

Enterprise Information Systems

Academic Affairs

Administrative Unit Assessment

FY 18 (July 2017-July 2018)

Department and Assessment Report Information

Prepared on:7/25/2018 2:20:19 PM	By:beverly.bergman@mga.edu
For which department or area are you reporting?	Enterprise Information Systems
What is the name and MGA email address of the person responsible for this report?	Beverly Bergman beverly.bergman@mga.edu

Departmental 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.

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 end-user and our third-party interfaces.
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What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.	<ol style="list-style-type: none">1. Ensure current Banner software is available to meet the needs of faculty, staff, and students.2. Provide prompt and courteous support to the end-users.
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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 strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY19.

Objective 1

Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Banner will be migrated to version 9 in a hosted environment.
Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Emails, project timeline, and minutes from meetings;
Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	100% migration to hosted environment and 100% migration to Banner 9 admin pages
Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	100% complete migrating to hosted environment. 75% complete migrating to Banner 9 admin pages.
Objective 1: Did your department meet this objective?	The department did not meet this objective.
Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	We began running on a hosted environment on April 26, 2018 with Banner 9 Admin Pages. Issues were encountered, so we reverted back to using Banner 8. We now have a core group of departments using Banner 9 in production with plans to roll it out to the entire institution in a couple of months.

Objective 2

Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	End-users will be satisfied with the services received by EIS.
Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	Satisfaction survey
Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	80% of respondents will indicate satisfaction
Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)	0%
Objective 2: Did your department meet this objective?	The department did not meet this objective.
Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	The Office of EIS has been very busy becoming hosted and working on Banner 9 and keeping up with helpdesk tickets. Creating a survey was not a top priority, Other jobs kept taking precedence so the survey never got done.

Objective 3

Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	N/A
Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
Objective 3: 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
Objective 3: Did your department meet this objective?	The department met this objective.
Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Objective 4

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
Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	N/A
Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)	N/A
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
Objective 4: Did your department meet this objective?	The department met this objective.
Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	N/A

Future Plans

<p>Please identify at least 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 to X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>1) The Department of EIS will complete tickets under the Banner Support category within 3 business days of the request. 2) The Department of EIS will have a satisfaction survey completed by faculty and staff with an 80% satisfaction rate.</p>
<p>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</p>	<p>I believe the Office of Enterprise Information Systems will get Banner 9 Admin Pages deployed to all users within a couple of months with the help of USG Managed Services. The fact that we did not have time to create a satisfaction survey is just one example of the many requests we have not been able to complete. The workload continues to increase and our team of 4 just can't keep up anymore.</p>

Form run:

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