

2005-2006

Strategic Goal: Wireless network and Notebook computers

| ACTION STEPS | Action Leader | Jul-05 | Aug-05 | Sep-05 | Oct-05 | Nov-05 | Dec-05 | Jan-06 | Feb-06 | Mar-06 | Apr-06 | May-06 | Jun-06 |
|--|----------------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| | | | | | | | | | | | | | |
| Identify and purchase laptop models | Dana, Arron | XX | | | | | | | | | | | |
| Identify software configuration | Dana, Arron | | XX | | | | | | | | | | |
| Establish help and support protocol | Lynda, Shelley | | | XX | XX | | | | | | | | |
| Check out procedures | Gary, Steve | | | XX | | | | | | | | | |
| Identify and purchase wireless configuration | Dana, Arron | XX | XX | | | | | | | | | | |
| Identify and implement printing protocol | IT Staff | | | XX | | | | | | | | | |
| Test 10 laptops and wireless network | library staff | | | | XX | XX | | | | | | | |
| Make computers available to students | library staff | | | | | XX | XX | | | | | | |
| Review need for additional computers | Arron | | | | | | | | XX | XX | | | |

Personnel: Library and IT staff

Success Indicators: Student satisfaction, staff satisfaction, # of checkouts, reduced crowding at computers

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|-------------|-----------------|----|--------------------------|-----------------|-----------------------------|----|
| KPI: | Learner Success | XX | Community Responsiveness | Human Resources | Institutional Effectiveness | XX |
|-------------|-----------------|----|--------------------------|-----------------|-----------------------------|----|

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|------------------------|------------------|----|---------------------|----|
| Continuous Improvement | Customer Service | XX | Stakeholder Service | XX |
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