

## OTR - Enterprise Information Systems

### Academic Affairs

### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

### Department and Assessment Report Information

Prepared on:8/2/2019 9:19:23 AM	By:beverly.bergman@mga.edu
For which department or area are you reporting?	OTR - Enterprise Information Systems
What is the name and MGA email address of the person responsible for this report?	Beverly Bergman beverly.bergman@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.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	To maintain the Banner student information system, provide customized reporting and processing to meet the needs of the faculty, staff, and students, and to provide support for the end-user and our third-party interfaces.
<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	1. Ensure current Banner software is available to meet the needs of faculty, staff, and students. 2. Provide prompt and courteous support to the end-users.

## 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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Department of EIS will complete tickets under the Banner Support category within 3 business days of the request.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	percentage based on helpdesk data
<b>Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	No target specified so 100% assumed
<b>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)</b>	49% completed within 3 business days of the request
<b>Objective 1: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	100% in 3 days is unreasonable. There are many reasons a request could take longer. For example: some tickets get reopened after being resolved, some end-users don't respond in a timely manner to let us know we can close the ticket, some requests just take longer to resolve. In the future, we should use 75% as a target rate.

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	The Department of EIS will have a satisfaction survey completed by faculty and staff with an 80% satisfaction rate.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	We planned to measure it with a survey.
<b>Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	80% satisfaction
<b>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)</b>	0% Completion
<b>Objective 2: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	The Office of EIS has been very busy this year with various projects and keeping up with helpdesk tickets. Creating a survey was not a top priority, Other jobs kept taking precedence so the survey never got done.

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	N/A
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	N/A
<b>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	N/A
<b>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)</b>	N/A
<b>Objective 3: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	N/A

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	N/A
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	N/A
<b>Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	N/A
<b>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)</b>	N/A
<b>Objective 4: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	N/A

## Future Plans

<p><b>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.</b></p>	<ol style="list-style-type: none"><li>1) Banner 8 forms will be completely replaced by Banner 9 Admin Pages.</li><li>2) Banner 9 Self Service Advising Module will be implemented.</li><li>3) EIS will receive an 80% satisfactory rating from faculty and staff end-users based on a survey.</li></ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>There have been many initiatives coming down from the Board of Regents, many requests to implement new third party systems that integrate with Banner, and many requests for assistance to automate manual processes over the last year. We only have 4 people on our team to keep up with an increasing workload. It is becoming more difficult to respond to all the requests in a timely manner. We are working in a reactive mode; there is no time to be proactive.</p>

Form run:

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