Enterprise Information Systems

Office or Department of Academic Affairs
Administrative Unit Assessment
Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

Prepared on: 7/23/2020 10:47:27 AM	Prepared by: beverly.bergman@mga.edu
For which department or area are you reporting?	**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.

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	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-users and our third-party systems.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	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 FY20. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY21.

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.	Banner 8 forms will be completely replaced by Banner 9 admin pages.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	by job completed
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% complete
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)	100% completed on February 28, 2020.
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?	This objective was mandated by the University System of Georgia. This was a difficult task because the end-users were resistant to the change and there were many issues with the new Banner 9 admin pages. I rolled it out in small groups trying to work through the issues. My plan was to wait until all issues had been resolved before rolling it out to all users. Even after working with ITS and Ellucian, some of the issues are on-going and we finally had to just make the switch. I think most users were prepared because they had time to get used to Banner 9. However, some users did not take the opportunity to get used to Banner 9 before we shut down Banner 8. As long as Banner 8 was available, they were still going to use it. I've learned that sometimes it's best to just make the switch and force the end-users into the change rather than trying to ease them into it.

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.	Banner 9 Self-Service Advising module will be implemented.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	by job completed
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% complete
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)	20% completed; we installed it in our TEST environment but no testing has taken place.
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?	EIS has been very busy this year with various projects and keeping up with helpdesk tickets. I will have to make this a higher priority for next year and set aside the time to get it done.

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.	EIS will receive an 80% satisfactory rating from faculty and staff end-users based on a survey.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	by a survey
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80% overall satisfactory
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)	0% completed
Objective 3: Did your department meet this objective?	The department did not meet 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?	EIS was not able to complete a survey this year as our main focus shifted to teleworking and teleworking support. We will move this survey to be completed in FY 21.

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: Detail how your department measured 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

Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.	1. Banner 9 Self Service Advising Module will be implemented. 2. EIS will receive an 80% overall satisfactory rating from faculty and staff end-users based on a survey. 3. EIS will complete 75% of tickets under the Banner Support category within 3 business days of the request.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	The department of EIS continues to have more work than the team of 4 can keep up with. Requests have to be carefully prioritized to make sure everything gets done by the deadlines.

Open Box for Additional Comments

Open Text Box For Assessment Comments:	
If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.	Although we were able to continue with business as usual by teleworking from home, it did require more time handling various teleworking issues.