

Western Technical College Program Planning Document - Action Plan

Program/Department Name		IT Computer Support Specialist					Date Created		9/27/2017				
Division		Business Division					Date Reviewed		10/8/2018 by Gary Brown				
Academic Year Launched	Doing, Done, Ditch, Delay*	Solution/Action	Key Results	Current Level of Performance	Performance Measurement	Non-Financial Resources Needed	Financial Resources Needed				Program Priority (1-6)	Point Person	Timeline
							Capital \$** (\$5,000+)	Capital Description(s)	Operational \$	Operational Description(s)			
*Doing, Done, Ditch, Delay only applies to current or past items. Leave column blank for future items.							**Remember to review 10-year capital planning items each year prior to finalizing capital request.						
2017-18 2018-19	Doing	<ul style="list-style-type: none"> Implement curriculum changes for Technical diploma (Done) Find an Advisory Board member from one of our school districts Continue modifying Curriculum w/Advisory input (develop evening/pathways certificates for La Crosse and the RLC) (Done) Research the possibility of MOS certification or other program-related credentials (ex: database, project) 	2-Enrollment Demand		Increased enrollment and retention								
2018-2019		<ul style="list-style-type: none"> Evaluate use of Apple desktops in curriculum 	4-Stakeholder Satisfaction		Strengthen hardware and iOS knowledge for all students in the program								
2018-2019		<ul style="list-style-type: none"> Research adding the MOS certification or other program-related credentials (ex: database, project) 	4-Stakeholder Satisfaction		Increased enrollment and enhanced employability for students								
2018-2019		4 Adobe Creative Cloud for iMacs	4-Stakeholder Satisfaction		Students have the ability to learn the new technology	Cover in Normal Budget			\$480	Software	1		
2018-2019		Help Desk Equipment	4-Stakeholder Satisfaction		Maintain community service through student run help desk	Cover in Normal Budget			\$500	Other	2		
2018-2019		Attend Help Desk Training	4-Stakeholder Satisfaction		Improved learning and standards of the student run help desk	Cover in Normal Budget			\$800	Training	5		

Standard Costs

Additional Monitor	\$175 - \$300
All-in-One (staff computer)	\$900
Desktop Computer	\$1,000
Display (depending on size) <i>\$5,000+ would be capital</i>	\$2,000 - \$8,000
Elmo	\$800
Full-time Faculty	\$80,000
Projector	\$3,000
Projector Screen	\$400

Capital E

- A capitalized asset is defined as an item with a life expectancy of 2 or more years.
- A set is a group of interrelated items that f
- **Software is capitalized if the cost is over \$ software is an annual license or subscription Accounting Manual (FAM).**

Spree

Line Break Within a Cell	Press Alt an
Change Row Height	Position mc arrow and c
Save Document As	Excel Macro
Enable Content	If promptec

Instructions for Working Through the Action Plan

- If requesting new funding, add the information on a new line
- Can add multiple years to the "**Academic Year Launched**" column (i.e. 2018-19, 2019-20)
- Multiple items can be included in the same cell if they are tied together and/or will be assigned the same p
Solution/Action example: "Update technology: software \$4,000 (operational) and purchase new proje
- If requesting more than one item for capital or operational within the same priority level, list all items in th
the **Financial Resources Needed** section in the **Capital \$** and **Operational \$** columns appropriately
- Multiple selections can be made from the "**Capital Description(s)**" and "**Operational Description(s)**" drop-
- Only select one **Key Result** for each line item
- Only select one **Priority** for each line item; items with different priorities should be entered on separate lir
- Deans and Associate Deans must review and approve this document before items are entered into the An

Equipment Definition

with a purchase price of **\$5,000 or more** per unit or set and

function together, like a computer, monitor and keyboard.

**\$5,000 and it has a useful life of 2 years or more. If the
in fee, it must be expensed per the WTCS Financial**

Spreadsheet User Tips

and Enter keys

mouse over row line so the white cross becomes a double
double click

Macro-Enabled Workbook (*.xlsm)

When you click Enable Content when the document first opens

priority level

Factors \$6,000 (capital)" - Priority 1

in the **Solution/Action** column and total the dollar amount in

dropdown menus; select one at a time

names

Annual Planning Database

Western Technical College Program Planning Document - Data & Evidence

Program/Department Name	IT Computer Support Specialist	Date Created	9/27/17
Division	Business Division	Date Reviewed	

1. Using the data and evidence analysis for your program/department, identify the trends that you see in your quantitative data.

* According to the 2015 Noel-Levitz Survey (SSI):

1. Faculty provide timely feedback about student progress in a course (.78)
2. Faculty take into consideration student differences as they teach a course (.89)
3. Adequate financial aid is available for most students (.81)
4. New student orientation services help students adjust to college (.75)

*2015 WTCS Comparative Data:

1. Our retention is lower than comparative colleges ranked 3rd
2. Enrollment has declined since the high in 2012 (93 head count to 53 in 2015) but saw an increase in 2016 (66 head count) all numbers include CSS and CST combined

2. Using the data and evidence for your program/department, identify themes that you see in your qualitative data.

* According to the 2016 Student Learning Outcomes (SLO) students commented:

1. Dissatisfaction with emerging technology course not keeping up with cutting-edge technology
2. Disliking courses that just follow curriculum out of a book
3. More hardware/Linux classes
4. More “real life” IT situations discussed in Ethics: Theory and Application
5. 100% strongly agree with “hands on” end user support

Advisory Board recommends replacing Emerging Technology with content that is more occupationally specific and relevant

3. Strengths and best practices our program/department could share with others include:

1. Hands-on “real life” learning
2. Community Engagement: Volunteer, Community Trainings, Student Run Help Desk
3. Capabilities of teaching in a variety of formats such as blended, face-to-face, and online
4. Use of open educational resources (OER) in lieu of required textbooks

*According to 2017 WTCS Client Reporting System and WTCS OLAP QRP Program Retention Cube

1. 2 year retention for 2017 was at 71.9% - 1st in the state
2. Course Completion by Fiscal Year with “C” or better completion rates at 80.73%

4. Based upon thorough data and evidence analysis, the 3-4 areas or issues we are most concerned about include:

* According to the 2016 Student Learning Outcomes (SLO) students commented:

- ~~1. Dissatisfaction with emerging technology course not keeping up with cutting-edge technology~~
- ~~2. Disliking courses that just follow curriculum out of a book~~
3. Working to understand and improve retention
4. Faculty provide timely feedback about student progress in a course

*According to the 2017 Student Learning Outcomes (SLO) students commented:

1. More hardware trouble-shooting in the program
2. SAM program was listed as annoying - we no longer use it in the program
3. Remove Advanced Business Apps - removed as of 2017

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IT Computer Support Specialist

Date Created

9/27/17

Division

Business Division

Date Reviewed

Links to Data

<https://facultyresources.westerntc.edu/program-planning-resources/business/>

Annual Data and Evidence Analysis 2018-2019

Annual Data and Evidence Analysis 2019-2020