

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 identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of seeking improvement based on analysis of the results".

Be sure to **SAVE** your progress as you work!

Administrative Unit
Information Technology Services

Submission Year
2021-2022

Assessment Coordinator Name
Robin Lawrence / Abdallah Haddad

Enter Assessment Coordinator Email
rlawrence@lander.edu

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

Assessment instrument used is a count of SMART Classrooms and Survey of Equipment Age and Installation Date.

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

As of 6/30/2021, Lander University has 82 operational technology-enabled SMART Classrooms (51 Standard Classrooms, 9 Laptop-Ready Classrooms, and 22 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.

Score (Met=3, Partially Met=2, Not Met=1)

3

Comments/Narrative

Use of Covid-19 funds during FY20/21 allowed for the inclusion of webcams, microphones, and related special equipment to facilitate multiple modes of instruction. In addition, 13 Special Use Labs were added in areas such as Science Laboratory Classrooms to provide SMART technology to areas that were previously lacking (See previous year Resources Needed and Explanation). Control systems for all spaces were updated to include the additional equipment and provide ease of use for faculty instructors based on feedback received from faculty members utilizing the equipment. In addition to hardware improvements, software was procured to assist with sound quality while utilizing webcams and microphones.

Resources Needed to Meet/Sustain Results

At the close of FY20/21, lifecycle planning for installed AV equipment was being reviewed. Additional funds may be sought.

Explanation of How Resources Will Be Used

Additional funds may be used to upgrade dated control equipment in 20 classrooms, install interactive displays in 30 small classrooms with aging projectors, and to upgrade AV (better cameras and microphone arrays) in larger classrooms to better support hybrid teaching modalities. In addition, these

funds will allow for the purchase of equipment requested by faculty to better meet instructional needs (Including e-Glass Transparent Lightboard pilot and Swivl pilot).

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

Assessment instrument used is a count of full-time faculty members compared with a count of currently-issued faculty laptop deployments.

Frequency of Assessment

Annually

Data Collected for this Timeframe (Results)

As of 6/30/2021, 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.

Score (Met=3, Partially Met=2, Not Met=1)

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. With the challenges involved with the Covid-19 pandemic for both Lander University and the State of South Carolina and additional funding needed for network upgrades, and expanded outdoor wireless access, this may be a consideration for FY21/22.

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

Count of opened and successfully closed work

Frequency of Assessment

Annually

order tickets.

Data Collected for this Timeframe (Results)	Score (Met=3, Partially Met=2, Not Met=1)
Successfully closed 3,398 of 3,539 (96%) of Help Requests entered during FY20/21.	3

Comments/Narrative

Successful closure of tickets/requests represents responsiveness of ITS staff in resolving support requests received by faculty and staff of Lander University. The small percentage of unresolved tickets includes project requests, late term requests, and long-term troubleshooting or requests. Of the recorded requests, 694 were student specific requests received through TRACS and added as an additional metric for FY20/21. Spiceworks (work ticket system) server failed during FY19/20 and was replaced by custom forms utilizing Microsoft Teams/365 to provide a method of recording requests for assistance. At the close of FY20/21, a true ticketing management solution is in the process of being procured. The use of Microsoft Teams and forms has worked as a stopgap measure.

Resources Needed to Meet/Sustain Results

Continue tuning of support services. Critical need for a comprehensive ticketing, planning, and asset management solution. Assessment of possible solutions, funding to procure and implement identified solution, and enough staff time is needed to improve tracking and maintenance of services, assets, projects, and requests.

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

Challenges working through personnel changes and the Covid-19 pandemic this year have affirmed there is a need to effectively address our record issues that are resolved via phone call, walk-up, or interaction elsewhere on campus and that we need a unified method for identifying, recording, addressing, and resolving issues for clients. A method to seek immediate feedback for assistance is also needed. An advantage that was gained this year by the need to move to Teams/Planner to track help requests is that adoption across the entire ITS department has been high and helped the department to effectively respond during Lander University's initial response to Covid-19. This affirms the need to seek a comprehensive solution that can improve communication and record keeping both within the department and across the university.

Changes Made/Proposed Related to Goal

Prioritize identification and planning for comprehensive workflow and response solution with key personnel. Consolidate needs of individual areas within ITS to find a solution that will meet needs across the department and be widely adopted so that efficiency is improved.

Upload Files (if needed)