BERGEN COMMUNITY COLLEGE

Assessment Report for (Department or Unit): Information Technology Services (ITS)

Department/Unit Leader: Evan Kobolakis

Assessment Period: (2011-2012)

Submitted by: Evan Kobolakis

1. Intended Outcome (Goal): The Telephony, Internet, Wireless and Network experience of the BCC users will improve.

2. General Education Requirement(s) to which the intended outcome relates:

N/A

3. Section(s) of the Strategic Plan to which the intended outcomes relates:

Goals: 3.3 Increase the integrity, accuracy and consistency of college information and data.

5.1 Increase efficiency in our use of fiscal resources, and implement expense control measures to ensure affordability for our students.

4. Means of assessment, sources of data, and desired result:

Network Optimization is a multi-tier, multi-phase, project that involves a thorough assessment, selection of equipment and technology, upgrade Internet and Network Bandwidth, implementation and monitoring. The main focus, for this assessment, will be the Bergen's website. (http://www.bergen.edu)

- **We will base our assessment by comparing the current performance of the website to the IT Industry wide standards obtained from Gartner.** According to Gartner,
    - **0.1 second** is about the limit for having the user feel that the system is reacting instantaneously, meaning that no special feedback is necessary except to display the result.

- **1.0 second** is about the limit for the user's flow of thought to stay uninterrupted, even though the user will notice the delay. Normally, no special feedback is necessary during delays of more than 0.1 but less than 1.0 second, but the user does lose the feeling of operating directly on the data.
- **10 seconds** is about the limit for keeping the user's attention focused on the dialogue. For longer delays, users will want to perform other tasks while waiting for the computer to finish, so they should be given feedback indicating when the computer expects to be done. Feedback during the delay is especially important if the response time is likely to be highly variable, since users will then not know what to expect.

According to various network tests performed internally (using PRTG network monitoring software) and externally (using professional website such as "dnsstuff" and "website pulse") we have the following results:

The average response time for www.bergen.edu is 1.756 sec.

By April 2012 the goal is to bring average response time to 1.0 sec
By April 2013 the goal would be to further reduce the average response time to 0.75 sec
By April 2014 the goal would be to further reduce the average response time to 0.50 sec

5. Summary of Results:

6. Recommendations for improvement: