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
2023-2024

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 2022-2023 (7/1/22-6/30/23)

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 6/30/2023 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
Equipment has been ordered and plans made to update 6 Classroom spaces that are first-generation digital classrooms as the technology is rapidly becoming dated; however, continuing supply chain issues mean that the control equipment will not be delivered until several months into FY 23/24.

Additional control updates need to be planned for 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 FY22/23, lifecycle planning for installed AV equipment is being reviewed. Additional funds will 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 2022-2023 (7/1/22-6/30/23)

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 6/30/2023, 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 2022-2023 (7/1/22-6/30/23)

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)**
Based on records in ServiceDesk, a total of 7,035 incidents were opened during FY22/23. Of those 98% or 6,902 incidents were Closed or Resolved at the end of the Fiscal Year while the remaining	3

2% or 133 incidents were in process, awaiting input, or on hold. Of that number 764 self-identified as students, 1026 as staff members, 464 as faculty members, and 41 adjunct faculty members. The vast majority of recorded incidents were either classed as Computers, Software, & Printing (2122) or Account & Access (e.g. CAN'T LOG IN) (2116) issues. During the same period, a total of 21 problems were recorded.

Comments/Narrative
This is the first year with data from ServiceDesk. As the year progressed, the ITS team tuned utilization of the ITSM system. The increased number of incidents recorded likely indicates the increased number of students, faculty and staff being supported; the increased visibility of ServiceDesk as a vector for incidents to be reported and tracked; and wide adoption of ServiceDesk by the ITS team.

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 was the move to Service Desk which provided a means to track service 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 within the department.

ITS continues to improve the teaching and learning experience. For instance, this year a pilot group was established to transition Blackboard courses to "Ultra View'. The scope of this project encompassed migrating 35 courses, offered across various departments and academic levels, from the previous Blackboard "Original Course View" to "Ultra View". The project aimed to improve the overall online learning experience, enhance faculty-student communication, and simplify course management for instructors. During the summer of 2023, faculty in the pilot group worked closely with the ITS instructional technology team to convert 35 Fall 2023 courses to Blackboard Ultra View. We are currently seeking input from the college deans to expand the pilot program into the Spring 2024 semester.

ITS worked over the summer of 2023 to drastically enhance the network connectivity and WiFi access in Lide Apartments, Bearcat Village and McGhee Court. These upgrades have enriched the student experience with Lander's academic and administrative resources.

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

Upload Files (if needed)