

Assessment Cycle 2020-2021

Information Technology Services

Division or Department: N/A

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Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Information Technology Services (ITS) provides services, support, management, and administration of university-wide technology resources. The goal is to ensure that technology is apparent, stable, and supportive of the campus mission and its constituents. These mentioned services must meet the requirements and expectations of the University community.

Methodology: The assessment process includes:

- (1) Data from assessment tools are collected and returned to the Chief Technology Officer (CTO) and Chief Information Officer (CIO);
- (2) The CTO and CIO will evaluate and examine the data with the ITS staff to determine whether the applicable outcomes are met;
- (3) Findings from the assessment to be reviewed with the appropriate personnel;
- (4) Individual meetings will be held with staff as required;
- (5) The CTO and CIO, in consultation with 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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Information Technology Services

Service Outcomes:

SO1. Ensure that the computer labs and classroom technology resources are accessible, supported, and current to optimize the teaching and learning environment.

Measure 1.1. Review the scheduling, availability, and usage of campus computing labs. Public labs should see usage rates of at least 75% as measured through reporting provided by our LabStats monitoring software.

Finding: Target was Not Assessed.

Analysis.

In 2019-2020, the target was reported as not met. After lengthy discussion and review of the trending use of personal technology items due to online course, this target has been removed from our assessment. It was determined by the staff that this service is simply that, a service that cannot be improved upon and labs must be available to the student body.

Decision.

In 2020-2021 the target was not measured and will be removed from this assessment.

Measure 1.2. Perform annual reviews of the technology-based classrooms and department computer labs to meet 100% of identified upgrades/refresh during the replacement cycle as funding permits.

Finding: This target was met.

Analysis:

In 2019-2020 the target was met. In 2019-2020 Instructional Technology developed a five-year plan that monitors and tracks the life cycle of the equipment funded by Instructional Technology. This plan tracks which computer labs and classroom space require a refresh based on the life cycle. Following the plan of action for 2020-2021, Instructional Technology completed 100% of the projection in all identified areas. Below is a summary chart of the number of computers and classrooms scheduled beginning with 2019-2020 through 2023-2024.

Initiative	2019-2020 (Met)	2020-2021 (Met)	2021-2022	2022-2023	2023-2024
Computers	93	103	127	108	272
Audio/Visual	16	62	8	6	9
Video Conferencing	2	6	1	0	1

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Based on the analysis of the 2019-2020 results the faculty made the following changes in 2020-2021 to drive the cycle of improvement forward. During the FY2020 Instructional Technology had funds allocated to upgrade seven classrooms. After NSU received and allocated the Cares Act funds, IT was able to upgrade a total of 62 rooms across three campuses. We provided each classroom with a new computer and technology specific requests from faculty ranging from specific cameras of their choice, specific lecture devices, and other specific requests for individual teaching needs.

As a result of these changes in 2020-2021 NSU was able to complete 62 rooms with general and specific upgrades and exceeded the targeted number by 8.86%. With the implementation of the upgrades, faculty will be able to provide instruction utilizing several methods: Face-to-Face, Teams, WebEx, or Hy-Flex.

Decision.

In 2020-2021 the target was met. Based on the analysis of 2020-2021 results Instructional Technology will implement the following changes in 2021-2022 to drive the cycle of improvement. Instructional Technology will stay abreast of the refresh cycle of technology-based classrooms and computer labs as funding permits. Additionally, Instructional Technology will make the necessary adjustments to respond to any future post-COVID-19 outcomes and assist individual departments with monitoring and upgrade recommendations for academic department funded technology spaces.

These changes will improve the student's ability to attend classes in multiple ways depending on their need at the time of registration thereby continuing to push the cycle of improvement forward.

SO2. Provide technical support to faculty, staff, and students to ensure their success in fulfilling their educational goals and job responsibilities.

Measure 2.1. After each closed support ticket, an email notifying the user of the closed support request includes a link to a satisfaction survey. ITS will maintain an average experience of 4.5-Star or better.

Finding: The target was met.

Analysis.

In 2019-2020 the target was met. ITS uses a service request ticket system to help route the customer's request to the appropriate service area and classify the severity of the issue. This system allows the ITS department to streamline the process and ensure high priority issues are resolved as quickly as possible. In 2019-2020, ITS had a total of 6,297 service tickets submitted for technical assistance of some type during the academic year. After the tickets for service request were completed, the customer received a satisfaction survey of 1-to-5-star rating on the service received. Of these

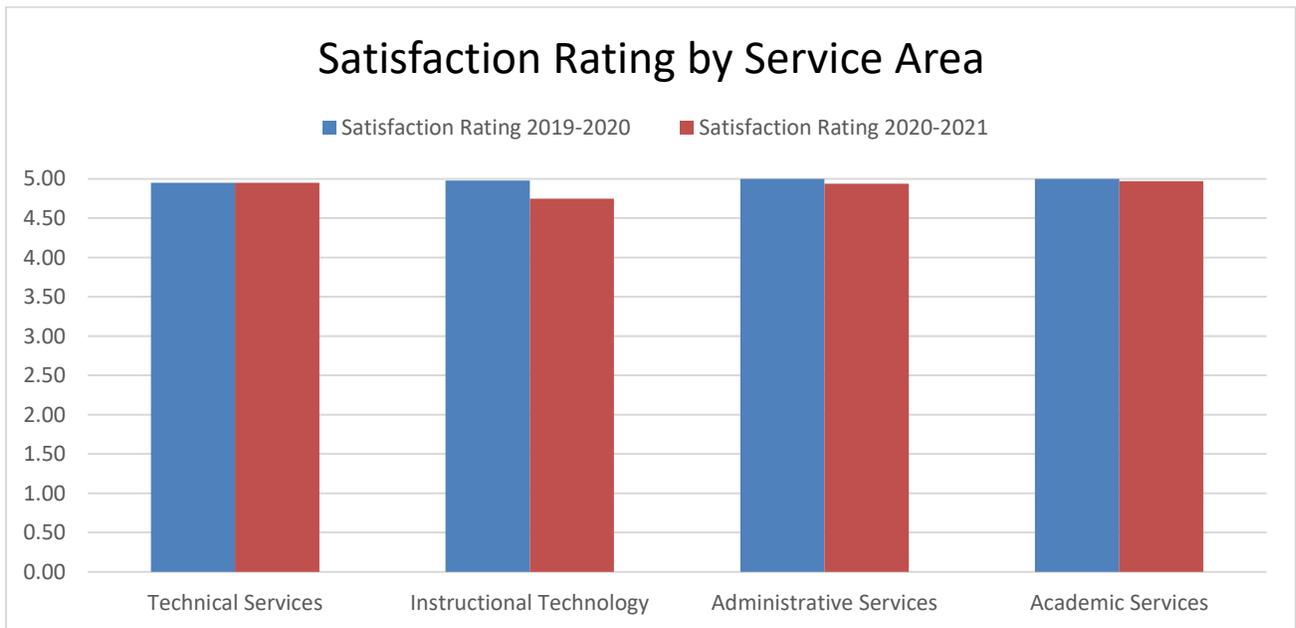
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6,297 tickets, ITS received 816 (13% of the population) survey responses. Further discussion considered increasing the response rate by 5% across each service area.

Based on the analysis of the 2019-2020 results the staff made the following decision for 2020-2021 to drive the cycle of improvement. ITS focused on increasing the survey responses by 5% while maintaining a 4.5 or greater satisfaction rating (on a scale of 0 to 5). We made it a point to ask people to respond to the survey either at the resolution of the issue or in a follow-up message after the ticket was closed. The charts below identify the results for each service area.

Service Requests by Service Area

Service Area	Ticket Count		Survey Responses		Response Rate	
	2019-2020	2020-2021	2019-2020	2020-2021	2019-2020	2020-2021
Technical Services	4585	4264	653	914	14.24%	21.44%
Instructional Technology	592	334	37	44	6.25%	13.17%
Administrative Services	306	343	51	66	16.67%	19.24%
Academic Services	814	1010	75	195	9.21%	19.31%
Total:	6297	5951	816	1219	13%	20%



As a result of these changes, in 2020-2021 the target was met. Although the overall number of support tickets was lower, likely due to reduced on-campus activities from Covid-19 protocols, there was an increase in survey responses from 13% to 20% overall. Satisfaction rates fell slightly but stayed well above the target of 4.5.

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Decision.

In 2020-2021 the target was met. Based on the analysis of 2020-2021 results, IT will focus on maintaining a satisfaction rating above 4.5 and set the target response rate of 20% or greater.

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: The target was met.

Analysis:

In 2019-2020 the target was met. The student help desk is housed in the Watson Library and is limited to service hours by the hours the library is open. During 2019-2020 the hours were adjusted to accommodate the work from home closures and provided at least 44 hours of service to the students and faculty even though staff worked from home. Since the hours of operation is somewhat dictated by the hours the library is open to the public, it was recommended that this service maintain the monitoring of hours but add a focus on the quality of service provided during the hours of operation. Ticket types would improve the level of detail in reporting and tracking service requests thus tailoring services provided to students and faculty. The Quality Star rating of 4-Star or better would also apply.

Based on the analysis of the 2019-2020 results the staff made the following decisions in 2020-2021 to drive the cycle of improvement. Ticket subjects were to be added to service requests to allow students the ability to select services needed. This would have helped IT identify those emergency requests from routine requests, thus allowing us to respond more quickly to those with priority needs and preventing other technical issues from developing and increased our response ratings.

As a result of these changes, in 2020-2021 the target was met. We were not able to attach a ticketing system to student help since most of the issues are received by phone call and not by email. We did explore the option of tracking by student identification, but the numbers were well beyond the scope of this departments tracking ability. During 2020-2021 the help desk did provide 72.5 hours of service per week to the students during the Fall and Spring semesters and 648 hours during summer session. To accommodate more students, we also adjusted our hours of operation in the Fall/Spring semesters by opening earlier in the mornings during the weekday.

These changes made a positive impact on the student's ability to access Student Help in a timely manner and thus complete their course requirements daily with minimal down time. The revised hours of operation are as follows:

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Fall/Spring Semester

Monday – Thursday: 7:30am – 10:00pm

Friday: 7:30am – 1:45pm

Saturday: CLOSED

Sunday: 2:00pm – 10:00 pm

Summer Session

Monday – Thursday: 7:00am – 5:00pm

Friday: 8:00am – 12:00pm

Saturday & Sunday: Closed

Decision.

In 2020-2021 the target was met. Based on the analysis of the 2020-2021 results the students will implement the following changes in 2021-2022 to drive the cycle of improvement. Next year we will be exploring avenues for tracking student improvement with technology issues. Discussions have currently moved around tracking satisfaction or repeat call in. More time and discussion are needed to be able to narrow this measure into a measure that is going to positively impact the student success at NSU.

SO3. Employ innovative and out-of-the-box ideas to the development and delivery of technology-based services that enhance collaboration, communication, and the overall student experience at the University by partnering with LONI, Louisiana Optical Network Infrastructure.

Measure 3.1. ITS will implement at least one enhancement to our current system by connecting and attending 90% of LONI scheduled meetings to stay in touch with implementations and innovations within the higher education space in the State of Louisiana.

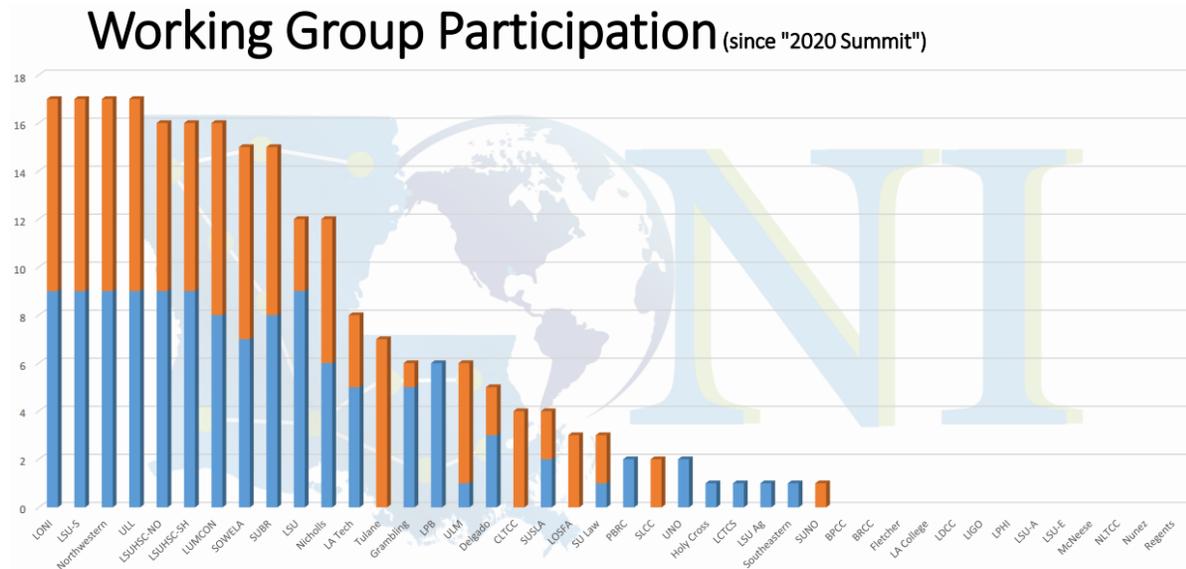
Finding: The target was not met.

Analysis:

In 2019-2020 the target was met. In 2019-2020 Northwestern was able to meet the 100% attendance with LONI and was preparing the implementation of EduRoam for students, faculty, and staff to have access to Northwestern's wireless network when visiting any of the Northwestern Campuses. Additionally extending this service to Northwestern constituents when they visit another institution that participates in EduRoam. Secondly, Northwestern entered into a service agreement with LONI to extend fiber optic cable to the Medical Arts building located at the Rapides Medical Center allowing tremendous network connection opportunity for our nursing and radiology students taking classes at this location.

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Based on the analysis of the 2019-2020 results the staff made the following changes in 2020-2021 to drive the cycle of improvement. This year several members of our Technical Services area have served as co-chairs for the NTAG LONI Working Group. Unfortunately due to various setbacks with their equipment vendors and scheduling of contractors, LONI was not able to complete the installation of the fiber optics cable to the Medical Arts building or enhance the university's internet connection with dual 10Gb links to allow the EduRoam to take place.



Decision.

In 2020-2021 the target was not met. Northwestern remains committed to this system enhancement. Based on the analysis of the 2020-2021 results, IT will continue to work collaboratively with LONI working groups. IT will continue discussions and research on the development of improved network services on college campuses and bring at least one enhancement to our technology that benefits the students and staff at NSU. IT will continue working with LONI to implement the unfinished projects.

Measure 3.2. Timely and successful reconfiguration of processes to support increased automation, flexible methods of course delivery, and greater access to real-time data for enhanced decisions by the university.

Finding: The target was met.

Analysis:

In 2019-2020 the target was met. NSU Mobile Application was successfully implemented and functional with Degree Works. ITS successfully incorporated both the fee payment and degree audit access through this application and the measure was

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closed. A new focus to timely and successfully reconfigure processes to support increased automation, flexible methods of course delivery, and greater access to real-time data for enhanced decisions by the university was developed.

Based on the analysis of the 2019-2020 results work is currently underway on a new project for 2020-2021 that includes assisting Academic Affairs with implementing the HyFlex Course Model across the existing course schedule; assessing classroom needs to identify readiness to deliver instruction to remote students; and streamlining the online acquisition, storage and sharing of documents related to admissions, registration, financial aid and student accounting to accommodate students at a distance while ensuring social distancing on campus.

Key components surrounding the implementation of the HyFlex Course Model are expected to include: Modification to the schedule of classes to facilitate the expected HyFlex course delivery model including the transition of currently enrolled students to new sections and the implementation of a proper coding scheme to accommodate student billing; development of a new interface between the recently implemented Banner 9 and Moodle to accommodate the new scheduling scheme; and ultimately preparing classroom technology to accommodate requirements associated with the HyFlex delivery model. During 2021-2022, all processes will be monitored, reviewed, and adjusted as necessary to guarantee an appropriate student experience and drive the cycle of improvement in our campus technology.

As a result of these changes, in 2020-2021 the target was met. These changes allowed key administrative areas of the university including academic departments, Electronic Learning, Registrar's Office, and Student Accounting to continue to service students in an optimal manner while minimizing or eliminating the impact of massive schedule changes caused by the pandemic and the resulting transition to fully online and hybrid model courses. During 2020-2021, the University committed to moving mission critical applications to a cloud hosted environment to provide additional resilience, redundancy, and support. This will include Ellucian Banner, Moodle Learning Management System, and the main campus website. To this end, we have also purchased and started the implementation of Ellucian's CRM Recruit product that is designed to further enhance the recruiting and admissions processes.

Decision.

In 2020-2021 the target was met. Based on the analysis of the 2020-2021 results the campus will implement the following changes in 2021-2022 to drive the cycle of improvement. We anticipate completing our cloud hosting agreements for the three primary mission critical application areas: Ellucian Banner, Moodle Learning Management System, and the primary campus website. As a result of these new agreements, we will gain access to two new Ellucian products – Workflows and Analytics. These will greatly aid in the automation of campus processes and the strategic planning process. These changes will improve the student's ability to interact with essential campus services thereby continuing to push the cycle of improvement forward.

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SO4. 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. Determine the upgrade needs in the upcoming year by reviewing the current network and server infrastructure so costs can be included in both the standard and technology fee budgeting process.

Finding: This target was not met.

Analysis:

In 2019-2020, the target was Met. Storage arrays at Roy Hall and Shreveport datacenters were purchased and installed Fall 2019. Based on the analysis of the 2019-2020 results the staff shifted their focus to the campus Wi-Fi network. In the Fall 2020, NSU was not able to secure funding to refresh the campus Wi-Fi network. Core components of the Wi-Fi system have approached end of life. This upgrade is not only needed to operate a stable wireless network, but to enable NSU to adopt new wireless standards such as Wi-Fi 6 and infrastructure to support way finding services. At this time, NSU has not been able to install the components necessary to upgrade the Wi-Fi network. Current supply chain issues, silicon chip shortages and delivery of equipment delays have this project on a temporary hold. This project is still on going and implementation will continue through Fall 2021.

Decision.

In 2020-2021 the target was not met. Based on the analysis of the 2020-2021 results, Technical Services has not secured funding to refresh campus network infrastructure at the School of Nursing in Shreveport and other academic and administrative buildings at the Natchitoches campus. Current supply chain issues, silicon chip shortages and delays in the delivery of equipment are obstacles outside of our control. It is becoming critical that we secure funding for the Shreveport network refresh, IT will be working diligently to get these in place for the Fall 2021 semester.

Measure 4.2. Complete replacement of the campus telephone system.

Finding: The target was not met.

Analysis:

In 2019-2020 the target was not met. In 2019-2020 the pilot project Voice Over Internet Protocol (VOIP) was considered a viable option for NSU telephony needs to replace the outdated campus telephone system. The funding was broken into two parts. Part one was to address the core system and hardware and bring over the business units of the University. Part two concentrated on the transfer of the academics' areas and other

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campus tenants to the new system. With the interruption to implementation because of COVID-19 work from home requirements, discussion turned to a more flexible cloud-based system that could facilitate the changing workforce environment. Technical services were to evaluate the cloud-based telephony options and present a summary of costs to the administration. Discussions were to continue with our LONI peers to help produce a solution between on-premises versus cloud-hosted options.

As a result of these changes, and turnover in Technical Services staffing, in 2020-2021 the target was not met. Evaluation of cloud based VOIP solutions has progressed, but with the turnover in staff, this evaluation is still ongoing, and costs are still being determined. As such, a summary of costs has not been presented to the administration.

Decision.

In 2020-2021 the target was not met. Based on the analysis of 2020-2021 results Technical Services will conclude evaluation of cloud based VOIP providers and present a summary of costs to the administration. Technical services will follow through with implementation of the solution chosen by administration.

Measure 4.3. Continuously maintain and enhance the university Enterprise Resource Planning (ERP) system (Banner) at 100% to ensure optimal delivery of services for the University to carry out its daily operations.

Finding: The target was met.

Analysis.

In 2019-2020 the target was met. The target for 2019-2020 was to fully implement Banner 9. By the end of February 2019, all users were migrated successfully to the new system. Banner software is mission critical due to its ties to essential services of the university. As a result of meeting the target and updates during 2019-2020, 2020-2021 should realize a significant cost savings in maintenance charges. It was recommended that ITS focus on two initiatives for 2020-2021 to meet the challenges of cost savings and maintenance updates. These include Upgrading Degreeworks from version 4 to 5; upgrading Banner Self-Service from version 8 to 9, modules are currently undergoing testing; and implement Ellucian ETHOS to prepare the campus for the next generation of Ellucian products to include Workflows, Analytics, and CRM Recruit.

Based on the analysis of 2019-2020 results the following changes were made in 2020-2021 to drive the cycle of improvement: We discontinued use of Oracle's Internet Application Software in favor of the Tomcat opensource alternative. This resulted in a recurring savings of \$89,162. Unfortunately, we were forced to absorb a 10% institutional budget cut resulting in the loss of \$60,000 to our operating fund. The savings allowed us to weather the cut with no impact to user services. The remaining savings were used to invest in updated server hardware to support campus database needs. While our plans have moved forward this year, they have been slowed due to

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having to divert resources to COVID related issues. We have also suffered from staff turnover. As a result, it is difficult to speak about definitive results related to the Degreeworks and self-service updates as they are either very recently completed or still in the testing phase.

As a result of these updates in 2020-2021 the target was met. We were able to realize tangible costs savings in our operating budget while moving forward with the enhancement of existing services along with the planning and acquisition of new ones. These changes enhanced the student's ability to reliably access key information remotely during a time when it was not possible to visit the campus and provide us with essential infrastructure to further improve our online responsiveness.

Decision.

In 2020-2021 the target was met. Based on the analysis of the 2020-2021 results ITS will implement the following changes in 2021-2022 to drive the cycle of improvement. To provide additional resiliency and redundancy to our mission critical ERP environment, we will begin the process of moving these essential services to the hosted Ellucian Cloud environment. This will provide the campus with protection from natural disasters, enhanced security from cyber events, access to expert software and system support, and the ability to scale services on demand in response to user needs. We will complete the Ellucian CRM Recruit installation with a target of moving into production mode during the Fall semester.

These changes will allow ITS to shift responsibilities from some key, time-consuming management tasks, such as routine updates, to the Ellucian Cloud group allowing our local staff to focus on the enhancement and creation of more student-centered services rather than the underlying infrastructure thereby continuing to push the cycle of improvement forward.

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Comprehensive summary of key evidence of improvements based on analysis of results.

Classroom Technology Resources: Accessible, Supported, and Optimized:

- Campus Computing Labs
A service that cannot be improved upon and labs must be available to the student body.
- Meet 100% of Identified Upgrades/Refresh
During the FY2020 Instructional Technology had funds allocated to upgrade seven classrooms. After receiving allocated Cares Act funds, IT was able to upgrade a total of 62 rooms across three campuses. We provided all classrooms with a new computer, installed technology specific requests such as specific cameras, lecture aids, and other faculty requests to enhance their individual teaching needs. IT was able to upgrade 100% of the classrooms.

Quality Technical Support:

- 4-Star Technical Support to Faculty and Staff
ITS focused on increasing the survey responses by 5% while maintaining a 4.5 or greater satisfaction rating (on a scale of 0 to 5). We made it a point to ask people to respond to the survey either at the resolution of the issue or in a follow-up message after the ticket was closed. Although the overall number of support tickets was lower, there was an increase in survey responses from 13% to 20%. Satisfaction rates fell slightly but stayed well above the target of 4.5.
- Student Help Desk
Ticket subjects were to be added to service requests to allow students the ability to select specific services needed. This would have helped IT identify those emergency requests from routine requests, thus allowing us to respond more quickly to those with priority needs and preventing other technical issues from developing and increased our response ratings. We were not able to attach a ticketing system to student help since most of the issues are received by phone call and not by email. We did explore the option of tracking by student identification, but the numbers were well beyond the scope of this departments tracking ability. During 2020-2021 the help desk did provide 72.5 hours of service per week to the students during the Fall and Spring semesters and 648 hours during summer session. To accommodate more students, we also adjusted our hours of operation in the Fall/Spring semesters by opening earlier in the mornings during the weekday. These changes did make a positive impact on the student's ability to access Student Help in a timely manner and thus complete their course requirements daily with minimal down time.

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Innovative and Out-Of-The Box Ideas:

- Implement at least One Enhancement and Attend 90% of LONI Scheduled Meetings

This year several members of our Technical Services served as co-chairs for the NTAG LONI Working Group and attended 90% of the scheduled meetings. Unfortunately due to various setbacks with their equipment vendors and scheduling of contractors, LONI was not able to complete the installation of the fiber optics cable to the Medical Arts building or enhance the university's internet connection with dual 10Gb links to allow the EduRoam to take place.

- Timely and Successful Reconfiguration
NSU Mobile Application was successfully implemented and functional with Degree Works. A new project was initiated during 2020-2021 which included assisting Academic Affairs with implementing the HyFlex Course Model across the existing course schedule; assessing classroom needs to identify readiness to deliver instruction to remote students; and streamlining the online acquisition, storage and sharing of documents related to admissions, registration, financial aid and student accounting to accommodate students at a distance while ensuring social distancing on campus. Key components surrounding the implementation of the HyFlex Course Model include: Modification to the schedule of classes to facilitate the expected HyFlex course delivery model including the transition of currently enrolled students to new sections and the implementation of a proper coding scheme to accommodate student billing; development of a new interface between the recently implemented Banner 9 and Moodle to accommodate the new scheduling scheme; and ultimately preparing classroom technology to accommodate requirements associated with the HyFlex delivery model.

Maintain and Enhance Technology Infrastructure:

- Upgrade Needs by reviewing Current Network and Server Infrastructure
NSU was not able to secure funding to refresh the campus Wi-Fi network. Core components of the Wi-Fi system have approached end of life. This upgrade is not only needed to operate a stable wireless network, but to enable NSU to adopt new wireless standards such as Wi-Fi 6 and infrastructure to support way finding services. NSU has not been able to install the components necessary to upgrade the Wi-Fi network. Current supply chain issues, silicon chip shortages and delivery of equipment delays have this project on a temporary hold. This project is still on going and implementation will continue through Fall 2021.
- Campus Telephone System
Evaluation of cloud based VOIP solutions has progressed, but with the turnover in staff, this evaluation is still ongoing, and costs are still being determined. As such, a summary of costs has not been presented to the administration.

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- Continuously Maintain and Enhance the University Enterprise Resource Planning (ERP) system (Banner) at 100%

We discontinued use of Oracle's Internet Application Software in favor of the Tomcat opensource alternative. This resulted in a recurring savings of \$89,162. Unfortunately, we were forced to absorb a 10% institutional budget cut resulting in the loss of \$60,000 to our operating fund. The savings allowed us to weather the cut with no impact to user services. The remaining savings were used to invest in updated server hardware to support campus database needs. Due to several HR issues and turnovers, it is difficult to speak about definitive results related to the Degreeworks and self-service updates as they are either very recently completed or still in the testing phase. We were able to realize tangible costs savings in our operating budget while moving forward with the enhancement of existing services along with the planning and acquisition of new ones. These changes enhanced the student's ability to reliably access key information remotely during a time when it was not possible to visit the campus and provide us with essential infrastructure to further improve our online responsiveness.

Plan of action moving forward.

Classroom Technology Resources: Accessible, Supported, and Optimized:

- Campus Computing Labs
Will be removed from this assessment.
- Meet 100% of Identified Upgrades/Refresh
Instructional Technology will stay abreast of the refresh cycle of technology-based classrooms and computer labs as funding permits. Additionally, IT will make the necessary adjustments to respond to any future post-COVID-19 outcomes and assist individual departments with monitoring and upgrade recommendations for academic department funded technology spaces.

Quality Technical Support:

- 4-Star Technical Support to Faculty and Staff
IT will focus on maintaining a satisfaction rating above 4.5 and set a target response rate of 20% or greater.
- Student Help Desk
We will be exploring avenues for tracking student improvement with technology issues. Discussions have currently moved around tracking satisfaction or repeat call in. More time and discussion are needed to be able to narrow this measure into a measure that is going to positively impact the student success at NSU.

Innovative and Out-Of-The Box Ideas:

- Implement at least One Enhancement and Attend 90% of LONI Scheduled Meetings

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IT will continue to work collaboratively with LONI working groups. IT will continue discussions and research on the development of improved network services on college campuses and bring at least one enhancement to our technology that benefits the students and staff at NSU. IT will continue working with LONI to implement the unfinished projects.

- Timely and Successful Reconfiguration

We anticipate completing our cloud hosting agreements for the three primary mission critical application areas: Ellucian Banner, Moodle Learning Management System, and the primary campus website. As a result of these new agreements, we will gain access to two new Ellucian products – Workflows and Analytics. These will greatly aid in the automation of campus processes and the strategic planning process.

Maintain and Enhance Technology Infrastructure:

- Upgrade Needs by reviewing Current Network and Server Infrastructure

Technical Services has not secured funding to refresh campus network infrastructure at the School of Nursing in Shreveport and other academic and administrative buildings at the Natchitoches campus. Current supply chain issues, silicon chip shortages and delays in the delivery of equipment are obstacles outside of our control. It is becoming critical that we secure funding for the Shreveport network refresh, IT will be working diligently to get these in place for the Fall 2021 semester.

- Campus Telephone System

Technical Services will conclude evaluation of cloud based VOIP providers and present a summary of costs to the administration. Technical services will follow through with implementation of the solution chosen by administration.

- Continuously Maintain and Enhance the University Enterprise Resource Planning (ERP) system (Banner) at 100%

To provide additional resiliency and redundancy to our mission critical ERP environment, we will begin the process of moving these essential services to the hosted Ellucian Cloud environment. This will provide the campus with protection from natural disasters, enhanced security from cyber events, access to expert software and system support, and the ability to scale services on demand in response to user needs. We will complete the Ellucian CRM Recruit installation with a target of moving into production mode during the Fall semester.

These changes will allow ITS to shift responsibilities from some key, time-consuming management tasks, such as routine updates, to the Ellucian Cloud group allowing our local staff to focus on the enhancement and creation of more student-centered services rather than the underlying infrastructure thereby continuing to push the cycle of improvement forward.