

Information and Technology Services Assessment Plan – 2005

ITS Divisional Outcomes	Related MSU Goals	Method(s) of Assessment	Who/What Assessed (Identify population/area)	When Assessed (dates)	Excellence of Service (how good)	What is Hoped to Be Learned?
1. Provide students updated and accessible computer resources on-campus. (ACC)	#2, 4, 6	Measure the number of students using the ACC and satellite lab facilities.	Users of labs	Each semester	<i>Usage, accessibility/availability, and quality/power of systems</i>	<i>How heavy the labs are being used so that low usage areas can be upgraded or replaced; verify right hardware/software options.</i>
2. Facilitate faculty need for computerized classroom resources on-campus. (ACC)	#2, 4, 6	Measure the number of classes held in the ACC.	Classes	Each semester	<i>Attendance is 60% of capacity during core class times.</i>	<i>Are computerized classrooms being utilized to capacity? Should technology in classrooms be changed? Should priority scheduling of classroom resources be changed?</i>
3. Provide faculty and staff training in using computer resources (non-instructional productivity tools) on campus. (CustServ)	#4, 6	Measure the number of faculty and staff that attend and their satisfaction.	Attendees	Each session	<i>Achieve high satisfaction ratings on end of semester cumulative reports. Attendance increasing.</i>	<i>Is material relevant to workplace requirements? Does the training make their jobs easier? Should sessions be modified to better suit faculty/staff needs?</i>
4. Provide faculty, staff, and students assistance in solving technological problems. (CustServ)	#2, 4, 6	Measure the number of faculty, staff, and students that receive assistance and their satisfaction. Speed of service and resolution.	Faculty, staff, and students that receive assistance.	Each year	<i>Survey results indicate increasing customer satisfaction levels. Achieve greater than 85% satisfied threshold in survey.</i>	<i>Are customers content with the service provided? Identify weaknesses in service offerings.</i>
5. Repair and maintain computer resources. (CustServ)	#2, 4, 6	Track computer repairs.	Classrooms, depts. or colleges	Each year	<i>Systems returned to customers fully functional.</i>	<i>Are customers satisfied with the level of service they are provided? Are systems maintained and operational?</i>

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6. To assist faculty, staff and students in purchasing computer technological resources. (CustServ)	#2, 4, 6	Track purchases, inventory levels. Track customer knowledge of Campus Computer Store.	Customer base. Store sales and inventories.	Each year	<i>Increase sales, increasing customer awareness of store offerings.</i>	<i>Can service be improved? Is the store improving sales figures? Is the necessary inventory being maintained? Are customers aware of and satisfied with service levels?</i>
7. Monitor, extend, and upgrade classroom multi-media presentation systems. (ETS)		Track number and percentages of rooms covered; utilization.	Classrooms	Each year	<i>Utilization is 60% or above; coverage is over 90%</i>	<i>Are faculty and students satisfied with the level of service they are provided?</i>
8. Provide faculty technical support and training for online education. (ETS)	#4, 6	The number of offerings/ attendance will be tracked as well as satisfaction.	Faculty engaged in training.	Each semester	<i>Achieve "satisfied" threshold in survey.</i>	<i>Are faculty satisfied with the level of service they are provided?</i>
9. Provide outreach events to external constituency and professional groups. (ETS)	#5	Track number of conferences, community and workshops, and attendance and satisfaction.	Attendees	Each year.	<i>Attendance is 60% of capacity; achieve "satisfied" threshold in survey.</i>	<i>Are attendees interested in and satisfied with the events?</i>
10. Provide administrative, faculty, and staff support in programming and data entry projects. (Application, Web, ETS)	#4, 6	The number of projects, cost and labor savings, and subjective satisfaction of users.	Users of services; scope of services.	Each year	<i>Application projects save institution resources and improve functionality; achieve "satisfied" threshold in survey.</i>	<i>How effective are we in improving efficiency of business processes?</i>
11. Provide available and accessible file storage and file sharing ability for faculty, staff, and	#2, 4, 6	Calculate amount and usage of file storage; survey for interest in additional features	Users of services; scope of services.	Each semester	<i>Increase in users and usage</i>	<i>Are we offering adequate space and features?</i>

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students. <small>(TechServ)</small>						
12. Monitor and improve the electronic communication access and use of faculty, staff, and students. <small>(TechServ)</small>	#2, 4, 6	Calculate e-mail (forwards off-campus, amount of storage) and phone statistics	Users of services.	Each semester	<i>Decrease in use of outside e-mail; meet or exceed industry standard in telecom service?</i>	<i>Are we offering adequate services and features?</i>
13. Provide an accessible and available wireless network on-campus. <small>(TechServ)</small>	#2, 4, 6	Conduct site survey to map coverage and use tools to monitor usage and availability.	Sites and use.	Each semester	<i>Complete coverage excluding dorm rooms and faculty offices</i>	<i>How much of the campus is covered via wireless network and where are usage highs/lows?</i>
14. Provide accessible and available printing resources on-campus. <small>(TechServ)</small>	#2, 4, 6	Conduct site survey to map coverage and use and monitor student satisfaction through survey.	Sites and use.	Each semester	<i>Achieve "satisfied" threshold in survey.</i>	<i>Do students have adequate printing capability and are satisfied with service?</i>
15. Develop and maintain a useful and informative website for the university and its constituents. <small>(Web)</small>	#2, 4, 6	Number of visits to website; satisfaction of visitors with site on specific criteria.	All who visit MSU website.	Monthly	<i>Increases in annual usage trends; maintenance of code standards</i>	<i>Trends in website usage; satisfaction of visitors</i>