2017-2018 Assessment Cycle VPAF_Information Systems

Mission (due 12/4/17)

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 / VP and Program / Department Mission

Mission of College or VP-area
Provide the mission for the College or VP-area in the space provided. If none is available, write "None Available in 2017-2018."
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.

Mission of Program / Department
Provide the program / department mission in the space provided. The mission statement should concisely define the purpose, functions, and key constituents. If none is available, write "None Available in 2017-2018."
It is our mission to 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.

The Office of Information Technology is one of the primary divisions at the University of Louisiana at Lafayette reporting to the Vice President for Administration and Finance. Its' more than 60 employees in four departments includes programmers, systems analysts, consultants, system and network administrators, operators, and service support personnel.

Attachment (optional)
Upload any documents which support the program / department assessment process.

Assessment Plan (due 12/4/17)

Assessment Plan (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.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Faculty SI.Faculty SI 4	Provide professional development
Governance SI.Governance SI 3	Develop the Human Resources function in support of the Mission and Vision.
Governance SI.Governance SI 4	Establish a process for continuous academic and nonacademic professional development.
Research SI.Research SI 1	Enhance supporting infrastructure for the conduct of research and innovation.

Assessment Measures	

Assessment Measure	Criterion	Attachments
Indirect - Benchmarking	Number and frequency of professional development opportunities attended by staff.	
Indirect - Satisfaction	Job satisfaction (... staff will rate their options for professional development and they will achieve 85% satisfaction in this area...)	
Indirect - Promotions (Other)	Track number of promotions based on the tracks established by each area. Baseline of how many promotions occurred once tracking system implemented (first year).	
Direct - Training budget (Other)	(Nationally: 13% of personnel budget spent on training) Spend the national average on training...	

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.(Imported)
Legends	OO - Outcome/Objective (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 Measure	Criterion	Attachments

Goal/Objective	Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Faculty SI.Faculty SI 2	Expand faculty staffing to meet or exceed peer standards for student to faculty ratios, choices of course offerings, and faculty diversity.
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.
Governance SI.Governance SI 2	Provide each level of governance with data analytics capabilities that create a collaborative culture and increase the University
Governance SI.Governance SI 4	Establish a process for continuous academic and nonacademic professional development.
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 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.(Imported)
Legends	OO - Outcome/Objective (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.
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.
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 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.(Imported)
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 Measure	Criterion	Attachments

Program / Department Assessment Narrative

The primary purpose of assessment is to use data to inform decisions and improve programs (student learning) and departments (operations); this is an on-going process of defining goals and expectations, collecting results, analyzing data, comparing current and past results and initiatives, and making decisions based on these reflections. In the space below, describe the program's or department's overall plan for improving student learning and/or operations (the "assessment plan"). Consider the following:
1) What strategies exist to assess the outcomes?
2) What does the program/department expect to achieve with the goals and objectives identified above?
3) How might prior or current initiatives (improvements) influence the anticipated outcomes this year?
4) What is the plan for using data to improve student learning and/or operations?
5) How will data be shared within the Program/Department (and, where appropriate, the College/VP-area)?

Assessment Process

Results & Improvements (due 9/15/18)

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.(Imported)

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.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Faculty SI.Faculty SI 4	Provide professional development
Governance SI.Governance SI 3	Develop the Human Resources function in support of the Mission and Vision.
Governance SI.Governance SI 4	Establish a process for continuous academic and nonacademic professional development.
Research SI.Research SI 1	Enhance supporting infrastructure for the conduct of research and innovation.

Assessment Measures	

Assessment Measure	Criterion
Indirect - Benchmarking	Number and frequency of professional development opportunities attended by staff.
Indirect - Satisfaction	Job satisfaction (... staff will rate their options for professional development and they will achieve 85% satisfaction in this area...)
Indirect - Promotions (Other)	Track number of promotions based on the tracks established by each area. Baseline of how many promotions occurred once tracking system implemented (first year).

	Direct - Training budget (Other)	(Nationally: 13% of personnel budget spent on training) Spend the national average on training...

Assessment Findings					

Assessment Measure	**Criterion**	**Summary**	**Attachments of the Assessments**	**Improvement Narratives**
Indirect - Benchmarking	Has the criterion Number and frequency of professional development opportunities attended by staff. been met yet?			
Indirect - Satisfaction	Has the criterion Job satisfaction (... staff will rate their options for professional development and they will achieve 85% satisfaction in this area...) been met yet?			
Indirect - Promotions (Other)	Has the criterion Track number of promotions 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.(Imported)

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.(Imported)
Legends	OO - Outcome/Objective (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 Measure	Criterion

Assessment Findings

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

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.(Imported)

Goal/Objective	Service Management - Create, develop, deploy and manage meaningful enterprise services that produce business value that matters.(Imported)
Legends	OO - Outcome/Objective (administrative units);
Standards/Outcomes	

Identifier	Description
Faculty SI.Faculty SI 2	Expand faculty staffing to meet or exceed peer standards for student to faculty ratios, choices of course offerings, and faculty diversity.
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.
Governance SI.Governance SI 2	Provide each level of governance with data analytics capabilities that create a collaborative culture and increase the University
Governance SI.Governance SI 4	Establish a process for continuous academic and nonacademic professional development.
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 Measure	Criterion

Assessment Findings	

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

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.(Imported)

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.(Imported)
Legends	OO - Outcome/Objective (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.
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.
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 Measure	Criterion

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

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.(Imported)

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.(Imported)
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 Measure	**Criterion**

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

Reflection (Due 9/15/18)