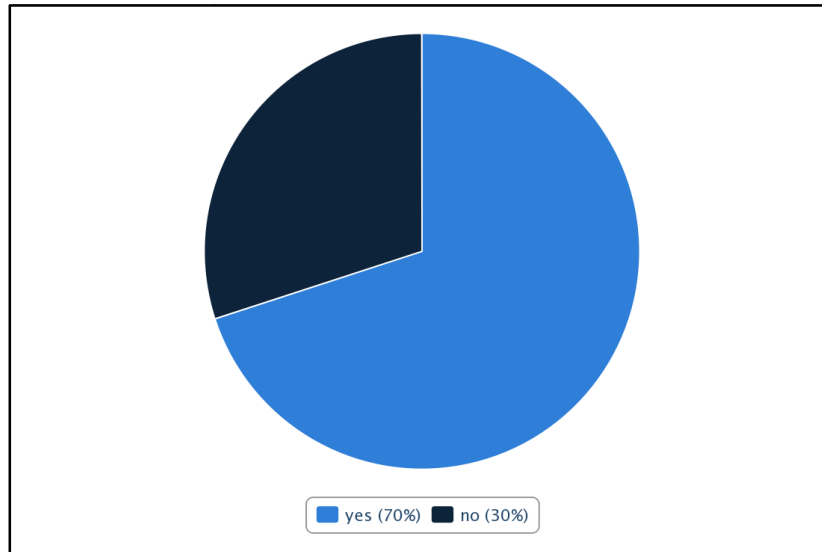
If yes, describe some recent improvements that have come about in response to needs identified through these evaluation processes.

- Through these evaluations, it was decided that MIS needed a dedicated Webmaster.
- Performance evaluation identifies weak areas that have personally helped me to improve in my working environment.
- Getting our tickets done in a timely manner.
- Quarterly reports clarify deadlines, and this is what MIS uses to measure whether we are outputting enough. By the end of each quarter, if there is no significant progress in projects, action is taken to see if there are any issues. Bi-weekly reports present challenges from our Office that get escalated to the CIO, and this gets added to the CIO's list of things to follow up on in the next 2 weeks. Performance evaluations are very important in improving employee behaviors, and it has made communication between supervisors / employees clearer. The program review and strategic plans are the basis for the MIS outcomes, and MIS gauges its success by how much of these major goals are being achieved.

Does this Dept/Prog/Div identify expected outcomes; assess whether it achieves these outcomes; and provide evidence of improvement based analysis of those results?

yes (90%)   no (10%)
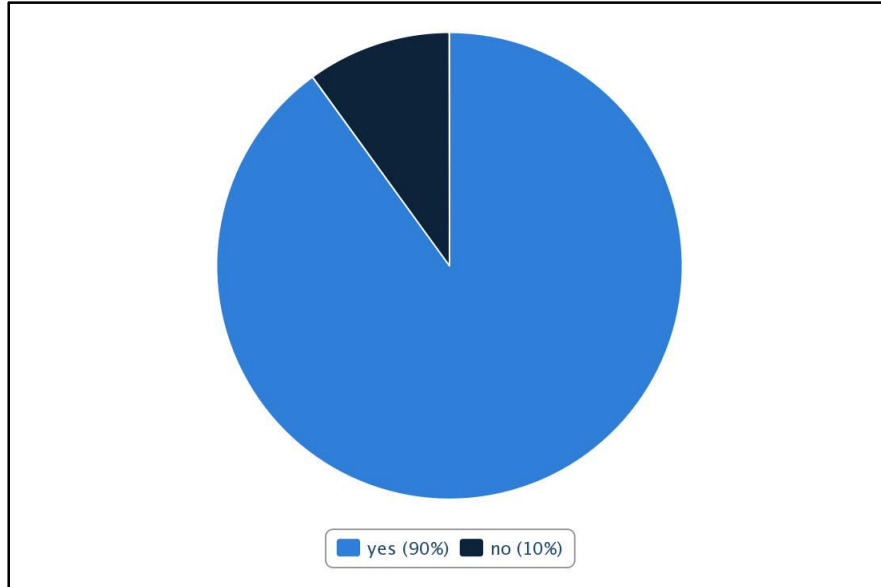
What steps are taken when an outcome is not achieved?

- We have a meeting to identify obstacles to the task at hand and come up with solutions so objectives can be met.
- It is identified and given to higher which is then dealt with accordingly to the severity of the issue.
- Reinstate the matter by looking in to ways to better improve the department..
- When an outcome is not achieved,1. Set a meeting 2. Explain why outcomes were not accomplished 3. Gather information on how we can achieve it. 4. Fulfill it.
- N/A
- When an outcome has not been achieved, it is either due to resources not being available to achieve the goals, or something else has happened so that the need is no longer there for this goal to be achieved. If it is the former, then the goals and objectives of the outcome is moved to the next year, or the outcome is evaluated for its importance or whether other options are available. If it's the latter, then the outcome is cancelled or edited to make it useful, or it is replaced with a completely new outcome. MIS has a small committee to discuss major MIS issues, and this is one of the issues that is reviewed at the beginning of the fiscal year by this committee. This committee is made up of MIS supervisors: Network Specialist, Helpdesk Supervisor, Systems Administrator, Web-Comm Coordinator, and CIO.

Provide an overview of significant results, honors, awards and milestones achieved, as well as enhancements made to this Dept/Prog/Div over the past three years.

- n/a
- N/A
- Wireless access to students. Network Line Improvement. More Printer availability to staff, faculty and students. New Office built- Computer technician office. New Computers setup for staff, faculty and students. Updated software and hardware New improved Network Switches New Printers. New Ethernet Cables. System Upgrade for Lecture Hall multimedia. More Workers have helped to relieve stress on one worker and allow teamwork and cohesion between work orders.
- Well we have the online registration. We also have Wi-Fi around the campus. We have smart board in every classroom. All new computers in the labs and in the ICT Classes. Student can check there grade online.
- N\A
- N/A
- In the past 3 years, MIS launched online registration, Completed MIS ARRA projects amounting to approximately $3 million.