Title.

Middle Georgia State University Administrative Assessment

Instructions. This form is used to collect administrative assessments for each budgeted unit at Middle Georgia State University (academic and nonacademic units). Departments should include a brief mission statement (describing what they do and who they serve), goals the department or unit is working to accomplish (in a 5 year time frame. Your goals and objectives should be reported out individuals, linked to the plan imperatives and strategies, align with the measurable objectives from the previous year , and defined and measurable objectives for the upcoming year. This form should be completed by each budgeted unit no later than the end of July. NOTE: All fields are required, please place NA or O in response field ONLY if the numbered objective is not being utilized, otherwise full responses are required. Provide ALL necessary information requested to the fullest extent possible, such that a peer reviewer is not required to assume any information not provided. Utilize the provided assessment scoring rubric drafting guideline to evaluate your report prior to submission. https://www.mga.edu/institutional-research/docs/IEB_Administrative_Score_Card.pdf

 Please SUBMIT the form within 30 minutes of opening this page. If you wait too long to submit you may lose your work In the event that you need to edit your submission, you may contact the Faculty Affairs Manager to secure a custom link to edit and resubmit.

Q1. Submitters Email

geoffrey.dyer@mga.edu

Q2. Who is the person responsible for this report?

Geoffrey Dyer

Q3. For which year are you completing this report?

○ FY 23 (July 2022-June 2023)

○ FY 24 (July 2023-June 2024)

◉ FY 25 (July 2024-June 2025)

Q4. To which division of the University is your unit assigned?

○ Office of the President

○ Advancement

◉ Academic Affairs

○ Fiscal Affairs

○ Enrollment Management

○ Student Affairs

Q5. For which department or area are you reporting? (Ex. Financial Aid, Library, OTR, Athletics, etc)

Office of Technology Resources

Q6. The mission and goals of the department should be consistent over a 5 year period, although some institutional changes may necessitate and prompt a change in mission or goals for specific departments. In this section, report the mission statement for your department.

To provide information technology leadership and support that enables Middle Georgia State University to fulfill its instructional and administrative functions in an efficient, effective, and timely manner.

Q7. What are the goals for this department? These should be the "big things" the department/area intends to accomplish within 5 years.

1. Provide a secure and reliable technology environment for all Middle Georgia State University faculty, staff, students, and guests. 2. Provide guidance and stewardship to ensure effective and efficient technology implementation and use throughout MGA.

0. Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY24. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY25.

8. Objective 1: What was this department's first objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

OTR will upgrade network infrastructure for 5 campuses. (100% implementation of 5 core switches)

9. Objective 1: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

A core network switch will be installed on each campus.

10. Objective 1: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome for this objective is 100% completion.

11. Objective 1: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

The target performance level for this objective was to upgrade the outdated core network switch at each campus location.

12. Objective 1: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

40% or 2 out of 5 of the switches were installed.

13. Objective 1: Did your department meet this objective?

○ The department did not meet this objective.
○ The department met this objective.
○ The department exceeded this objective.

14. Objective 1: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

Installing core switches needs to be done off-hours because installation requires a complete campus network outage. We were able to schedule two campus outages to replace switches in Dublin and Eastman, which are our smaller campuses. I will be working with stakeholders and Networking to schedule the remaining installations.

15. Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

OTR will fully implement VOIP across the enterprise

16. Objective 2: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

When all VOIP phones have been deployed and the system is in production, then the project will be considered 100% implemented.

17. Objective 2: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

VOIP will be fully implemented (100%) by July 2024.

18. Objective 2: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

VOIP needs to be fully implemented in order to realize significant cost savings and utilize enhanced communications that come with Teams and VOIP features.

19. Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

VOIP is 95% implemented.

20. Objective 2: Did your department meet this objective?

- ● The department did not meet this objective.
- ○ The department met this objective.
- ○ The department exceeded this objective.

21. Objective 2: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

As of June 30, 2024, all but 180 / 900 lines have been ported to VOIP. The old carrier continues to delay requests for CSRs due to administrative issues regarding MGA's main phone number. We are unable to complete this project without moving the university's main phone number. This delay is beyond the control of OTR.

22. Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

OTR will fully implement USG Endpoint and MFA audit recommendations.

23. Objective 3: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

OTR will remediate 100% of the items on the Endpoint/MFA audits.

24. Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

The target outcome is 100% of the items on the audit finding have been remediated.

25. Objective 3: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

100% Endpoint and MFA audit remediation is necessary to provide a safe and secure computing environment. MGA is required to meet USG IT Handbook requirements.

26. Objective 3: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

85% of the items on the audit findings have been remediated.

27. Objective 3: Did your department meet this objective?

◉ The department did not meet this objective.

◯ The department met this objective.

◯ The department exceeded this objective.

28. Objective 3: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

OTR prioritized the most critical and highest impact items to address again this year. These items were complex and took significant time to implement, but significantly strengthen our security posture. The remaining items are delayed due to competing priorities, namely USG's contract routing process and USGs Data Privacy initiative.

29. Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year.

NA

30. Objective 4: Detail specifically how your department measured this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort, etc)

NA

31. Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement)

NA

32. Objective 4: Provide details for your target performance level established (i.e. accreditation requirement, past performance data, peer program review, etc)

NA

33. Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement)

NA

34. Objective 4: Did your department meet this objective?

○ The department did not meet this objective.

◉ The department met this objective.

○ The department exceeded this objective.

35. Objective 4: Improvement Plans and Evidence of changes based on an analysis of the results: What did your department learn from working toward this objective? What changes will you make based on this effort next year?

NA

36. Based on your goals and objectives listed above please indicate their connection with MGA's Strategic Plan (https://www.mga.edu/about/strategic-plan/docs/Strategic_Plan_2023-2028.pdf) by checking all associated and relevant Strategies from the list below. (Check all the apply)

☐ Champion Student Success 1. Demonstrate standards of excellence in all academic programs

☐ Champion Student Success 2. Grow student engagement at all degree levels

☐ Champion Student Success 3. Expand enrollment and graduation

☐ Lead Innovation and Economic Opportunity 4. Ensure high-demand programs for workforce and career alignment

☐ Lead Innovation and Economic Opportunity 5. Use Center for Middle Georgia Studies to drive University outreach

☐ Lead Innovation and Economic Opportunity 6. Coordinate faculty scholarship and grant awards to build University reputation

☑ Build Culture and Identity 7. Plan, resource, and promote campus roles and identities

☑ Build Culture and Identity 8. Pursue great-place/college -to-work designation

☐ Build Culture and Identity 9. Promote culture of wellness throughout the MGA community

☐ Build Culture and Identity 10. Compete and win at the NCAA Division II level

☑ Sustain Fiscal Resilience and Brand Value 11. Apply data-driven accountability to all operations

☑ Sustain Fiscal Resilience and Brand Value 12. Maintain access, affordability and value for all students

☐ Sustain Fiscal Resilience and Brand Value 13. Grow and diversity streams of revenue

37. Please indicate which of the following actions you took as a result of the 2022/2023 Assessment Cycle **(prior cycle)** (Note: These actions are documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

☑ Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community

☐ Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders

☑ Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance

☐ Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes

☑ Request for Additional Financial or Human Resources

☐ Customer Service Changes: Communication, Services, etc

☐ Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other

☐ Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

☐ Other [_____]

38. Please indicate which of the following actions you will take as a result of the 2023/2024 Assessment Cycle **(current cycle)** (Note: These actions must be documented in reports, memos, emails, meeting minutes, or other directives within the reporting area)(Check all the apply)

☐ Disseminating/Discussing Assessment Results/Feedback to Appropriate Members of the Campus Community

☐ Disseminating/Discussing Assessment Results/Feedback to Appropriate External Stakeholders

☑ Faculty or Staff Support: Professional Development Activities, Trainings, Workshops, Technical Assistance

☑ Process Changes: Improve, Expand, Refine, Enhance, Discontinue, etc Operational Processes

☐ Request for Additional Financial or Human Resources

☑ Customer Service Changes: Communication, Services, etc

☐ Making Improvements to Teaching Approach, Course Design, Curriculum, Scheduling, other

☑ Evaluating and/or Revising the Reporting Lines Internal Assessment Processes

☐ Other [_____]

39. Please provide a **comprehensive narrative** outlining how assessment results are utilized for continuous improvement in this field. Your narrative **should be of sufficient length and detail** to address the past, present, and future aspects of assessment, with specific emphasis on how these results inform decision-making and drive improvement efforts.

> Two core switches were replaced in Dublin and in Eastman. A third switch was replaced at our Macon Airport location. Scheduling and a technical issue have delayed moving forward with the installation of the remaining switches. To install the switches, a complete campus outage is required and must be scheduled to minimize the impact upon operations. VOIP remains a challenge. All campuses have been ported, but 180 lines remain outstanding, including the university's main number. Until the vendor releases the main number, the remaining port cannot proceed. Cybersecurity has made progress this past year. Again, we did not complete everything we wanted to due to the USG mandated contract review process and the addition of the USG's data privacy initiative. Even after maturing the contract review process, it remains very time consuming, which deters the Cybersecurity team from completing other priorities. The Data Privacy initiative will conclude in July 2024, which should allow Cybersecurity to re-focus on this goal. New goal for next year: Windows 10 support will expire in October 2025. The university is making a significant financial effort to replace hardware (PCs) that does not meet the system requirements for Windows 11. In addition, OTR is working with stakeholders to eliminate underutilized computers and labs to reduce the number of computers that need to be replaced. Over the next year, our ITS team will be deploying new PCs with Windows 11 and upgrading systems that already meet Windows 11 system requirements. The goal is to upgrade all PCs by October 2025. Combined with computer reductions and continued financial support this goal is attainable.

40. Please indicate (if appropriate) any local, state, or national initiatives (academic or otherwise) that are influential in the operations, or goals, and objectives of your unit. (Complete College Georgia, USG High Impact Practice Initiative, LEAP, USG Momentum Year, Low-Cost No-Cost Books, etc)

> USG Cybersecurity Initiatives and Audits USG Business Procedures Manual 3.4.4 implementation. USG IT Handbook USG BPM 12.6 Data Privacy implementation

41. Please identify and detail three to four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1) The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department of X will provide training in ABC for at least 73 MGA faculty and staff.

1. OTR will upgrade network infrastructure for 5 campuses. 2. OTR will fully implement VOIP across the enterprise. 3. OTR will fully implement USG Endpoint and MFA audit recommendations. 4. OTR will upgrade all MGA PCs to Windows 11.

42. Optional Mindset Update (Academic Deans ONLY) Please provide an update on the implementation of your school based mindset plan/strategy. Include any adjustments to metrics for the FY23 as well as outcomes associated with your appraisal of your schools activities.

43. Optional: The following upload portal is available to supplement your report with supportive documentation should you wish to provide any (instruments, data, etc).