# 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**
2020-2021

**Assessment Coordinator Name**
Robin Lawrence

**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 2019-2020   (7/1/19-6/30/20)

**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 6/30/2020, Lander University had 69 operational technology-enabled SMART Classrooms. 100% capable of handling current multimedia output with use of adapters. | 3 |

**Comments/Narrative**
Use of one-time funds during FY19/20 allowed the upgrade of all classroom podium computers, upgrade to 13 interactive displays in classrooms, addition of one additional interactive display in a classroom previously outfitted with a projector and screen, upgrade of 20 projectors to lamp less models, and upgrade of 18 classroom control systems.

**Resources Needed to Meet/Sustain Results**
At the close of FY19/20, planning and procurement was underway to add additional equipment to meet needs imposed by the Covid-19 Pandemic. Planning includes adding additional equipment to existing classrooms and expanding into an additional 13 spaces. Additional funding will be needed to meet these needs.

**Explanation of How Resources Will Be Used**
Additional funds will be used to outfit 13 additional spaces as SMART Classrooms and to upgrade equipment installed in existing classrooms to meet the needs of faculty members to deliver courses in a hybrid model as defined by Academic Affairs.

# 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 2019-2020   (7/1/19-6/30/20)

**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 6/30/2020, 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. For FY19/20, 65 faculty laptops were purchased, including 17 for new full-time faculty members and 48 upgrades for current full-time faculty members.

**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. With the challenges involved with the Covid-19 pandemic for both Lander University and the State of South Carolina and additional funding needed for network upgrades, increased Bandwidth, and expanded outdoor wireless access, this may be a consideration for FY20/21.

**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 2019-2020   (7/1/19-6/30/20)

**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)** |
| --- | --- |
| Successfully closed 2,560 out of 2,608 (98%) work tickets/requests entered during FY19/20. | 3 |

**Comments/Narrative**
Successful closure of tickets/requests represents responsiveness of ITS staff in resolving support requests received by faculty and staff of Lander University. The small percentage of unresolved tickets includes project requests and long-term troubleshooting or requests. Planning to assess student requests received through TRACS as an additional metric for FY20/21. Spiceworks (work ticket system) server failed March 18 and was replaced by utilizing Microsoft Teams Forms and Planner tasks as a temporary solution beginning March 19.

**Resources Needed to Meet/Sustain Results**
Continue tuning of support services. Identified need for comprehensive ticketing, planning, and asset management solution. Assessment of possible solutions, funding to procure and implement identified solution, and enough staff time is needed to improve tracking and maintenance of services, assets, projects, and requests.

**Explanation of How Resources Will Be Used**
Resources will be used to improve ITS response times, better track incidents, response, assets, and scope of projects. Resources will help more effectively measure IT capabilities and capacity.

# Goal Summary

**Goal Summary/Comments**
Challenges working through personnel changes and the Covid-19 pandemic this year have affirmed there is a need to effectively address our record issues that are resolved via phone call, walk-up, or interaction elsewhere on campus and that we need a unified method for identifying, recording, addressing, and resolving issues for clients. A method to seek immediate feedback for assistance is also needed.
An advantage that was gained this year by the need to move to Teams/Planner to track help requests is that adoption across the entire ITS department has been high and helped the department to effectively respond during Lander University's initial response to Covid-19. This affirms the need to seek a comprehensive solution that can improve communication and record keeping both within the department and across the university.

**Changes Made/Proposed Related to Goal**
Prioritize identification and planning for comprehensive workflow and response solution with key personnel. Consolidate needs of individual areas within ITS to find a solution that will meet needs across the department and be widely adopted so that efficiency is improved.

**Upload Files (if needed)**