

Unit Assessment Report

Submit to the Institutional Research and Assessment Office by August 1st

The goal of this unit assessment is to inform institutional effectiveness. Institutional effectiveness assessment is conducted to determine the extent to which the college is achieving its mission. The unit supports this by identifying expected outcomes, assessing the extent to which it achieves these outcomes, and providing evidence of improvement based on analysis of the results.

Academic/Fiscal Year: 2017-2018

Person submitting report: Andy Ullom

Unit name: Computer Services

Unit mission: The Office of Computer Services will provide the highest quality technology-based services, in the most cost-effective manner, to facilitate the College mission as it applies to the management, teaching, learning, and community service.

Areas included in the unit: Computer Services

Outcomes	Outcome Target	Institutional Link
What do you want to accomplish? Please list at least two outcomes your unit will be assessing in the next few years to determine improvement in operational processes or procedures. Sometimes outcomes are listed as tasks. Outcomes are specific and measureable and can be strategic or operational.	What level of achievement do you want obtain for each outcome? The outcome target should be aggressive but attainable.	How does the outcome assist the college in achieving its mission? If outcomes support other identified institutional priorities, attach supporting institutional documentation
Outcome 1 Implement shared governance structure and committees, including the project request form (PRF).	90% of projects processed via Project Request Form (PRF) and Technology Advisory Group (TAG).	Provides key stakeholders direct input in strategic technology projects. Creates transparency for strategic technology planning and projects.
Outcome 2 Educate, protect and maintain technology-based systems, equipment and data.	Update classroom technology in 20% of classrooms.	Provides a conducive environment to learn and work safely.
Additional Outcomes (optional): Reduce complexity in operations while maximizing efficient operations.	Reduce Linux servers on campus by 30% compared to previous year.	Requires less reliance on 3 rd party contractors. Retires equipment at or past standard End of Life expectancies.
Performance Indicators		
What will you do to achieve your outcomes? Identify the performance indicators you will be using to assess achievement of your outcomes. Select your most important indicators. You should have at least two performance indicators for each outcome.		
Outcome 1: Indicator 1 – Present plan provided by John Falchi to cabinet, then faculty and staff. Select TAG members. Provide PRF to faculty and staff Indicator 2 – TAG meetings monthly. Processing project request forms.	Outcome 2: Indicator 1 – Conduct lunch and learn sessions with faculty, meet with divisions. Determine classroom needs. Process recommendations through TAG. Indicator 2 – Add feedback survey to Spiceworks ticket system	Additional Outcomes (optional): Indicator 1 – Work with Reach Your Solutions to move services to the cloud or locally hosted virtual servers.
Assessment Measures		

How and when will you measure your success? Identify <u>at least two</u> ways of measuring each outcome. At least one measure for each outcome should be a direct measure. Direct measures are quantifiable.		
Outcome 1 Direct method: Track and record number PRF submitted to Computer Services; track and record number of projects approved and passed on to TAG; track number of projects not approved. Annually report results. Other methods: Survey project submitters and TAG membership annually.	Outcome 2 Direct method: Track responses and information gained from faculty and division discussions. Other methods: Conduct annual technology survey and compare to previous year's results.	Additional assessment (optional): Direct method: Track decommissioned servers. Other methods:
Assessment Results		
Outcome 1 <ul style="list-style-type: none"> The shared governance structure and committees process is pending implementation starting in FY 19-20 Survey results from project submitters and TAG membership annually. <ul style="list-style-type: none"> Results: Please attach to the report. No reports as TAG is pending implementation starting in FY 19-20 	Outcome 2 <ul style="list-style-type: none"> 5 existing classroom's technology items were upgraded 3 new classrooms were installed Combined, the outcome target was reached. Track responses and information gained from faculty and division discussions. <ul style="list-style-type: none"> Results: Lunch and learn sessions are pending implementation starting FY18-19. Conduct annual technology survey and compare to previous year's results. <ul style="list-style-type: none"> Results: A faculty survey for classroom technology needs was conducted and the results are attached. 	Outcome 3 <ul style="list-style-type: none"> Track decommissioned servers. Results: <ul style="list-style-type: none"> Servers Removed from Service <ul style="list-style-type: none"> macgate.mcpherson.edu iscsi.mcpherson.edu Transitioned services off of Linux servers, bringing us closer to retiring the server

How does the unit plan to use the results to improve student learning and/or unit effectiveness?

Outcome 1 Implement shared governance structure and committees, including the project request form (PRF).

This outcome tracks multiple direct measurement items:

- 1) The number of proposed project forms (PRF) submitted to the unit.
- 2) The number of PRF's approved by Computer Services and submitted to the Technology Advisory Group (TAG)
- 3) The number of projects approved by TAG

4) The number of projects not approved by TAG

Upon implementation of the PRF and TAG, results from the direct measurements will be used to review and identify projects that need addition research, exploration, and support. Survey data will be collected from participants in the RFP and TAG processes. Feedback will be used to identify and streamline the process as well as identify trends important to college stakeholders.

Outcome 2 Educate, protect and maintain technology-based systems, equipment and data.

Feedback from campus constituency groups the unit meets with is a direct measurement. Feedback from surveys is an indirect measurement. Direct and indirect data will be utilized. The current focus of “Update classroom technology in 20% of classrooms.” will be planned for and included in annual equipment replacement cycles to maintain updated equipment in classrooms. Feedback from campus constituency groups will be used to plan and implement future focus initiatives across campus.

Additional Outcomes (optional): Reduce complexity in operations while maximizing efficient operations.

The unit continues to evaluate and move internally hosted services to the cloud while working to retire old and out of date services. The unit’s current focus is “Reduce Linux servers on campus by 30% compared to previous year.” continues to be a priority for the unit. Future focus items will be determined by consultation within the unit, with Reach Solutions (managed services provider), and campus key stakeholders. Feedback will primarily be direct conversations. Should feedback from a wider campus group be required, survey and focus groups will be constructed.

Please describe in detail the action plan, including when, these actions will be implemented?

Outcome 1 Implement shared governance structure and committees, including the project request form (PRF).

Discussions within the unit and with key administration stakeholders will occur this year, working towards starting implementation in FY19-20. Process change is hard and will take time to implement. The unit uses feedback to improve talking points and educational materials.

Outcome 2 Educate, protect and maintain technology-based systems, equipment and data: Update classroom technology in 20% of classrooms

The unit surveyed faculty for the rooms that they have taught in over the past 3 semesters. The survey results are available for review. Using the feedback from faculty and classroom utilization, the unit developed a planned cycle for classroom technology equipment replacement. The plan was implemented and 5 classrooms were upgraded. 3 new classrooms were outfitted with classroom technology equipment: 2 were existing classrooms with no technology and 1 was a newly built classroom. The information from the survey allowed the unit to address issues not previously identified.

A follow-up survey will be used to assess the usefulness on the new technology items available, prior to purchase and installation of the 2nd year’s classroom upgrades.

Outcome 3 Reduce complexity in operations while maximizing efficient operations. Reduce Linux servers on campus by 30% compared to previous year.

Removal of existing services without impacting current operations was more complicated than expected, as some servers were providing multiple services. Significant progress was made transitioning services to windows servers. Upgrade and replacement of the campus wide wireless system provided the opportunity to transition more services away from Linux servers. Updates to the campus network in the next 6-12 months will result in the retirement of at least 2 more Linux servers on campus.

Are any of the unit outcomes changing for next year?

Yes

No

(If you answer yes, the IRA office will send you a new prepopulated template to adjust for the 2018-2019 reporting year).

Assessment committee feedback:

Unit Assessment Timeline	
August 1	Assessment plan due for current fiscal year.
September 1	Assessment committee provides feedback
September 14	Any clarification or changes need to the plan are resubmitted to the assessment committee
Academic Year	Implement the assessment plan.
August 1	Final report from the previous fiscal year is due and upcoming assessment plan for the current fiscal year.

Assessment Glossary

Direct measure: data—evaluates actual performance, is quantifiable. Examples: number of reported crimes on campus, number of outstanding tuition payments, service will be provided within two days of request, retention data, time, cost, productivity

Indirect measure: evaluates perceived performance, is qualitative, based on feelings or perceptions. Examples: surveys, focus groups, perceived efficiencies

Institutional effectiveness: Assessment to determine the extent to which a college or university is achieving its mission. The institution identifies expected outcomes, assesses the extent to which it achieves these outcomes, and provides evidence of improvement based on analysis of the results.

Performance indicator: A means of objectively quantifying results of products, projects, services, or programs.

Strategic outcome: Implementation of initiatives intended to contribute to a strategic goal. There is an impact on goal performance to do that implementation.

Operational outcome: Addresses regular operational or procedural tasks. Generally provide service or product. Direct and indirect effects on stakeholders.