

Network Services

Division of the University: Academic Affairs

Administrative Unit Assessment Year Reporting: FY22 (July 2021 – June 2022)

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Department 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.

6. What is the mission statement for this department/area? Your mission should explain why the department/area exists and who it serves.	To provide reliable network, authentication, and Microsoft 365 services for all Middle Georgia State University faculty, staff, students, and guests.
7. 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. Provide continuous and reliable network functionality and modernization.2. Provide continuous and reliable authentication functionality and modernization.3. Provide continuous and reliable Microsoft 365 functionality and modernization.

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 FY22. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY23.

Objective 1

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Assist with the deployment of a new private contractor dorm wireless network system for all dorm residents.
9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The network office broke this project into 3 separate jobs. The 3 jobs corresponded to the 3 campuses with dorm residents - Macon, Cochran, and Eastman. The three campuses were converted to the new system and performance testing was done by Apogee to insure proper bandwidth specifications. The completion of these 3 separate jobs was accomplished with a minimal of network down time.
10. Objective 1: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to provide 100% of all dorm residents, at 3 separate campuses with a new private contractor dorm wireless network with a minimal loss of service during the transition.
11. Objective 1: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The target performance level for this objective was to upgrade the existing dorm wireless network from a best effort network design to a network that guaranteed specific technical specifications. The specifications include a network based on IEEE 802.11 standards, provides for 7 devices per student; and has 100Mbps downstream Internet speed, and 25Mbps upstream speed.
12. 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)	The network office achieved 100% completion for this objective.
13. Objective 1: Did your department meet this objective?	The department met this objective.

<p>14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Documentation, planning, coordination, and testing are essential to successfully implement a new residential student wireless network.</p>
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Objective 2

<p>15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Continue to implement new disaster recovery plan for all network office servers.</p>
<p>16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>This objective was measured by the total number of servers that needed to be backed up in accordance with the new disaster recovery plan, and whether the servers were physical or virtual. There are currently a total of 32 servers; 16 of these servers are physical and 16 are virtual.</p>
<p>17. Objective 2: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>Our target outcome for this objective was to have 100% of all 32 servers, whether physical or virtual, backed up in accordance with our new disaster recovery plan.</p>
<p>18. Objective 2: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The target performance level for this objective was to not only backup all 32 network office servers on one backup server, but to also replicate the backups to another backup server located in another building, and document the steps to recover and rebuild all 32 network servers.</p>
<p>19. 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)</p>	<p>The network office achieved 100% of this objective. All 32 physical and virtual servers were backed up in accordance with our new disaster recovery plan.</p>
<p>20. Objective 2: Did your department meet this objective?</p>	<p>The department met this objective.</p>
<p>21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Documentation, planning, coordination, and testing are essential to successfully implement a new disaster recovery plan for all of the network servers.</p>

Objective 3

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.	Assist with the deployment of a new private contractor VoIP system for all faculty, and staff.
23. Objective 3: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)	The network office has been involved with 2 specific components (jobs) of the new private contractor VoIP system. These 2 components are the network configuration and the Microsoft Teams configuration.
24. Objective 3: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)	The target outcome for this objective was to complete 100% of the network configuration, 100% of the Microsoft Teams configuration for the new VoIP system.
25. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)	The target performance level for this objective was to upgrade the existing Plain Old Telephone System (POTS) to a private contractor VoIP system. This new VoIP system is integrated with Microsoft Teams and utilizes Teams compatible phones.
26. 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)	The network office has configured approximately 50% of the network and 50% of the Microsoft Teams configuration for the new VoIP system implementation.
27. Objective 2: Did your department meet this objective?	The department did not meet this objective.
28. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?	Documentation, planning, coordination, and testing are essential to successfully implement a new private contractor VoIP system. We will continue with this approach next year in order to complete this objective.

Objective 4

<p>29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.</p>	<p>Continue employee cross training.</p>
<p>30. Objective 4: Detail how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort)</p>	<p>This objective is measured by the successful cross training of all employees in network equipment administration, server administration, and Microsoft 365 administration.</p>
<p>31. Objective 4: What was your target outcome for this objective? (i.e. 80% participation, 5% enrollment growth, 7% change in engagement)</p>	<p>The target outcome for this objective is to have 3 persons trained in network administration, 3 persons trained in server administration, and 3 employees trained in Microsoft 365 administration.</p>
<p>32. Objective 4: Provide details for your target performance level established (i.e., accreditation requirement, past performance data, peer program review, etc.)</p>	<p>The target performance level for this objective was to continuously train and cross train all employees in the network office on our current responsibilities, and also any future responsibilities that arise from the deployment of new systems.</p>
<p>33. 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)</p>	<p>The achievement level for this objective is 67%. 2 employees are trained in network administration, 2 employees are trained in server administration, and 2 employees are trained in Microsoft 365.</p>
<p>34. Objective 4: Did your department meet this objective?</p>	<p>The department did not meet this objective.</p>
<p>35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?</p>	<p>Documentation, planning, coordination, patience, and working together as a team are essential to successfully cross training employees in the network office.</p>

Future Plans

<p>36. Please identify and detail three to 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 of X will provide training in ABC for at least 73 MGA faculty and staff.</p>	<p>1. Continue to assist with the deployment of a new private contractor VoIP system (E911, Teams configuration, network configuration). 2. Upgrade fiber backbone at University Pointe Dorms. 3. Continue employee cross training (Teams, VoIP, Cisco). 4. Upgrade all core network switches, UPS, and power distribution).</p>
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Open Box for Assessment Comments

<p>37. In this field, please document the overall use of assessment results for continuous improvement of this department area (consider the past, present, and future and specifically address these in your narrative).</p>	<p>The network office uses past assessment results (both good and bad) to improve the efficiency, cost, and implementation times of current projects. This continuous improvement allows the network office integrate ongoing projects more efficiently into the ever more complicated future IT technologies (specifically cloud based technologies).</p>
<p>38. Optional Open Text Box for Assessment Comments:</p>	<p>NA</p>
<p>42. If the COVID-19 pandemic impacted this assessment cycle, please provide specific details below.</p>	<p>The COVID-19 pandemic has impacted this assessment cycle because it necessitated more remote (work from home) employee work schedules. This negativity impacted the progress of the hands-on projects the network office has been working on during this assessment cycle.</p>

MGA’s Strategic Plan

<p>39. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/docs/Strategic_Plan_Overall_DB.pdf) by checking all associated and relevant Imperatives / Strategies from the list below. (Check all the apply)</p>	<p>Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets, Own Student Success 4. Expand student engagement and experiential learning, Build Shared Culture 5. Attract talent and</p>
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	enhance employee development and recognition, Build Shared Culture 6. Sustain financial health through resourceful fiscal management
40. Please indicate which of the following actions you have taken because of the 2021/2022 Assessment Cycle (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area) (Check all the apply)	Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community, Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc. Operational Processes, Request for Additional Financial or Human Resources, Customer Service Changes: Communication, Services, etc., Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

Other

41. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc.)	NA
43. Mindset Update (Academic Deans ONLY)	NA

