Fayetteville State University

Operational Plan and Assessment Record

For

ITTS

(Name of Unit or Department)

Fall 2009 – Spring 2010

(Academic Year)

Mr. Nick Ganesan

(Name and Title of Person Responsible for the Unit)

Part I: Profile of administrative programs andservices within unit:

(Summary of data from most recent university-wide assessment measures, external evaluation measures and unit specific evaluation measures)

Mission

Key Personnel

Name	Title	Status (full or part time)
Arasu T Ganesan	VC for ITTS	Full Time
Darcel Rhodes	Executive Assistant to the VC	Full Time
Joe Vittorelli	Director, Infrastructure Services	Full time
Blaine Lucas	Operations Analyst	Full Time
Gary Kerbaugh	Technology Support Analyst	Full Time
Jon Tucich	Technology Support Analyst	Full Time
Nate Gantt	Network Analyst	Full Time
PaymonDamghani	Network Analyst	Full Time
Bari Snyder	Network Analyst	Full Time
Lamar Battle	Technology Support Analyst	Full time
Ann Marie Brutus	Technology Support Analyst	Full Time
Justin	Technology Support Technician	Full Time
Brigitte Bonner-lindsay	Technology Support Technician	Full Time
Brian Mosely	Technology Support Analyst	Full Time
Andrew Senn	Technology Support Analyst	Full Time
David Mathews	Technology Support Technician	Full Time
Harold McKeithan	Technology Support Analyst	Full time
Emma Covington	Technology Support Analyst	Full Time
Tommy Williams	Technology Support Analyst	Full Time
Roger Govan	Technology Support Technician	Full Time
Siu-Chu Fawkes	Technology Support Technician	Full Time
Linda Mitchell	Technology Support Analyst	Full Time
Michelle Whitaker	Director, Application Services	Full Time

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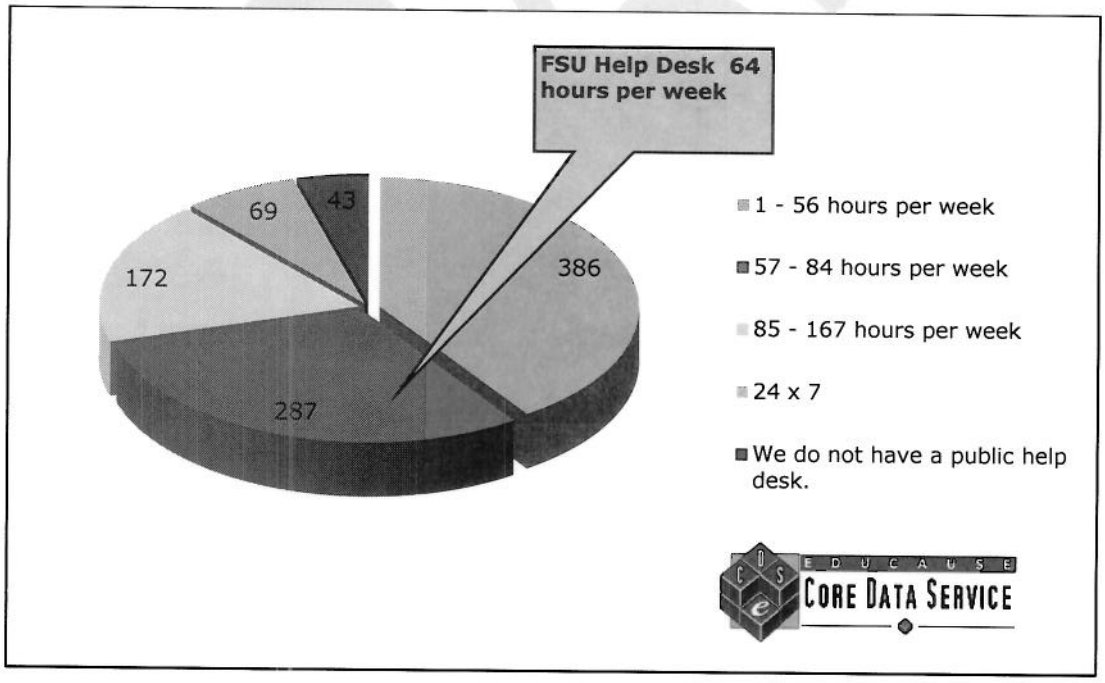
Name	Title	Status
Conroy Campbell	Business Technology Specialist	Full Time
Suzanne Hesseltine	Business Technology Analyst	Full Time
Bill Gibson	Business Technology Analyst	Full Time
Kelly Fichman	Technology Support Analyst	Full time
Claudette Fuller	Business Technology Analyst	Full Time
Cliff Bender	Business Technology Analyst	Full Time
Ivan Williams	Business Technology Analyst	Full Time
Zohair Ahmad	Business Technology Analyst	Full Time
John Reed	Business Technology Analyst	Full Time
Antoinette Johnson	Business Technology Analyst	Full Time
Alana Stephenson	Administrative Assistant	Full Time
Frederick Bittle	Media Production Assistant	Full Time
Peggy Clark		Full Time
Viola Edwards		Full time

Key Services/Processes (quantified using baseline data from 2008-09))

Student Satisfaction Inventory (SSI) Results on a scale of 1 to 7 with regard to importance vs. satisfaction and the gap between the two ratings (Spring, 2008). Largest gap reported as a challenge 2.72

- Campus support services received especially high marks from FSU students with students expressing satisfaction with the resources and staff available in the computer labs.



EDUCAUSE (a national organization that promotes technology in higher education) – Core Data Service Survey (2007-08) surveyed some 962 plus institutions on several IT related services including Helpdesk services. According to the data collected by EDUCAUSE, FSU, in comparison with all 962 institutions, is with the second highest number of institutions offering second lowest number of

helpdesk hours. However, this does not include the 24 hour helpdesk service FSU offers specifically for course management system issues for both faculty and students.

Helpdesk Service Request Statistics:

Helpdesk Service Requests	2008-09	2007-08
Academic Computing	435	563
Network Services	271	561
Desktop/PC/Laptop	2351	1841
Network Down	2	3
BANNER/ERP Services	1358	1150
Telephone Services	36	26
Systems Services	920	695
E-Mail Services	165	95
ResNet	371	183
Print Services	772	538
Systems Down	3	5
PC InvetoryMgmt	421	243
WEB Services	925	1041
	8028	6941

The above table summarizes the types of calls helpdesk received and serviced over the past two years. As the age of the PCs increase, the number of service requests for PC/Laptops increased from 2008 to 2009. On the positive note, due to the upgrades we have made on the network infrastructure, the service calls for network services were decreased by 20%. The goal is to maintain these number constant or lower which would indicate we have a reliable technology environment.

Academic Technologies for faculty and students:

Technology or Practice	Deployed Percent	Experimenting Percent	Considering Percent	Not Planned Percent	FSU Data
Blogs	49.50%	31.40%	9.80%	9.30%	Deployed
E-learning	82.60%	8.30%	4.50%	4.60%	Deployed
E-portfolios	36.70%	28.50%	24.50%	10.20%	Experimenting
Hybrid courses	71.40%	12.50%	5.10%	11.10%	Deployed
Information literacy requirement	31.60%	13.30%	25.70%	29.40%	Considering
Interactive learning	54.30%	25.70%	10.20%	9.80%	Experimenting
Learning objects	32.60%	27.90%	21.20%	18.30%	Deployed
Wikis	46.90%	30.00%	12.50%	10.60%	Experimenting

EDUCAUSE's CORE data survey indicates that FSU has deployed the necessary technologies on campus to conduct e-learning and to enhance the teaching and learning process by using the most commonly

used technology tools. While attempting not to be an institution that is on the bleeding edge of technology, FSU does explore emerging technologies on experimental basis for the teaching and learning process.

Connectivity Services: FSU's ITTS division provides campus-wide telecommunication connectivity services that include voice, data and video transmissions within and external to the campus. These services depend on the fiber infrastructure and the connectivity hardware installed throughout the campus. Their stability and reliability is critical for the transmission of data and to maintain communication within and with the rest of the world.

Campus Quality Survey (Spring, 2008) used a scale of 1 (poor) to 5 (excellent) for all employees to rate services. The highest score from all employees was 3.70 and the lowest was 2.249.

- Switchboard and telephone services 3.504
- Computer information systems and services 3.283

Audit Findings

2008-09 Financial audit

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Part II: Operational Plan for

ITTS
(Division orunit)

(Division/Sub-unit Head) _____

2009-10
(Period Covered)

_____
(Date Submitted)

Unit/Institutional Purpose Linkage

UNC-Tomorrow Reference:(number and Title from UNCT (response))

4.2 Our Citizens and Their Future: Access to Higher Education
5.6 Efficiency
5.8 Accountability

FSU Mission Reference: (portion of FSU mission statement the unit supports)

FSU is an institution of opportunity and diversity. Committed to excellence in teaching, research, scholarship, and service, the university extends its services and programs to the community, including the military, and other educational institutions throughout North Carolina, the nation, and the world.

FSU Priority Reference: (FSU Strategic Planning Priority Statement the program/unit supports)

P1. Retention and Graduation
P2. Economic Transformation
P5. Collaboration and Partnerships
P6. Fiscal Resourcefulness and Sustainability

Unit Goals: (Unit's versions of the FSU initiatives supported and goals identified by the unit)

1. High Availability of Academic Technology Resources
2. Increase faculty and staff satisfaction with campus technologies
3. Increase student satisfaction with campus technologies
4. Improve the use of administrative systems

Intended Outcomes and Strategies to Achieve Them: (Outcomes based on FSU strategic planning accountability indicators, unit profile data, professional organization standards, and student learning outcomes)

Priority/Goal Alignment	Intended Outcome	Strategies	Resources/Cost
P1 & P6. UG 1	1. 99.9% uptime of Internet and Intranet network and application systems	Maintain Currency and service contracts on campus network equipment Implement network tools to filter out spam and virus.	$529,000.00 $ 52,000.00

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		Implement redundancy for critical systems	$210,000.00
P1.UG 2	2. Increased faculty satisfaction with campus technologies from 3.478 to 3.50 (Campus Quality Survey)	5 or more new smart classrooms each year. Refresh faculty desktops/laptops Explore technologies to deliver courses in modes other than on-campus face-to-face. Conduct workshops for faculty in the use of smart classroom technologies.	$100,000.00 $ 90,000.00 $ 300,000.00 IT Trainer
P1. UG 3	3. Reduce the gap from 1.05 by .05 for student satisfaction in the campus technologies.	Promote the availability of online free tutorials Implement teams to Address the dorm connectivity issues quickly	Element-K ($20,000) IT Staff & Student Technicians
P6. UG 2	4. Increase faculty & staff satisfaction of campus technologies	Conduct WEB Authoring Workshops. Conduct IT workshops for administrative and academic support staff	$9000.00 IT Trainer
P6. UG 4	5. Improve BANNER environment for both campus processes and reporting.	Implement additional automated workflows Implement a base dashboard for institutional data	IT Staff IT Staff ($12,000 in software development tools)

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Part III: Assessment Plan

ITTS
(Division or Sub-unit)

(Division/Sub-unit Head)

2007-08
(Period Covered)

(Date Submitted)

Intended Outcome(Note: There should be an assessment plan for each intended outcome listed in Part II.)

P1& P6 UG 1.99.9 % Uptime of Internet/Intranet network and Application Systems

1.1 First Means of Assessment for Outcome Indentified Above(align with strategic plan accountability measures)

1.1.1 Means of Program Assessment & Criteria for Success

Use of network and application monitoring tools. These tools produce logs and reports informing IT management of any downtime in a given day as well as keeping a running log for the entire month. The system personnel then aggregate that data and calculate the monthly uptime and annual average uptime. This kind of information is provided only to those systems that we have the tools for at this time. However, we are exploring the possibility of acquiring a comprehensive tool that will cover all systems provided we have the funds.

1.1.3 Use of Results to Improve

1.2Second Means of Assessment for Outcome Indentified Above

1.2.1 Means of Program Assessment & Criteria for Success

Helpdesk Service requests – Specifically for E-Mail service and BANNER related systems with the category of System Down. These numbers should be in the single digits meaning in a given year we should not have reports of system down more than 3 or 4 times during the entire year.

1.2.2 Summary of Assessment Data Collected

Helpdesk Service Requests

	2008-09	2007-08
Academic Computing	435	563
Network Services	271	561
Desktop/PC/Laptop	2351	1841
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Systems Down	3	5
PC InvetoryMgmt	421	243

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	WEB Services	925 8028	1041 6941

1.2.3 Use of Results to Improve

The Footprints system's report summarizes the types and number of issues that ITTS had to resolve in 2009-10 year. The entire network was down 2 times this year versus 3 last year which is an improvement. While we strive to minimize this, it would be financially impossible to maintain 100% uptime. Other systems were down 3 times this year versus 5 last year. This doesn't include the scheduled down-time that is required to perform maintenances and upgrade. This reflects only those that are unscheduled and due to hardware/software failures. Out of the 3 times, one was the E-Mail system and the other two were Banner ERP system. We have identified the issue for the failure of the E-Mail system and corrected. While it may not go down for the same reason, as new patches and upgrades down, we will have to thoroughly test the system before releasing for general use. ERP system went down both times due to disk-drive failures on the hardware. We have since then moved the ERP system to a hosted solution that will provision redundancy so these types of failures don't occur in the future.

Part III: Assessment Plan (continued)

Intended Outcome(Note: There should be an assessment plan for each intended outcome listed in Part II.)

P1. UG 2. Increased faculty satisfaction with campus technologies (Campus Quality Survey)

2.1 First Means of Assessment for Outcome Indentified Above (align with strategic plan accountability measures)

2.1.1 Means of Program Assessment & Criteria for Success

Annually, FSU conducts a campus quality survey among the campus constituents measuring satisfaction on myriad of items on campus. This includes a question on campus technologies—Telephone Systems, Audio, Video, Class room technologies, and Computer Information systems.

2.1.2 Summary of Assessment Data Collected

Services Surveyd by Campus Quality Survey	FY08-09	FY09-10
Switchboard and telephone services	3.50	3.502
Media, audio visual, technology services	3.39	3.44
Computer information systems and services	3.28	3.24
Total Average	3.39	3.39

2.1.3 Use of Results to Improve

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FSU's Campus quality survey is based on a scale of 1 to 5 where 1 being Poor and 5 being Excellent. From FY07-08 to FY 09-10 our services seemed to have remained consistent. We will continue to strive to improve the rankings. However, this assessment does not isolate faculty, rather it includes the entire campus community.

2.2 Second Means of Assessment for Outcome Indentified Above

2.2.1 Means of Program Assessment & Criteria for Success

Educause CORE Data Survey. This is a voluntary survey conducted by EDUCAUSE—the national organization that promotes technology in higher education. This provides insight in to the extent a higher education must invest in technologies for teaching and learning process to be competitive. The criteria for success using this metric is to get closer to the mean as possible with other reporting organization that are similar in size and programs.

2.2.2 Summary of Assessment Data Collected

Classroom technology 60 of 962 respondents (Filtered, modify settings in Data by Institution)

Technology	FSU Data	Mean %	Median %	Min %	Max %	Count
Wired Internet connections	100%	96.10%	100%	55%	100%	60
Wireless Internet connectivity	56%	57.80%	60%	0%	100%	60
LCD projectors	54%	67.90%	73.50%	5%	100%	60
Computers	55%	51.80%	49.50%	0%	100%	60
Televisions	5%	29.90%	15%	0%	100%	60
Smart boards	52%	6.20%	2%	0%	50%	60
Document projectors / systems / cameras	45%	28.60%	10%	0%	100%	60
Clickers (personal response systems)	2%	5.10%	1%	0%	100%	60
Other %	10%	23.20%	80%	2%	100%	60

2.2.3 Use of Results to Improve

According to the data collected by CORE data (EDUCAUSE), FSU is lagging behind comparable institutions in the area of Wireless and LCD projectors. Our strategy to continue increasing the number of smart classrooms and increase in the wireless coverage on campus should address this shortage by 2012.

Intended Outcome(Note: There should be an assessment plan for each intended outcome listed in Part II.)

3. Increase Faculty and Staff satisfaction of campus technologies

3.1 First Means of Assessment for Outcome Indentified Above (align with strategic plan accountability measures)

3.1.1 Means of Program Assessment & Criteria for Success

Separate surveys to collect data on various services provided by IT. Our services are satisfactory if higher number of facultyparticipants rank us positively in all areas that we serve.

3.1.2 Summary of Assessment Data Collected

Service Description	Vary Satisfied	Satisfied	Neither	Dissatified	Very Dissatisfied
Network Services	25%	45%	17%	8%	5%
E-Mail	38%	45%	8%	8%	1%
FSU Web Site	21%	49%	18%	9%	3%
Faculty Workshops	21%	45%	32%	3%	0%
Blackboard CMS Service	21%	53%	16%	8%	3%
Managed Print Services	12%	27%	15%	19%	27%
Smart Classrooms	23%	31%	18%	19%	9%
IT Helpdesk	26%	49%	16%	5%	4%
Computer Labs	15%	41%	33%	9%	1%
Network Personal Storage Space	28%	37%	28%	6%	0%
Average	**23%**	**42%**	**20%**	**9%**	**5%**

65% are satisfied with the services
20% are indifferent
14% are dissatisfied
77 faculty participated which is a 33% participation.

High satisfaction expressed in network services, E-Mail, Blackbaord, and Helpdesk.
Poor satisfaction in Managed Print Services and Smart Classrooms

3.1.3 Use of Results to Improve

Allocate more funding to increase the number of smart classrooms and have an annual task specified to monitor and maintain the smart classrooms to be functioning through out the year.

Enable fax receive/send in all multi-function devices. Conduct workshops once or twice a year on the enhanced features of the multi-function devices to increase satisfaction of the managed print services.

3.2 Second Means of Assessment for Outcome Indentified Above

3.2.1 Means of Program Assessment & Criteria for Success

Separate survey of general campus constituents on technology services in general.

3.2.2 Summary of Assessment Data Collected

STAFF Survey of IT Services

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Network Services	19%	62%	14%	4%	1%
Office Computers - Functional	31%	56%	7%	4%	2%
Computer Replacement Policy	31%	46%	17%	6%	0%
Computer less than 4 yrs old	30%	30%	18%	14%	8%
E-Mail Services	32%	53%	12%	2%	1%
FSU Website Content & Currency	18%	56%	21%	2%	3%
Website design assistance	22%	34%	40%	3%	2%
IT Techs are responsive	27%	41%	19%	12%	1%
Managed Print Services					
Cost Efficient	14%	19%	32%	19%	16%
Satisfactory Print situation	11%	22%	28%	21%	17%
Enahcend features	15%	34%	26%	14%	11%
Individual Network Storage	21%	55%	19%	3%	3%
IT Training Services	16%	51%	20%	9%	2%
ERP System - BANNER	13%	37%	33%	10%	2%
FSU Telephone Services	18%	42%	25%	3%	2%
Average	**21%**	**43%**	**22%**	**8%**	**5%**

64% are satisfied with the services
22% are indifferent
13% are dissatisfied

High satisfaction rates in Network, Desktop Computing, E-Mailand FSU Webservices
Poor rating in Managed Print Services, ERP Banner Services

3.2.3Use of Results to Improve

From the survey, it seems the staff rate the managed print services and ERP Services lower. Print services gets low rating similar to the faculty's rating because everyone lost convenience of having desktop printers. We will need to monitor this for another year to see if the trend is same. However, we will need to offer workshop to the staff and faculty on the enhanced feature set of the multi-function devices to see if that makes a difference.

ERP Banner system is still seen as complex system on campus and administrative staff seem to need a lot of handholding in the operation. FSU, along with other campuses need to collaborate and come up with ideas to change this perception.