Title. Middle Georgia State University

Middle Georgia State University Administrative Assessment

Instructions. This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf

Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work In the event that you need to edit your submission, you may contact the Faculty Affairs Manager to secure a custom link to edit and resubmit.

Q1. Submitters Email

tommy.davis@mga.edu

Q2. Who is the person responsible for this report?

Thomas B. Davis Jr.

Q3. For which year are you completing this report?

- ○ FY 23 (July 2022-June 2023)
- ○ FY 24 (July 2023-June 2024)
- ● FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

- ○ Office of the President
- ○ Advancement
- ◉ Academic Affairs
- ○ Fiscal Affairs
- ○ Enrollment Management
- ○ Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

Network Services

Q6. 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, report the mission statement for your department.

To provide reliable network services, authentication, and Microsoft Entra services for all Middle Georgia State University faculty, staff, students, and guests.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

1. Provide continuous and reliable network functionality and modernization. 2. Provide continuous and reliable authentication functionality and modernization. 3. Provide continuous and reliable Microsoft Entra functionality and modernization.

0. 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 FY25. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY26.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Continue to assist OTR with the deployment of a new contractor VoIP system. (E911, Teams configuration, and network configuration.

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The network office has been involved with the configuration of 3 specific components (jobs) of the new private contractor VoIP system, these components are the Network, Microsoft Entra, and E911.

10. Objective 1: What was your target outcome for this objective? (1.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 Entra configuration, and 100% of the E911 configuration.

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 upgrade the exisiting Plain Old Telephone System (POTS) to a private contractor VoIP system. This new VoIP system is integrated with Microsoft Entra and utilizes Entra compatible phones.

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 configured 100% of the network configuration, 100% of the Microsoft Entra configuration, and 100% of the E911 configuration.

13. Objective 1: Did your department meet this objective?

- ○ The department did not meet this objective.
- ● The department met this objective.
- ○ The department exceeded this objective.

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?

Documentation, planning, coordination, and testing are essential to successfully implement a new private contractor VoIP system. There will be no changes made based on this effort next year since the project has been completed.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Continue to upgrade nine network switches from end-of-life Cisco 6500E series switches to new Cisco C9400 series switches, nine APC 208V Uninterruptible Power Supplies (UPS), and nine APC 208V Power Distribution Units (PDU).

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The switch upgrade project is divided into two parts. The first part consists of upgrading six layer-3 core switches, six Uninterruptable Power Supplies (UPS), and six Power Distribution Units (PDU). The second part consists of upgrading three layer-2 building switches, three Uninterruptible Power Supplies (UPS) and three Power Distribution Units (PDU).

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome was to have six layer-3 core switches, six Uninterruptible Power Supplies (UPS), and six Power Distribution Units (PDU) installed by July 2023 and three layer-2 switches, three UPS, and three PDUs installed by July 2024.

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for the objective was to upgrade the existing 1 gigabit network backbone, and 1 gigabit AP trunks to a 10 gigabit backbone with 5 gigabit AP trunks.

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)

50% (three) of the layer-3 core switches, UPSs, and PDUs have been installed. 33% (one) of the layer-2 switches, UPSs, and PDUs have been installed.

20. Objective 2: Did your department meet this objective?

- (x) The department did not meet this objective.
- ( ) The department met this objective.
- ( ) The department exceeded this objective.

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?

Documentation, planning, coordination, testing, and patience are essential to successfully install the nine new switches, Uninterruptible Power Supplies (UPS), and Power Distribution Units (PDU). The network office will continue to ask for scheduled outages to deploy the switches, UPS, and PDUs.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Continue to upgrade 6 remote Windows Server 2019 physical domain controllers to Windows Server 2022 physical domain controllers and upgrade 2 Macon Windows Server 2019 physical domain controllers to Windows Server 2022 virtual domain controllers.

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

The server upgrade project is divided into two parts. The first of which is upgrading the 6 remote physical domain controllers from Widows Server 2019 to Windows Server 2022, the second part is upgrading the 2 Macon physical domain controllers from Windows Server 2019 to virtual Windows Server 2022 domain controllers.

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome for the objective is to upgrade all 8 Windows Server 2019 domain controllers to Windows Server 2022 and virtualize the 2 Macon domain controllers

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level is to upgrade 8 domain controllers from Windows Server 2019 to Windows Server 2022.

26. 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)

The achievement level for this objective is 100% for upgrading the 8 domain controllers from Windows Server 2019 to Windows Server 2022 and 100% for converting the two Macon domain controllers from physical to virtual.

27. Objective 3: Did your department meet this objective?

- ○ The department did not meet this objective.
- ◉ The department met this objective.
- ○ The department exceeded this objective.

28. Objective 3: 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, and testing are essential to successfully upgrade the 6 remote Windows Server 2019 physical domain controllers to Windows Server 2022 physical domain controllers, and to upgrade the 2 Macon Windows Server 2019 physical domain controllers to Windows Server 2022 virtual domain controllers.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

Implement a new Windows Server 2022 High Availability cluster.

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

This objective was broken down into two parts: acquiring 3 new Dell R650 servers and 1 new Dell ME4024 Array and then creating the new Windows Server 2022 High Availability Cluster Net-HyperV.

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome for this objective was to have the new equipment purchased and in place by January 2024 and have the cluster configured by March 2024.

32. 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 create a new Windows Server 2022, three node High Availability Cluster.

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)

The new Windows Server 2022 High Availability Cluster is 100% complete and now in use in the production environment.

34. Objective 4: Did your department meet this objective?

- ○ The department did not meet this objective.
- ◉ The department met this objective.

- [ ] The department exceeded this objective.

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?

Documentation, planning, and testing were essential to successfully complete the new Windows Server 2022 High Availability Cluster Net-HyperV.

36. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/strategic-plan/docs/Strategic_Plan_2023-2028.pdf) by checking all associated and relevant Strategies from the list below. (Check all the apply)

- [ ] Champion Student Success 1. Demonstrate standards of excellence in all academic programs
- [x] Champion Student Success 2. Grow student engagement at all degree levels
- [ ] Champion Student Success 3. Expand enrollment and graduation
- [x] Lead Innovation and Economic Opportunity 4. Ensure high-demand programs for workforce and career alignment
- [ ] Lead Innovation and Economic Opportunity 5. Use Center for Middle Georgia Studies to drive University outreach
- [ ] Lead Innovation and Economic Opportunity 6. Coordinate faculty scholarship and grant awards to build University reputation
- [x] Build Culture and Identity 7. Plan, resource, and promote campus roles and identities
- [ ] Build Culture and Identity 8. Pursue great-place/college -to-work designation
- [ ] Build Culture and Identity 9. Promote culture of wellness throughout the MGA community
- [ ] Build Culture and Identity 10. Compete and win at the NCAA Division II level
- [x] Sustain Fiscal Resilience and Brand Value 11. Apply data-driven accountability to all operations
- [x] Sustain Fiscal Resilience and Brand Value 12. Maintain access, affordability and value for all students
- [ ] Sustain Fiscal Resilience and Brand Value 13. Grow and diversity streams of revenue

37. Please indicate which of the following actions you took as a result of the 2023/2024 Assessment Cycle **(prior cycle)** (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

- [x] Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community
- [ ] Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- [x] Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance
- [x] Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- [ ] Request for Additional Financial or Human Resources
- [ ] Customer Service Changes: Communication, Services, etc
- [ ] Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- [x] Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

- [ ] Other

38. Please indicate which of the following actions you will take as a result of the 2024/2025 Assessment Cycle **(current cycle)** (Note: These actions must be 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
- [ ] Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders
- [x] Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance
- [x] Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes
- [ ] Request for Additional Financial or Human Resources
- [ ] Customer Service Changes: Communication, Services, etc
- [ ] Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other
- [x] Evaluating and/or Revising the Reporting Lines Internal Assessment Processes
- [ ] Other

39. Please provide a **comprehensive narrative** outlining how assessment results are utilized for continuous improvement in this field. Your narrative **<u>should be of sufficient length and detail</u>** to address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

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 to integrate ongoing projects more efficiently into the ever more complicated future technologies (specifically cloud based technologies).

40. 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

41. 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.

1. Continue to upgrade nine core network switches from end-of-life Cisco 6500E series switches to new Cisco C9400 series switches, nine APC 208V Uninterruptible Power Supplies (UPS), and nine APC Power Distribution Units (PDU). 2. Upgrade all 15 virtual servers on High Availability Cluster (Net-HV) from Windows Server 2019 Windows Server 2022. 3. Investigate and provide quotes to extend the MGSU network to both Nesmith Stadium and Knights field at the Cochran campus, and the Georgia Premier Cross Country Course at the Macon campus. 4. Implement DNS Scavenging on domain controller MC-DC1.

42. Optional Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the FY24 as well as outcomes associated with your appraisal of your schools activities.

NA

43. Did you use any of the following resources to support your data collection, analysis, and planning efforts? Please check all that apply and/or list any others you utilized:

- [ ] MGA Dashboards
- [ ] USG Dashboards
- [ ] MGA Institutional Reports
- [ ] USG System-Level Reports
- [ ] MGA Internal Surveys
- [ ] USG-Administered Surveys
- [ ] Academic Program Reviews
- [x] Strategic Planning Documents (MGA and/or USG)
- [ ] Enrollment Reports (term-over-term, year-over-year)
- [ ] Retention/Graduation/Success Rate Reprots
- [x] Budget or Financial Reports
- [ ] Assessment Reports of Institutional Effectiveness Documents
- [ ] Faculty/Staff Workload Data
- [ ] Peer Institution Comparisons or Benchmarking Reports
- [ ] External Accreditor Data or Standards
- [ ] National or State Data Sets (IPEDS, NCES, Georgia Data System, etc.)
- [ ] Custom Data Requests (OIRDS or other offices)
- [ ] Other (please specify):

44. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).