

## IT Services

### Academic Affairs

### Administrative Unit Assessment

FY 18 (July 2017-July 2018)

### Department and Assessment Report Information

Prepared on:7/23/2018 2:09:03 PM	By:jeff.marshall@mga.edu
For which department or area are you reporting?	IT Services
What is the name and MGA email address of the person responsible for this report?	Jeff Marshall jeff.marshall@mga.edu

### Departmental Mission and Goals

What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.

## Objectives

### 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.	
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	
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)	
Objective 1: Did your department 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?	

## 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>	
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Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)

### 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.	
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	
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)	
Objective 3: Did your department 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?

#### 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.	
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	
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)	
Objective 4: Did your department meet 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?	

## Future Plans

<p>Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	

