

Assessment Cycle Academic Year 2016 – 2017

Information Technology Services

Prepared by: Ron Wright

Date: June 13, 2017

Approved by: Chris Maggio

Date: June 20, 2017

Northwestern Mission. Northwestern State University is a responsive, Student-oriented institution that is committed to the creation, dissemination, and acquisition of knowledge through teaching, research, and service. The University maintains as its highest priority excellence in teaching in graduate and undergraduate programs. Northwestern State University prepares its Students to become productive members of society and promotes economic development and improvements in the quality of life of the citizens in its region.

Information Technology Services (ITS) provides services, support, management, and oversight of university wide technology resources. It is our goal to ensure that IT is visible, proactive, and supportive of the campus mission and its constituents by ensuring access to technology is ubiquitous and plentiful and the associated services meet the needs and expectations of users.

Methodology: The assessment process includes:

- (1) Data from assessment tools (both direct – indirect, quantitative and qualitative) are collected and returned to the CIO;
- (2) The CIO will analyze and review the data with the ITS Leadership Team to determine whether the applicable outcomes are met:
- (3) Results from the assessment will be discussed with the appropriate staff;
- (4) Individual meetings will be held with staff as required;
- (5) The CIO, in consultation with the ITS Leadership Team and other appropriate staff members, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, if necessary, changes to existing service offerings.

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Service Outcomes:

SO 1. *Ensure that the technology based labs and classroom technology resources are accessible, supported, and current to optimize the teaching and learning environment.*

Measure 1.1.

Obtain and install the Labstats monitoring system to measure lab usage in the upcoming year to begin the measurement of lab usage and utilization. The software will be deployed in 100% of our existing instructional labs during the Fall 2016 semester.

Finding: The software was successfully deployed in all labs across all NSU locations. We have been collecting data since the fall semester.

Analysis: The data and reporting tools available via Labstats have provided detailed information ranging from the overall time a lab is occupied to the number of times an individual application is used.

Action: A complete review of the data collected will occur during the Summer of 2017. Decisions will be made regarding the number and location of labs to be maintained on campus as well the number of software licenses purchased and in which labs to place them allowing us to redirect finite resources to locations of greatest need. A preliminary review of the data affirms that there are underutilized facilities in some departmental areas which have the potential to provide cost-savings if reallocated in the future. The complete review of usage and subsequent decisions regarding allocations will occur in the next year.

Measure 1.2.

Review existing technology-based classrooms to determine upgrade priorities for the next annual budget cycle. Review completed June 1, 2017.

Finding: In order to provide the student body with current technology, computer labs, classrooms and other academic technology resources are reviewed annually and schedule when appropriate on a rotating schedule based upon need and age.

Analysis: There are nine labs or classrooms that have been identified for replacement of computer equipment in the upcoming year. There have also been six academic spaces and four academic departments identified for technology refreshes in 17-18.

Action: For the FY 2017-18 the following labs are will be scheduled for updates: Fournet 124; Kyser Lab; Scholars' College; Nursing (Fournet) Lab. The number of workstations to be replaced will enhance these areas and provide upgraded technology for students. Along with lab updates several classroom computers are also to be replaced: CAPA 216, 304, 306; Kyser 406 and Morrison

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227. Workstations removed during the rotation period will be reused across the university community; each replacement will be reconditioned with SSDs (solid-state drives) before being reallocated for employee use.

During the FY 2017-18 replacement of technology located on the Shreveport Nursing campus: building A; Room 201, 202, 205, 206; CAPA 206 and Fournet Hall 107 will occur. Upgrading facilities in these locations will benefit students both on campus and at a distance. Other departments that will benefit from purchases next year would be Disability Services, the Department of Teaching, Leadership and Counseling along with the Department of Life Science.

Measure 1.3.

100% of all projects approved for Technology Fee funding will be completed during the year for which they are funded. Project status is documented in the annual report compiled and sent to the UL Board each fall. Target date for completion: October 15, 2016

Finding: The annual report was completed, signed by the University President and forwarded to the ULS Board of Supervisors on September 26, 2016.

Analysis: Projects were completed as documented and the reporting requirement was met before the stated deadline.

Action: No further action is required.

SO 2. Provide technology support to faculty, staff, and students to ensure their success in fulfilling their educational goals and job responsibilities.

Measure 2.1.

Review the results of satisfaction surveys sent to each user upon successful completion of a support ticket with an expectation that 90% (An average score of 4.5/5.0) of the users responding will report a favorable experience. Target date: May 1, 2017.

Finding: For the period of July 1, 2016 through June 12, 2017, the average satisfaction rating received was 4.93 out of 5.0.

Analysis: The goal was met.

Action: While we exceeded our expected goal, ITS will continue to focus on ways to improve communications and improve our offerings to best meet the needs of our constituents.

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Measure 2.2.

The Student Help Desk will provide services to students, both in person and via telephone, for at least 70 hours per week while classes are in session and at least 40 hours per week during all other periods that the university is open.

Finding: Student Online Support, housed in Watson Library, provides assistance to students through email, telephone and walk-in services. The SOS office was opened 84 hours per week for both the Spring and Fall semesters and 58 hours per week for the summer semester. Between terms the office followed the regular university schedule and was open for 40 hours per week.

Analysis: The help desk is currently providing an expansive range of support hours and services to meet the needs of our existing students.

Action: To provide additional hours of support, ITS will be evaluating the times that some of the student labs are currently open in an attempt to move additional support hours to the main helpdesk located in the library starting in the Fall 2017 semester.

SO 3. Employ Innovative and out-of-the-box ideas to the development and delivery of technology based services to enhance collaboration, communication, and the overall student experience at the university.

Measure 3.1.

ITS will design and develop a new mobile app focused on the student experience and concentrating on services that are useful to students on a daily basis. This will be released during the Spring 2017 term.

Finding: The new app was released to the Apple App Store and the Google Play Store on March 10, 2017.

Analysis: In its first three months in the stores, it has been downloaded more than 3,800 times. Feedback from users has been extremely favorable. See the excerpt below received from one of our online students. Use of the new mobile platform will save the university \$5,000 per year in hosting and maintenance costs.

*From: Nikki Lee
Sent: Monday, March 20, 2017 3:58 PM
To: Chris Maggio <maggioc@nsula.edu>
Subject: Re: Message from Dr. Maggio*

Good Afternoon,

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I want to send a huge thank you to all who developed the new app. It is phenomenal for registering. Being able to place classes in a cart that holds them until registration opens is a time saver, but it also relieves the stress of checking capacity over and over in case you need to make changes based on availability. I travel 60% of the time for work, so being able to access this easily is a tremendous help.

Again thank you to all the great minds that made this app happen!

Nikki Lee

Junior

Northwestern State University

Action: ITS will continue to develop new functionality for the app with a focus on user interaction and the delivery of just-in-time information customized for each individual user.

Measure 3.2.

ITS will review functionality of the existing myNSU portal service to determine development priorities for the year with an emphasis on creating a seamless single-sign-on service, enhancement to the account self-services facilities, and a user friendly, modern, information-centered interface design. The review will be completed during the Fall 2016 term to allow for development to begin in the Spring.

Finding: The review was completed during the Fall 2016 term resulting in a list of development priorities.

Analysis: The following items were identified as key building blocks in the development of the next generation myNSU portal:

- Will be built on top of the Moodle Learning Management System to minimize costs while providing a solid structure for development and exploiting our almost 10-year history with the product.
- Will leverage the WSO2 Single-Sign-On system currently used by Ellucian to allow for simple integration across all of the existing campus systems.
- Initial integrations will include: Moodle, Office365, Everbridge (Purple Alert), National Student Clearinghouse, DegreeWorks, and Self-Service Banner (NSU Connect).
- Emphasis will be placed on interface design and ease-of-use as well as providing users with custom alerts to ensure awareness of significant events.
- PWM will be used for password management and resets.
- Ellucian ILP will be used to provide Banner to moodle course integrations and enrollments.

An email message from a faculty member regarding the update myNSU application:

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From: Cynthia Lindsey
Sent: May 31, 2017 9:50 AM
To: Ron Wright <rwright@nsula.edu>
Cc: Chris Maggio <maggioc@nsula.edu>; Darlene Williams <darlene@nsula.edu>
Subject: myNSU

Ron,

I know you guys have been working hard on the new myNSU changes, so I just wanted to say I LOVE IT! I so appreciate clicking on it and not having to sign in again when I'm on campus, but I especially like the lay out and user friendly approach.....especially for us challenged users ☺ Much improved version, so kudos!!

Cynthia



Cynthia R. Lindsey, Psy.D.
Director of Clinical Training
Professor & Licensed Psychologist #818
lindseyc@nsula.edu

Action: Development began in late February and the new system went live in Mid-May 2017. Response from faculty, staff and students has been very favorable. Development of the platform will be ongoing. It is estimated that by retiring of the old platform and with the use of open-source alternatives, the university will save in excess of \$100,000 over the next three years. This does not include efficiencies that may be realized as the product is further developed and used.

SO 4. *Maintain and enhance the technology infrastructure used to deliver both current and future services to ensure ubiquitous access and high availability while meeting user expectations.*

Measure 4.1.

Review the current network and server infrastructure to determine the need for upgrades in the upcoming year so that they can be included in both the standard and technology fee budgeting process. Target for completion of the review is February 15, 2017 to meet budget submission deadlines.

Finding: The review of current infrastructure was completed prior to February 15, 2017. Needs were identified in both the critical and necessary categories based upon the age of existing hardware and end-of-life notices provided by some vendors.

Analysis: Due to an end-of-life notification related to the existing campus firewall, it was determined that the process to review available options and pricing should begin immediately. Components of our existing blade-based virtual server infrastructure were identified as reaching the end of their maintenance agreements. Several buildings were also identified as in need of upgrades to their existing wireless access points.

Action: A replacement firewall product was identified and procured. Installation is scheduled for Summer 2017. ITS will begin the process of budgeting for replacement blade servers and wireless access points for funding in the upcoming fiscal year.

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Measure 4.2.

Develop and implement a plan to provide Internet and Television services to the residence halls on the Natchitoches campus. Currently these are provided by the management group and are lacking in quality and consistency of offerings. Plans will be finalized and approved for the Varnado Hall Renovation during the Fall term. A plan for University Place and University Columns will be completed and submitted to the management group during the Spring term.

Finding: An agreement was reached with CLV regarding the university providing both Internet and Television services in Varnado Hall starting with the Fall 2017 term. A plan was developed and submitted to CLV to provide the same services in both University Columns and University Place. Negotiations regarding acceptance and implementation of the plan in these locations is ongoing.

Analysis: Both wireless and wired Internet services will be provide to the residents of Varnado Hall starting in the Fall 2017 term. This is part of a multi-million dollar renovation to create a living-learning community for the creative and performing arts. Enhancements will also include the addition of HD television services in the rooms.

Action: Installation of services will be completed in July of 2017. The university continues to negotiate in the hopes of creating a similar deal with CLV to provide enhanced services to both University Columns and University Place.

Comprehensive Summary of key findings and or decisions:

Over the last two years, there has been a focus in Information Technology Services to refresh the existing infrastructure and applications with an emphasis on providing modern, accessible, relevant, next generation services designed to ensure the success of both employees and students while being mindful of current budget situations. As such, the unit has focused on incorporating widely used, open source applications to reduce costs and to accelerate the development process for new projects. An emphasis was placed on the evaluation and effectiveness of our current offerings to determine whether resources were being used to their fullest potential and when they were not, how we might reallocate those to better fulfill current needs. The implementation of these ideas is clearly visible throughout the assessment process employed over the past year. Services have been expanded and improved while costs were reduced. Additional data has been collected in the past year to continue along this path as we evaluate our current methods of allocating and maintaining student resources across the campus.