

# 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 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-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 endusers and our thirdparty 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 able to meet the needs of faculty, staff, and students. 2. Provide prompt and courteous support to the endusers.

## 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

## Objective 2

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Automatic job scheduler software will be implemented in production for use by Financial Aid.
16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Job completed
17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100%

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? (1.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 <del>user</del></p>

#### Objective 4

29. Objective 4: What was the 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

## 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

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## 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 In

