



**Middle Georgia
State University**

Title.

Middle Georgia State University Administrative Assessment

Instructions. This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf

****Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work**** In the event that you need to edit your submission, you may contact the Director of Institutional Effectiveness to secure a custom link to edit and resubmit.

Q1. Submitters Email

tommy.davis@mga.edu

Q2. Who is the person responsible for this report?

Thomas B. Davis Jr.

Q3. For which year are you completing this report?

- FY 23 (July 2022-June 2023)
- FY 24 (July 2023-June 2024)
- FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

- Office of the President

- Advancement
- Academic Affairs
- Fiscal Affairs
- Enrollment Management
- Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

Network Services

Q6. 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, report the mission statement for your department.

To provide reliable network, authentication, and Azure 365 services for all Middle Georgia State University faculty, staff, students, and guests.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

1. Provide continuous and reliable network functionality and modernization. 2. Provide continuous and reliable authentication functionality and modernization. 3. Provide continuous and reliable Azure 365 functionality and modernization.

0. 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 FY23. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY24.

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 assist with the deployment of a new private contractor VoIP system (E911, Teams configuration, and network configuration).

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The network office has been involved with the configuration of 3 specific components (jobs) of the new private contractor VoIP system. These components are the network, Microsoft Teams, and E911.

10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome for this objective was to complete 100% of the network configuration, 100% of the Microsoft Teams configuration, and 100% of the E911 configuration.

11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was to upgrade the existing Plain Old Telephone System (POTS) to a private contractor VoIP system. This new VoIP system is integrated with Microsoft Teams and utilizes Teams compatible phones.

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)

The network office has configured approximately 85% of the network, 85% of Microsoft Teams, and 90% of E911 for the new VoIP system implementation.

13. Objective 1: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded 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?

Documentation, planning, coordination, and testing are essential to successfully implement a new private contractor VoIP system. We will continue with this approach next year in order to complete this objective.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Upgrade network fiber backbone at University Pointe Dorms.

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The network fiber upgrade consisted of three parts. Our CIO (Geoff Dyer) acquiring funding and selecting the appropriate vender. The vender installing the network fiber. The network office moving all 8 buildings onto the new fiber and testing.

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome was to acquire the appropriate funding and vender by December 2022. Have the fiber installed by March 2023. Move all buildings onto the new fiber and tested by March 2023.

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was to upgrade the existing 1 gigabit, water damaged multi-mode fiber to new 10 gigabit single-mode fiber for all 8 buildings at University Pointe Dorms.

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)

100% of all 8 buildings were placed on the new network fiber and testing was completed by March 2023.

20. Objective 2: Did your department meet this objective?

The department did not meet this objective.



The department met this objective.

The department exceeded this objective.

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?

Documentation, planning, coordination, and testing were essential to successfully implement the new network fiber backbone at University Pointe Dorms.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Continue employee cross training (Teams, VoIP, Cisco).

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

This objective is measured by the successful cross training of all employees in network equipment administration, server administration, and Microsoft 365 administration.

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome for this objective is to have 3 persons trained in network administration, 3 persons trained in server administration, and 3 employees trained in Microsoft 365 administration.

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was to continuously train and cross train all employees in the network office on our current responsibilities, and also any future responsibilities that arise from the deployment of new systems.

26. 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)

The achievement level for this objective is 67%. 2 employees are trained in network administration, 2 employees are trained in server administration, and 2 employees are trained in Microsoft 365.

27. Objective 3: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded this objective.

28. Objective 3: 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?

Documentation, planning, coordination, and testing are essential to successfully cross train all members of the Network office. We will continue with this approach next year in order to complete this objective.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Upgrade all core network switches, uninterruptable power supplies (UPSes), and power distribution units (PDU).

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

This objective is broken down into 2 parts. Programming all 6 layer-3 core switches and installing one switch at each of our 6 remote campuses.

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome was to 100% of the switches programmed and 100% if the switches installed at six remote campuses by July 2023.

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was to upgrade 6 existing end-of-life Cisco C6500E switches to 6 new high-performance Cisco C9400 switches.

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% of the programming has been completed on all six Cisco C9400 switches. 0% of the six switches have been installed.

34. Objective 4: Did your department meet this objective?

- The department did not meet this objective.
- The department met this objective.
- The department exceeded 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?

Documentation, planning, coordination, and testing are essential to successfully upgrade all core network switches, UPS, and power distribution units (PDU). We will continue with this approach next year in order to complete this objective.

36. 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)

- 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 3. Develop academic pipelines and expand degrees
- Own Student Success 4. Expand student engagement and experiential learning
- Build Shared Culture 5. Attract talent and enhance employee development and recognition
- Build Shared Culture 6. Sustain financial health through resourceful fiscal management
- Build Shared Culture 7. Cultivate engagement with its local communities

37. Please indicate which of the following actions you have taken as a result 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)

- Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistanceion 3
- Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- Request for Additional Financial or Human Resources
- Customer Service Changes: Communication, Services, etc
- Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- Evaluating and/or Revising the Reporting Lines Internal Assessment Processes
- Other

38. Please provide a comprehensive narrative outlining how assessment results are utilized for continuous improvement in this field. Your narrative should address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

The network office uses past assessment results (both good and bad) to improve the efficiency, cost, and implementation times of current projects. This continuous improvement allows the network office to integrate ongoing projects more efficiently into the ever more complicated future IT technologies (specifically cloud based technologies).

39. 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)

NA

40. 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. Continue to assist with the deployment of a new private contractor VoIP system (E911, Teams configuration, network configuration). 2. Continue upgrading six layer-3 core network switches, and two additional layer-2 building switches, and all associated uninterruptible power supplies (UPSes), and power distribution units (PDUs). 3. Upgrade 6 remote physical domain controllers to physical Windows 2022 servers, and upgrade 2 Macon physical domain controllers to virtual Windows 2022 servers on 2 new Windows 2022 Hyper-V servers. 4. Upgrade the existing High Availability Server Cluster to Windows Server 2022 and all associated virtual machines to Windows Server 2022.

41. Optional 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 FY23 as well as outcomes associated with your appraisal of your schools activities.

42. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).