**Northern Michigan University**

**Improvement Plan / Assessment Report Form**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Information Technology | | | |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012 to June 30, 2013 | | | Date Submitted: | 10/12/12 |
| Submitted by (Unit Representative) | | |  | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_x\_ No** |
| Administrative Information Technology provides hardware and software technology solutions to students, faculty, staff and alumni to satisfy their need for information utilizing secure, automated, self-service processes. By facilitating creative processes and exploiting the appropriate information technology and systems, we assist users to become independent learners by enabling them to access and store useful information. |

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| **Improvement Plan** |  |  | |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) | |
| *Objective*: Provide optimal WiMAX network service to faculty, staff and students.  (continued from 2011-12)  Statistics monitored:  Sectors with zero number of users  Network throughput equal to zero  Help Desk trouble tickets    *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? 7* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **CA-2** |  | *Measures*:   1. The Director of Technical Services and the Director of Telecom, will review wireless network statistics from the Munin monitoring database on a daily basis. 2. If issues are detected, the Director of Telecom will physically assess the WiMAX site to ensure that power and equipment are operating as expected. WiMAX software adjustments will be made by the Director of Technical Services if power and equipment are not causing the issue. 3. On a weekly basis, the Director of Telecom will review a report of WiMAX issues, recorded by the help desk. 4. Wireless network system information will be reviewed at a monthly meeting, attended by the Help Desk, Telecom, Technical Services and Information Services. 5. Wireless statistics will be shared with the Director of Broadcast Services, the university’s FCC liaison as needed. | |
| **Assessment Report** |  |  | |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* | |
| (Fill this cell only for the REPORT at the end of the year.)  Confirm that each item of the action plan was completed |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  | |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*: Increase access to campus services and information by continuing development of mobile applications.  (continued from 2011-12)  *Rationale (Why you are setting this objective; mark with “X”)*:  x Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? 7* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **CA-2** |  | *Describe timetable plans to achieve objective*.   1. In October, 2012, install NMU Mobile on 30 student mobile devices for testing. Gather and review feedback. 2. Have version one of NMU Mobile available for download from the iTunes store by October 31. 3. By October 15, 2012 create a document outlining the university’s mobile development strategy. 4. Present the NMU Mobile Development Strategy to the President’s Council and Deans, Department Heads and Directors in December, 2012. 5. Develop and test version two of NMU mobile so that services can be provided by type (current student, faculty, staff) by March, 2013. 6. f. Before the end of the Winter 2013 semester, complete assessment of the project by:  * identifying the number of times the app was downloaded * surveying users who used the mobile app to check grades and/or schedules   *Beyond completing the above steps, how will you judge whether the objective was a success? Examples: If the rationale was Efficiency/cost, what is the desired and/or minimum target criteria for savings in time or cost? If the rationale was Satisfaction, what is the measure and what increase is desired*? | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*: Facilitate access to university software and hardware by providing an optimal notebook computer software image.    *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address? 7* 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **CA-2** |  | *Describe timetable plans to achieve objective*.   1. On weekly basis, the Help Desk Manager will review help desk reports involving hardware, software and the network, for individual issues and trends that might be related to the notebook computer image. 2. Potential issues will be forwarded to the appropriate support person for investigation as follows:  * Hardware,software – Senior Systems Technologist & IT Manager * Network, Wimax – Director of Telecom & Director of Technical Services * Software installers – IT Manager  1. Issues will be logged in a Mantis database for inclusion in the fall notebook image. 2. In May, 2013 a test software image will be created and loaded on a notebook computer. 3. Micro Repair staff will complete an initial test of the image providing feedback to the Senior Systems Technologist who created the image. 4. In June, 2013 further testing will be done by the following areas: Help Desk, Information Services, Center for Instructional Technology, Audio Visual. 5. Feedback from each area will be logged in a Mantis database. 6. In July, 2013, using the feedback to tweak the software image, a production version will be created and locked and will be sent to Lenovo to be loaded on computers that will be distributed to university staff and students. 7. In August and September, 2013 software image feedback will be shared with the TLC Committee. 8. By October 1, 2013 if no hot fixes have been created, this objective will be deemed successful.   *Beyond completing the above steps, how will you judge whether the objective was a success*? | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?  
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** | |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |