

**UNIVERSITY OF SOUTH FLORIDA SARASOTA-MANATEE  
UNIT ASSESSMENT PLAN  
2015-2016**

<b>UNIT:</b>	<b>Technology Services</b> (Brian Mudd, Associate Director)
<b>MISSION:</b>	The mission of Technology Services is to provide access, support, development, and training to faculty, students, and staff to support a converged network of data, voice, video, and wireless technologies.
<b>2015-20 USFSM STRATEGIC PLAN GOALS:</b>	<p><b>STRATEGIC GOAL #1: Student Success</b> Ensure student retention, timely completion, employment success, and student satisfaction.</p> <p><b>STRATEGIC GOAL #2: Campus Life</b> Foster an intentional culture of campus engagement.</p> <p><b>STRATEGIC GOAL #3: Intentional Enrollment Management</b> Strategically recruit and retain students by growing existing programs and creating new programs of strategic emphasis or demonstrated demand.</p> <p><b>STRATEGIC GOAL #4: Teaching and Learning</b> Explore and implement innovative technologies and pedagogical methods that increase student engagement in the learning process and improve student learning outcomes.</p> <p><b>STRATEGIC GOAL #5: Scholarly Activity</b> Recognize and support diverse faculty and student research activities.</p> <p><b>STRATEGIC GOAL #6: Community Engagement</b> Build and be known for a community engagement identity in partnership with a variety of organizations throughout the service area.</p> <p><b>STRATEGIC GOAL #7: Resources</b> Preserve, grow, and diversify the human, physical, financial, private, and other resources, aligning them to support the strategic goals.</p>

<p><b>Unit Goals:</b></p>	<ol style="list-style-type: none"> <li>1. Maintain and enhance the technology infrastructure and use on campus and at off-campus sites. (Aligns to USFSM Goal 4, Strategy 4.3)</li> <li>2. Deliver technology training to faculty, staff, and students. (Aligns to USFSM Goals 1 and 4)</li> <li>3. Ensure updated training for staff in Technology Services. (Aligns to USFSM Goals 1 and 4)</li> <li>4. Collaborate with USF Tampa campus on technology projects. (Aligns to USFSM Goal 7, Strategy 7.12)</li> </ol>				
<p><b>OUTCOMES</b></p>	<p><b>Unit Goals</b></p>	<p><b>Means of Assessing Outcomes</b></p>	<p><b>Assessment Data</b></p>	<p><b>Plan Resulting from Analysis of Assessment</b></p>	<p><b>Vice Chancellor's Response</b> (Ben Ellinor)</p>
<p><b>Outcome 1.</b> Technology infrastructure priorities for USFSM installed on campus at at off-campus sites.</p>	<p>1, 2</p>	<p>List of technology infrastructure installations in 2014-15</p>	<ul style="list-style-type: none"> <li>• <b>Sharepoint Foundation Server 2003 upgraded to Sharepoint Foundation Server 2010 (free ver.) July '15</b></li> <li>• <b>Back-Up Core Router Upgraded, Aug. '15</b></li> <li>• <b>Acquisition of <u>two</u> servers for USFSM's Online Academic IT Program (Aug. '15)</b></li> <li>• <b>Installed collaborative meeting and videoconferencing system in C-313 Collaborative [Sept. '16]</b></li> <li>• <b>SAN Migration: Two SAN's went EOL; transferred data (Oct. / Nov. 2015)</b></li> <li>• <b>Acquisition of <u>four</u> add'l servers and two (2) switches for online Academic IT program via donation (Nov. '15)</b></li> <li>• <b>IDF B-232 Switch Replacement; replaced three outdated switches w/ two new ones (Jan. '16)</b></li> <li>• <b>Worked w/ Facilities to replace in-ground telecom box w/ Synertech 3048 Enclosure [Feb. '16]</b></li> <li>• <b>HVAC upgrade to IDF B-232; re-location of six (6) servers from remnote Viking campus to IDF B-232 (Mar. '16)</b></li> <li>• <b>Upgraded / added new dispkay systems, added SKYPE and VC codecs, along w/ collaborative meeting technologies to Campus Board Room (C-306) and Collaborative (C-118).</b></li> </ul>		

<p><b>Outcome 1.</b> Technology infrastructure priorities for USFSM installed on campus at at off-campus sites. (cont.)</p>	<p>1, 2</p>	<p>List of technology infrastructure installations in 2014-15.</p>	<ul style="list-style-type: none"> <li>• <b>Distributed Antenna System (to enhance indoor cellular service) (April. '16)</b></li> <li>• <b>Blades for virtual server upgrade (June '16)</b></li> <li>• <b>Upgraded Chiller plant switch and enc. (Oct. '15)</b></li> <li>• <b>Secured Campus Network Printers from external access (Jan. 16)</b></li> </ul>																													
<p><b>Outcome 2.</b> Successful partnering with USF Tampa campus on system-wide technology initiatives.</p>	<p>3, 4</p>	<p>Number of staff attending training in Tampa.</p> <p>Number of staff attending Info-Com in Orlando</p> <p>Develop and implement comprehensive Technology Services Plan in conjunction with USF System (Strategy 7.12)</p>	<ul style="list-style-type: none"> <li>• <b>Sarah Gentry Cybersecurity training, Tampa (Oct. '15)</b></li> <li>• <b>Director Brian Mudd, Fabio Monticone, and Sara Gentry attended in June, 2015</b></li> <li>• <b>Responded to inquiries from Tampa w/ regards to DUO Authentication, domain configuration changes, and system email modifications.</b></li> <li>• <b>Worked w/ new Data Analytics employee to devise strategies for tracking student success and identifying at-risk students to improve retention</b></li> </ul>																													
<p><b>Outcome 3.</b> Student satisfaction with Technology Services.</p>	<p>1,2</p>	<p>The USFSM Student Satisfactory Survey administered each spring has two questions regarding students' satisfaction with computer equipment and computer services/support. Goal of 80% of students indicating satisfactory or higher rating.</p>	<p>Student Satisfaction Survey -Spring 2016</p> <table border="1" data-bbox="800 1024 1325 1507"> <thead> <tr> <th><b>USFSM Student Satisfaction Survey –Spring 2016</b></th> <th>Computer Equipment (N= )</th> <th>Computer Services/ Support (N= )</th> </tr> </thead> <tbody> <tr> <td>Very Dissatisfied</td> <td></td> <td></td> </tr> <tr> <td>Dissatisfied</td> <td></td> <td></td> </tr> <tr> <td>Neutral</td> <td></td> <td></td> </tr> <tr> <td>Satisfied</td> <td></td> <td></td> </tr> <tr> <td>Very Satisfied</td> <td></td> <td></td> </tr> <tr> <td>Response Total (Very Satisfied + Satisfied)</td> <td></td> <td></td> </tr> <tr> <td>Spring 2013 Total</td> <td></td> <td></td> </tr> <tr> <td>Spring 2014 Total</td> <td></td> <td></td> </tr> </tbody> </table>	<b>USFSM Student Satisfaction Survey –Spring 2016</b>	Computer Equipment (N= )	Computer Services/ Support (N= )	Very Dissatisfied			Dissatisfied			Neutral			Satisfied			Very Satisfied			Response Total (Very Satisfied + Satisfied)			Spring 2013 Total			Spring 2014 Total				
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		Work with IR on a Tech Services survey	Survey <u>not</u> conducted, Spring, 2016	<u>Must be priority for Spring 2017; suggest survey every 24 months</u>	
<b>Outcome 4.</b> Improve communications on campus for Technology Service initiatives.	1	CIO attend dept. meetings across campus.  Establish a faculty/staff technology advisory committee.	<b>Attended various USFSM Town Hall meetings, Board Meetings, and Large Senior Leadership Meetings, which convened monthly. Attended UTSB, ITMC, and other USF System meetings in Tampa when necessary.</b>  <b>USFSM Governance Board formed Nov. 2015; met Dec. 8<sup>th</sup>, Feb 3<sup>rd</sup>, 24<sup>th</sup>, March 23<sup>rd</sup>, April 6<sup>th</sup>, 20<sup>th</sup>. Developed four (4) proposals for possible USF System-wide funding.</b>		

**Chancellor's Response** (Dr. Sandra Stone):