Information Technology

Detailed Assessment Report
2011-2012

Mission / Purpose
The Information Systems Department will provide high quality infrastructure, support services, and innovation in the delivery of technology products and services for the University community by supplying the leadership and resources necessary to ensure the availability and reliability of all systems and the overall security and integrity of data. Information Systems will work in partnership with all areas of the University to ensure all systems function as needed to facilitate the realization of the University's mission.

I. Goals and Student Learning Outcomes/Objectives, with Related Measures, Targets, Findings, and Action Plans

A. Goal: Meet the needs of its various publics through the comprehensive use of information technologies
Information Technology will meet the needs of its various publics, both internal and external, through the comprehensive use of information technologies.

1. Outcome: Impact student learning with technology
Student learning will be impacted by Information Systems providing access to and assistance with available technology.

a. Measure: Receive positive feedback regarding student support requests.
Through a participant survey, Information Systems will receive positive feedback from survey participants for student support requests.

1. Achievement Target:
80% positive feedback from participants regarding student support requests.

2. Findings (2011-2012) - Target: Not Met
Information Technology planned on using the Helpdesk survey feature to request feedback. However, this tool did not provide enough functionality to gauge feedback.

3. Action Plans:
Administer electronic surveys to faculty, staff and students in May, 2013.
To gauge effectiveness of IT, electronic surveys will be used to collect responses from faculty, staff and students.

Established in Cycle: 2011-2012
Implementation Status: Planned
Priority: High
Implementation Description: Meet with Angel Jowers, Director of Institutional Effectiveness, to form survey questions.
Responsible Person/Group: Mike Pratt/Angel Jowers
II. Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

B. Goal: Provide effective administrative services to support the mission.

Provide effective administrative services to support the mission.

1. Objective: Provide planning services to assist users requiring computer support.

Information Systems will provide planning services to assist users requiring initial or updated computer support.

a. Measure: Receive positive feedback from participants

Through the use of a participant survey, Information Systems will receive positive feedback regarding planning services.

1. Achievement Target:

80% of participants will give positive feedback on survey.

2. Findings (2011-2012) - Target: Not Met

Information Technology planned on using the Helpdesk survey feature to request feedback. However, this tool did not provide enough functionality to gauge feedback.

3. Action Plan:

Administer electronic surveys to faculty, staff and students in May, 2013.

To gauge effectiveness of IT, electronic surveys will be used to collect responses from faculty, staff and students.

Established in Cycle: 2011-2012

Implementation Status: Planned

Priority: High

Implementation Description: Meet with Angel to form survey questions.

Responsible Person/Group: Mike Pratt/Angel Jowers

2. Objective: Provide equipment setup services to assist with installation of hardware/software systems

Information Systems will provide equipment setup services to assist users with the installation of hardware/software systems.

a. Measure: Receive positive feedback regarding setup service requests

Through the use of a participant survey, Information Systems will receive positive feedback regarding setup service requests.

1. Achievement Target:

80% of participants will give positive feedback regarding setup service requests.

2. Findings (2011-2012) - Target: Not Met

Information Technology planned on using the Helpdesk survey feature to
request feedback. However, this tool did not provide enough functionality to gauge feedback.

3. Action Plans:
   Administer electronic surveys to faculty, staff and students in May, 2013.
   To gauge effectiveness of IT, electronic surveys will be used to collect responses from faculty, staff and students.
   Established in Cycle: 2011-2012
   Implementation Status: Planned
   Priority: High
   Implementation Description: Meet with Angel Jowers, Director of Institutional Effectiveness, to form survey questions.
   Responsible Person/Group: Mike Pratt/Angel Jowers

3. Objective: Perform hardware/software maintenance for all University computers
   Information Systems will perform hardware/software maintenance for all University computers.

   a. Measure: Receive positive feedback on maintenance requests
      Through a participant survey, Information Systems will receive positive feedback from survey participants for maintenance requests.

      1. Achievement Target:
         80% positive feedback from participants regarding maintenance requests.

      2. Findings (2011-2012) - Target: Not Met
         Information Technology planned on using the Helpdesk survey feature to request feedback. However, this tool did not provide enough functionality to gauge feedback.

      3. Action Plan:
         Administer electronic surveys to faculty, staff and students in May, 2013.
         To gauge effectiveness of IT, electronic surveys will be used to collect responses from faculty, staff and students.
         Established in Cycle: 2011-2012
         Implementation Status: Planned
         Priority: High
         Implementation Description: Meet with Angel Jowers, Director of Institutional Effectiveness, to form survey questions.
         Responsible Person/Group: Mike Pratt/Angel Jowers

4. Objective: Provide operations support
   Information Systems will provide operations support to keep the systems functioning, to process information, and to produce the desired results.

   a. Measure: Systems, networks, and production servers will be operational
Through the system center operations manager, Information Systems will determine if the Datatel system, network and each production server was available to users.

1. Achievement Target:
Datatel system, network and production servers will be available 98% of the time.

2. Findings (2011-2012) - Target: Met
Per statistics found in ORION, servers and network, overall, were available an average of 99.2% over the course of the last year. While IT has met this goal, the goal is to improve reporting to break availability down by network devices, servers and applications. IT is currently reviewing our options for doing this. Overall, availability did improve from last year, and there is a belief that this is due to two main changes: 1) IT has installed generators for several buildings on campus, so those devices are no longer affected by power outages and 2) IT has upgraded our hardware infrastructure to be more reliable and, therefore, more available.

5. Objective: Continue ERP (Datatel) system implementation
Continue ERP (Datatel) system implementation

a. Measure: Accomplish Datatel project milestones
Information Systems will accomplish Datatel project milestones.

1. Achievement Target:
100% of Datatel project milestones will be accomplished.

2. Findings (2011-2012) - Target: Not Met
A majority of the Datatel projects were completed. However, several of the projects were either cancelled or postponed for various reasons.

3. Action Plan:
Datatel ERP Projects (2011-2012)
Datatel projects moved from 2010-2011 Best Practices Workshop for Human Resources/Payroll - Complete Best Practices Workshop for Admissions/Recruitment - Complete Datatel Recruiter - Complete Electronic Transcripts - In Progress; Will be up and running by September 2012 Communications Management: Registration, A/R, H/R, and Payroll - In Progress; Training scheduled for October 2012 Datatel projects planned for 2011-2012 Colleague Optimization (2nd year of 3 year project) - Complete Consulting: Contingency Allocation (2nd year of 3 year project) - Complete Success Partners Project Coordination (2nd year of 3 year project) - Complete Intelligent Learning Platform (project cancelled) - This project was determined not to be a good fit for UWA and was postponed indefinitely. Retention Alert - Software has been installed and configured; Planning to go live in September 2012 Financial Reporting: Synoptix - Due to George Snow being out of the office indefinitely due to illness, this project was postponed. IT will revisit in early 2013. Fixed Assets - Training and implementation scheduled for July 26 and July 27, 2012 WebAdvisor:
Request a Payment - This project was determined not to be a good fit for UWA and was postponed indefinitely.

Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High

II. Other Plans for Improvement:

A. Continue expansion of campus wide security
Continue expansion of the campus wide security project in conjunction with the Office of Public Safety. Dr. Holland has been funding this for the past two years.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Responsible Person/Group: IS, Campus Police, Office of the President
Budget Amount Requested: $300,000.00 (recurring)

B. Review hardware infrastructure & recommend upgrades
Review hardware infrastructure at the desktop level and recommend necessary upgrades.
Established in Cycle: 2011-2012
Implementation Status: In-Progress
Priority: High
Implementation Description: Begin central funds to allow all faculty/staff systems to be upgraded on a four year cycle
Responsible Person/Group: Mike Pratt
Budget Amount Requested: $150,000.00 (recurring)

III. Analysis Questions and Analysis Answers

A. What specific strengths did your assessments show? (Strengths)
Information Technology improved overall reliability and availability of the network, servers, and applications. The Datatel Strategic Plan continued to be a focus for the department. Items from the 2010-2011 year were subsequently completed in 2011-2012 and items in the current year, 2011-2012, are mostly complete. The items not complete were either cancelled altogether, scheduled with Datatel consultants to be complete by the end of the fiscal year, or postponed due to reasons beyond our control such as illness with other staff members. While IT was unable to secure feedback from end users, Information Technology was very successful in completing many projects and resolving problems. The campus security project has been a primary focus and a tremendous amount of work has been done in a short time.

B. What specific weaknesses or challenges did your assessments show? (Weaknesses)
Information Technology needs to be more proactive with planning and assessment related projects to ensure the ability to properly report successes (and failures).
C. What plans were implemented?
Best Practices Workshop for Human Resources/Payroll; Best Practices Workshop for Admissions/Recruitment; Datatel Recruiter Colleague Optimization (2nd year of 3 year project); Consulting: Contingency Allocation (2nd year of 3 year project); Success Partners Project Coordination (2nd year of 3 year project); Continue expansion of campus wide security; Review of hardware and network infrastructure and recommend/implement upgrades.

D. What plans were not implemented?
Retention Alert - Software has been installed and configured; Planning to go live in September 2012

Financial Reporting: Synoptix - Due to George Snow being out of the office indefinitely due to illness, this project was postponed. IT will revisit in early 2013.

Fixed Assets - Training and implementation scheduled for July 26 and July 27, 2012

WebAdvisor: Request a Payment - This project was determined not to be a good fit for UWA and was postponed indefinitely.

Intelligent Learning Platform (project cancelled) - This project was determined not to be a good fit for UWA and was postponed indefinitely

Electronic Transcripts - In Progress; Will be up and running by September 2012

Communications Management: Registration, A/R, H/R, and Payroll - In Progress; Training scheduled for October 2012

Helpdesk software used for soliciting feedback from end users

E. How will assessment results be used for continuous improvement?
The assessment has demonstrated areas that need more attention such as soliciting feedback on how the department is performing. Information Technology needs to also be careful not to overcommit to projects when staffing may not be available for a project to be completed in a timely manner; this is especially true when working with external departments or large groups as we often do with the Datatel projects.

IV. Annual Report Section Responses

A. Key Achievements
Information Technology would like to highlight the following achievements in addition to those stated in our Action Planning:
• Implemented Acalog - online catalogue software
• Installed natural gas generators at various buildings to boost uptime for the network, phone system and security system
• Implemented data backup system - data is backed up across campus and offsite
• Added the phone system queue for the Registrar's Office and Admissions
• Moved all servers to new hardware
• Involved in the Hoover addition including security cameras, one online lock and 168 offline locks (with Physical Plant)
• Continued security project including installing door access and security cameras in various buildings
• Updated to the latest version of Blackboard Learn

B. Staff Achievements
Adam Wear received a Master of Arts in English Literature from the University of Alabama in May of 2012.
**Planning and Assessment Approval**

Department or Division: Information Technology  
Chair or Director: Mike Pratt  
Dean or Vice President: Provost Taylor

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<tr>
<th>Item</th>
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<th>Remarks</th>
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<tbody>
<tr>
<td>Goals</td>
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<td>Goals are broad statements describing what the unit wants to accomplish. Goals relate to both the unit's mission and the University's mission. The goal(s) is stated as the University goal(s) a unit is attempting to meet.</td>
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<td>Outcomes/Objectives</td>
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<td>Outcomes and objectives are statements that describe in some detail what the unit plans to accomplish. Outcomes/objectives are associated with all applicable goals, strategic plans, standards, and institutional priorities.</td>
<td>YES</td>
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<td>Objectives</td>
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<td>Objectives are active-verb descriptions of specific points or tasks the unit will accomplish or reach. Outcomes are active-verb descriptions of a desired end result related to student learning and the unit's mission.</td>
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<td>Measures are statements to judge success in achieving the stated outcome or objective. Measures contain information on the type of evidence and assessment tool that a unit will use to verify if stated outcome/objective has been met.</td>
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<td>Achievement Targets</td>
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<td>Achievement targets are the thresholds that the measures must meet for the unit to determine that it has been successful in meeting its specified outcomes/objectives. Achievement targets are measurable statements.</td>
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<td>Action Plans</td>
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<td>Analysis Report</td>
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Approved by: [Signature]

Date: 7/27/12

Received by OIE: [Signature]

Date: 8-10-12

Findings
- Findings are indications whether an outcome/objective was met or not. Findings are put into the system under each achievement target. Findings include an interpretation of results, possible uses of results, reflection on problems encountered, indicated improvements/changes and strengths or weakness.

Action Plans
- Action plans are detailed plans created by the unit to meet an outcome/objective that was only partially met or not met or to make improvement to those outcomes/objectives that were met but still need some strengthening. The plan includes a projected completion date, implementation description, responsible person(s)/group, resources required, and budget amount (if applicable).

Action plans created in previous cycles have been updated with implementation notes.

Annual Report
- The Annual Report section contains information on key achievements, faculty and/or staff achievements, and community/public.

Analysis Report
- The unit has reflected on and created narratives for each of the following areas: specific strengths and progress made on outcomes/objectives, specific weaknesses or challenges, plans that were and were not implemented, and how assessment results will be used for continuous improvement.