ITS
Annual Report
2001-2002
DELTA STATE UNIVERSITY: ANNUAL REPORT

Information & Technology Services
Annual Report of 2001-2002 Fiscal Year

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I. Unit Title: Information & Technology Services
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II. Data and information for the department.

Additional funding for projects and staffing to support them top ITS’s needs for the coming year. Even though ITS struggles to keep up with campus demands for services, ITS continues to provide a solid, stable infrastructure for DSU technology. Some of ITS’s accomplishments over the past year include:

- Migrated all campus workstations to Windows XP and Microsoft Office XP, the latest offerings from Microsoft.
- Connected an additional 6 student dorms to the campus network for a total of 12. This provides high-speed access to campus resources and the internet to campus resident students.
- Upgraded the existing connection to the state data network/internet from 1 T1 (1.5 megabits/sec) to 2 multiplexed T1’s for a total of 3 megabits/sec to improve network performance and throughput.
- Installed and assisted in the implementation of Banner Web for Executives. Web for Executives will give DSU Administration executive reports to assist in planning and decision making as well as dashboard indicators to monitor progress and performance.
- Installed an additional Novell server for student/Academic lab use (NWSTUD). This new multi-processor server provides file and print services to all Academic labs on campus to provide better services to the Academic community at DSU.
- Installed 2 additional Academic labs in Broom Hall for the College of Business.
- Installed an Academic lab in Music for the College of Arts and Sciences.

III. Personnel.

1. Activities:

- Chris Giger, Becky Finley, and Luigi McMinn attended the state Mississippi Banner User’s Group (MBUG) conference in Biloxi.
Becky Finley served as Secretary for the state Mississippi Banner Users Group.

2. **Change of Status:**

- Beverly Fratesi was hired as Manager of Academic ITS/Office Manager.
- Neil Gong was hired as Systems Engineer.
- Teresa Reed resigned as Systems Analyst.

1. Goal #1

   A. Adequate Staffing:

   ITS’s primary goal is to implement a staffing plan that will support the information and technology needs of Delta State University. This plan will include additional personnel to directly support the different functional units of the campus. Appropriate salaries would be a major component which would allow us to not only attract but also maintain qualified personnel. Training and on-going development is also an essential part of preparing ITS staff to be able to support and stay current with ever changing technology.

   B. Institutional Goal which was supported by this goal:

   Faculty

   Strengthen the faculty in their pursuit of scholarship in teaching, service, and research through a comprehensive program of faculty development and renewal, including appropriate support services, resources, and personnel.

   The Environment

   Maintain a climate of involvement in which faculty, staff, students, and administrators work together to provide the optimal environment for living and learning.

   Provide the resources and assistance to support the disciplines, including modern instructional equipment, a strong library and media center, computer facilities, and other services required for instruction, research, and public service.

   C. Expected Results:

   Adequate staffing will allow ITS to provide improved service to faculty, staff and students. This improved service will include meeting information needs, providing more timely support, providing more and better access to systems and services, and providing increased instruction and training to the campus community.
D. Evaluation Procedure(s):

Reaching this objective will be evidenced increased staffing which will result in a reduction in turnaround time of work orders, meeting deadlines for completion of services, more training offerings, etc. It will also allow ITS personnel to respond to day to day activities as well as devote necessary time and effort to long range projects.

E. Actual Results of Evaluation:

ITS had to eliminate a part time Systems Analyst position due to budget restraints rather than increase the number of ITS positions to better respond to campus needs. However, prior to that reduction in numbers ITS was able to fill 2 additional positions 1) Manager of Academic ITS/Office Manager, and 2) Systems Engineer. The Manager of Academic ITS position should strengthen our ability to support the Academic community on campus. Unfortunately, the overall number of positions in ITS still falls short in being able to provide quality service to the campus. Therefore there has been no change in ITS ability to respond to campus needs.

F. Use of Evaluation Results:

ITS will continue to request increased staffing to better address campus demands as outlined in the ITS proposed staffing model. ITS will continue to recruit qualified personnel until all existing positions are filled.
2. Goal #2:

A. Upgrade DSU Internet Circuit:

ITS will upgrade the current connection to the state data network and consequently to the internet from the current 1.5 megabits/sec provided by a single T1 circuit to two (2) T1 IMA circuits running at a total of 3 megabits/sec. This will double our available bandwidth to state and internet resources. These enhancements will improve access to off campus resources currently hampered by congested circuits.

Upgrading our connection to the state network will also improve performance for off campus visitors to on campus electronic resources. Access to DSU web resources, student registration and advising, Library Services resources, etc. will be improved dramatically.

B. Institutional Goal which was supported by this goal:

The Curriculum

Improve computer literacy for all students by making computer services available and by facilitating the use of appropriate software packages in courses throughout the curriculum.

The Students

Increase student retention by providing a support program with the following attributes: a comprehensive system of advising and other services to enhance student development, increased financial support to students through scholarships, assistantships, grants, and loans; a developmental studies program for under prepared students in mathematics, English, reading, and study skills; opportunities to meet or communicate with prospective employers or admission personnel from graduate or professional school.

Faculty

Strengthen the faculty in their pursuit of scholarship in teaching, service, and research through a comprehensive program of faculty development and renewal, including appropriate support services, resources, and personnel.
The Environment

Maintain a climate of involvement in which faculty, staff, students, and administrators work together to provide the optimal environment for living and learning.

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C. Expected Results:

These enhancements will improve access to off campus resources currently hampered by congested circuits. Upgrading our connection to the state network will also improve performance for off campus visitors to on campus electronic resources.

D. Evaluation Procedure(s):

Reaching this objective will be evidenced by the successful implementation of the new dual T1 circuits. Statistics will be gathered in real time and compared to current statistics to monitor performance.

E. Actual Results of Evaluation:

The additional T1 was installed in mid-spring. Statistics have proven that the new circuit is passing 50-75% more traffic than the old circuit. Access to resources over the new connection has eliminated several problems caused by congestion on the old circuit.

F. Use of Evaluation Results:

ITS will continue to evaluate performance of the network through monitoring as well as feedback from students, faculty and staff. ITS will use the information to enhance and network based services.
3. Goal #3:

A. Implement Web for Executives:

ITS will work closely with other campus departments in deployment of Banner Web for Executives. ITS’s role will be in installing, implementing, monitoring and maintaining the software and technology required to support the application. ITS will also play an advisory role in the use and deployment of Web for Executives.

B. Institutional Goal which was supported by this goal:

The Students

Increase student retention by providing a support program with the following attributes: a comprehensive system of advising and other services to enhance student development, increased financial support to students through scholarships, assistantships, grants, and loans; a developmental studies program for under-prepared students in mathematics, English, reading, and study skills; opportunities to meet or communicate with prospective employers or admission personnel from graduate or professional school.

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C. Expected Results:
Web for Executives will be implemented and deployed to Delta State executive management. This will allow the executive team to have instantaneous access to management information to be used in the planning and administrative process.

D. Evaluation Procedure(s):

This will result in increased services and productivity, clear and cohesive direction, and cooperation among campus constituents.

E. Actual Results of Evaluation:

The Web for Executives product is technically implemented and deployed to begin training and development by executive management and the implementation task force.

F. Use of Evaluation Results:

Executive management will advise as to necessary changes or enhancements to the product or its use.
4. Goal #4:

A. Connect 6 Additional Student Dorms to Campus Network:

ITS will connect 6 additional student residence halls to the campus network. This will bring a total of 12 residence halls that are connected to the campus network allowing high-speed access by students to campus computing resources as well as the internet.

B. Institutional Goal which was supported by this goal:

The Curriculum

Improve computer literacy for all students by making computer services available and by facilitating the use of appropriate software packages in courses throughout the curriculum.

The Students

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facilities, and other services required for instruction, research, and public service.

C. Expected Results:

These enhancements will improve access to campus resources currently hampered by slow dial-up circuits. Upgrading the students' connection rates improve performance and reliability while accessing electronic resources.

D. Evaluation Procedure(s):

Reaching this objective will be evidenced by the successful installation and implementation of the new network components. Statistics will be gathered in real time and compared to current statistics to monitor performance.

E. Actual Results of Evaluation:

The six additional residence halls were connected to the campus network and went "live" just prior to the beginning of the fall 2001 semester. Students reported better throughput and response time accessing both on and off campus resources. Access to resources over the new connections has eliminated several problems caused by congestion on the old dial-up circuits.

F. Use of Evaluation Results:

ITS will continue to evaluate performance of the network through monitoring as well as feedback from students, faculty and staff. ITS will use the information to enhance and network based services.
4. Goal #5:

A. Install and Deploy a Novell Student Server:

ITS will install and deploy a Novell server to provide file and print services to the Academic student labs. This server will also accommodate faculty who require access to lab resources such as lab software, etc. This server will provide dedicated service to the Academic community.

Institutional Goals supported by this goal:

The Curriculum

Improve computer literacy for all students by making computer services available and by facilitating the use of appropriate software packages in courses throughout the curriculum.

The Students

Increase student retention by providing a support program with the following attributes: a comprehensive system of advising and other services to enhance student development, increased financial support to students through scholarships, assistantships, grants, and loans; a developmental studies program for under prepared students in mathematics, English, reading, and study skills; opportunities to meet or communicate with prospective employers or admission personnel from graduate or professional school.

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Provide the resources and assistance to support the disciplines, including modern instructional equipment, a strong library and media center, computer
facilities, and other services required for instruction, research, and public service.

B. Expected Results:

These enhancements will improve access to campus resources for all Academic labs and faculty requiring access to lab resources. Enhanced reliability and performance should be realized by providing dedicated services to this constituency group.

C. Evaluation Procedure(s):

Reaching this objective will be evidenced by the successful installation and implementation of the new server. Statistics will be gathered in real time and compared to current statistics to monitor performance.

D. Actual Results of Evaluation:

The new server was installed, implemented and went “live” just prior to the beginning of the fall 2001 semester. Students reported better throughput and response time accessing software and print services in all Academic labs.

E. Use of Evaluation Results:

ITS will continue to evaluate performance of the server through monitoring as well as feedback from students, faculty and staff. ITS will use the information to enhance and network server based services.