

**Unit Missions**

 **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.

## User Outcomes

### OIT 01: Increase Technology Awareness

**Start:** 7/1/2012

**End:** 6/30/2013

#### User Outcome

Technology awareness and training is vital to increasing efficiencies and effectiveness in the workplace. By provided technology training the number of computer issues can be reduced and the efficiency of employees can be increased.

#### Data Collection (Evidence)

1. The Service NOW online service desk system will track all service requests to the IT department and help identify potential areas for training, as well as, the number of tickets created by staff, faculty, and students.
2. OIT tracks the number of trainings offered to faculty, staff and students
3. Surveys are emailed to faculty, staff and students after cases are closed
4. Data is analyzed based on technician, request type, service issue, customer service, and timeliness. Recommendations for improvement and training are based on this data set

#### Results of Evaluation

1. Analysis found that overall satisfaction rating for the given time period average 4.76 on a 5.0 scale.
2. Analysis found that the two most frequently occurring calls for assistance are password reset and training.
3. OIT offered 198 training sessions during the given time period
4. OIT provided security training to staff, faculty and students through the annual Security Awareness Training

#### Use of Results and Recommendations

Continued training opportunities for faculty and staff will reduce computer related issues and increase the satisfaction levels.

#### Related Items

There are no related items.

## Unit Goals

### OIT 2013\_01: Migrate from Blackboard-CE6 to a new LMS

**Start:** 7/1/2012

**End:** 6/30/2013

#### Unit Goal

1. Migrated from Blackboard-CE6 to a new Learning Management System by leading a faculty committee through a selection process of choosing the new LMS system.
2. Develop a project plan and migration path to move users and courses to the new LMS system

#### Evaluation Procedures

Measurement will be based on successful migration of Blackboard CE6 to new LMS system by summer 2013, including the migration of existing course content

#### Actual Results of Evaluation

The new Canvas LMS system by Instructure was chosen and implemented during the spring of 2013. All summer courses were migrated to the new system prior to the beginning of summer session. Eighty two training sessions were held for faculty members to begin learning the new system.

#### Use of Evaluation Results

The new Canvas LMS system has added advanced features for the faculty and students of Delta State. Continual training will need to be provided to keep faculty members up to date on the new features in Canvas which will allow them to implement new learning tools in their courses.

#### Related Items

 [SP4.Ind06: Technology infrastructure](#)

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### OIT 2013\_02: Increase wireless presence on campus

**Start:** 7/1/2012

**End:** 6/30/2013

#### Unit Goal

Provide expanded wireless capabilities to the faculty, staff and students of DSU.

#### Evaluation Procedures

Measurement will be performed based on the increased wireless presence on campus.

#### Actual Results of Evaluation

Wireless coverage on campus was increased by 25% during the given time frame

#### Use of Evaluation Results

The need for expanded wireless coverage by our students will continue to grow over the next several years. We should continue to expand the wireless network to provide full coverage of all areas for our students, faculty, staff and other visitors to campus.

#### Related Items

 [SP4.Ind06: Technology infrastructure](#)

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### OIT 2013\_03: Increase network bandwidth

**Start:** 7/1/2012

**End:** 6/30/2013

#### Unit Goal

Demand for internet bandwidth on campus has increased dramatically over the past several years. The university internet bandwidth provided is no longer meeting the requirements of the campus.

#### Evaluation Procedures

Increase internet bandwidth to meet the needs of the campus. Utilize traffic shaping tools and monitor bandwidth to evaluate if demand is met.

#### Actual Results of Evaluation

1. Increased network bandwidth by 33%.
2. Analysis of the bandwidth utilized shows that the provided internet bandwidth is now meeting the needs of the campus.

#### Use of Evaluation Results

Continue to monitor the utilization of the campus network and provide information to the campus when demands exceed the internet bandwidth available.

#### Related Items

 [SP4.Ind06: Technology infrastructure](#)

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## OIT 2013\_04: Create an engaging training program for faculty on new LMS

**Start:** 7/1/2012

**End:** 6/30/2013

### **Unit Goal**

Engage academic unit leadership in customizable faculty development programs that produce quantifiable results (e.g. increased use of CMS, expanded capabilities in online programs, improved quality of Courses) in faculty instructional technology expertise.

### **Evaluation Procedures**

Measurement will be based on number of faculty trainings offered.

### **Actual Results of Evaluation**

1. Over 82 training courses have been hosted for the new Learning Management system
2. An online faculty orientation course has been created to assist new faculty with learning the new LMS system
3. Provided customized QUICK G.R.I.T.S. orientation training on Canvas to elevate the knowledge of faculty members on the usage of the new system

### **Use of Evaluation Results**

Continual training at multiple skill levels will be necessary to continue the education process on using canvas.

### **Related Items**

  **SP3.Ind04: Technology training**

  **SP3.Ind08: Evaluations**

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## OIT 2013\_05: Upgrade Banner 8 ERP System and Oracle database

**Start:** 7/1/2012

**End:** 6/30/2013

### **Unit Goal**

1. Upgrade the Banner 8 system to the latest point release (8.5, 8.6, and 8.7 respectively)
2. Upgrade the Oracle database system from 10 to 11
3. Utilize Banner Power Users Group to test the pre-production instances of each to verify any issues and trouble shoot prior to placing in production

### **Evaluation Procedures**

Measurement will be based on the successful implementation and upgrade of the Banner and Oracle Systems

### **Actual Results of Evaluation**

Both Banner and Oracle were successfully upgraded over the winter break.

### **Use of Evaluation Results**

The pre-production tests of the Banner and Oracle systems were conducted in one of the OIT training labs. This procedure allowed individual departments to test the system with limited interruptions, which allowed them to focus more of their attention on testing the system.

### **Related Items**

  **SP4.Ind06: Technology infrastructure**

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## OIT 2013\_06: Adhere to Institutional Data Standards and Integrity Policy

**Start:** 7/1/2012

**End:** 6/30/2013

### **Unit Goal**

Adhere to Institutional Data Standards and Integrity Policy as developed by the Institution

### **Evaluation Procedures**

Measurement will be based on successful adherence to the new or updated Institutional Data Standards/Integrity Policy

### **Actual Results of Evaluation**

1. Assisted various departments across campus with required reports, securing access to information, and verifying information contained on university systems
2. Assisted the Finance department in streamlining processes and data entry to close year end cycles
3. Adhered to the university policy on Data Integrity

### **Use of Evaluation Results**

Continue process to improve data integrity standards

### **Related Items**

  **SP4.Ind10: Data Integrity**

## Section IV.a

### Brief Description

#### Judgment

Meets Standards    Does Not Meet Standards    Not Applicable

#### Narrative

##### Technology Mission:

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.

##### Technology Vision:

Information Technology provides resources that foster creativity, engagement, and communication empowering Delta State to be the best comprehensive regional University in America.

The Office of Information Technology (OIT) is composed of Ellucian staff providing IT Management, User Services, Network and Telecommunications services, Administrative services, Media and Event Planning services, Web technology infrastructure services, and Instructional Technology services.

## 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

All staff members are required to attend annual diversity and harassment training offerings by Ellucian.

## 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

Delta State University's Division of Biological and Physical Sciences, with grant writing assistance provided by Ellucian grant services, was the successful recipient of a U. S. Department of Education Title III grant entitled "Increasing Student Success and Retention through the Transformation of Laboratory Science Instruction". The award, a first in Title III funds for Delta State, provides \$2 million in funding over five years. To address barriers to student success in science education, the funds will be directed towards extensive course redesign, faculty development, and equipment. For FY13, new science instrumentation and improved instructional facilities has been implemented as a result of this grant.

## 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

Information Technology Governance Committee  
Banner Power Users Group

## 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

Edwin Craft, Chief Information Officer

Co- Presenter, 2013 Ellucian Live Annual Conference, "Business Process Improvement for Banner Recruiting"

Co- Presenter, 2013 Ellucian Live Annual Conference, "Eliminate the Paper Chase with Workflow"

Co- Presenter, 2013 Ellucian Live Annual Conference, "Engage New Employees with Workflow"

Co- Presenter, 2013 Ellucian Live Annual Conference, "Delta State University Banner Finance App Modernization"

Panel Participant, Freshman & Transfer Orientation, DSU

Campus Outreach Efforts- Technology Security & Awareness, DSU

Member, Staff Council

Member, IT Governance Committee

Member, IT Strategic Planning Committee

Member, State IHL CIO Committee

Attendee, Ellucian Live Annual Conference

Attendee, Mississippi Banner User Group Annual Conference

Chris Giger

Co- Presenter, 2013 Ellucian Live Annual Conference, "Delta State University Banner Finance App Modernization"

Co- Presenter, 2013 Ellucian Live Annual Conference, "Business Process Improvement for Banner Recruiting"

Member, Board of Directors, Mississippi Banner User Group

Mississippi Banner Users Group Conference Planning Team

Attendee, Mississippi Banner User Group Annual Conference

Matt Logan, Technical Director

Graduate of the Ellucian CIO development program

No Dig Coordinator, DSU

Murat Gur

Passed Cisco Certified Network Associate Exam

Jonathan Moulder

Currently pursuing Cisco Certified Network Associate certification

Ray Wolfe

Attendee, Mississippi Banner User Group Annual Conference

Brent Powell

Currently pursuing a BS in Computer Information Systems

Currently pursuing A+ Certification

Jabari Buck

Currently pursuing A+ Certification

**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