

Information Technology Services

Division of the University: Academic Affairs

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

Department and Assessment Report Information Prepared on: 7/27/2022 9:06:36 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.	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.	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 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.	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.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	A combination of reducing the total number of PC’s that are being replaced in open computing labs by offering alternative space for laptop users, prioritizing the upgrading of heavily used smaller labs instead of larger less frequented spaces, and the promotion of BYOD device locations for specific departments we can tally a total reduction for the year.
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	10%
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	With the need to provide modern computing spaces, to prepare to meet the requirements of newer operating systems, and to reduce maintenance/replacement costs we determined that we need to reduce our overall computing footprint .
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)	10.50%
13. Objective 1: Did your department meet this objective?	The department met 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 learned that in many cases it is possible to provide more tailored computing solutions to our students and faculty while still reducing our computing footprint.

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>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>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>We are examining our monthly usage report to see how many of the academic /non-academic departments are making use of the service.</p>
<p>17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>50%</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>Our goal of increasing the adoption of the print shop was born from the rising cost of printers and printing supplies and the excess wear that the less industrial devices found in departments incur during large print jobs.</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>58% of possible academic units are shown to be using this service with representation from all 5 schools on the Macon campus. Non-academic use appeared to be similar or lower compared to last year which aligns with a trend of digitizing campus/student communications.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department met 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 learned that the shifting trends of in-person learning are driving some departments to make greater use of our printing facilities while others are printing less overall, which still contributes to less campus spending on printing.</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>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>
<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>Our primary indicator of success was to verify that the participants were confident in the training they had received before we concluded any session.</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>100%</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>Our goal when assisting a user is to make sure they are comfortable with the use of the technology or software in question and we would not consider any training a success if the user leaves without feeling they have gained that comfort level.</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>100%</p>
<p>27. Objective 2: Did your department meet this objective?</p>	<p>The department met 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>We learned that offering a variety of training type helped us to assist our faculty and staff more. We conducted in person training such as at new-employee orientation and with faculty groups that wanted to make further use of Teams in the classroom. We also conducted many impromptu trainings remotely using Teams and were able to assist users while they were on their own PC so that they could learn and refine processes in their daily work environment. Next year we have plans to utilize all of these formats as well as exploring the use of in-house developed videos to assist with training for VoIP.</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.	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.
30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	This is measured by totaling the number of PC and A/V systems that have been upgraded.
31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	3 PC labs and 3 A/V spaces.
32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	Our goal is based on the need to keep our PC/AV spaces up to date as technology and user expectations evolve.
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)	100%
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?	This initiative was met by the upgrade of the AV and instructor PC's of every classroom in the Jones building, a revamp of the AV in Russell Hall iMac lab and upgrading the PC's in two labs of Walker Auditorium. For next year we plan to continue with building-wide AV refreshes that include PC upgrades.

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.) Continue to examine PC usage patterns to reduce the cost of maintenance and replacement by at least 10% as we update labs, create BYOD spaces, and consolidate labs.</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 its third year of operation and to observe how printing trends may have changed as patrons have returned to campus and to determine if we should focus only on academic use.</p> <p>3.) Begin actively updating Faculty/Staff PC's with the objectives of modernizing workspaces and preparing to meet the requirements of newer operating systems. Initially we would like to modernize 100 devices in the first year.</p> <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 computing spaces and 3 A/V systems.</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>This has been a very successful year for ITS in terms of updating spaces and equipment to meet the needs of the institution. The flexibility of offering training through teams “on demand” as well as the beginning of building-wide AV refreshes in particular have been well received. The spotlight that our assessments have put on these projects has helped us keep the focus of those projects solidly on the needs of the end user while increasing efficiency.</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>While the effects of COVID-19 have been reduced they are still being felt across the institution. We increased our monitoring of campus computer lab use and found that while it has increased from a year ago, it is still considerably lower than pre-pandemic levels. We are also observing shifting needs for printing and copying versus pre-pandemic use.</p>
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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>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>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>Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance, Customer Service Changes: Communication, Services, etc</p>

Other

<p>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</p>	<p>Equipment that was purchased with HEERF funding continues to prove very helpful in the modernization of MGA technology.</p>
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unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	
43. Mindset Update (Academic Deans ONLY)	

