

# 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

2025-2026

### Assessment Coordinator Name

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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 2024-2025 (7/1/24-6/30/25)

**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 6/30/2025 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.

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

3

**Comments/Narrative**

Classroom spaces are maintained with current AV equipment.

Additional updates need to be planned for FY 25/26 for spaces with the last generation of lamped projectors.

**Resources Needed to Meet/Sustain Results**

Lifecycle planning for installed AV equipment is being reviewed. Update and upgrade measures will be prioritized and executed according to demonstrated campus needs.

**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 2024-2025 (7/1/24-6/30/25)

#### 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 6/30/2025, 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 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. A comprehensive current inventory of staff computers is being carried out to expand this replacement cycle to full-time staff of the university in positions that require the use of university computing resources.

**Resources Needed to Meet/Sustain Results**

Continued funding is required to effectively maintain Lander’s faculty laptop program. Better communication and planning about staff level increases and unmet needs should be sought to improve planning and cost estimation.

**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 2024-2025 (7/1/24-6/30/25)

**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 order tickets.

**Frequency of Assessment**

Annually

**Data Collected for this Timeframe (Results)**

Based on records in ServiceDesk, a total of 3396 new service tickets were opened during FY24/25. Of those 95% or 3236 service tickets were Closed

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

3

or Resolved at the end of the Fiscal Year while the remaining 5% or 160 service tickets were in process, awaiting input, or on hold. 386 requestors self-identified as students, 620 as staff members, 496 as faculty members, and 55 adjunct faculty members. (Identifying affiliation type with the university is not required by the system.) The vast majority of recorded service tickets were either classed as Computers, Software, & Printing (1444) or Account & Access (e.g. CAN'T LOG IN) (1031) issues.

#### **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**

ITS continues to enhance the teaching and learning experience within the Blackboard ecosystem. As of Fall 2025, all courses have successfully transitioned to Ultra view.

Ultra view offers a modern, streamlined course design that is intuitive and responsive across all devices—computers, tablets, and smartphones. This transition has significantly improved the online teaching/learning experience, strengthened faculty-student communication, and simplified course management for instructors.

Feedback from both students and faculty has been overwhelmingly positive, highlighting increased ease of use, better navigation, and a more engaging interface. ITS remains committed to supporting instructional excellence through ongoing training, support, and platform optimization.

The ITS team has continued to enhance its ticketing platform, ServiceDesk. The ITS Team diligently continues to build out and update Service Requests and Solutions to better meet campus needs efficiently and effectively.

Furthermore, ITS continues to enhance campus infrastructure network, Internet, and Wi-Fi including the installation of single mode fiber between buildings, network switches, and new access points across campus and university housing. ITS will continue to assess and address the infrastructure and connectivity needs across campus.

#### **Changes Made/Proposed Related to Goal**

Continue to gain improvements related to the new Service Desk software implementation.

#### **Upload Files (if needed)**