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
2024-2025

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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 2023-2024 (7/1/23-6/30/24)

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 6/30/2024 Lander University has 90 operational technology-enabled SMART Classrooms (53 Standard Classrooms, 10 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
Six Classroom spaces were updated with new equipment as planned and purchased last FY. Additional updates need to be planned for FY 24/25 for spaces that are first-generation digital classrooms as the technology is becoming dated.

Resources Needed to Meet/Sustain Results
At the close of FY23/24, lifecycle planning for installed AV equipment is being reviewed. Update and upgrade measures will be prioritized and executed accordingly.

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 2023-2024 (7/1/23-6/30/24)

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 6/30/2024, 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
Continued funding may be required to effectively maintain Lander's faculty laptop 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 2023-2024 (7/1/23-6/30/24)

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 4,939 new service tickets were opened during FY23/24. Of those 94.39% or 4662 service tickets were Closed or Resolved at the end of the Fiscal Year while the remaining 5.61% or 277 service tickets were in process, awaiting input, or on hold. Of that number 618 requestors self-identified as students, 797 as staff members, 487 as faculty members, and 48 adjunct faculty members. The vast majority	3

of recorded service tickets were either classed as
Computers, Software, & Printing (1489) or Account
& Access (e.g. CAN'T LOG IN) (1500) issues.
During the same period, a total of 45 problems
(affecting multiple users) were recorded.

Comments/Narrative
The ITS team continues to tune utilization of the ServiceDesk ITSM system. More Service Requests
and Solutions were implemented 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
The ITS team has continued to fine tune use of ServiceDesk. Staff vacancies have slowed the pace of
change and are currently being addressed. The ITS Team continues to build out and update Service
Requests and Solutions to better meet campus needs efficiently.

ITS continues to improve the teaching and learning experience within Blackboard. At the beginning of the
Fall 2024 semester, approximately 50% of courses have been converted to Ultra view in Blackboard.
Ultra view is a modern course design that is simplified and intuitive for all users. Responsive design
allows the Ultra view interface to adjust to any device (computer, tablet, or smartphone). This project
aims to improve the overall online learning experience, enhance faculty-student communication, and
simplify course management for instructors. We anticipate being fully transitioned to Ultra view by Fall
2025.

ITS made significant infrastructure and connectivity enhancements to campus network, Internet, and Wi-
Fi. Large projects included installing new single mode fiber between designated buildings, new Wi-Fi
wiring in the Learning Center, new network switches in many areas on campus, and over 130 new
access points across campus and university housing . ITS continues to diligently enhance the
infrastructure and connectivity to the network, internet and Wi-Fi; future projects would continue to
accommodate such needs.

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

Upload Files (if needed)