# 2016-2017 Assessment Cycle VPAF\_Information Systems

# **Mission (due 1/20/17)**

## **University Mission**

The University of Louisiana at Lafayette offers an exceptional education informed by diverse worldviews grounded in tradition, heritage, and culture. We develop leaders and innovators who advance knowledge, cultivate aesthetic sensibility, and improve the human condition.

## **University Values**

We strive to create a community of leaders and innovators in an environment that fosters a desire to advance and disseminate knowledge. We support the mission of the university by actualizing our core values of equity, integrity, intellectual curiosity, creativity, tradition, transparency, respect, collaboration, pluralism, and sustainability.

#### **University Vision**

We strive to be included in the top 25% of our peer institutions by 2020, improving our national and international status and recognition.

## **College / Department / Program Mission**

#### **College Mission**

*Provide the college mission in the space provided. If none is available, write "None Available in 2016-2017."* We provide high-quality, cost-effective services in support of the research, education, and service missions of the University of Louisiana at Lafayette.

The Division is responsible for the University's physical environment and business operations that contribute to providing exceptional experiences for our students, faculty, staff, and visitors.

## **Department / Program Mission**

Provide the department / program mission in the space provided. If none is available, write "None Available in 2016-2017".

Implement, monitor, manage, and maintain information technology resources (such as the campus data network, telephone system, computer systems, computer labs, and servers) at the University of Louisiana at Lafayette in support of the primary University functions of instruction, research, and public service. Additionally, we offer centralized support, training, and consulting services related to the technology provided to our campus community.

# Assessment Plan (due 1/20/17)

## Assessment List (Goals / Objectives, Assessment Measures and Criteria for Success)

#### Assessment List

Goal/Objective	Talent Management – Work with Human Resources to develop processes and procedures designed to attract, develop, motivate, and retain well-trained, productive, and engaged information technology staff.
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier		Description Provide professional development			
Faculty SI.Faculty S	SI 4				
Governance SI.Governance SI 3	6	Develop the Human Resources function in support of the Mission and Vision.			
Governance SI.Governance SI 4		Establish a process for continuous academic and professional development.	l nonacademic		
Research SI.Research SI.Research	rch SI	Enhance supporting infrastructure for the conduct and innovation.	t of research		
Assessment Measure Indirect -		r and frequency of professional development	Attachments		
Measure	Numbe opportu Job sat profess		Attachments		
Measure Indirect - Benchmarking Indirect -	Numbe opportu Job sat profess satisfac Track n establis	r and frequency of professional development inities attended by staff. isfaction ( staff will rate their options for ional development and they will achieve 85% ction in this area) number of promotions based on the tracks shed by each area. Baseline of how many ions occurred once tracking system implemented	Attachments		

Goal/Objective	Technology Enhanced Academic and Support Facilities - Provide the University teaching, learning and research community with the facilities, technologies, resources, and administrative solutions necessary for recognition as an eminent major research university.					
Legends	OO - Outcome/Objecti	ve (administrative units);				
Standards/Outcomes						
	Identifier	Description				
	Faculty SI.Faculty SI 1	Significantly upgrade academic facilities related to instruction in order to meet or exceed the quality of those at peer institutions.				
	Research SI.Research SI 1	Enhance supporting infrastructure for the conduct of research and innovation.				
Assessment Measures						
	Assessment Measu	re Criterion Attachments				

Goal/Objective	Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.					
Legends	OO - Outcome/Objective	(administrative units);				
Standards/Outcomes						
	Identifier Description					
	Faculty SI.Faculty SIExpand faculty staffing to meet or exceed peer standards for student to faculty ratios, choices of course offerings, and faculty diversity.					
	Governance SI.Governance SI 1Establish a shared governance model that facilitates trust, teamwork and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.					
	Governance SI.Governance SI 2Provide each level of governance with data analytics capabilities the create a collaborative culture and increase the University					
	GovernanceEstablish a process for continuous academic and nonacademicSI.Governance SI 4professional development.					
	Student SI.Student       Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).					
	Student SI.Student SI 3	Increase student productivity and success through engagement in mentored research, innovative projects, and creative endeavors.				
Assessment Measures						
	Assessment Measure	Criterion Attachments				

Goal/Objective	Information Technology Infrastructure - Establish a sustainable, scalable, secure, robust, and reliable Information Technology infrastructure that enables a positive and consistent technology experience for all users.			
Legends	OO - Outcome/Objective	(administrative units);		
Standards/Outcomes	Identifier	Description		
	Faculty SI.Faculty SI	Significantly upgrade academic facilities related to instruction in order to meet or exceed the quality of those at peer institutions.		
	Governance	Establish a shared governance model that facilitates trust, teamwork,		

	SI.Governance SI 1	SI.Governance SI 1and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.Governance SI.Governance SI 2Provide each level of governance with data analytics capabilities that create a collaborative culture and increase the University				
Assessment Measures						
	Assessment Measure	Criterion Attachments				

Goal/Objective	Information Technology Governance - Develop information technology policies, procedures, and practices that efficiently and effectively manage Information Technology assets and meet the technology needs, goals, and objectives of the university.						
Legends	OO - Outcome/Objective	(administrat	ive units);				
Standards/Outcomes							
	Identifier	Descriptio	on				
	Governance SI.Governance SI 1	Establish a shared governance model that facilitates trust, teamwork, and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.					
Assessment							
Measures				_			
	Assessment Measure	Criterion	Attachments				

# Results & Improvements (due 9/15/17)

Assessment List Findings for the Assessment Measure level for Talent Management – Work with Human Resources to develop processes and procedures designed to attract, develop, motivate, and retain well-trained, productive, and engaged information technology staff.

Goal/Objective	Talent Management – Work with Human Resources to develop processes and procedures
	designed to attract, develop, motivate, and retain well-trained, productive, and engaged
	information technology staff.

Legends	OO - Outcome/Ob	ojective	e (administrative units);					
Standards/Outcomes								
	Identifier		Description	Description				
	Faculty SI.Facu	Ity SI 4	4 Provide professio	Provide professional development				
	Governance SI.Governance	SI 3	Develop the Hum and Vision.	nan Resource	es function in supp	ort of the Mission		
	Governance SI.Governance	SI 4	Establish a proce professional deve		uous academic an	d nonacademic		
	Research SI.Res 1	search	n SI Enhance support and innovation.	ting infrastruc	ture for the condu	ct of research		
Assessment								
Measures	Assessment Measure		Criterion					
	Indirect - Benchmarking		Number and frequency of attended by staff.	of profession	al development op	portunities		
	Indirect - Satisfaction		Job satisfaction ( staff development and they w					
	Indirect - Promot (Other)	tions		rack number of promotions based on the tracks established by each rea. Baseline of how many promotions occurred once tracking system aplemented (first year).				
	Direct - Training budget (Other)			ionally: 13% of personnel budget spent on training) Spend the onal average on training				
Assessment								
Findings	Assessment Measure	Crite	erion	Summary	Attachments of the Assessments	Improvement Narratives		
	Indirect - Benchmarking	ct - Has the criterion Number						
	Indirect - Satisfaction	satis their profe and t satis	the criterion Job faction ( staff will rate options for essional development they will achieve 85% faction in this area) met yet?					
	Indirect - Promotions		the criterion Track ber of promotions					

(Other)	based on the tracks established by each area. Baseline of how many promotions occurred once tracking system implemented (first year). been met yet?		
Direct - Training budget (Other)	Has the criterion (Nationally: 13% of personnel budget spent on training) Spend the national average on training been met yet?		

Assessment List Findings for the Assessment Measure level for Technology Enhanced Academic and Support Facilities - Provide the University teaching, learning and research community with the facilities, technologies, resources, and administrative solutions necessary for recognition as an eminent major research university.

Goal/Objective	Technology Enhanced Academic and Support Facilities - Provide the University teaching, learning and research community with the facilities, technologies, resources, and administrative solutions necessary for recognition as an eminent major research university.						
Legends	OO - Outcome/Obje	ctive (administrati	ve units);				
Standards/Outcomes							
	Identifier	Description					
	Faculty SI.Faculty SI 1		Significantly upgrade academic facilities related to instruction in order to meet or exceed the quality of those at peer institutions.				
	Research SI.Research SI 1	Enhance sup innovation.	porting infras	tructure for the conduct of	of research and		
Assessment Measures							
	Assessment Meas	sure Criterion					
Assessment Findings							
	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives		
		No data has been entered.					

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# Assessment List Findings for the Assessment Measure level for Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.

Goal/Objective	Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.						
Legends	OO - Outcome/Objective (administrative units);						
Standards/Outcomes							
	Identifier Description						
	Faculty SI.Facult	ty SI	Expand faculty staffing to meet or exceed peer standards for student to faculty ratios, choices of course offerings, and faculty diversity.				
	Governance SI.Governance S	61 1	Establish a shared governance model that facilitates trust, teamwork, and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.				
	Governance SI.Governance S	61 2			vernance with data analy Iture and increase the U		
	Governance SI.Governance SI 4			process for c al developmer	ontinuous academic and nt.	d nonacademic	
	Student SI.Student SI 1		Recruit, retain, and graduate outstanding students (undergraduate and graduate; traditional and nontraditional; transfer and returning adults).				
	Student SI.Student SI 3		Increase student productivity and success through engagement in mentored research, innovative projects, and creative endeavors.				
Assessment Measures							
	Assessment Me	asure	Criterion				
Assessment Findings							
	Assessment Measure	Crite	erion	Summary	Attachments of the Assessments	Improvement Narratives	
			data has n entered.				
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# Assessment List Findings for the Assessment Measure level for Information Technology Infrastructure - Establish a sustainable, scalable, secure, robust, and reliable Information Technology infrastructure that enables a positive and consistent technology experience for all users.

Goal/Objective	Information Technology Infrastructure - Establish a sustainable, scalable, secure, robust, and
_	reliable Information Technology infrastructure that enables a positive and consistent technology

	experience for all users.						
Legends	OO - Outcome/Objective (administrative units);						
Standards/Outcomes							
	Identifier		Descriptio	n			
	Faculty SI.Faculty	y SI	Significantly upgrade academic facilities related to instruction in order to meet or exceed the quality of those at peer institutions.				
	Governance SI.Governance SI	11	Establish a shared governance model that facilitates trust, teamwork, and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.				
	Governance SI.Governance SI	2	Provide each level of governance with data analytics capabilities that create a collaborative culture and increase the University				
Assessment Measures							
	Assessment Mea	sure	Criterion				
Assessment Findings							
	Assessment Measure	Criterion		Summary	Attachments of the Assessments	Improvement Narratives	
		No data has been entered.					
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# Assessment List Findings for the Assessment Measure level for Information Technology Governance - Develop information technology policies, procedures, and practices that efficiently and effectively manage Information Technology assets and meet the technology needs, goals, and objectives of the university.

Goal/Objective	Information Technology Governance - Develop information technology policies, procedures, and practices that efficiently and effectively manage Information Technology assets and meet the technology needs, goals, and objectives of the university.					
Legends	OO - Outcome/Objective (administrative units);					
Standards/Outcomes						
	Identifier	Description				
	Governance SI.Governance SI 1	Establish a shared governance model that facilitates trust, teamwork, and cross-functional collaboration, and aligns all stakeholders to the Vision and Mission.				
Assessment Measures						

	Assessment Meas	sure Criterion	-		
Assessment Findings	Assessment Measure	Criterion	Summary	Attachments of the Assessments	Improvement Narratives
		No data has been entered.			

# Reflection (Due 9/15/17)

**Attachments**