Administrative Unit Assessment Report

Assessment is a term commonly used to encompass the process of gathering and using evidence to guide improvements.

SACSCOC requires that "The institution <u>identifies</u> expected outcomes, <u>assesses</u> the extent to which it achieves these outcomes, and <u>provides evidence of seeking improvement</u> based on analysis of the results".

Be sure to SAVE your progress as you work!

Administrative Unit
Information Technology Services

Submission Year
2022-2023

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Unit Goal

Goal

Goal 1

Unit Goals are broad statements that describe the overarching long-range intended outcomes of an administrative unit. They support the Institution's Mission/Goals.

Unit Goal
To demonstrate the ability to enhance the living/learning environment by providing and maintaining easy-to-use, readily available, and forward-thinking technical infrastructure for the University community.

Pillar of Success Supported
Financially Stable and Operationally Efficient

Outcomes

Outcome 1

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome

Provide and maintain SMART (Shared Multimedia Access to Resources for Teaching) classrooms: Track number of SMART classrooms and rate of classroom upgrades.

Timeframe for this Outcome
Academic Year 2020-2021   (7/1/20-6/30/21)

Performance Target for "Met"
(85-100%) 100% Lander University SMART Classrooms are maintained consistent with current technology standards or are capable of handling current multimedia output format by use of adapters or with adaptations to equipment or faculty approach.

Performance Target for "Partially Met"
(75-84%) 75% of Lander University SMART Classrooms are maintained consistent with current technology standards or are capable of handling current multimedia output format by use of adapters or with adaptations to equipment or faculty approach.

Performance Target for "Not Met"
(0-74%) Less than 75% of Lander University SMART Classrooms are maintained consistent with current technology standards or are capable of handling current multimedia output format by use of adapters or with adaptations to equipment or faculty approach.

Assessment Measure Used	**Frequency of Assessment**
Assessment instrument used is a count of SMART Classrooms and Survey of Equipment Age and Installation Date.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
As of 6/30/2022 Lander University has 89 operational technology-enabled SMART Classrooms (53 Standard Classrooms, 9 Laptop-Ready Classrooms, and 27 Special Use Labs). 100% of the classrooms are capable of handling current multimedia output with the use of adapters and/or wireless sharing or "casting" technology.	3

Comments/Narrative
The addition of 4 classroom/lab spaces in the Legion/Nursing Building allowed two lab spaces in Barratt Hall to be reclaimed as classrooms. A student Design Den space in the Cultural Center was transformed into a teaching space with the addition of a Smart Display and instructor control. These spaces were expanded and functional by the end of FY 21/22; however, Covid-related supply chain issues continue to be a factor and the final finish for these spaces will not happen until fall of 2022. Control updates need to be planned beginning FY 22/23 for spaces that are first-generation digital classrooms as the technology is rapidly becoming dated. Planning needs to take into account that some specialized control equipment is severely delayed due to continuing supply chain slowdowns.

Resources Needed to Meet/Sustain Results
At the close of FY21/22, lifecycle planning for installed AV equipment is being reviewed. Additional funds may be needed to update control and projection technology.

Explanation of How Resources Will Be Used
Resources may be used to update control and projection technology.

Outcome 2

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Provide and maintain faculty laptops to meet current need: track number of faculty laptops and rate of laptop upgrades.

Timeframe for this Outcome
Academic Year 2020-2021   (7/1/20-6/30/21)

Performance Target for "Met"
(85-100%) 100% of Lander University full-time faculty members have a current faculty laptop issued to them.

Performance Target for "Partially Met"
(75-84%) 75% of Lander University full-time faculty members have a current faculty laptop issued to them.

Performance Target for "Not Met"
(0-74%) Less than 75% of Lander University full-time faculty members have a current faculty laptop issued to them.

Assessment Measure Used	**Frequency of Assessment**
Assessment instrument used is a count of full-time faculty members compared with a count of currently-issued faculty laptop deployments.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
As of 6/30/2022, all full-time faculty members as defined by Academic Affairs had a current laptop and docking station issued to them. Faculty laptops are considered current for a 4-year term during which they are covered by warranty and accidental damage protection.	3

Comments/Narrative
Lander University continues to be able to provide laptop computers with docking stations to 100% of full-time faculty members as counted by the Office of Academic Affairs. As this number fluctuates, Academic Affairs personnel communicate with Information Technology personnel to assure that needs are met.

Resources Needed to Meet/Sustain Results
Continual funding may be required to maintain Lander's faculty laptop program. Should funding fall short, additional resources may be required to maintain this program.

Explanation of How Resources Will Be Used
Resources will be used to provide and maintain laptop computers for full-time faculty members.

Outcome 3

Outcomes are specific, **measurable** statements that reflect the broader goals. They will primarily describe what the unit is going to do and what its impact will be on students and other key stakeholders (alumni, parents, employers, etc.).

Most administrative units measure **Operational Outcomes** which describe the level of performance of an operational aspect of a program or office (ex. number of services provided, timeliness of a process).

Some units may measure **Student Learning Outcomes** which describe knowledge, skills, and values that students are expected to gain as a result of their educational experiences (ex. Student Wellness Program may measure student knowledge of healthy habits.)

What type of Outcome would you like to add?
Operational Outcome

Enter Outcome
Provide timely support and service to members of the Lander University community. Measure provides percent of technology work orders completed as a representation of support and services offered.

Timeframe for this Outcome
Academic Year 2020-2021   (7/1/20-6/30/21)

Performance Target for "Met"
(90-100%) 90% of Lander University work order tickets closed by resolving the issue or otherwise meeting the needs of the individual that entered the ticket.

Performance Target for "Partially Met"
(89-70%) 70% of Lander University work order tickets closed by resolving the issue or otherwise meeting the needs of the individual that entered the ticket. Less than 70% of Lander University work order tickets closed by resolving the issue or otherwise meeting the needs of the individual that entered the ticket.

Performance Target for "Not Met"
(0-69%) Less than 70% of Lander University work order tickets closed by resolving the issue or otherwise meeting the needs of the individual that entered the ticket.

Assessment Measure Used	**Frequency of Assessment**
Count of opened and successfully closed work order tickets.	Annually

Data Collected for this Timeframe (Results)	**Score (Met=3, Partially Met=2, Not Met=1)**
Prior to 5/12/2022, Service incidents were being managed via a custom Microsoft form introduced in FY19/20 as a temporary stopgap after the failure of the previous Spiceworks server at the start of the	3

Covid pandemic. At the start of FY 21/22 a true ticketing and service management solution was still being sought and had been identified as a critical need.

Records from FY21/22 indicate that the custom form recorded 2797 requests. Of these, 149 were not marked as complete and were either transferred to Service Desk or cancelled for non-response, with a result that 5% of these requests were not completed.

Student specific requests for assistance were managed in by the Technology Resource Assistance Center for Students (TRACS). TRACS successfully assisted with 2,751 student technology incidents.

Comments/Narrative
The introduction of a true work order system provides a means to track and provide support for service requests within ITS and across campus.

Resources Needed to Meet/Sustain Results
Continue tuning of support services.

Explanation of How Resources Will Be Used
Resources will be used to greatly enhance customer support and service experience, improve ITS response times, better track incidents, response, assets, and scope of projects. Resources will help more effectively measure IT capabilities and personnel capacity.

Goal Summary

Goal Summary/Comments
An advantage that was gained this year by the move to Service Desk provided a means to track help requests across the entire ITS department. The campus usage response has been high and has helped the department to effectively respond to the Lander community. This comprehensive solution has improved communication, record keeping and reporting both within the department and across the university.

Changes Made/Proposed Related to Goal
Continue to gain improvements related to the new Service Desk software implementation.

Upload Files (if needed)