**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.

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**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.

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**OIT 2012_2: 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.

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**OIT 2012_3: 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 univesity bandwidth by traffic shaping incoming and outgoing internet usage

**Use of Evaluation Results**

**Related Items**
There are no related items.

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**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.

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**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.

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**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.

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**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.

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**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