**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/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, 2011 to June 30, 2012 | | | Date Submitted: | July 30, 2011 |
| 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. |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.)  **🞎** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.  **🞎** AQIP 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.  **🞎** AQIP 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.  **🞎** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs.  **🞎** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions.  **X** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.  **X** AQIP 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.  **X** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.  **🞎** AQIP 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 tab.) |

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| **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.)*  Continue to increase use among the number of off campus faculty, staff, students that have access to the WiMAX network from the 2010-2011 nightly average of 1,375 though education on the WiMAX network and expansion of the network where necessary.  (continuation of 09-10 & 10-11 objective). |  | **Means/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*?)  1a. Provide and distribute technical information about the WiMAX network and how and why it should be used fall 2011.  1b. Provide WiMAX network access to MAC OS users fall 2011.  1c. Monitor WiMAX network usage and enhance or expand where necessary, 2011-2012 academic year. |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| 1a. WiMAX was advertised on the NMU WebSite and discussed in articles in the student Newspaper.  1b. 800 WiMAX USB adapters were purchased and distributed to the MAC users, providing access to the WiMAX network. Unlike ThinkPad users, MAC users had limited access to the WiMAX network before the adapter purchase.  1c. Utilizing Munin, WiMAX usage was monitored throughout the year. WiMAX usage on average increased to an average of 1632 nightly users, up from 1037 in 2010-2011 and 325 in 2009-2010 .  The WiMAX network usage and health is monitored 24x7 365 days a year, with daily, monthly, and yearly usage reports.  Any problems with the network are reported at the helpdesk. A weekly report distributed detailing any issues with the network. |  | WiMAX USB adapters were purchased and distributed to MAC users providing access to the WiMAX network. Usage of the adapters by MAC users was on par with ThinkPad users.  Modifications to the WiMAX network we made to enhance the service provided, base stations were added and new frequencies were deployed to improve the service. These changes in addition to adding new coverage (network expansion), improved above ground indoor coverage, improved overall network throughput, and increased the density of users that the network can support.  Modifications and enhancements to the WiMAX network are based on the best design to adapt and serve off campus NMU, city and local government, and K12 users at the lowest cost. |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |

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| *Objective* :  Implement Intel funded Wireless Testing Lab.  Rational: Provide labor and educational opportunities to NMU Students, Faculty, and Staff, while providing Intel with a unique testing and validation environment.  *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):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: I-2, I-3, ML-3, CA-2 |  | *Describe timetable plans to achieve objective*.  2a. Negotiate funding and lab requirements, spring 2011.  2b. Designate lab location and campus and prepare the space, summer 2011.  2c. Work with Intel to select projects for the lab, summer 2011.  2d. Hire NMU students, faculty, and staff as needed to make the lab operational, fall 2011  *Beyond completing the above steps, how will you judge whether the objective was a success?[[1]](#endnote-1) 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*?  Job opportunities will be provided to students, faculty and staff and students, faculty and staff will have access to the latest wireless technologies. |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| 2a. Intel and NMU agreed upon the requirements of the lab and the lab received funding at $60,000 per year from Intel.  2b. Lab space was allocated and prepared in the LRC.  2c. Robotic and Wireless Card Validation testing projects were selected for the lab by the Intel Mobile Wireless Group.  2d. A number of students were hired for the lab, along with staff and faculty support. Positions for the lab were advertised and interviews were held to select the students to work in the lab. Faculty and staff were either assigned or volunteered to participate in the lab. |  | 🡨The lab was established with funding on schedule. A consequence of the lab was first, more and longer term Intel internship opportunities (for students) with the Intel Mobile Wireless Group and second, 2 Intel sponsored SDK programming competitions which resulted in even more internship opportunities for NMU students with other groups within Intel. The Intel relationship has been and continues to be a success, 3 interns were offered full time employment upon graduation, and over 8 more internships are currently in progress or finished, with more internship opportunities planned. Feedback from everyone involved in the internships has been positive.  Intel currently feels the lab is valuable and will continue to fund the lab for the foreseeable future and use it as a resource to develop an intern pool. This Intel lab is unique to NMU. |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |
| *Objective*:  Increase student’s access to information by creating at least three mobile applications that students can use.  *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):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: ML-3, CA-2 |  | Describe timetable plans to achieve objective.  3a. Evaluate SunGard provided mobile apps by August, 2011.  3b. In September, 2011 conduct a survey to find out what mobile apps students would like.  3c. In September, 2011 select the top three mobile apps based on survey results and IT schedule.  3d. Program, test and implement three mobile apps by March, 2012.  *Beyond completing the above steps, how will you judge whether the objective was a success*?1  Students will use mobile apps to access information. |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| 3a. SunGard mobile applications were downloaded, installed and analyzed in September of 2011.  3b. In November, 2011 faculty, staff and students were surveyed to find out what mobile apps students would like.  All 9000+ staff and students were surveyed regarding their use of mobile devices and which applications they would like to use. 596 students, 72 faculty and 171 staff answered the survey. Survey responses provided the data necessary to determine the priority of which apps would be worked on first.  Link to student responses: <http://nmu.qualtrics.com/CP/Report.php?RP=RP_0fHvgLUzXlht34o>  Link to staff responses: <http://nmu.qualtrics.com/CP/Report.php?RP=RP_008SejM5ZvX5UeU>  3c. In December, 2011 based on the student survey results, the top four mobile apps were selected to be worked on first:: grades, schedule, EduCat, finals schedule.  3d. In June, 2012, a working prototype was in place and demoed for communications & marketing, the registrar and the director of admissions. |  | We analyzed other school’s mobile apps including: Messiah, Delta College, MetroState, Vanderbilt, Kettering and Stanford. We decided that Stanford was the best and that is the one we choose to most closely emulate. Once development work started, it was realized that the layout and design work would require a lot of time. To solve this problem, a student position was created, students were interviewed and two Art and Design majors were hired to work on the mobile app design. It is anticipated that NMU Mobile, version 1, will be rolled out early this fall (2012). This objective will be continued in the 2013 Plan. |

Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

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

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. 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. |

1. [↑](#endnote-ref-1)