

**SUNY Potsdam  
Administrative Unit  
Assessment Plan**

Administrative Unit: Computing & Technology Services

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Assessment Cycle: 2022 - 2026

**PURPOSE**

Administrative Assessment is an ongoing process that allows a unit to evaluate and – where necessary – improve its programs, services and operations. Assessment is a systematic approach to demonstrate continuous improvement in programs, services and operations. This template is to be used when creating your assessment plan. Assessment plans should be measurable, meaningful and manageable.

**UNIT MISSION STATEMENT**

Computing and Technology Services (CTS) is responsible for planning, developing, and managing the information and technical resources and services of the campus. CTS advocates the utilization of technology to enhance the educational experience for SUNY Potsdam students, promote critical thinking, and develop the skills necessary to succeed in society. CTS supports student, faculty, and staff needs, and provides a full complement of services to support the academic mission and campus administrative needs.

**GOAL #1**

*Reminder: Generally speaking, goals should be grounded in the mission of the unit, be broad, and linked to the overall institutional priorities and goals. They should focus on strengthening and improving critical functions, services and processes and reflect the most important/urgent priorities of the unit.*

Provide effective and timely Tier 1 support to faculty and staff. Provide effective and timely support to students pertaining to academic based technology services offered at SUNY Potsdam.

**GOAL #1 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?**

(Select all that apply)

- ☒ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☒ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, & Belonging

**Briefly describe the link between goal #1 and the institutional priority area(s) selected.**

Students expect to be able to use functional technology systems and software as part of their educational experience. When students properly apply technology in their curriculum, they're more likely to be sellable in the career market. Supporting both students and faculty in their use of technology will help with retaining our student body, and our bottom dollar.

**GOAL #1 – DESIRED OUTCOMES AND OBJECTIVES**

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

1A: Through the utilization of the RT Tracking system and well trained student assistants, the IT Service Desk will investigate and troubleshoot software and basic hardware issues.

1B: The IT Service Desk will also triage complex hardware, software, and network issues to ensure that they are communicated to the correct areas of CTS.

1C: Technology support will be offered to students in basic areas of software and connection to on campus technology based services.

**GOAL #1 – ASSESSMENT METHODS, MEASURES, AND TARGETS**

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

1A1/1B1/1C1: Tickets in the RT Tracking system are updated with detailed information pertaining to the issues and steps taken. An annual review will be conducted on the tickets within the tracking system. A report in RT will be generated each academic year evaluating the number of tickets managed by the IT Service Desk, with a calculated response time from CTS. Our target, based on the analysis of tickets, should show an increase in productivity. We will compare the number of tickets resolved in the previous year as a baseline and target an increase of 5% tickets resolved within the RT system.

**GOAL #2**

Support the expanded use of technology in classroom settings that enables educators to be more interactive in both hybrid/remote and in-person instruction.

**GOAL #2 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?**

(Select all that apply)

- ☒ Retention and Enrollment
- ☒ Financial Stability and Analysis
- ☒ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, and Belonging

**Briefly describe the link between goal #2 and institutional priority area(s) selected.**

Having high-quality and functional technology for faculty to deliver course content is imperative to retention of students in both in-person and our growing online cohorts.

## **GOAL #2 – DESIRED OUTCOMES AND OBJECTIVES**

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

2A: Faculty will be able to provide media rich experiences, in real time, for both remote and in-person students utilizing streaming audiovisual appliances for at least 80% of all instructional spaces.

2B: The classroom furnishings will provide capability to save audio and video recordings that can be shared through a learning management system throughout 100% of instructional spaces.

2C: Research and review classroom utilization to determine if classroom usage merits technology upgrades or warrants being pulled to allow for more, media rich classroom options, by adhering to industry standards and manufacturer support cycles.

## **GOAL #2 – ASSESSMENT METHODS, MEASURES, AND TARGETS**

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

2A1. CTS has installed and maintains technology in over 80 of our over 100 instructional spaces. These spaces provide AV instructional media using EXTRON control systems, creating a technology-based room to student ratio of approximately 29:1. 80% of all instructional spaces are Technology Classrooms and are in 100% of academic buildings and provide projection or displays capable of 1080p, with built-in computers, web cameras, document cameras, and media players in technology spaces, to allow for both remote and in-person instruction.

2A2 B1. CTS provides Dual Stream, Streaming Media Processors to allow instructors the ability to both lecture and present media simultaneously to students both local and remote in over 85% of our large (seating 50+) venues.

2B2. CTS offers access to Microsoft O365 to all staff and students allowing 100% of our instructors the ability to reach any student at any distance via applications like MS Teams, with the ability to record and store that media in D2L Brightspace, our campus Learning Management System.

2C1. CTS uses EXTRON Global Viewer Enterprise to be able to monitor classroom device use, age, status, and maintenance limits as per each manufacturer recommendation. CTS additionally uses Request Tracker for the generation of support tickets, tickets are triaged, and service-related issues are responded to within 1 business day.

2C2. CTS targets all AV classrooms for a 5-Year Lifecycle assessment with a 20% annual rotation, to determine the needs for component repair or replacement, based on age or technology relevancy or manufacturer recommendations.

### GOAL #3

Continue to develop computer labs and support on-campus technology facilities to integrate the most current technologies. Ensure that the facilities meet the student and faculty needs for current activities and are capable of being changed to meet future technological requirements.

#### GOAL #3 - WHAT INSTITUTIONAL PRIORITY AREA(S) DOES THIS GOAL LINK TO?

(Select all that apply)

- ☒ Retention and Enrollment
- ☐ Financial Stability and Analysis
- ☒ Academic Programs and Planning
- ☐ Strengthening Community Connections
- ☐ Diversity, Equity, Inclusion, & Belonging

#### Briefly describe the link between goal #3 and institutional priority area(s) selected.

In the 21<sup>st</sup> century, students expect technologies to be a part of their education experience. By gaining access to technological facilities and useful software, students get an opportunity to improve their education process. Providing students with technology, and ensuring that all students have access to technology and software to complete their academic assignments, in labs will help with retaining our student body - and our bottom dollar.

#### GOAL #3 – DESIRED OUTCOMES AND OBJECTIVES

Tip: Outcomes and objectives should be SMART... Specific, Measurable, Achievable, Relevant, Time-bound

3A: Effectively communicate lab access and availability to current students.

3B: Generate maps that will allow students/users to see how many computers in a facility are available for use and what software is available on them. CTS will be promoting the

3C: Enhance the current facilities through appropriate upgrade and maintenance by maintaining a student lifecycle.

#### GOAL #3 – ASSESSMENT METHODS, MEASURES, AND TARGETS

Reminder: These should be aligned with the objectives being assessed. Also, consider using a combination of direct and indirect measures. Be sure to include specific targets.

3A/3B: Utilize KeyReporter to accurately map facilities. Facility hours and computer access are posted publicly on the College website and available for student / faculty use. Utilizing Google Analytics, page views will be tracked for each academic year. Our target is to increase traffic to the site promoting the lab hours by 5% annually.

3C: Track device age, current operating system and utilization using computing asset management software, AllSight. Target equipment to be replaced with a five-year lifecycle plan. Appropriate upgrades will be performed annually.