

IT Services

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

Prepared on:7/23/2018 2:09:03 PM	By:jeff.marshall@mga.edu
For which department or area are you reporting?	IT Services
What is the name and MGA email address of the person responsible for this report?	Jeff Marshall jeff.marshall@mga.edu

Departmental Mission and Goals

The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, you will report the mission statement for your department as well as the long term goals (5 year range) for the department.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	IT Services is committed to provide immediate and efficient support for all classroom technology, PC's and audiovisual across the MGA campuses.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. Provide quality service in a timely manner for all helpdesk requests.2. Provide, manage, and maintain state of the art desktop and classroom technology for students, faculty, and staff.3. Assess new and emerging technologies to assist administrative and academic departments when investing budgeted funds for technology.
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Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Helpdesk request are completed in a timely and quality manner.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Track Helpdesk request log/Monthly, Annual satisfaction/IT survey
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	a.100% of data request are completed within 72 hours. b. 80% of helpdesk requestors are 75% satisfied or more
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	a. 90% were acknowledged within 24 hours. b. 80% of requestors were 75% satisfied or more.
Objective 1: Did your department meet this objective?	The department met this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Met with IT staff to discuss results. No changes needed

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	2. New ways to teach at a distance utilizing technology.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	VCON class survey for Faculty and students
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	90% satisfied with new method
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	a. Faculty 50% satisfied and 85% satisfied with the execution of the technology. b. Students 45% satisfied and 30% with using the technology.
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Meeting with IT staff - discussed survey and metrics. VC support staff say most faculty are willing to make adjustments but in general students seem to dislike taking classes through VC. Create committee with CIO to discuss future uses for teaching at a distance. Replace Infrastructure and minimize number of sections.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Utilize student technology fees in an effective and efficient manner.
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	100% of budgeted Technology Fee items are utilized.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	95%
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	5% were not completed due to organization and technology changes. None

Objective 4

Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	NA
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	NA
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	NA
Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	NA
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	NA

Future Plans

<p>Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<ol style="list-style-type: none">1. 80% of helpdesk requestors are 90% satisfied - monthly helpdesk logs/IT survey.2. 100% of budgeted Technology fee items are utilized - compare budgeted items against actual purchases.3. Faculty - 60% satisfaction of new VCON system - Faculty survey
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>NA</p>

Form run:

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