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

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

Objectives

Objective 2

Objective 3

20. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	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.
21. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	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

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.

	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.

Open Box for Assessment Comments

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:	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.

37. If the COVID-19 pandemic impacted this

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