Information Technology Services

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

Department and Assessment Report Information

Prepared on: 7/14/2020 7:33:33 PM	Prepared by: shaun.bohannon@mga.edu
For which department or area are you reporting?	**Information Technology Services**
What is the name and MGA email address of the person responsible for this report?	**Shaun Bohannon, shaun.bohannon@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 providing timely and efficient support for all classroom technology, university computers, and AV on our campuses or in work-from-home scenarios.

What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	1. Provide quality service in a timely manner for all helpdesk request. 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.

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.	80% of helpdesk requests are 90% satisfied - monthly helpdesk logs/IT survey.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We discovered that our helpdesk software has limited reporting capability for specific satisfaction queries; therefore we took the overall rating of 90% satisfaction from averaging the ratings of our current technicians.
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80% of helpdesk requestors being 90% satisfied with their request resolution.
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)	90%
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?	We discovered that our department was able to meet this quality benchmark while dealing with an increased number of requests due to the need for a shift to work from home instruction and support. We have seen an increase in requests since March ranging from a 25% increase to over a 300% increase (March). Our team has done an excellent job at scaling support to this increased need.

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.	100% of budgeted Technology fee items are utilized - compare budgeted items against actual purchases.
Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Tech fee's is a pool of funding that serves many needs and we worked to make sure that any requests for hardware, software, or services that any department making requests (either preexisting or new requests during the year) was fulfilled from tech fee's if the expense was justifiable within the constraints of Tech Fee's budget and stipulations. Part of this process also involved holding portions of unused and reclaimed funds in reserve for unforeseeable COVID19 needs as well as for network maintenance.
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
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)	100%
Objective 2: Did your department meet this objective?	The department met 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?	We learned that due to the flexible nature of this fund that it may not be the best candidate to gauge by percentage. If a previously request for funding for is withdrawn throughout the year and that funding is used for a different project or if a project is deferred for some reason (such as covid) to a later date that money is still "utilized" by the university even if it is in the form of an emergency maintenance fund. Therefore all the funding is always utilized.

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.	Upgrade all computers to Windows 10 by Feb 1, 2020. 100% completion.
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	We have a management tool that allows us to scan our network and generate reports based on the OS in use.
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)	93%
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?	This objective's deadline date was pushed back to May and we were on track to be done ahead of that new schedule when Covid19 forced us to a work-from-home model. The remaining PC's will quickly be upgraded once our technicians return to campus to work.

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.	N/A
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
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)	N.A
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?	N/A

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.) Examine usage patterns to consolidate classroom lab PC needs to reduce the cost of maintenance and replacement by at least 10%. 2.) We have relocated the Macon campus Print Shop from plant ops to our centrally located Technical Assistance center to promote the usage of a much more cost-efficient printer and hope to engage at least 50% of the campus academic departments in the first year while creating a baseline to monitor cost savings in subsequent years. 3.) Introduce weekly and/or monthly scheduled technology training sessions to be hosted by Tech Services staff to help familiarize faculty and staff with new tools and new methods of meeting our students needs in person and virtually with the goal of at least a 4 out of 5 star average rating on session surveys.
Based on this assessment, please share your thoughts on the current status and future direction of this department or area.	I believe that our department, like many others, will face many new obstacles in the face of the current pandemic. As we have already seen this can sometimes lead to clever usage of preexisting and readily available tools that can be leveraged to enhance communication and productivity across many areas of the university. I believe that we will encounter many more opportunities to not only help maintain "business as usual" but to create stronger and more flexible solutions to help everyone thrive in their roles.

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.	We definitely saw an impact from being forced to begin working from home and supporting our colleagues who did the same. This was most evident in slowing our progress in upgrading campus computers to Windows 10. We also saw a sharp rise in the number helpdesk requests which I can proudly say were handled very well despite all involved having to adapt to a remote work/support scenario. Finally, with the assistance of campus budget personnel we were able to use our Technology Fees to meet the known needs of the upcoming semester all while frugally planning against uncertainties.