TELECOMMUNICATIONS
I. Unit Title: Telecommunications

Unit Administrator: Charles Boyles

II. Data and information for department:

* All interstate and intrastate long distance rates were decreased an average of $.09 per minute, to $.15 for day calls, and $.10 for nights, weekends and holidays. This was the 9th consecutive year of decreases.

* Telecommunications is continuing to reroute and relocate cables, pedestals and other communications facilities for the highway #8 fence project.

* BellSouth conducted a traffic study to determine the volume of traffic on Delta State's trunk lines. The study indicated that the number of trunk lines is adequate for current traffic patterns.

* This department has rerouted or placed new fiber-optic and telephone cables in many areas of the campus, including: Brumby-Castle, Performing Arts Center, Baseball Practice facility, Fugler-Hammett, Cain-Tatum, Bond-Carpenter and Whittington-Williams. These projects also included placement of numerous handholes, conduits, wiremold and innerducts. In addition, all buildings were completely wired with category 5 data and category 3 telephone wiring, cabinets, equipment and terminations.

* A considerable number of departments have relocated throughout the campus, resulting in daily changes to the telephone and data fiber-optic, cabling and wiring networks.

* Telecommunications is in the process of expanding the fiber-optic and telephone cabling networks to the Physical Education Center, Alumni Building, and to all dormitories that have not been wired for internet access (including the new men's dormitory).

* Plans are in process to relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access to the proposed Administration Building and renovated Jobe Hall.

* The NORTEL Meridian Telephone Switch has been upgraded to release 21.

* Telecommunications has wired, terminated and tested all telephone installations at the Greenville Higher Education Center. This includes installing (10) telephones in the Multi-Purpose room, which was used by Delta State, MS Delta and MS Valley for registration. In addition, category 5 enhanced data wiring has been terminated, tested and labeled in (4) computer labs.
III. Personnel:

Noteworthy activities and accomplishments:
* Sarah Mosley received a Bachelor of Business Administration degree from Delta State University, and has completed other job related classes and seminars.
* Barbara Allen, Karen Haney and Charles Boyles are enrolled in Delta State classes, and have completed other job related classes and seminars.
* Sarah Mosley or Charles Boyles attended all regular and special Board meetings of MTMA (MS Telecommunications Manager’s Association), and both attended the annual meeting and Bellsouth's Major Client Association meeting.
* Marshall Cole and Peter Rocconi have received training from University of MS technicians in fiber-optic termination, splicing and testing procedures.

New position(s) requested, with justification
* None

Recommended change of status (such as promotion/tenure/change in responsibilities)
* None

IV. Department Goals for 2001-2002:
* See following pages
A. **Goal #1:**
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Delta State will pay less for local and long distance services.

The Telecommunications Department will charge less for these services.

D. **Evaluation Procedure(s):**
The Telecommunications Department will know immediately when lower rates are negotiated with long distance vendors.

The Delta State community will be paying less per minute for long distance calls.

E. **Actual Results of Evaluation:**
All interstate and intrastate long distance rates were decreased an average of $.09 per minute, to $.15 for day calls, and $.10 for nights, weekends and holidays.

This was the 9th consecutive year of decreases, and the opportunity to lower overall rates by this amount was better than expected.

F. **Use of Evaluation Results:**
By paying lower rates for long distance services, the DSU Administration is able to use the funds in other areas.

With lower rates, individual departments can distribute savings to other, more critical, areas of their budgets.

This goal will continue to be a part of this department’s planning process.
A. **Goal #2:**
To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic access to the data network (Banner, Internet, etc.) will provide much faster speeds, more reliable service and more features.

Expansion of fiber-optic to other areas north of highway #8 will be much easier and less expensive after the initial installation is complete.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as users become familiar with the improved services.

Results will be assessed through the increased use of the facilities.

E. **Actual Results of Evaluation:**
Conduits have been placed underneath Highway #8, and a handhole installed, to provide fiber-optic access to the north side of the campus. However, this goal is not complete due to continued construction of the fence project.

F. **Use of Evaluation Results:**
There are no results to be reported at this time, except that conduits have been placed to provide access for the area north of Highway #8.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #3:**
   To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   All Delta State employees and students will be able to use these services from anywhere on campus.

   Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
   The goal will be met for each area of the University, as these services are provided.

   Suggestions and comments will be solicited as users become familiar with the services.

E. **Actual Results of Evaluation:**
   Most faculty and staff now have direct access from their offices.

   Delta State computer labs now offer direct access to these services, and dial-up access is also available from any telephone line on campus through modems located in the Telecommunications Department.

F. **Use of Evaluation Results:**
   Direct access will continue to be expanded.

   Dial-up access will continue to be a vital element of the network, until direct access is expanded to all areas of the campus.
A. **Goal #4:**
   To provide a full range of communications services to the new Men’s Residence, Baseball Practice Facility, Physical Education Center, and renovated areas of the Performing Arts Center.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   The Telecommunications Department will provide a full range of Telecommunications services (telephones, local and long distance service, etc.), and LAN access (Internet, Banner, etc.) to all new and renovated buildings.

   The Performing Arts Center will not have to curtail any activities due to inability to access Telecommunications services.

   Construction and renovation projects will not be delayed by Telecommunications requirements.

D. **Evaluation Procedure(s):**
   The results of the provision of Telecommunications and data services will be assessed by examining records of usage.

   The goal will be reached for each of these buildings, when all communications services are provided.

E. **Actual Results of Evaluation:**
   A full range of Telecommunications services is now provided to all new or remodeled Performing Arts Center offices and other areas, and to the Baseball Practice Facility.

   Engineering of required Telecommunications facilities and access methods for other new buildings is nearing completion.

F. **Use of Evaluation Results:**
   Telephone and computer conduits and cables are being installed and expanded to provide direct access to all services when the new Physical Education Center and Men’s Residence are completed.

   New methods, developed for providing telephone and computer services to the Library, are being used to expand these services to the new buildings under construction.
A. **Goal #5:**
To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

A more efficient use of manpower will result, since trouble reports will decrease.

D. **Evaluation Procedure(s):**
Results will be assessed through the expected decrease in trouble reports from the effected areas.

A representative telephone survey will be conducted to solicit the opinions of users.

E. **Actual Results of Evaluation:**
Telephone line quality continues to improve.

The replacement of existing data wiring with Category 5 wiring for computer access has enhanced the transfer of data.

F. **Use of Evaluation Results:**
The process of replacing/upgrading cables and wiring has proven effective and will continue.

The results of these findings will be used within the Telecommunications Department to determine future upgrade requirements.

This goal will continue to be a part of this department’s planning process.
A. **Goal #6:**
To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Formal training will give the Data Base Manager more thorough knowledge of the software used for Delta State's call accounting.

A better understanding of the TRU Call Accounting system will enable the Data Base Manager to access and customize valuable reports.

Productivity will increase as a direct result of additional training.

D. **Evaluation Procedure(s):**
Changes in productivity levels will be determined by making comparisons with pre-training levels.

Ability to access, generate and change complex reports will be a valuable means of assessment.

The ability of the Data Base Manager to communicate with Telco Research, and resolve software problems, will be observed.

E. **Actual Results of Evaluation:**
Due to scheduling difficulties, the Data Base Manager has not attended the required training.

F. **Use of Evaluation Results:**
This goal will continue to be a part of this department's planning process until training is completed.
A. **Goal #7:**
   To have BellSouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State's trunk groups.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

   The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

   When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
   Additional studies will be conducted to determine when traffic patterns or other changes occur.

   Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.

E. **Actual Results of Evaluation:**
   The study indicated that the number of trunk lines is adequate for current traffic patterns.

   Blockage is rare, and only occurs for short periods of time.

   Telecommunications is not receiving any complaints about blockage.

F. **Use of Evaluation Results:**
   Studies indicate that Delta State may be able to decrease the number of trunk lines in some groups.

   The traffic study is very helpful in determining the optimum number of lines in each trunk group, and in supporting those decisions.

   This goal will continue to be a part of this department's planning process.
A. **Goal #8:**
To upgrade the Telecommunications Department accounting software to include an "inactive" file, and other needed features.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
An "inactive" file will allow the retention of delinquent, dormant accounts in the database, without the necessity of having them included in current accounts and reports.

By including "collection" and "uncollectible" files, accounts that are below a specified amount could be "written off", while collection efforts could be pursued for all other delinquent accounts.

D. **Evaluation Procedure(s):**
Upon conversion from manual to computer based maintenance of "inactive" files, time savings will be calculated.

Reports containing current accounts will be generated and compared to "inactive" files to determine accuracy.

E. **Actual Results of Evaluation:**
The "inactive" file, and other requested features have been developed by contract computer programmers, but have not been made available to Telecommunications by the Delta State ITS Department.

F. **Use of Evaluation Results:**
Telecommunications will continue to seek necessary upgrades that will provide an "inactive" file, and other needed features.
A. **Goal #9:**
To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Computer based directory assistance should result in immediate productivity improvement for all console attendants.

A computer database will make it easier for callers to obtain more accurate information on Delta State employees and students.

D. **Evaluation Procedure(s):**
The number of calls waiting in queue will be compared to previous busy periods.

A study will be conducted to determine if fewer calls are being made from the switchboard to other departments to obtain employee and student information.

E. **Actual Results of Evaluation:**
The Delta State ITS Department has not developed the software required for completion of this goal.

F. **Use of Evaluation Results:**
The Telecommunications Department will continue to seek development of the necessary software.

This goal will continue to be a part of the department’s planning process until completed.
A. **Goal #10:**
To have several computer programs written to assist in compiling and maintaining information on: calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Productivity should increase immediately, since manually maintained Telecommunications records are extremely labor intensive.

Access to records for provision of Telecommunications services would be much easier, and records would be more accurate.

D. **Evaluation Procedure(s):**
During test periods, both manual and computer based records will be maintained, so that productivity comparisons can be made.

Since finding adequate records necessary to respond to trouble reports has always been difficult, a study will be done to determine the level of improvement provided by computer based records.

E. **Actual Results of Evaluation:**
The Delta State ITS Department has not developed the software required for completion of this goal.

F. **Use of Evaluation Results:**
The Telecommunications Department will continue to seek development of the necessary software.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #11:**
To provide expanded telephone system capabilities, including remote shelf access, by upgrading the NORTEL Meridian PBX to release 21.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The upgrade will provide software features and reports not currently available.

The telephone system will be capable of supporting T1 links when remote peripheral equipment is installed.

D. **Evaluation Procedure(s):**
New features available with the release 21 upgrade will be tested when the installation is complete.

As opportunities arise, the capability of the telephone system to support remote peripheral equipment will be used.

E. **Actual Results of Evaluation:**
The features that were made available with Release 21 have been very useful.

Adds, moves and changes are easier and faster with the new upgrade.

F. **Use of Evaluation Results:**
Decisions concerning installation of upgrades will continue to be made on the basis of cost, and Delta State's need for available features.

The PBX may need to be upgraded again to support the proposed Administraion Building.
A. **Goal #12:**
To begin wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic and Category 5 installations in the dormitory will provide much faster speeds and more reliable service.

Fast and reliable access to advanced technology will be a valuable marketing tool for attracting students to Delta State.

Fiber-optic access will permit students to stop using telephone lines and modems for data services.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as students begin using data ports for internet access, and telephone lines for voice traffic.

Traffic studies will be conducted on the modem bank to determine level of usage and availability.

E. **Actual Results of Evaluation:**
Several dormitories (Brumby-Castle, Fugler-Hammett, Cain-Tatum, Bond-Carpenter, Whittington-Williams) have been completely wired with fiber-optic cable and category 5 wiring (including jacks, hubs, cabinets, terminations, etc.), but they will not be able to access the campus network by ethernet, until switches are installed by the ITS Department.

F. **Use of Evaluation Results:**
Most of the installation process is being completed by the Telecommunications Department, rather than by contract services, which has resulted in savings to Delta State of more than $50,000 for the completed dormitories.

Telecommunications is in the process of expanding the fiber-optic network, and completing the wiring of additional dormitories.
GOALS
01-02FY

1. To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

2. To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

3. To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modem links through the Telecommunications Department.

4. To provide a full range of communications services to the new Men’s Residence and Physical Education Center.

5. To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

6. To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

7. To have Bellsouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

8. To upgrade the Telecommunications Department accounting software to include an “inactive” file, and other needed features.

9. To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

10. To have several computer programs written to assist in compiling and maintaining information on: calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

11. To relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access to the proposed Administration Building and renovated Jobe Hall.

12. To continue wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.
DELTA STATE UNIVERSITY: ANNUAL REPORT
for the Previous Year
and Budget Request FY 2002

I. Unit Title: Telecommunications

Unit Administrator: Charles Boyles

II. Data and information for department:

* All interstate and intrastate long distance rates were decreased an average of $.09 per minute, to $.15 for day calls, and $.10 for nights, weekends and holidays. This was the 9th consecutive year of decreases.
* Telecommunications is continuing to reroute and relocate cables, pedestals and other communications facilities for the highway #8 fence project.
* BellSouth conducted a traffic study to determine the volume of traffic on Delta State's trunk lines. The study indicated that the number of trunk lines is adequate for current traffic patterns.
* This department has rerouted or placed new fiber-optic and telephone cables in many areas of the campus, including: Brumby-Castle, Performing Arts Center, Baseball Practice facility, Fugler-Hammett, Cain-Tatum, Bond-Carpenter and Whittington-Williams. These projects also included placement of numerous handholes, conduits, wiremold and in-ducts. In addition, all buildings were completely wired with category 5 data and category 3 telephone wiring, cabinets, equipment and terminations.
* A considerable number of departments have relocated throughout the campus, resulting in daily changes to the telephone and data fiber-optic, cabling and wiring networks.
* Telecommunications is in the process of expanding the fiber-optic and telephone cabling networks to the Physical Education Center, Alumni Building, and to all dormitories that have not been wired for internet access (including the new men's dormitory).
* Plans are in process to relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access to the proposed Administration Building and renovated Jobe Hall.
* The NORTEL Meridian Telephone Switch has been upgraded to release 21.
* Telecommunications has wired, terminated and tested all telephone installations at the Greenville Higher Education Center. This includes installing (10) telephones in the Multi-Purpose room, which was used by Delta State, MS Delta and MS Valley for registration. In addition, category 5 enhanced data wiring has been terminated, tested and labeled in (4) computer labs.
III. Personnel:

Noteworthy activities and accomplishments:
* Sarah Mosley received a Bachelor of Business Administration degree from Delta State University, and has completed other job related classes and seminars.
* Barbara Allen, Karen Haney and Charles Boyles are enrolled in Delta State classes, and have completed other job related classes and seminars.
* Sarah Mosley or Charles Boyles attended all regular and special Board meetings of MTMA (MS Telecommunications Manager’s Association), and both attended the annual meeting and Bellsouth's Major Client Association meeting.
* Marshall Cole and Peter Rocconi have received training from University of MS technicians in fiber-optic termination, splicing and testing procedures.

New position(s) requested, with justification
* None

Recommended change of status (such as promotion/tenure/change in responsibilities)
* None

IV. Department Goals for 2000-2001:
* See pages 3-14

V. Department Goals for 2001-2002:
* See pages 15-26

VI. Unit Budget Plan:
* No budget changes are requested
IV. **Department Goals for 2000-2001:**

A. **Goal #1:**
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Delta State will pay less for local and long distance services.

The Telecommunications Department will charge less for these services.

D. **Evaluation Procedure(s):**
The Telecommunications Department will know immediately when lower rates are negotiated with long distance vendors.

The Delta State community will be paying less per minute for long distance calls.

E. **Actual Results of Evaluation:**
All interstate and intrastate long distance rates were decreased an average of $.09 per minute, to $.15 for day calls, and $.10 for nights, weekends and holidays.

This was the 9th consecutive year of decreases, and the opportunity to lower overall rates by this amount was better than expected.

F. **Use of Evaluation Results:**
By paying lower rates for long distance services, the DSU Administration is able to use the funds in other areas.

With lower rates, individual departments can distribute savings to other, more critical, areas of their budgets.

This goal will continue to be a part of this department’s planning process.
A. **Goal #2:**
To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic access to the data network (Banner, Internet, etc.) will provide much faster speeds, more reliable service and more features.

Expansion of fiber-optic to other areas north of highway #8 will be much easier and less expensive after the initial installation is complete.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as users become familiar with the improved services.

Results will be assessed through the increased use of the facilities.

E. **Actual Results of Evaluation:**
Conduits have been placed underneath Highway #8, and a handhole installed, to provide fiber-optic access to the north side of the campus. However, this goal is not complete due to continued construction of the fence project.

F. **Use of Evaluation Results:**
There are no results to be reported at this time, except that conduits have been placed to provide access for the area north of Highway #8.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #3:**
   To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modern links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   All Delta State employees and students will be able to use these services from anywhere on campus.

   Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
   The goal will be met for each area of the University, as these services are provided.

   Suggestions and comments will be solicited as users become familiar with the services.

E. **Actual Results of Evaluation:**
   Most faculty and staff now have direct access from their offices.

   Delta State computer labs now offer direct access to these services, and dial-up access is also available from any telephone line on campus through modems located in the Telecommunications Department.

F. **Use of Evaluation Results:**
   Direct access will continue to be expanded.

   Dial-up access will continue to be a vital element of the network, until direct access is expanded to all areas of the campus.
A. **Goal #4:**
To provide a full range of communications services to the new Men’s Residence, Baseball Practice Facility, Physical Education Center, and renovated areas of the Performing Arts Center.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The Telecommunications Department will provide a full range of Telecommunications services (telephones, local and long distance service, etc.), and LAN access (Internet, Banner, etc.) to all new and renovated buildings.

The Performing Arts Center will not have to curtail any activities due to inability to access Telecommunications services.

Construction and renovation projects will not be delayed by Telecommunications requirements.

D. **Evaluation Procedure(s):**
The results of the provision of Telecommunications and data services will be assessed by examining records of usage.

The goal will be reached for each of these buildings, when all communications services are provided.

E. **Actual Results of Evaluation:**
A full range of Telecommunications services is now provided to all new or remodeled Performing Arts Center offices and other areas, and to the Baseball Practice Facility.

Engineering of required Telecommunications facilities and access methods for other new buildings is nearing completion.

F. **Use of Evaluation Results:**
Telephone and computer conduits and cables are being installed and expanded to provide direct access to all services when the new Physical Education Center and Men’s Residence are completed.

New methods, developed for providing telephone and computer services to the Library, are being used to expand these services to the new buildings under construction.
A. **Goal #5:**
   To continue the ongoing process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

   A more efficient use of manpower will result, since trouble reports will decrease.

D. **Evaluation Procedure(s):**
   Results will be assessed through the expected decrease in trouble reports from the effected areas.

   A representative telephone survey will be conducted to solicit the opinions of users.

E. **Actual Results of Evaluation:**
   Telephone line quality continues to improve.

   The replacement of existing data wiring with Category 5 wiring for computer access has enhanced the transfer of data.

F. **Use of Evaluation Results:**
   The process of replacing/upgrading cables and wiring has proven effective and will continue.

   The results of these findings will be used within the Telecommunications Department to determine future upgrade requirements.

   This goal will continue to be a part of this department's planning process.
A. **Goal #6:**
To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Formal training will give the Data Base Manager more thorough knowledge of the software used for Delta State’s call accounting.

A better understanding of the TRU Call Accounting system will enable the Data Base Manager to access and customize valuable reports.

Productivity will increase as a direct result of additional training.

D. **Evaluation Procedure(s):**
Changes in productivity levels will be determined by making comparisons with pre-training levels.

Ability to access, generate and change complex reports will be a valuable means of assessment.

The ability of the Data Base Manager to communicate with Telco Research, and resolve software problems, will be observed.

E. **Actual Results of Evaluation:**
Due to scheduling difficulties, the Data Base Manager has not attended the required training.

F. **Use of Evaluation Results:**
This goal will continue to be a part of this department’s planning process until training is completed.
A. **Goal #7:**
To have BellSouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
Additional studies will be conducted to determine when traffic patterns or other changes occur.

Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.

E. **Actual Results of Evaluation:**
The study indicated that the number of trunk lines is adequate for current traffic patterns.

Blockage is rare, and only occurs for short periods of time.

Telecommunications is not receiving any complaints about blockage.

F. **Use of Evaluation Results:**
Studies indicate that Delta State may be able to decrease the number of trunk lines in some groups.

The traffic study is very helpful in determining the optimum number of lines in each trunk group, and in supporting those decisions.

This goal will continue to be a part of this department’s planning process.
A. **Goal #8:**
To upgrade the Telecommunications Department accounting software to include an "inactive" file, and other needed features.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
An "inactive" file will allow the retention of delinquent, dormant accounts in the database, without the necessity of having them included in current accounts and reports.

By including "collection" and "uncollectible" files, accounts that are below a specified amount could be "written off", while collection efforts could be pursued for all other delinquent accounts.

D. **Evaluation Procedure(s):**
Upon conversion from manual to computer based maintenance of "inactive" files, time savings will be calculated.

Reports containing current accounts will be generated and compared to "inactive" files to determine accuracy.

E. **Actual Results of Evaluation:**
The "inactive" file, and other requested features have been developed by contract computer programmers, but have not been made available to Telecommunications by the Delta State ITS Department.

F. **Use of Evaluation Results:**
Telecommunications will continue to seek necessary upgrades that will provide an "inactive" file, and other needed features.
A. **Goal #9:**
To convert the campus Directory Assistance operation from a manual system of searching through lists of names, numbers, addresses, etc., to a computer based method.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Computer based directory assistance should result in immediate productivity improvement for all console attendants.

   A computer database will make it easier for callers to obtain more accurate information on Delta State employees and students.

D. **Evaluation Procedure(s):**
The number of calls waiting in queue will be compared to previous busy periods.

   A study will be conducted to determine if fewer calls are being made from the switchboard to other departments to obtain employee and student information.

E. **Actual Results of Evaluation:**
The Delta State ITS Department has not developed the software required for completion of this goal.

F. **Use of Evaluation Results:**
The Telecommunications Department will continue to seek development of the necessary software.

   This goal will continue to be a part of the department’s planning process until completed.
A. **Goal #10:**
To have several computer programs written to assist in compiling and maintaining information on: calling cards, local and long distance billing, cable pairs, phone numbers and locations, terminal numbers, etc.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Productivity should increase immediately, since manually maintained Telecommunications records are extremely labor intensive.

Access to records for provision of Telecommunications services would be much easier, and records would be more accurate.

D. **Evaluation Procedure(s):**
During test periods, both manual and computer based records will be maintained, so that productivity comparisons can be made.

Since finding adequate records necessary to respond to trouble reports has always been difficult, a study will be done to determine the level of improvement provided by computer based records.

E. **Actual Results of Evaluation:**
The Delta State ITS Department has not developed the software required for completion of this goal.

F. **Use of Evaluation Results:**
The Telecommunications Department will continue to seek development of the necessary software.

This goal will continue to be a part of this department’s planning process until completed.
A. **Goal #11:**
To provide expanded telephone system capabilities, including remote shelf access, by upgrading the NORTEL Meridian PBX to release 21.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The upgrade will provide software features and reports not currently available.

The telephone system will be capable of supporting T1 links when remote peripheral equipment is installed.

D. **Evaluation Procedure(s):**
New features available with the release 21 upgrade will be tested when the installation is complete.

As opportunities arise, the capability of the telephone system to support remote peripheral equipment will be used.

E. **Actual Results of Evaluation:**
The features that were made available with Release 21 have been very useful.

Adds, moves and changes are easier and faster with the new upgrade.

F. **Use of Evaluation Results:**
Decisions concerning installation of upgrades will continue to be made on the basis of cost, and Delta State’s need for available features.

The PBX may need to be upgraded again to support the proposed Administraion Building.
A. Goal #12:
To begin wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Fiber-optic and Category 5 installations in the dormitory will provide much faster speeds and more reliable service.

Fast and reliable access to advanced technology will be a valuable marketing tool for attracting students to Delta State.

Fiber-optic access will permit students to stop using telephone lines and modems for data services.

D. Evaluation Procedure(s):
Suggestions and comments will be solicited as students begin using data ports for internet access, and telephone lines for voice traffic.

Traffic studies will be conducted on the modem bank to determine level of usage and availability.

E. Actual Results of Evaluation:
Several dormitories (Brumby-Castle, Fugler-Hammett, Cain-Tatum, Bond-Carpenter, Whittington-Williams) have been completely wired with fiber-optic cable and category 5 wiring (including jacks, hubs, cabinets, terminations, etc.), but they will not be able to access the campus network by ethernet, until switches are installed by the ITS Department.

F. Use of Evaluation Results:
Most of the installation process is being completed by the Telecommunications Department, rather than by contract services, which has resulted in savings to Delta State of more than $50,000 for the completed dormitories.

Telecommunications is in the process of expanding the fiber-optic network, and completing the wiring of additional dormitories.
V. Department Goals for 2001-2002:

A. Goal #1:
To continue to negotiate lower rates for the long distance service that DSU purchases, and continue to lower the rates that Telecommunications charges.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Delta State will pay less for local and long distance services.

The Telecommunications Department will charge less for these services.

D. Evaluation Procedure(s):
The Telecommunications Department will know immediately when lower rates are negotiated with long distance vendors.

The Delta State community will be paying less per minute for long distance calls.
A. **Goal #2:**
To extend the fiber-optic cable network to the Alumni Building, and other areas, by placing conduits and handholes north of Highway #8.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic access to the data network (Banner, Internet, etc.) will provide much faster speeds, more reliable service and more features.

Expansion of fiber-optic to other areas north of highway #8 will be much easier and less expensive after the initial installation is complete.

D. **Evaluation Procedure(s):**
Suggestions and comments will be solicited as users become familiar with the improved services.

Results will be assessed through the increased use of the facilities.
A. **Goal #3:**
To continue to expand the LAN network and offer full access for the DSU community to Internet, Banner, local E-Mail, library services, etc., through either direct fiber-optic cable and Category 5 wiring, or modern links through the Telecommunications Department.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All Delta State employees and students will be able to use these services from anywhere on campus.

Familiarity with available services, along with easier access, will result in increased usage.

D. **Evaluation Procedure(s):**
The goal will be met for each area of the University, as these services are provided.

Suggestions and comments will be solicited as users become familiar with the services.
A. **Goal #4:**
To provide a full range of communications services to the new Men’s Residence and Physical Education Center.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
The Telecommunications Department will provide a full range of Telecommunications services (telephones, local and long distance service, etc.), and LAN access (Internet, Banner, etc.) to all new and renovated buildings.

The Physical Education Center will not have to curtail any activities due to inability to access Telecommunications services.

Construction and renovation projects will not be delayed by Telecommunications requirements.

D. **Evaluation Procedure(s):**
The results of the provision of Telecommunications and data services will be assessed by examining records of usage.

The goal will be reached for each of these buildings, when all communications services are provided.
A. Goal #5:
To continue the on-going process of replacing all defective Telecommunications cables and wiring to increase line quality and services.

B. Institutional Goal which was supported by this goal:
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. Expected Results:
Better line quality will be achieved for clearer telephone connections and computer links (faster, error-free movement of data).

A more efficient use of manpower will result, since trouble reports will decrease.

D. Evaluation Procedure(s):
Results will be assessed through the expected decrease in trouble reports from the effected areas.

A representative telephone survey will be conducted to solicit the opinions of users.
A. **Goal #6:**
   To send the Telecommunications Data Base Manager to Nashville for training on Telco Research TRU Call Accounting Software.

B. **Institutional Goal which was supported by this goal:**
   Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
   Formal training will give the Data Base Manager more thorough knowledge of the software used for Delta State’s call accounting.

   A better understanding of the TRU Call Accounting system will enable the Data Base Manager to access and customize valuable reports.

   Productivity will increase as a direct result of additional training.

D. **Evaluation Procedure(s):**
   Changes in productivity levels will be determined by making comparisons with pre-training levels.

   Ability to access, generate and change complex reports will be a valuable means of assessment.

   The ability of the Data Base Manager to communicate with Telco Research, and resolve software problems, will be observed.
A. **Goal #7:**
To have Bellsouth conduct a traffic study to determine volume of traffic, periods of peak usage and recommended number of lines for each of Delta State’s trunk groups.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Documented records will clearly indicate if there is blockage on any trunk group, and when the blockage occurred.

The traffic study will be a valuable aid when deciding whether the number of trunk lines in any group should be increased or decreased.

When decisions are made not to make changes to trunk groups, the study will provide important supporting documents.

D. **Evaluation Procedure(s):**
Additional studies will be conducted to determine when traffic patterns or other changes occur.

Any report of blockage will be investigated to determine if the problem was caused by not having enough trunk lines.
A. **Goal #8:**
To upgrade the Telecommunications Department accounting software to include an "inactive" file, and other needed features.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
An "inactive" file will allow the retention of delinquent, dormant accounts in the database, without the necessity of having them included in current accounts and reports.

By including "collection" and "uncollectible" files, accounts that are below a specified amount could be "written off", while collection efforts could be pursued for all other delinquent accounts.

D. **Evaluation Procedure(s):**
Upon conversion from manual to computer based maintenance of "inactive" files, time savings will be calculated.

Reports containing current accounts will be generated and compared to "inactive" files to determine accuracy.
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The number of calls waiting in queue will be compared to previous busy periods.

A study will be conducted to determine if fewer calls are being made from the switchboard to other departments to obtain employee and student information.
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C. **Expected Results:**
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Access to records for provision of Telecommunications services would be much easier, and records would be more accurate.

D. **Evaluation Procedure(s):**
During test periods, both manual and computer based records will be maintained, so that productivity comparisons can be made.

Since finding adequate records necessary to respond to trouble reports has always been difficult, a study will be done to determine the level of improvement provided by computer based records.
A. **Goal #11:**
To relocate existing telephone and fiber-optic infrastructure, and install new facilities, to provide data and telephone access to the proposed Administration Building and renovated Jobe Hall.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
All existing fiber-optic and telephone cables in the vicinity of Jobe Hall will be relocated to allow renovation and expansion of the building.

Downtime will be kept to a minimum for those areas of the campus experiencing network and telephone outages due to relocation of facilities.

New installations will be completed and operational prior to occupation of new and renovated buildings.

D. **Evaluation Procedure(s):**
Inspections will be made to determine if all areas effected by relocation of facilities were disrupted for a minimum of time.

Continuous checks will be made during construction to determine if facilities have been relocated and/or installed as needed.
A. **Goal #12:**
To continue wiring dormitories with fiber-optic cable and category 5 wiring to provide direct ethernet access to the campus computer network.

B. **Institutional Goal which was supported by this goal:**
Provide administrative services and auxiliary enterprises (student housing, bookstore, food services, etc.) which are effective and efficient in the support of the institutional mission.

C. **Expected Results:**
Fiber-optic and Category 5 installations in the dormitory will provide much faster speeds and more reliable service.

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Suggestions and comments will be solicited as students begin using data ports for internet access, and telephone lines for voice traffic.

Traffic studies will be conducted on the modem bank to determine level of usage and availability.