Unit Level Report AY 2012
Department: Technology Services

Delta State
Finance and Administration/VPF
Finance and Administration/Assoc. VP
Technology Services

OIT Mission
Mission statement
Information Technology supports Delta State University’s mission by serving students, the campus community and external entities with leadership, resources and support to enhance opportunities for communication, collaboration, improved efficiency, and engagement.

Related Items
There are no related items.

OIT 2012_01: Improve Effectiveness
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Improve university effectiveness and student/employee satisfaction through process improvement and training.

Evaluation Procedures
Number of Business Processes Improved
Number of Trainings offered/completed
Increase in satisfaction based on survey

Actual Results of Evaluation
• Improved Online Graduation process by implementing CAPP degree auditing and migrating the previous manual process to online. The business process improvement saved the Registrar’s office over 2100 person hours and reduced efforts required by Deans and faculty.
• Implemented spreadsheet budgeting for the finance office which reduced the potential for error from the previous manual process and increased the efficiency of the office staff.
• Increased the efficiencies in the admissions and recruiting area by reviewing the previous business processes and implementing mass registration of potential student recruits.

Use of Evaluation Results
Related Items
There are no related items.

OIT 2012_02: Enhance Teaching and Learning
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Enhance teaching and learning through the creative use of technology resources and support for all students, faculty and staff

Evaluation Procedures
Number of new electronic resources
Benchmark and increase computer lab utilization
Number of training hours
Number of innovation sharing activities

Actual Results of Evaluation
Use of Evaluation Results
Related Items
There are no related items.

OIT 2012_03: Provide University Resources
Start: 7/1/2011
End: 6/30/2012
Unit Goal
Provide the knowledge, resources, and capabilities that empower the university to promote and energize an actively engaged culture

Evaluation Procedures
Percent of campus covered by wireless

Internet bandwidth

Uptime/availability

Actual Results of Evaluation
- Uptime of university IT systems was greater than 99.9% availability for the year
- Expanded wireless access by adding complete wireless coverage of Gibson Gunn, Lawler-Harkins Residence Hall and Brumby Castle.
- Investigating potential for increasing university bandwidth, maximizing existing university bandwidth by traffic shaping incoming and outgoing internet usage

Use of Evaluation Results

Related Items
There are no related items.

OIT 2012_4: Support Enrollment and Retention Efforts
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Support enrollment and retention efforts and promote engagement of students and faculty through innovative technology

Evaluation Procedures
Number of web enabled processes (student and employee)

Enrollment

Retention

Student engagement data

Use of online tools for student groups

Retention and persistence of identified at-risk students

Actual Results of Evaluation

Use of Evaluation Results

Related Items
There are no related items.

OIT 2012_5: Provide Accurate and Timely Reports
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Ensure accurate and timely information to promote internal and external campus accountability

Evaluation Procedures
Number of data related corrections

Trainings offered/attended

Data/reporting products

Increases in reporting customers’ satisfaction

Actual Results of Evaluation

Use of Evaluation Results

Related Items
There are no related items.

OIT 2012_6: Expand Partnerships
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Leverage community atmosphere to develop and expand partnerships that enhance the values that make DSU unique
Evaluation Procedures
Increased community involvement and participation
TFA mobile app usage
Increased online giving
Number of participants and satisfaction with technology open house
Number of hits on community landing page

Actual Results of Evaluation
Use of Evaluation Results
Related Items
There are no related items.

---

OIT 2012_7: Integrate Technology
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Integrate technology to create collaborative communication among those we serve

Evaluation Procedures
Website customer satisfaction
Number of hits on website
Reductions in printing costs
Reductions in complaints about the emergency broadcast system

Actual Results of Evaluation
Use of Evaluation Results
Related Items
There are no related items.

---

OIT 2012_8: Create Funding
Start: 7/1/2011
End: 6/30/2012

Unit Goal
Seek new and utilize current funding, according to prioritized needs, that enables the university to meet its vision

Evaluation Procedures
Reduce budget processing time
Reduce environmental impact
Number of new funding sources for technology initiatives
Amount of external funding for technology projects

Actual Results of Evaluation
Use of Evaluation Results
Related Items
There are no related items.
Section IV.a

Brief Description

Judgment

☐ Meets Standards ☐ Does Not Meet Standards ☐ Not Applicable

Narrative

See the 12 monthly reports in the document directory.
Section IV.b

Comparative data
Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section IV.c

Diversity Compliance Initiatives and Progress

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section IV.d

Economic Development Initiatives and Progress

Judgment

☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section IV.e

Grants, Contracts, Partnerships, Other Accomplishments

Judgment
☐ Meets Standards ☐ Does Not Meet Standards ☐ Not Applicable

Narrative
Section IV.f

Service Learning Data
List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section IV.g

Strategic Plan Data

Only use this section if you have strategic plan info to report that is not covered in other areas of your report.

Judgment

- [ ] Meets Standards
- [ ] Does Not Meet Standards
- [ ] Not Applicable

Narrative

See Strategic Plan Document
Section IV.h

Committees Reporting To Unit
Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit’s goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit’s annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section V.a

Faculty (Accomplishments)
Noteworthy activities and accomplishments

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section V.b

Staff (Accomplishments)

Judgment

☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section V.c

Administrators (accomplishments)

Judgment

☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section V.d

Position(s) requested/replaced with justification

Judgment
☐ Meets Standards ☐ Does Not Meet Standards ☐ Not Applicable

Narrative
Section V.e

Recommended Change(s) of Status

Judgment
☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section VI.a

Changes Made in the Past Year

Judgment

☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative
Section VI.b

Recommended Changes for the Coming Year

Judgment

☐ Meets Standards  ☐ Does Not Meet Standards  ☐ Not Applicable

Narrative