OUTCOMES ASSESSMENT FORM

DEPARTMENT
Information Technology and Institutional Research

PROGRAM/FUNCTION
User Services

LINKS
(Where appropriate, link the above outcome to Goals, Objectives, and/or strategies found in the plans listed below)

BOARD OF REGENTS MASTER PLAN:

LSUE STRATEGIC PLAN:  6.1.2

LSUE OPERATIONAL PLAN (FY 2002-2003):

OTHER:

EXPECTED RESULTS:

It is the mission of the LSUE Office of Information Technology to efficiently and effectively provide the technology facilities and services needed to meet the needs of employees and students. It is the goal of OIT to increase the use of technology throughout the campus while at the same time reducing the campus dependency on this office for basic assistance.

ASSESSMENT PROCEDURES:

1. OIT will maintain both telephone and formal work request logs to monitor the volume of user requests for services and assistance.
2. OIT will use both the LSUE Faculty/Staff and ACT Student satisfaction surveys to gauge the satisfaction level of the users.
3. Through the assessment procedure, OIT will document significant events related to technology services at LSUE.

RESPONSIBILITY FOR ASSESSMENT:

The Director of Information Technology will be responsible for compiling the materials called for in completion of the assessment.

USE OF ASSESSMENT FINDINGS:

Assessment findings will be used to refine project planning and business practices in subsequent years. Future planning goals are noted in the Departmental Recommendations For Program/Function Improvement section.
SUMMARY OF ASSESSMENT FINDINGS:

1. There were 255 formal requests processed for the 2002-2003 year. Work requests include items that are not a part of scheduled processing activities. There were 380 scheduled jobs processed this year. There were 895 telephone requests for assistance handled during the 2002-2003 year. This only includes calls made to the OIT main telephone number, 307.

2. Survey Results:

<table>
<thead>
<tr>
<th>Faculty/Staff Survey</th>
<th>Faculty</th>
<th>%CHG</th>
<th>Staff</th>
<th>%CHG</th>
</tr>
</thead>
<tbody>
<tr>
<td>Equipment in Office/Labs meets needs</td>
<td>89%</td>
<td>+3</td>
<td>93%</td>
<td>+2</td>
</tr>
<tr>
<td>Access to adequate support services</td>
<td>76%</td>
<td>-4</td>
<td>94%</td>
<td>+2</td>
</tr>
<tr>
<td>IT Staff Are helpful</td>
<td>88%</td>
<td>+4</td>
<td>98%</td>
<td>+4</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>ACT Student Satisfaction Survey*</th>
<th>LSUE</th>
<th>State AVG</th>
<th>National AVG</th>
</tr>
</thead>
<tbody>
<tr>
<td>4.44/5</td>
<td>4.34/5</td>
<td>4.21/5</td>
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</tbody>
</table>

* Computing Services was the highest ranked area on the LSUE campus.

3. Notable Technology Accomplishments Summary

Received a grant from the Smarter Kids Foundation allowing for the purchase of five additional multimedia consoles for classroom use. These units provide the instructor with ready access to a PC, projector, and VCR/DVD facilities in the classroom.

Over 140 new Faculty/Staff/student and general purpose PC’s have been purchased and installed over the last year.

New Phone cabling was installed to facilitate the Acadian Center Expansion Project.

The computer to student ratio has remained constant at approximately 10:1 even with an increased enrollment.

Technology training workshops for faculty and staff have continued.

Continued the Microsoft Campus Licensing agreement which provides not only campuswide use of core Microsoft packages but also allows faculty and staff take home rites for the Office packages.

Created new web based software in support of the campus effort to develop a one-stop student services facility. The software allows a single individual to view all aspects of a student’s relationship with the university allowing for true one-stop service.

IT/IR Staff obtained and/or continued membership in the following professional organizations:

- Louisiana Council of Information Services Directors
- InfraGuard – an organization started by the FBI concerned with the security of US computer systems
- LAIR – Louisiana Association for Institutional Research
- SAIR – Southern Association for Institutional Research
• AIR – Association for Institutional Research
• AAUA -- American Association of University Administrators
• NCIA – National Council of Instructional Administrators
• NACU – National Association of CARS Users

IT Staff attended the following Professional Meetings / Conferences:
• National Association of CARS Users Conference, Phoenix, AZ.
• Southern Association for Institutional Research, Baton Rouge, LA
• Louisiana Council of Information Services Directors, Baton Rouge, LA
• Blackboard Users Group Conference, Baltimore MD
• Louisiana Association for Institutional Research, Hammond, LA
• Association for Institutional Research, Tampa, FL
• SANS Security Essentials Training. Boston, MA
• Microsoft Tech Ed, Dallas, TX

Through funds received from the Exceptional Performance and Gain Sharing Program the following equipment purchases and professional development opportunities were possible:
• New computers, printers, VCR’s and accessories for four IT staff members
• A technical reference library was created for use by IT employees
• Paid for attendance to four of the conferences noted above

Successfully prepared for and weathered Hurricane Lili with no loss of data or equipment.

Planned and participated in the successful migration of telephone and data services for the bookstore as part of the Acadian Center Expansion project.

Negotiated pricing with Jenzabar for the purchase of their new Internet Campus Solution Product which will provide the framework for future versions of my.LSUE including providing access to prospective students.

Upgraded the telephone and voicemail system to allow for additional expansion and additional features for campus users including voicemail / Email integration, Voice over IP telephones, and others.

As a result of telephone system upgrades, many routine changes and updates can now be performed from IT preventing the need to physically be present at the telephone equipment.

Accepted additional responsibilities related to the Institutional Research and Effectiveness functions at the University.

Hired two additional IT staff members: A System and Network Support Specialist and A Database Programmer / Analyst to support the university’s growing needs in the areas of technology management and user support as well as institutional research.

The LSUE website received an overhaul providing for easier navigation based upon one’s association with LSUE.

In the area of Institutional Research and Effectiveness the following items have been achieved:
• A Fact Book was published for the first time in six years.
• LSUE Quick Facts, a pocket sized guide to semester demographics, is now being published.
• The LSUE Planning and Assessment cycle and model have been updated to reflect current university practices.
• An assessment calendar has been created and will be implemented in the upcoming year.
• The Institutional Research and Effectiveness website was established. Reports that have been distributed via paper or email are now being made available through the web, providing a permanent library for those needing access to campus data.
• New Databases have been created in support of Institutional Research and Effectiveness. Their organization will make it much easier to track student behavior and generate reports.
• A contract was established with Jenzabar to assist with completion of a web based report distribution system to allow for increased data access to the campus at large.
• Performed faculty/staff surveys online via the web.
• Created an application for the analysis of ACT PLAN test data provided by the Board of Regents.

Two campus labs were upgraded this year in accordance with the campus three-year replacement cycle for lab PC’s.

Created a new open lab for student use in the Acadian Center.

All lab PC’s are now being upgraded to Windows XP and Office XP allowing for greater stability and ease of management.

Bandwidth monitoring and shaping hardware was installed to manage the campus internet connection. This allows us to reserve facilities for mission critical applications and minimize the disruption caused by new peer-to-peer file sharing services.

Campus file servers were upgraded to the latest version of their operating systems and were configured to take advantage of Microsoft’s Active Directory components. This allows us to easily created integrated web services as well as being able to manage all users and hardware from a central application. Additoinally, These upgrades allow students to have dedicated online file storage from any campus PC.

Implemented the new student ID card system allowing integration with other campus services including library circulation and my.LSUE PIN retrieval.

Completed a contract with and installed the Blackboard Learning Management System for use by those involved with E-Learning at LSUE.

Installed two Laptop carts to provide mobile access to computing and network services. One of these resides in the Division of Business and Technology while the other was funded by Carl Perking and is housed in M-208.

Migrated the campus email system from FirstClass to Microsoft Exchange. This will
provide the campus with not only a more full-featured email system but also integrated
campus calendaring and public document sharing.

Established a wireless link to the Chancellor’s Residence to allow for network access
while at home.

Coordinated training on the CARS admissions and recruiting modules to assist these areas
in streamlining operations in support of the Noel Levitz recruiting and retention projects.

IT received the highest score in the campus services area on the annual ACT Student
Opinion Survey.

DEPARTMENTAL RECOMMENDATIONS FOR PROGRAM/FUNCTION
IMPROVEMENT:

Continue to enhance user and students services in support of the institutional mission. It is the goal of
IT to provide all faculty, staff, and students with the resources they need to be effective in pursuing
and reaching their goals.

Enhance the technology training opportunities available to faculty and staff in an effort to increase the
effectiveness of technology usage throughout the campus. Extend these beyond traditional offerings
to include specific topics including the use of new telephone and institutional effectiveness web
services.

Implement additional web services in support of LSUE’s recruitment and retention strategies targeted
at both potential and continuing students.

Enhance through both education and the development of new services, the institutional planning and
assessment processes. It is the goal of the Institutional Research and Effectiveness strengthen
university’s planning and effectiveness efforts by creating a comprehensive, integrated,
participatory planning and evaluation process that focuses on improvement in all aspects of
college operations and educational outcomes.