Planning and Evaluation Tracking

College Year: 2006-2007

Division of: Information Systems and Technology

Person Responsible:Victor Fite

Department of: Web Services

Person Responsible:Tommy DeJesus

Purpose Statement: functional web site services that meet the needs of the institution.

Goal Statements	Objectives/Outcomes (including assessment tools and standards)	Results	Use of Results (including improvements and revisions)
1.Documentation of web application requests to better analyze how to shape the future of the AC website.	1. Regarding CMS or other web applications, Web Services, faculty, and staff will use HelpSTAR for requests resulting in a short turnaround, maximum end user satisfaction, and documentation of project progress. 1 to 1a (REVISED 12-01-2006) (C) Following an annual notification that all web application requests to Web Services channel through the HelpDesk, (A) all AC employees who submit application requests (B) will submit new web application requests (D) for at least 50% of new application requests (E) based upon HelpDesk reports indicating request entry source.	1.No data were collected for 2005-06.	1.Data will be collected for 2006-07 based upon the revised outcome statement which includes a measurement benchmark.

2.Development and training will not interfere with the live version of the AC website.	2.After acquiring appropriate equipment, Web Services will provide separate development and training environments allowing development to take place completely separate of training. 2 (REMOVED 12-01-2006)	2.Not a measurable outcome for 2005-06.	2.Removed goal and outcome for 2006-07.
3.Certification of Web Services staff in their area(s) of expertise.	3.After annual reviews, Web Services staff will complete identified training needs within one year as evaluated by supervisor. 3 to 3a (REVISED 12-01-2006) (C) After annual staff reviews identifying training budget needs, (A) Information Services Technology administrators (B) secure a training budget for the upcoming fiscal year (D) for at least one of the identified training needs for each staff member (E) based upon the final approved budget.	3.No data were collected for 2005-06.	3.Data will be collected for 2006-07 based upon the revised outcome statement which includes a measurement benchmark.

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