

## IT Services

### Academic Affairs

### Administrative Unit Assessment

FY 19 (July 2018-July 2019)

#### Department and Assessment Report Information

Prepared on:7/30/2019 1:37:14 PM	By:jeff.marshall@mga.edu
For which department or area are you reporting?	IT Services
What is the name and MGA email address of the person responsible for this report?	Jeff Marshall Jeff.marshall@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.

<b>What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.</b>	IT Services is committed to provide immediate and efficient support for all classroom technology, PC's and audiovisual across the MGA campuses.
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<b>What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.</b>	<ol style="list-style-type: none"><li>1. Provide quality service in a timely manner for all helpdesk requests.</li><li>2. Provide, manage, and maintain state of the art desktop and classroom technology for students, faculty, and staff.</li><li>3. Assess new and emerging technologies to assist administrative and academic departments when investing budgeted funds for technology.</li></ol>
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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 FY19. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY20.

### Objective 1

<b>Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	80% of helpdesk requestors are 90% satisfied - monthly helpdesk logs/IT survey.
<b>Objective 1: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Track Helpdesk request log/Monthly, Annual satisfaction/IT survey
<b>Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	90% satisfied
<b>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)</b>	90% satisfied
<b>Objective 1: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 1: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	Met with IT staff on monthly basis. NO changes needed

## Objective 2

<b>Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	100% of budgeted Technology fee items are utilized - compare budgeted items against actual purchases.
<b>Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	100% of budgeted Technology Fee items are utilized.
<b>Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	100%.
<b>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)</b>	100%.
<b>Objective 2: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	100% utilization of Technology fees is required from the committee. None

### Objective 3

<b>Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	Faculty - 60% satisfaction of new VCON system
<b>Objective 3: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	Faculty and student survey
<b>Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	60% satisfaction
<b>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)</b>	50% satisfaction based on survey
<b>Objective 3: Did your department meet this objective?</b>	The department did not meet this objective.
<b>Objective 3: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	VCON is not a positive or popular way for asynchronous teaching between campuses. Less use of VCON for LIVE classes.

**Objective 4**

<b>Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</b>	NA
<b>Objective 4: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</b>	NA
<b>Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</b>	NA
<b>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)</b>	NA
<b>Objective 4: Did your department meet this objective?</b>	The department met this objective.
<b>Objective 4: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</b>	NA

## Future Plans

<p><b>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.</b></p>	<ol style="list-style-type: none"><li>1. 80% of helpdesk requestors are 90% satisfied - monthly helpdesk logs/IT survey.</li><li>2. 100% of budgeted Technology fee items are utilized - compare budgeted items against actual purchases.</li><li>3. Upgrade all computers to Windows 10 by Feb. 1 2020. - 100% completion</li></ol>
<p><b>Based on this assessment, please share your thoughts on the current status and future direction of this department or area.</b></p>	<p>NA</p>

Form run:

Tuesday, January 14, 2020