

Information Technology Services

Office or Department of Academic Affairs

Administrative Unit Assessment Report Information

Year Reporting: FY21 (July 2020 – June 2021)

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Department 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.

6. 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 or learn-from-home scenarios.
7. 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 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 FY21. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY22.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Examine usage patterns to consolidate classroom lab PC needs to reduce the cost of maintenance and replacement by at least 10%.
9. Objective 1: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The unexpected need to continue social distancing and remote/hybrid learning in Fall, Spring, and Summer semesters made the accurate collection of data unfeasible.
10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	A consolidation of material and support costs to reach a total financial reduction of 10% was the target goal.
11. 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)	0% It was not possible to make relevant data collection or room consolidations due to pandemic accommodations.
12. Objective 1: Did your department meet this objective?	The department did not meet this objective.
13. Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We learned that MGA's students and faculty are capably of admirable flexibility. We also believe that the temporary break from the "norm" that the pandemic caused may have created a more open environment for such discussions of moving/altering computer labs.

Objective 2

<p>14. 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>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.</p>
<p>15. Objective 2: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Our primary measurement was the examination of the percentage of viable campus units that made use of the device over the academic year. Also, the overall number of impressions that the device created was logged for the year.</p>
<p>16. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Our target was the engagement 50% of academic departments.</p>
<p>17. 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>Out of the 5 Schools present on the Macon campus: (School of Computing, School of Ed. & Behavioral Sci, School of Health & Natural Sciences, School of Arts and Letters, and the School of Business) we had a 100% adoption rate of one or more program of study from each. 9 out of 17 individual campus academic departments within these schools or 53% used the new copying equipment. Total utilization was even higher as non-academic units began to utilize this resource as well. Total printing for this academic year was 80,479</p>
<p>18. Objective 2: Did your department meet this objective?</p>	<p>The department exceeded this objective.</p>
<p>19. 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>We confirmed that a more modern, efficient, and centrally located printing/copying solution would be utilized by the campus community.</p>

Objective 3

<p>20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>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.</p>
<p>21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Due to the shift to primarily remote and hybrid instruction we made the decision to host some scheduled and on-request group Teams trainings and a very large number of one-to-one sessions on the use of Teams as well as related hardware and software. Due to the importance of our users being comfortable with these very necessary skills they were asked before each session was complete if they felt they had successfully become comfortable with the technology. If they were not comfortable, we would endeavor to continue the training until they became so.</p>
<p>22. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>4/5</p>
<p>23. 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)</p>	<p>I would say the equivalent of 5/5 stars for all intents and purposes. Patrons of our training showed excellent adoption of the new hardware and software they were training on and the approach of making sure they felt proficient at the end of each session was well received.</p>
<p>24. Objective 3: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>25. Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>We learned that the smaller group and individual training sessions, particularly when performed remotely, created an environment where users felt comfortable with asking questions and received training that was specifically tailored to their technology needs. This also allowed for the creation of "champions" that would go on to assist in spreading what they had learned about new hardware, software, and usage methodologies.</p>

Objective 4

26. 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
27. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
28. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
29. 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
30. Objective 4: Did your department meet this objective?	The department met this objective.
31. 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

32. 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>1.) Continue to examine usage patterns to consolidate classroom lab PC needs to reduce the cost of maintenance and replacement by at least 10% as we should see a more “normal” pattern of lab use in 2021-2022.</p> <p>2.) Continue to promote the Macon campus Print Shop to increase the usage of a much more cost-efficient printer and hope to engage at least 50% of the relevant campus departments (academic and non-academic) in the its second year of operation as well as to utilize last year’s information and the information gathered this year (2021-2022) to provide estimates of financial efficiency.</p> <p>3.) Continue scheduled and impromptu 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 a goal of providing sessions that result in no less than a satisfied user experience every time.</p>
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	<p>4). Modernize classrooms that are using equipment at or past end of life. This would be measured both in the number of PC and A/V systems replaced with a goal of replacing at least 3 PC labs and 3 A/V systems.</p>
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Open Box for Assessment Comments

<p>33. Based on this assessment, please share your thoughts on the current status and future direction of this department or area. Use this space to summarize overall use of assessment results for continuous improvement and open text box for assessment comments:</p>	<p>My thoughts on the future for ITS base on what we have seen are very positive. In particular the adoption of our new printing/copier solution as well as the rapid dissemination of necessary remote instruction/meeting training show that we are well connected to the needs of our patrons and instill confidence that continued progress on these goals as well as future projects will be well received.</p>
<p>37. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>COVID-19 certainly impacted our goals for this assessment cycle. We were unable to properly monitor computer lab usage as the number of face-to-face classes were drastically reduced and social distancing also made utilization data impossible to relate to a non-pandemic scenario. Our Print Shop initiative thrived in spite of the pandemic, though it's possible that we may see even higher utilization and total printing once COVID restrictions allow for more on campus activity.</p> <p>Finally our plans for training were greatly altered by having to shift almost all sessions to being delivered remotely and in smaller or individual sessions. While I do not believe this to be a negative outcome, it was certainly a shift from the traditional "classroom" style sessions we have had in the past. COVID also necessitated that almost all of our training focused on remote teaching and meeting teaching and methods. We are hopeful that we can expand our offerings as the needs for this type of training is expected to be reduced with a return to more face to face operations.</p>

MGA's Strategic Plan

<p>34. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience, Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 6. Sustain financial health through resourceful fiscal management</p>
<p>35. Please indicate which of the following actions you have taken as a result of the 2020/2021 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)</p>	<p>Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Customer Service Changes: Communication, Services, etc.</p>

Other

<p>36. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)</p>	<p>The HEERF funding initiative will be influential in helping us to achieve our goal of modernizing PC's and AV equipment.</p>
<p>38. Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the AY20/21 as well as outcomes associated with your appraisal of your schools activities.</p>	