

Outcome 1: MIS will provide satisfactory technology services to students in ASCC Computer Labs.

- 1) Completed providing students with technology / assistance in MIS PC Labs. [ongoing] – Completed for Q4.**

Number of students that were provided technology services in Labs 15 & 16 during this quarter:

July: 1,902

August: 1,849

September: 3,574

Total students served in computer labs: 7,325 students

Completed providing students with login / wireless accessibility assistance. [ongoing] – Completed for Q4.

Student Login Support: 279

Wireless Access: 17

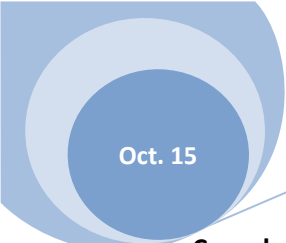
Total students served by Web/Communications Coordinator: 296

- 2) **Pre-registration / Registration.** This quarter, MIS completed pre-registration and registration activities including the following:
 - a. Completed Colleague software semester setup for online registration
 - b. Completed enabling accounts for continuing students
 - c. Completed laptop and printer setup for Admissions and Finance Offices for registration
- 3) **Completed Papercut Installation.** This quarter, MIS completed the reinstallation of Papercut software into the computer labs that enabled each student to be credited an initial \$10 for printing. Students need to recharge their account once the \$10 is finished. This has saved much paper and toner for the Computer Labs.
- 4) **This quarter, MIS Computer Lab Assistants completed maintenance and update activities to keep the computers up-to-date for students.**

Outcome 2: Faculty, staff and students will receive appropriate technology support from MIS in a timely manner.

- 1) This quarter, MIS completed 94 work orders for computer and server support.
- 2) Completed providing students, faculty and staff technology support for Q4, completing work orders with following totals for the months of July through September 2014:

Completed Work orders by Month	
Month	Total
July	110
August	134



September	192
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Completed Work orders by Month

July - 110

August - 134

September -192

Completed Work orders By Type

Computer Issue - 143

Server Issue - 94

Network Issue - 60

Printer Issue - 50

Multimedia Setup - 32

Computer CHECK IN - 19

Telephone Issue - 21

Wireless Issue - 22

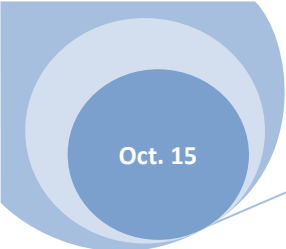
Colleague Issue - 9

Equipment Setup – 4

Computer Maintenance - 1

Wireless Equipment - 1

Completed Work orders By Type	
Work Order Type	Completed
Computer Issue	143
Server Issue	94
Network Issue	60
Printer Issue	50
Multimedia Setup	32
Computer CHECK IN	19
Telephone Issue	21
Wireless Issue	22
Colleague Issue	9
Equipment Setup	4



Computer Maintenance	1
Wireless Equipment	1

Completed providing multimedia equipment to ASCC faculty and staff.

Multimedia checked out by Month

July - 16

August - 31

September - 48

Multimedia checked out by Month	
Month	Total
July	16
August	31
September	48

- 3) **Report on computers checked in to Helpdesk for repair.** A total of 19 PCs were checked into helpdesk and repaired this quarter.
- 4) **All scheduled backups and recovery activities were also completed for this quarter.**
- 5) **All server updates were also completed this quarter.**

Outcome 3: Faculty, staff and students will receive improved network accessibility.

- 1) **This quarter, MIS completed 169 work orders for network, wifi and multimedia support.**
- 2) **Resolved new issues with External Bluesky Wireless Link**

Towards the end of the quarter, this issue occurred again with the wireless link being disconnected again. This will be added to activities for the new fiscal year.

- 3) **Completed Multimedia setup for meeting [ongoing].**

MIS completed multimedia for lecture hall as well as media setup for meetings held in conference rooms that required Internet connectivity for online demonstrations. This was completed by the Network Office for quarter 4.

Outcome 4: Faculty, staff and students will receive improved access to technology.

- 1) **Complete checking out multimedia center equipment to a total of 95 users.**
- 2) **Complete using Trackit Library.** MIS continues to use the MIS trackit library to track and check equipment in and out.

Outcome 5: Faculty, staff and students will receive improved access to online resources.

- 1) **Webmaster completed update of website.** This quarter, ASCC webmaster completed the complete update of the ASCC website to match what is stated in the catalog. Also during this quarter, the Webmaster has kept the front page updates with Press Releases each week. Finally, Webmaster and CIO worked with IE in order to place the Self Study report on Compliance Assist, linking all of the evidence files of the report to those uploaded onto the Document Director area of Compliance Assist.