

Office of Technology Resources

Office or Department of Academic Affairs

Administrative Unit Assessment

Year Reporting: FY 20 (July 2019-July 2020)

Department and Assessment Report Information

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For which department or area are you reporting?	Office of Technology Resources
What is the name and MGA email address of the person responsible for this report?	Geoffrey Dyer, Geoffrey Dyer

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 provide information technology leadership and support that enables Middle Georgia State University to fulfill its instructional and administrative functions in an efficient, effective, and timely fashion.
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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.	Provide a secure and reliable technology environment for all Middle Georgia State University faculty, staff, students, and guests. Provide guidance and stewardship to ensure effective and efficient technology implementation and use throughout MGA.
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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 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.	OTR will fully implement the Pyramed software system to provide electronic medical records for our Athletic Department.
Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Software will be 100% functional and in use by the athletics department
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% implementation of the Pyramed software before June 30, 2020
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)	Software 85% implemented on as of June 30, 2020.
Objective 1: Did your department meet this objective?	The department did not meet 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 project was in the final implementation stage, Banner integration and financial/payment configuration, when campus closed due to Covid-19. Should athletics return in fall 2020, this project will resume.

Objective 2

<p>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>OTR, in conjunction with the Division of Student Affairs, will fully implement the Presence software system to provide a mobile app and track student participation in campus events.</p>
<p>Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Software will be 100% functional and in use by Student Life.</p>
<p>Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Software is 100% implemented by June 30, 2020.</p>
<p>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)</p>	<p>Presence software was 100% implemented by June 30, 2020 and is ready for student use in the fall.</p>
<p>Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Implementation was successful. This software now serves as the official website for Student Life. Students will begin using this software in fall 2020. This objective will not be carried over next year because the software was successfully implemented.</p>

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.	OTR will replace the current document imaging system (Nolij) with a new imaging system (OnBase).
Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	OnBase software will be 100% functional and in use by June 30, 2020.
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	Software is 100% implemented by June 30, 2020.
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)	Software is 20% implemented as of June 30, 2020.
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?	The project was not fully funded initially and efforts to obtain additional funding fell through, halting the project in February 2020. Funding to complete the project was approved in late June 2020. The expected project completion time is now late fall 2020.

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.	OTR will replace the current parking software (BossCars) with a new system (Aims).
Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	AIMS software will be 100% functional and in use by June 2020.
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	AIMS software is 100% implemented and in use by MGA Police.
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)	AIMS Software was 100% implemented as of November 2020.
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?	AIMS implementation was well managed and launched on schedule. All parking registration is now handled online. This objective will not be carried over next year because the software was successfully implemented.

Future Plans

<p>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.</p>	<p>1) OTR will fully implement the Pyramed software system to provide electronic medical records for our Athletic Department. 2) OTR will replace the current document imaging system (Nolij) with a new imaging system (OnBase). 3) OTR will implement a VOIP system to replace MGA’s legacy telecommunication system. 4) OTR will formalize and implement the IT business continuity plan (BCP).</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>OTR, as do others, faces several challenges including staff retention, budget reductions, and of course, unpredictable Covid-19 related issues this coming year. Due to state budget reductions, OTR has been unable to fill several positions or increase salaries. As a result, staff are being asked to do more for the same pay. This, combined with increased hiring by federal employers, makes retaining talented technical staff very difficult.</p> <p>If OTR has learned anything this year it’s that we need to be agile. MGA was able to close campuses and efficiently transition to telework and online learning. One area where we struggled, however, was making a seamless communications transition, due to our legacy phone system. A more robust unified communications system would have allowed for greater flexibility, better communication, and improved collaboration in an uncertain and changing environment.</p>

Open Box for Additional Comments

<p>Open Text Box For Assessment Comments:</p>	
<p>If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>COVID-19 and campus closure negatively affected one objective. In March, the implementation of Pyramed software for MGA Athletics was halted. The project is tentatively scheduled to resume in fall 2020.</p>

