

UNIVERSITY COLLEGE OF SAN JUAN

INSTITUTIONAL EFFECTIVENESS PLAN (I.E.P.)

OFFICE OR PROGRAM : INFORMATION ACCESS CENTER (CAI)

Academic year: _____ - _____

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
1.) Mission, Goals and Objectives							
1.1. The CAI Mission, Goals and Objectives will be clearly defined and consistent with that of the governing institution.	1.1.1. Review and/or revise and disseminate CAI Mission, Goals and Objectives by the learning resources staff, in consultation with the widest possible representation of the university college community.	CAI Mission, Goals and Objectives verification or revision completion rate	Meetings Committee work	Academic Board, Dean for Academic Affairs, CAI Director, Curriculum Institutional Committee, CAI Committee	Periodically		
1.2. CAI Mission Statement and institutional educational goals will be used in annual planning process.	1.2.1. Evaluate services and activities compatible with CAI Mission statement and make projections of future needs in CAI outcomes assessment plans.	University community CAI satisfaction rating	Survey, I.E.P. of CAI	O.E.P.R.E., CAI Director, CAI Committee	Annually		
1.3. All CAI component units will always be clearly defined.	1.3.1. Identify basic learning resources component services and activities visibility, as specified by the American Library Association (ALA).	CAI component identification completion rate	Identification plates, CAI scheduling of events form	CAI Staff Personnel, CAI Committee	On-going		

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Revised in December 2003

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
2.) Organization and Administration							
<p>2.1. All duties and responsibilities of the chief administrator of the learning resources program shall be clearly stated within the institutional organizational structure.</p>	<p>2.1.1. Revise and/or maintain policies, procedures and job description of Director of Libraries with same administrative rank and status as other administrators with similar responsibilities.</p>	<p>CAI Director duties and responsibilities verification or revision completion rate</p>	<p>Meetings, CAI Manual</p>	<p>Dean for Academic Affairs, CAI Director, Curriculum Institutional Committee</p>	<p>Annually</p>		
<p>2.2. The learning resources program administrator shall be professionally trained and knowledgeable about learning resources, information access and/or media materials and services.</p>	<p>2.2.1. Verify CAI Director possesses a master's degree in library science, information science, educational technology, media technology or in learning resources services.</p> <p>2.2.2. Verify training and experience of CAI Director is that of a senior librarian, librarian, media specialist or an information specialist, with cross-training desirable.</p>	<p>CAI Director qualifications completion rate</p> <p>" "</p>	<p>CAI Director record, supervisor evaluation form</p> <p>" "</p>	<p>Dean for Academic Affairs, CAI Director, Human Resources Officer</p> <p>" "</p>	<p>Annually</p> <p>" "</p>		
	<p>2.2.3. Evaluate administrator's performance to demonstrate effective management skills and continuous experience with new and emerging CAI technology.</p>	<p>Supervisor evaluation rating and follow-up report completion rate</p>	<p>Supervisor evaluation forms and follow-up report forms</p>	<p>Dean for Academic Affairs, CAI Director</p>	<p>Annually</p>		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 2.) Organization and Administration							
2.3. All responsibilities and functions of the component units of the learning resources program, within the institutional organizational structure, will be clearly defined.	2.3.1. Revise and/or maintain an updated organizational chart that reflect the services provided and related to the quality of the overall educational program. 2.3.2. Revise and/or maintain policies, procedures and job descriptions of CAI staff members.	CAI organization chart completion rate CAI Manual revision completion rate	CAI organization chart CAI Manual	CAI Director, CAI Staff Personnel CAI Staff Personnel	Annually Annually		
2.4. 80% of CAI varied services will be organized into functional units.	2.4.1. Monitor compliance with type of CAI component units, as specified by A.I.A. a. access services b. public services c. internet connections d. media services e. multimedia learning development f. video production g. graphics production h. computer services	CAI component unit organization completion rate	Visits, meetings	Dean for Academic Affairs, CAI Director, Librarians	Annually		
2.5. CAI administrator and professional staff will always be involved in every area and at all levels of academic activities.	2.5.1. Participate in main university college governance, committees and in faculty planning, implementing and the instructional program at CUSI.	Committee attendance and participation rate	Academic Board, Curriculum Institutional Committee, CAI Committee	Chancellor, Dean for Academic Affairs, CAI Director, CAI Librarians	Every semester		

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 2.) Organization and Administration							
2.6. 100% of the administration of CAI will be based on staff participation and consensus.	2.6.1. Encourage regular staff meetings and internal communication and cooperation in regards to institutional policies, procedures, plans, personnel, curriculum and budget, in accordance with the spirit of the ALA Library Bill of Rights.	Meetings attendance and participation rate	telephone calls, Written correspondence	CAI Director, CAI Librarians, CAI Technicians, CAI Administrative and/or Office Assistants	Every semester		

3. Staff Personnel

3.1. 100% of CAI full and part-time personnel (CAI Director, Librarians, Technicians, and administrative and/or office assistants will be academically and experientially qualified and will maintain expertise in their areas of responsibility.	3.1.1. Maintain an updated personnel demographic distribution chart by: a. name b. full and part-time c. age d. marital status e. gender f. ethnicity g. salary level	Demographic distribution chart completion rate	Personnel Profile Distribution Forms, Analysis of CAI staff records, CAI Norms and Procedures Manual	CAI Director, CAI Director,	Every semester		
	3.1.2. Maintain an updated CAI personnel credentials distribution chart by: a. name b. full and part-time c. date of appointment d. appointment status: 1.) transitory 2.) probationary 3.) permanent	Credentials distribution chart completion rate	CAI Norms and Procedures Manual	CAI Director,	Every semester		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 3) Staff Personnel							
3.2. 100% of CAI Personnel performance is periodically evaluated to assure continuous development and competence.	<p>4.) contract</p> <p>e. rank</p> <p>f. job experience:</p> <p>1.) job position</p> <p>2.) job description</p> <p>3.) years</p> <p>g. educational background:</p> <p>1.) degree(s)</p> <p>2.) year of completion</p> <p>3.) major</p> <p>i. license approval date</p> <p>j. continuing education attendance</p> <p>3.1.3. Submit official documents of CAI personnel credentials to CUSJ Personnel Resources Officer.</p>	<p>" "</p> <p>Credentials submitted rating</p>	<p>" "</p> <p>Written official documents</p>	<p>" "</p> <p>Dean for Academic Affairs, CAI Director, CUSJ Personnel Resources Officer</p>	<p>" "</p> <p>Every semester</p>		
	<p>3.2.1. Coordinate CAI personnel evaluation process.</p> <p>3.2.2. Analyze CAI personnel evaluation results and prepare follow-up report for each personnel to meet growth and development professional needs.</p>	<p>Personnel evaluation ratings and follow-up report completion rate</p>	<p>Personnel Evaluation forms, Follow-up report forms</p>	<p>CUSJ Human Resources Officer, CAI Director</p>	<p>On-going</p>		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 3.) Staff Personnel							
3.3. 100% of CAI personnel will be provided for its support and/or advancement development	3.3.1. Encourage CAI personnel's attendance and/or participation in at least 2 professional activities: conferences, seminars and/or conventions of their specialty areas at CUSJ and/or external organizations.	Personnel attendance and participation rate	Committee work, meetings, telephone calls, e-mail	Development and Improvement Professional Institutional Committee, external agencies	Annually		
	3.3.2. Coordinate contractual plans for at least one CAI personnel to pursue advanced studies in accredited institutions in P.R.	Contractual plan agreements	Consortium	Chancellor, Dean for Academic Affairs, CAI Director, CAI staff personnel	Annually		
	3.3.3. Provide partial payment for graduate studies to CAI personnel.	Payment allotment rate	Meetings	Chancellor Dean for Academic Affairs, Dean for Administrative Affairs, CAI Director	Annually		
3.4. All published and implemented CAI policies, standards and procedures will be congruent with those of the governing institution.	3.4.1. Review and/or revise policies affecting CAI administrator and Staff and CUSJ in regards to: a. non-discrimination b. personnel appointment c. academic rank/MSJ classification system d. grievance procedures	Congruency completion rate	CAI and CUSJ mission and philosophy statement, institutional policies, CUSJ and CAI organizational chart,	Dean for Academic Affairs, CAI Director and Staff, CAI Committee, CUSJ Human Resources Officer	Annually		

cont I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 3.) Staff Personnel:							
	e. promotion f. salary and benefits g. tenure h. rights and responsibilities i. workload j. dismissal		curriculum vitae, transcripts, licenses, position and description of CAI director and staff Faculty Handbook				
3.5. 80% of CAI sufficient professional and support staff will be available to implement the services and activities of the learning resources program.	3.5.1. Monitor compliance with minimum staffing requirements for single campus services: a. 1000 or less full-time equivalent students enrollment (FTE) 1.) one CAI Director 2.) 2-4 professional staff 3.) 2-4 technicians 4.) 2-3 other staff (administrative and/or office assistants, clerks, laboratory aides, etc.) b. 1000-2999 FTE students: 1.) one CAI Director 2.) 3-5 professionals 3.) 3-6 technicians	FTE staff and student distribution ratio	CAI working load Distribution forms, committee work	CAI Director, CAI Committee	Every semester 2004-2005		

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 3.) Staff Personnel:							
3.6. 90% of CAI personnel should belong to and participate in appropriate local, state and national organizations or associations for continued education.	<p>4. 3-6 other staff (administrative and/or office assistants, clerks, laboratory aides, etc.)</p> <p>3.5.2. Assess need of additional CAI personnel; one Library Assistant (\$15,876.00 approx in 2003-2004,) and two Computer Technicians (\$13,608.00 ea. in 2004-2005)</p>	" "	" "	" "	" "	" "	
	<p>3.6.1. Maintain an updated CAI personnel development and improvement distribution chart by:</p> <ul style="list-style-type: none"> a. name b. full and part-time c. daytime and evening sessions d. professional membership affiliations e. subscriptions f. professional g. activities attended 	CAI development and improvement chart completion rate	Student admissions, Student course enrollment distribution, Job CAI Vacancy Advertisement, Interviews	Admissions Registrar's Officer, CAI Director, CAI Committee	2003-2005	\$43,092.00	
		CAI development and improvement chart completion rate	CAI personnel records, CAI staff development and improvement forms, group committee work	CAI Director	Every semester		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 3.) Staff Personnel:							
	3.6.2. Provide flexible duty schedules for staff to pursue job-related training and education, in-service workshops and conferences and meetings during working hours.	" "	" "	" "	" "		
4.) User Services:							
4.1. 80% of CAI varied services will support and expand the instructional capabilities of CUSJ.	4.1.1. Coordinate the instructional function of teaching CAI users about research and information literacy skills for self-directed studies related to the curriculum of CUSJ and lifelong learning by access to: a. information in print b. media c. electronic format d. delivering information to individual users groups and classrooms.	Ratio of users to enrollment	Attendance forms, orientations	CAI Director, CAI Librarians	Every semester		
	4.1.2. Extend users access and delivery systems to integrate new information and new instructional technologies into the curriculum by means of: a. contractual contracts (Metropolitan Libraries	Access delivery systems completion rate	Consortium, Contracts, COBIMET, Orientations	Chancellor, Dean for Academic Affairs, CAI Director	Annually		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 4.) User Services:							
4.2. 80% of CAI efforts will seek to enlarge access to the academic services available at CUSJ and in the community in accordance with the college mission.	<p>Consortium— COBIMET b. interlibrary borrowing agreements c. interlibrary loan lending agreements d. sharing, renting or leasing services and materials e. use of electronic databases and other technologies</p> <p>4.1.3. Provide materials and professional assistance to students at all times the facility is open.</p> <p>4.1.4. Provide access to basic instructional media production and research project assistance to Faculty.</p>	" "	" "	" "	" "		
	4.2.1. Provide networking resource sharing, online information services, telefacsimile transmission and technological advances to meet the instructional and information needs of students, faculty, CUSJ staff and administrators with a	Ratio of users to student enrollment	COBIMET, Internet, Interlibrary loan	CAI Director, CAI Librarians	On-going		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 4.) User Services:							
4.3. 80% of CAI equipment to access information and to assist instruction will be available and efficiently managed.	<p>4.3.1. Maintain equipment in appropriate classrooms.</p> <p>4.3.2. Maintain equipment in good operating condition and replace it on a scheduled basis, taking into consideration the established table about longevity and obsolescence of information access equipment by ALA.</p>	<p>Maintenance preventive plan completion rate</p>	<p>CAI Preventive Maintenance Plan</p>	<p>CAI Audiovisual and Graphics Technicians</p>	<p>Every semester</p>		
4.4. 70% of solicited instructional support production services will be accomplished.	<p>4.4.1. Provide visualization services, such as; overhead transparencies and projected visuals, audio services—recording of lectures and speeches and duplication of these.</p>	<p>Instructional support production service completion rate</p>	<p>Written request forms</p>	<p>Audiovisual and Graphics Technicians, Faculty</p>	<p>Every semester</p>		
4.5. 70% of CAI literacy program for students will be rendered through a variety of techniques.	<p>4.5.1. Provide general orientation programs, bibliographic instruction by individual and group instruction and basic</p>	<p>CAI literacy program completion rate</p>	<p>Orientations, Group work</p>	<p>CAI Audiovisual and Graphics Technicians</p>	<p>On-going</p>		

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 4.) User Services							
	individualized services for the Reference Area.	" "	" "	" "	" "		
5.) Collections							
5.1. 70% of CAI collection will be available and organized in diversified formats.	5.1.1. Make accessible different types of materials: a. intellectual content, artistic library works, programmed texts and packaged instruction b. books, periodicals, newspapers, government documents, microforms c. media materials: 1.) videotape 2.) computer software (on-line services and internet access, CDROM and videodisc technologies	CAI organization completion rate and ratio of users to enrollment	Dewey Classification System, Attendance sheets	CAI Director, CAI Librarians, CAI Technicians, CAI administrative and/or office assistants, CAI student assistants	On-going		
	5.1.2. Monitor compliance with size of collection for a single campus from the Integrated Postsecondary Education Data System (IPEDS) of the U.S. Department of Education: a. 32,870 minimum collection according to 1000 or less of FTE	Inventory completion rate	U.S. IPEDS	CAI Director, CAI Librarians, CAI Technicians, CAI support staff, CAI Committee	2003-2005		

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 5.) Collections							
	students: 1.) 30,000 volumes: a. BS in Computerized Accounting for \$5,000.00 b. BS in Information Systems for \$5,000.00 c. BA in Criminal Justice for \$5,000.00 d. AS in Telecom- munications for 5,000.00 2.) 230 current serial subscriptions: a. individual for \$5,000.00 per year b. Pro-Quest Electronic Database for \$15,000.00 per year 3.) 140 video and film (\$5,000.00	" " " " " " " " " " " "	" " " " " " " " " " " "	" " " " " " " " " " " "	2003-2004 2003-2005 2003-2005	\$20,000.00 CUSJ and Title V funds \$40,000.00 CUSJ and Title V funds \$10,000.00	

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 5.) Collections:							
5.2. CAI will always establish and implement a collection development policy statement as the basis for selection and acquisition of materials.	<p>per year other items, such as; microforms, graphic, audio and machine readable materials, etc.</p> <p>4.) 2,500 items according to 1000-2,999 FTE students:</p> <ol style="list-style-type: none"> 1.) 40,000 volumes 2.) 300 current serials subscriptions 3.) 400 video and film 4.) 5,100 other items 	" "	" "	" "	2004-2005	\$10,000.00 CUSJ and Title V funds	
5.2. CAI will always establish and implement a collection development policy statement as the basis for selection and acquisition of materials.	5.2.1. Automate materials based on a written policy with clear guidelines for collection development, in consultation with instructional faculty, students and administrators.	Library automation completion rate	U.S. PEDS	CAI Director CAI Librarians, CAI Technicians CAI support staff	Since June 2005		
5.3. All CAI professional staff will participate in collection development.	5.3.1. Provide systematic attention to selection of materials by trained librarians and information specialists.	Attendance and participation completion Rate	Sirs Mandarin System, CAI Norms and Procedures Manual, meetings	Dean for Academic Affairs, CAI Director, CAI Librarians, CAI Committee	2003-2005		
5.3. All CAI professional staff will participate in collection development.			Meetings, group work	CAI Director CAI Librarians	Every semester		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 5.) Collections							
5.4 The Collection shall be of sufficient scope and currency to support the curriculum as well as meet individual and information needs of students and faculty.	5.3.2. Make fiscal management decisions regarding materials to be purchased and gifts accepted and processed solely by CAI administrator. 5.4.1. Maintain collections that support: a. liberal arts and sciences programs b. programs that have specialized accreditation c. vocational and technical programs d. special programs for job training, retaining or upgrading of skills through continuing and community services e. needed remedial programs for non-traditional or under-prepared learners.	Administrative performance completion rate	Analysis of documents	CAI Director, CAI Committee	Every semester		
5.5. 3-5% of obsolete, worn-out and inappropriate materials shall be removed based on CAI policy statement	5.5.1. Review, de-select and withdraw materials systematically.	Library automation completion rate	Written correspondence, meetings, team work efforts	CAI Director, CAI Staff personnel	Annually		
5.6. 70% of the Reference collection will be of sufficient breadth and depth to serve the	5.6.1. Include a wide selection of standard works with subject bibliographies and periodical indexes in	"	"	"	"		

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 5.) Collections							
research and information needs of the campus community.	print and electronic formats.	" "	" "	" "	" "		
5.7. 80% of Collections shall be organized to provide users with full, efficient and direct access.	5.7.1. Maintain a nationally approved classification system.	Classification system completion rate	Dewey Classification System	CAI Director, CAI Librarians	Annually		
	5.7.2. Maintain uniform and multiple public web-site access of the CUSJ Catalog.	Web-site CUSJ Catalog completion rate	CUSJ Catalog	CAI Director, CAI Librarians, CAI support staff	Annually		

6.) Facilities

6.1. 70% of CAI will provide adequate space for housing collections in a variety of formats.	6.1.1. Apply the Code of Regulations for university college facilities Library Space standards by the Association of College and Research Libraries (ACRL) that reflect: a. number of FTE students enrolled b. public services provided c. size and type of collections d. number of staff members and their needs.	Library Space Formula completion rate	ACRL Library space mandated formula	CAI Director, CAI Librarians	Annually		
6.2. A minimum of 10% of the FTE student enrollment will be assigned for student seating and space to accommodate a variety of learning styles and	6.2.1. Provide different types of seating arrangements: a. individual carrels, 25 sq. ft. per student b. tables for 4—25 sq. ft. per student	Library Space measurement compliance completion rate	ACRL Library Space mandated measurements	Dean for Academic Affairs, CAI Director, CAI Librarians	Annually		

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cont. 6.) Facilities							
study situations:	<ul style="list-style-type: none"> c. lounge chairs, 30 sq. ft. per student d. computers and workstations, 40 sq. ft. per student e. microform reader stations, 35 sq. ft. per student f. small group study rooms, 25 sq. ft. per student 	"	"	"	"		
	<p>6.2.2. Include space for:</p> <ul style="list-style-type: none"> a. public access catalogs b. current periodicals c. indexes d. reference and technology delivery areas e. display and exhibit space f. group bibliographic instruction g. group viewing h. study areas for faculty i. physically disabled 	"	"	"	"		
6.3. 70% of assigned CAI facilities will abide by accepted formula for books and other bound collections.	6.3.1. Use 10 bound volumes per assignable square foot for books and other bound collections and doubled to 20 volumes if compact shelving is employed.	Approved calculations completion rate	ACRL accepted formula	CAI Director, CAI Librarians	Annually		

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cont 6.) Facilities							
	6.3.2. Use available conversion tables for other materials, such as, audiovisual software, microforms, maps, archives.	Approved calculations completion rate	ACRL accepted formula	CAI Director, CAI Librarians	Annually		
	6.3.3. Purchase and install 4 double faced movable shelves (\$4,400.00 approx.) and 3 double faced shelves 3" (\$1800.00 approx.)	Functional shelves rating	Telephone calls, visits	CAI Director, CAI Librarians	2004-2005	\$6200.00	
6.4. 70% of CAI facilities will be in compliance with state and institutional guidelines.	6.4.1. Comply with a minimum of 175 square feet per staff member to accommodate new technologies, equipment and hardware.	Compliance completion rate	ACRL required facilities guidelines	CAI Director, CAI Personnel	Annually		
	6.4.2. Provide 200 square feet per professional staff and CAI administrator for individual offices.	"	"	"	"		
	6.4.3. Monitor compliance with the Americans Disabilities Act (ADA) for new construction and remodeling projects, such as, the library entrance and exit doors.	"	"	"	"		
	6.4.4. Restrict space designs of learning resources to the functions for which it was	"	"	"	"		

cont. I.E.P. of Information Access Center

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cont. 6.) Facilities							
	<p>6.4.5. Provide proper environmental controls for temperature and humidity, at recommended levels for the preservation and conservation of CAI learning resources, and participate in local, regional and/or national preservation plans.</p> <p>6.4.6. Maintain an emergency plan to cover:</p> <ul style="list-style-type: none"> a. minor and major disasters b. damage prevention and damage recovery c. for alternative service and management, coordinated with campus-wide plans. <p>6.4.7. Purchase, install and maintain an effective CAI security system to safeguards against loss, mutilation and theft.</p>	<p>Compliance completion rate</p> <p>" "</p>	<p>ACRL required facilities guidelines</p> <p>" "</p>	<p>CAI Director, CAI Personnel</p> <p>" "</p>	<p>On-going</p> <p>" "</p>	<p>2004 - 2005</p> <p>\$10,000.00</p>	

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INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
7.) Budget							
7.1. A CAI ample and stable budget will be based on a dollar amount per full-time student equivalent enrollment (FTE).	7.1.1. Use ALA formula dollar expenditure by percentile per FTE student for learning resources by category: a. Salaries and wages b. Print materials c. Current serials d. Microforms e. Machine readable f. audiovisual materials g. other materials h. preservation i. equipment j. contract computers k. computer hardware l. postage m. other expenditure	ALA Dollar Expenditure required table	Dollar Expenditure by Percentile per FTE Student for Learning Resources by Category	CAI Director	Annually		
7.2. 90% of the CAI budget will be adequate to sustain all current operations and to provide for future developments.	7.2.1. Develop and implement local processes so that all expenditures originate within the learning resources program and evaluated by CAI chief administrator. 7.2.2. Maintain internal accounts for evaluating the flow of expenditures, monitoring, encumbrances and approving payment of invoices.	CAI Budget Procedures completion rate CAI Updated Internal account records completion rate	CAI Norms and Procedures Manual CAI Internal account records	" "	" "		

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cont. 7.) Budget							
	7.2.3. Provide funding for: a. level of staffing and compensation b. contractual services c. equipment and materials d. preservation e. replacement and repair f. renovation g. investment in new and improved means of information access and delivery.	Budget allocations completion rate	CAI Budget	Chancellor, Dean for Academic Affairs, CAI Director	Annually		
8.1. Integrity: 8.1.1. Information about CAI will be current, accurate, clear and consistent.	8.1.1. Publish and make accessible honest and truthful documents about CAI to insure accountability and consumer choice.	Publication completion rate	Analysis of documents: CUSJ Catalog, CAI Norms and Procedures Manual, Brochures, CAI Advertising	Dean for Academic Affairs, CAI Director, CAI Staff Personnel,	Quarterly		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 7. Integrity:	8.1.2. Make accessible fair and impartial processes to address grievances promptly, appropriately and equitably.	Complaint processes completion rate	Record of student complaints	CAI Director	On-going		
	8.1.3. Provide fair and impartial practices in the hiring, evaluation, retention, compensation and dismissal of employees.	Employees decision-making rating	CAI Norms and Procedures manual	Dean for Academic Affairs, CAI Director	On-going		
	8.1.4. Provide equitable and appropriate treatment of constituencies (student, graduate, faculty, employer satisfaction) as evident in such areas as student evaluation, curricular improvement, institutional governance and management, faculty promotion, tenure, retention and compensation and student discipline.	Constituencies academic participation rating	" "	Dean for Academic Affairs, CAI Director, CAI Faculty	On-going		
	8.1.5. Maintain CAI licenses by the accrediting and licensing agencies: Middle States Association of Colleges and Schools, General Council of Education in P.R. and	Agencies approval rate	Application forms and written reports for license renewal and for new offerings	CAI Director CAI Faculty	As required		

cont. I.E.P. of Information Access Center

INTENDED OUTCOMES PER STANDARD	ACTIVITIES	INDICATOR(S)	METHOD(S)	HUMAN AND/OR PHYSICAL RESOURCES	TIMETABLE (frequency or term)	COST	ACTUAL OUTCOMES (Results achieved)
cont. 8. Integrity:							
	Professional Regulations and Certification Office in P.R.	Health					
9.) Planning and Outcomes Assessment:							
9.1. CAI will provide a plan for systematic assessment and evaluation of student academic achievement and CAI continuous program improvement.	9.1.1. Revise and/or maintain a 2 years CAI Institutional Effectiveness Plan, in conjunction with campus wide planning and the actions of academic departments.	CAI standards and criteria outcomes assessment plan and progress report completion rate	I.E.P. for CAI Progress Report forms	CAI Director, CAI Committee	Annually		
	9.1.2. Submit a CAI Institutional Effectiveness Plan Progress Report to O.E.P.R.E. Planning Officer.						

AM/2003