

Information Services Assessment 2021-2022

IS Strategic Objective	Institutional Goal	Outcome	Measure	Target	Findings
Infrastructure and Security: Provide a robust, reliable, and secure infrastructure to enhance the institution's business and academic functions.	Promote Academic Excellence (obj 2)	Expand availability of wireless internet coverage in campus facilities	Infrastructure Expansion - Identify areas of opportunity for expanded or improved coverage and deploy additional WAPs.	Increase campus coverage	Expanded wireless coverage to include the CARC fieldhouse for large events.
	Improve Operational Effectiveness (obj 1,3)		Infrastructure Updates - Update back-end infrastructure to support wireless expansion	Install new wireless technology	New wireless controllers deployed to support the newest generation of WAPs.
Operational Excellence: Leverage existing, emerging, and innovative technologies to drive operational efficiencies, improve business processes, reduce costs, and support data-driven decisions.	Improve Operational Effectiveness (obj. 1, 2,3,4) Focus on Sustainability (obj. 3)	Ensure fiscal responsibility and realize savings and discounts whenever possible	Fiscal Savings - Achieve savings from identifying opportunities for grants and other awards	Generate \$20,000 in savings	An additional expense offset of \$66,803 was generated by leveraging available grant funding during FY21-22
			Fiscal Savings - Achieve savings from seeking competitive pricing and monitoring for budgetary errors	Generate \$20,000 in savings	IS generated a total savings of \$44,527 from routine operations during the FY21-22
Learning-centered Institution: Enhance technology resources in support of classroom and remote teaching / learning, student retention, and student success.	Promote Academic Excellence (obj. 2,4)	Expand access to FLEX technology and training	Technology Expansion - Expand fleet of mobile streaming carts and FLEX classrooms	Increase FLEX technology in 5 classrooms or spaces on campus	11 additional FLEX classrooms have been added
	Create Robust and Active Campus Life (obj. 3)		Technology Support - Provide support to faculty teaching in FLEX modality	Offer minimum of 10 support events	Learning Space Technician provided support for 41 events utilizing FLEX carts or classrooms.
	Create Robust and Active Campus Life (obj. 3)		Training Opportunities - Provide individual and group training opportunities to faculty	Offer minimum 10 training hours	Technician provided 30 hours of walk-in FLEX modality training

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			teaching in FLEX modality		
Staff Development: Create and foster a culture of collaboration, engagement, assessment, and continuous improvement. Support IS staff professional development, retention, and diversity in hiring.	Enhance Diversity and Welcome (obj. 2,3)	Staffing – Increase staffing levels through diverse process	Expand IS staffing levels	Gain approval and advertise for 2 new IS programmers	Two positions were advertised; searched continued to 2023 due to no applicants
	Create Robust and Active Campus Life (obj. 2,4)	Professional Development – Support professional development opportunities for staff	Support professional development	Encourage each IS staff member to attend one professional development training	All staff attended at least 1 professional development training