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 Director of Institutional Effectiveness 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 - CIO

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 FY23. Later in the document you will report on objectives you hope to accomplish in the coming fiscal year, FY24.

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 and one residential location. (100% implementation of 5 core switches and fully replace fiber at University Pointe)

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. Fiber will be completely upgraded at our Macon residence location.

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 and upgrade the degraded fiber at our Macon residence facility.

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)

> 0% of the switches were installed. 100% of the Macon residence fiber was replaced.

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?

> It took longer to receive the equipment than we expected which made us miss installation windows. Installing core switches needs to be done off-hours because installation requires a complete campus network outage. I will be working with stakeholders and Networking to schedule the installations, which will require campus outages. Fiber was installed and tested successfully in December 2022.

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 upgrade 80% of its private cloud infrastructure.

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)

> This project will be 80% complete when two of the existing servers are replaced with new equipment.

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

> 80% of the private cloud infrastructure will be upgraded.

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

> Two servers (80%) of the private cloud infrastructure needed to be replaced because they were out of warranty and nearing the end of life and end of support.

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)

> The department replaced 80% of the private cloud equipment.

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?

> Advanced planning led to the success of this goal. We knew the warranty and service life of the old servers was approaching so we obtained the funding a year earlier. This allowed us to purchase and install the new servers despite product delays.

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 VOIP across the enterprise.

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)

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

24. Objective 3: 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 June 30, 2023.

25. Objective 3: 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.

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)

VOIP is 85% implemented.

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?

As of June 30, 2023, all but the Macon campus has been ported to VOIP. The old carrier is responsible for Macon campus porting delays. These delays are beyond the control of OTR.

29. Objective 4: What was this department's fourth 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.

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)

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

31. Objective 4: 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.

32. Objective 4: 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.

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)

80% of the items on the audit findings have been remediated.

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?

OTR prioritized the most critical and highest impact items to address first. These items were complex and took significant time to implement. The remaining items were delayed due to competing priorities, namely USG's contract routing process. We are working with other MGA departments to streamline the contract routing process to free up time to devote to cybersecurity priorities.

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

☑ Grow Enrollment with Purpose 1. Expand and enrich the face to face student experience

☑ Grow Enrollment with Purpose 2. Expand and enrich online instruction into new markets

☐ Own Student Success 3. Develop academic pipelines and expand degrees

☐ Own Student Success 4. Expand student engagement and experiential learning

☐ Build Shared Culture 5. Attract talent and enhance employee development and recognition

☑ Build Shared Culture 6. Sustain financial health through resourceful fiscal management

☐ Build Shared Culture 7. Cultivate engagement with its local communities

37. Please indicate which of the following actions you have taken as a result of the 2021/2022 Assessment 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 Assistanceion 3

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

Quite a bit of progress was made this year, despite most goals falling short of 100% completion. Degraded fiber was completely replaced at our Macon residence facility. For the past two years, fiber has been continually failing causing buildings to go offline. This was negatively impacting students and needed to be addressed. Funding was made available and just before spring semester, the fiber was completely replaced. This should ensure connectivity for years to come. In addition, we've made it a priority to replace core network equipment. The equipment has been purchased and programmed, but it has not been installed due to timing issues. To install the switches, campus outages are required, and we missed our windows of opportunity to install the switches this summer. We will target campus breaks to complete the switch installations in FY24. VOIP remains a challenge. Four out of five campuses have been implemented, but unexpected vendor issues have delayed the Macon campus deployment. A plan to move forward has been discussed and is being implemented for the beginning of FY24. Cybersecurity has made significant progress this past year. They have implemented several software and security controls across the enterprise that greatly enhance our endpoint security. Again, we did not complete everything we wanted to due to the USG mandated contract review process. This process is proving to be extremely time consuming, which deters the Cybersecurity team from completing other priorities. OTR and other affected departments are working on solutions to streamline the process, including end-user training and workflow optimization. Finally, OTR upgraded its virtual infrastructure, parts of which had fallen out of warranty and were nearing end-of-life. This was a significant accomplishment because more than half of all MGA hosted servers were affected. OTR was purchased equipment early in 2022 and completed the installations on time. Overall, the upgraded equipment improved speed, storage, and reliability within our virtual environment.

39. 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

40. 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.

41. 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.

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