

**USF SARASOTA-MANATEE
ASSESSMENT PLANNING RECORD
2016-17**

UNIT:	Technology Services (Brian Mudd, Associate Director)
MISSION:	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.
2015-20 USFSM STRATEGIC PLAN GOALS:	<p>STRATEGIC GOAL #1: Student Success Ensure student retention, timely completion, employment success, and student satisfaction.</p> <p>STRATEGIC GOAL #2: Campus Life Foster an intentional culture of campus engagement.</p> <p>STRATEGIC GOAL #3: Intentional Enrollment Management Strategically recruit and retain students by growing existing programs and creating new programs of strategic emphasis or demonstrated demand.</p> <p>STRATEGIC GOAL #4: Teaching and Learning Explore and implement innovative technologies and pedagogical methods that increase student engagement in the learning process and improve student learning outcomes.</p> <p>STRATEGIC GOAL #5: Scholarly Activity Recognize and support diverse faculty and student research activities.</p> <p>STRATEGIC GOAL #6: Community Engagement Build and be known for a community engagement identity in partnership with a variety of organizations throughout the service area.</p> <p>STRATEGIC GOAL #7: Resources Preserve, grow, and diversify the human, physical, financial, private, and other resources, aligning them to support the strategic goals.</p>
UNIT GOALS:	<ol style="list-style-type: none"> 1. Maintain and enhance the technology infrastructure and use on campus and at off-campus and at off-campus sites (aligns to USFSM Goal 4, Strategy 4,3) 2. Deliver technology training to faculty, staff, and students (Aligns to USFSM Goals 1 and 4) 3. Ensure updated training for staff in Technology Services (Aligns to USFSM Goals 1 and 4). 4. Collaborate with USF Tampa campus on technology projects (Aligns to USFSM Goal 7, Strategy 7, 12)

OUTCOME	Unit Goal	Means of Assessing Outcomes	Assessment Data	Analysis of Assessment & Plan	Vice Chancellor's Response (Ben Ellinor)
Outcome 1	Technology Infrastructure priorities for USFSM installed on campus or at off-campus sites (cont.)	<ol style="list-style-type: none"> 1. Finish Student Commons Technology Installations, including digital signage training and enhancements to SG Conference Room. (Aligns with USFSM Goal #1, #2). 2. Develop proposal for upgrading camera distribution system at USFSM CIL at LWR. (USFSM Goals #1, #4). 3. Complete DMACX Lab Installation [USFSM Goals #1, #2, #4, and #6] 4. Replace Network Switches in campus IDF's reaching EOL in 2006-'17. [USFSM goal #1] 5. Upgrade additional classrooms to Digital as Recommended By USFSM IT Governance Committee. [USFSM Goals #1 and #4]. 6. Upgrade Campus Wireless Controller Licenses [USFSM Goals #1, #4]. 			
		<ol style="list-style-type: none"> 1. Deliver a series of workshops and demos to faculty, staff, and students in both the Fall and Spring Semesters. [Unit goal #2] 2. Update training hand-outs, manuals, and "How To" videos via USFSM website . [Unit goal #2] 3. Make appearances at Admissions' Open Houses, attend department meetings, and orientations. 			

Outcome 2	Deliver Technology Training to Faculty, Staff, and Students.	3. Conduct Spring, 2017 Survey of Technology Services To USFSM Faculty, Staff, and Students			
Outcome 3	Ensure Updated Training For Staff In Technology Services	1. Ask ALL Technology Services' staff to submit list of training requests for potential Professional Staff Development Consideration [Unit goal #3] 2. Provide Online Webinars and Onsite Trainings, As Warranted 3. Participate in Local Technology Projects and Initiatives, such as Suncoast Security Society and Suncoast Technology Forum [USFSM Goal #6]			
Outcome 4	Collaborate with USF Tampa campus on technology projects	1 Promote and Assist Students and Faculty with utilization of EduRoom 2. Assist With Utilization of VEOCI [Emergency Management Software] 3. Deploy Qualitative Research Software For USF Students and Faculty Via Apps Gateway [USFSM Goal #5, #11] 4. Research and Secure A Closed Captions Solution [USFSM Goals #1, #4, and #7]			

Chancellor's Response (Dr. Sandra Stone):