

# 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".

## Administrative Unit

Information Technology Services

## Submission Year

2019-2020

*Academic year you are submitting report. Not necessarily the year that data is being reported on. Ex. If the report you are submitting is due October 1, 2019, choose 2019-2020.*

## Assessment Coordinator Name

Robin Lawrence

## Enter Assessment Coordinator Email

rlawrence@lander.edu

*If more than one coordinator, please choose one for emails to be sent to.*

## 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.

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

- High-Demand, Market-Driven Programs
- Selective, Competitive Recruitment and Enrollment of Ambitious and Talented Students
- Robust Student Experience
- Graduates Who Are Gainfully Employed or Admitted to Graduate School
- Advancement Activities Leveraged to Further the University's Mission
- Engaged and Supportive Alumni
- Financially Stable and Operationally Efficient
- Facilities Positioned for Growth and Efficient Utilization
- Employer of Choice
- Highly-Valued Community Partner

*Choose the Pillar of Success that your goal best aligns with.*

## 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 2018-2019 (7/1/18-6/30/19)

*Ex. Academic Year 2017-2018*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Met".*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

### Assessment Measure Used

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

### Frequency of Assessment

Annually

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved.*

(ex. satisfaction surveys, productivity data, number of students served).

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

Lander University currently has 69 technology-enabled SMART Classrooms. 100% are capable of handling current multimedia output with use of adapters.

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

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

Reassessment/Reclassification of classroom/learning spaces has increase number of spaces to 69. Upgrade process was slow during Academic year 18-19 due to need to support physical classroom upgrades of furniture and flooring. Recent approval of additional funds will allow improvements to be made during Academic Year 19-20, including upgrading all classroom podium computers, upgrading interactive boards in 12 additional classrooms, and phasing out dated control equipment.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

Additional \$300,000 funds will be utilized to upgrade all classroom computers, interactive boards in 12 classrooms, respond to faculty requests, upgrade to lampless projectors, and phase out dated control equipment during Academic Year 19-20.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

Additional \$300,000 funds will be utilized to upgrade all classroom computers, interactive boards in 12 classrooms, respond to faculty requests, upgrade to lampless projectors, and phase out dated control equipment during Academic Year 19-20.

**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 2018-2019 (7/1/18-6/30/19)

*Ex. Academic Year 2017-2018*

**Performance Target for "Met"**

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

*The anticipated level of achievement for this Outcome to be considered "Met".*

**Performance Target for "Partially Met"**

(75-84%) 75% of Lander University full-time faculty members have a current faculty laptop issued to them.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

**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.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

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

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

**Frequency of Assessment**

Annually

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

All full-time faculty members (100%) as measured by Academic Affairs have a current laptop and docking station issued to them.

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**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. During FY19, 38 faculty laptops were purchased, including 16 for new full-time faculty members and 22 upgrades for current full-time faculty members.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

### Resources Needed to Meet/Sustain Results

Continued support from the SC Education Lottery funds is required to maintain Lander's faculty laptop program. Should funding fall short, additional resources will be required to maintain this program.

*Include estimate of cost.*

### Explanation of How Resources Will Be Used

Resources will be used to provide 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 2018-2019 (7/1/18-6/30/19)

*Ex. Academic Year 2017-2018*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Met".*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Partially Met".*

### 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.

*The anticipated level of achievement for this Outcome to be considered "Not Met".*

**Assessment Measure Used**

Count of opened and successfully closed work order tickets.

**Frequency of Assessment**

Annually

*Tools that allow us to measure or demonstrate the extent to which outcomes have been achieved. (ex. satisfaction surveys, productivity data, number of students served).*

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

Successfully closed 2314 out of 2339 (98.93%) work tickets/requests entered during Academic Year 19-20.

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

3

*If this is a new outcome and no data has been collected, you should explain when data will be available for entry.*

**Comments/Narrative**

Successful closure of work order tickets represents responsiveness to resolving support requests made by faculty and staff of Lander University. The small percentage of tickets unresolved represent late submissions, project requests that could not be addressed during the academic year, and tickets still in process.

*Analyze your results and show you are seeking improvement. If this is an outcome you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Resources Needed to Meet/Sustain Results**

Continue tuning of support services. Additional resources not requested as of report date.

*Include estimate of cost.*

**Explanation of How Resources Will Be Used**

Continue tuning of support services. Additional resources not requested as of report date.

## Goal Summary

**Goal Summary/Comments**

We've recognized that there are a number of issues that are resolved either via phone call, visit, or interaction elsewhere on campus and are seeking a better way to record those interactions. We are also seeking feedback on issues resolved (working on format and content of questions currently.)

*Analyze your results and show you are seeking improvement. If this is a goal you have used in the past, please provide a narrative that includes an analysis of historical data and current data. Include evidence of improvement or clarification of why improvement has not been accomplished.*

**Changes Made/Proposed Related to Goal**

More thorough cataloging of Work Order Tickets.

Tracking assets. We are working with Asset Panda and SCCM to better track assets assigned to faculty and staff members of Lander University. We're currently in the process of linking these records up with the newly updated SCCM server to better track assets, which will hopefully allow us to address needs (for new computers, updates, etc.) before they become critical.

*Describe changes that will be made in response to assessment results. Essential to "close the loop".*

**Upload Files (if needed)**