

Enterprise Information Systems

Division of the University: Academic Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

Department and Assessment Report Information Prepared on: 7/19/2022 8:53:22 AM

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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.	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.
7. 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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

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.	Banner 9 self-service advising module will be implemented in production.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Job completed
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The advising module is one of several modules in Banner 9 self-service. We can turn on these modules one at a time or all at once. We decided to implement the advising module first and then set up others as we have time. 100% set-up is required for a module to work properly.
12. 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%
13. Objective 1: Did your department meet this objective?	The department did not meet this objective.
14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We were waiting on ITS to guide us through the implementation; however, they have not done so. We learned that we may not be able to wait on ITS; we may need to go ahead and work on the implementation without ITS. I have a meeting with ITS on 7/14/22 to find out their plan going forward.

Objective 2

<p>15. 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>Automic job scheduler software will be implemented in production for use by Financial Aid.</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Job completed</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>100%</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>Automic is a third-party system that interfaces with Banner. Financial Aid wanted to be able to run their process using Automic which required 100% implementation to be completed.</p>
<p>19. 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>0%</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>We had a contact at Georgia Gwinnett College who agreed to help us get Automic set up. We worked on it during 2020, but Financial Aid and I were not able to dedicate full attention to the project at that time because of other priorities. When I looked into working on it again in 2021, I found out that our contact was no longer at GGC and Financial Aid said they could not dedicate the time needed to set it up. So we opted to discontinue the project.</p>

Objective 3

<p>22. 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>EIS will complete 70% of tickets under the Banner Support category within 3 business days of the request.</p>
<p>23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>Banner helpdesk report</p>
<p>24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>70%</p>
<p>25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>During the previous assessment, we set the target at 75%. After looking at the results of that assessment, we determined that 70% is more realistic due to varying factors such as depending on ITS and waiting on the end-user to respond to our questions.</p>
<p>26. 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>67%</p>
<p>27. Objective 2: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>I still believe 70% is an acceptable target. We would receive a higher percentage if we did not have to wait on other people to complete the task. Sometimes it is the end-user that hampers the request; other times it is ITS. I checked 30% of the tickets that took over 3 days, and 53% of them went over due to waiting on others, not waiting on EIS.</p>

Objective 4

29. 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
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	N/A
33. 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
34. Objective 4: Did your department meet this objective?	The department met this objective.
35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: 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

<p>36. 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. Banner 9 self-service advising module will be implemented in production. 2. EIS will receive an 85% overall satisfactory rating from faculty and staff end-users based on a survey. 3. EIS will complete 70% of tickets under the Banner support category within 3 business days of the request.</p>
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Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>EIS needs to set a higher priority for these larger projects to make sure they get done while trying to maintain the day-to-day requests. We do not have the resources needed to get everything done in a timely manner. More emphasis needs to be placed on prioritization of requests.</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>N/A</p>

MGA's Strategic Plan

<p>39. 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>Own Student Success 3. Develop academic pipelines and expand degrees</p>
<p>40. Please indicate which of the following actions you have taken because of the 2021/2022 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>Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes, Request for Additional Financial or Human Resources</p>

Other

41. 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.)	Many of the USG initiatives involve EIS for implementation in Banner.
43. Mindset Update (Academic Deans ONLY)	N/A

