

**Texas A&M International University
Annual Institutional Effectiveness Review (AIER)
for Administrative or Educational Support Units**

Unit Name:

Office of Information Technology

Unit Type:

Administrative Unit

Educational Support Unit

Assessment Period Covered:

January 1, 2009 to January 31, 2010

Unit Coordinator (Preparer of Report):

Leebrian Gaskins

List Other Report Contributors (if applicable):

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The annual review is directed at the following goals of the Texas A&M International University 2006-2010 Strategic Plan. Please list goals below:

1.2 Support a student-centered learning environment supported by excellent teaching

6.2 Update and expand campus technology

Institutional Mission

Texas A&M International University, a Member of The Texas A&M University System, prepares students for leadership roles in their chosen profession in an increasingly complex, culturally diverse state, national, and global society ... Through instruction, faculty and student research, and public service, Texas A&M International University embodies a strategic point of delivery for well-defined programs and services that improve the quality of life for citizens of the border region, the State of Texas, and national and international communities.

Administrative or Educational Support Unit Mission

To provide innovation, leadership and operation for the University's information technology environment, to ensure availability and reliability of the technology-based information management infrastructure and tools that support the University's mission of teaching, research and public service.

Provide summary of the last cycle's use of results and changes implemented

This statement should specify if the outcomes addressed were a continuation of previous ones, new outcomes, or modified versions of previous outcomes. In addition, the statement should include a concise analysis of the assessment data collected during the previous year, a brief explanation of actions taken to address specific outcomes, an evaluation of how these actions contributed to the improvement of the unit, and any recommendations formulated. Assessment data must be viewed and discussed by the unit during this process.

Outcome 1: To enhance the instructional and research missions of the University through the use of information technology by increasing the number of online and distance education courses offered since the transition from the WebCT system by 50%. The number of distance learning courses increased from 97 in 2006 compared to 127 in 2008, reflecting a 31% increase in providing distance learning courses. This outcome was met and exceeded by 30 courses.

Outcome 2: To provide reliable technological infrastructure for the campus by increasing the number of smart classrooms by 10 units. The number of technology-enhanced classrooms grew from 49 last year to 70 at the end of this year. The ratio of technology-enhanced classrooms to academic classrooms reflects an increase of 43% (or an increase of 21 technology-enhanced classrooms). In addition, there are a total of 7 interactive boards purchased and supported by the unit and an addition 150 classroom response systems purchased to be integrated into the teaching and learning process. This represents an increase of 100% (or 300) classroom response systems. This outcome was met and exceeded.

Outcome 3: To improve administrative effectiveness through use of innovative technological applications by transferring 3 websites to the SunGard HE Luminis Content Management System. The CMS has been implemented to include 9 University departmental websites to the intranet. This increase in the number of websites available in the CMS represents a 200% increase. This outcome was met and exceeded.

List of unit-level outcomes

It is recommended that units rotate through their entire set of outcomes over a multi-year period. Units may focus on one or two outcomes each year, as deemed appropriate.

- 1. To upgrade to eLearning version 7.4;
- 2. To provide a single sign-on portal for Uconnect Luminis Portal.
- 3.
- 4.
- 5.
- 6.

Section I: Planning and Implementation

Outcome 1

To upgrade to eLearning version 7.4

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate “Y” if currently being used; “N” if not currently being used but interested in using; and “NA” if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
Volume of Activity: (Number of clients served,	Y			Volume of activity is measured by activity logs (login, high traffic times, access and duration of

circulation data, etc.)				logins).
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)	Y			Course request shells are being created within the specified timeframe (4-6 hours) on regular workday.
<u>Service Quality:</u> (Error rates, accuracy of information provided, etc)	Y			To upgrade to e-Learning Version 7.4 by the end of the year to improve service quality to the end users.
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			Surveys will be distributed at the end of every training session to measure degree of satisfaction, seek input, and improve services.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)	Y			Faculty focus groups will be conducted at the end of the first semester in which the new version is implemented to seek input from faculty.
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients	Y			Regular meetings with Instructional Technology and System Administrators to discuss implementation concerns and feedback received from all stakeholders.
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations	Y			Presentation of the Annual Instruction Plan for Distance Education 2009-2010 to the South Texas Higher Education Regional Council.
External evaluations or auditors		N		
Benchmarks or comparisons with peer institutions		N		
Other				

Outcome 2

To provide a single sign-on portal for Uconnect Luminis Portal.

Methods of assessment to be used:

Identify and describe the type of assessment(s) that will be used and how the data will be obtained. During this assessment period, has your unit used any of the following measures for assessment of outcomes? Indicate "Y" if currently being used; "N" if not currently being used but interested in using; and "NA" if not applicable.

Type of Measure	Y	N	NA	Specify which type of measure was used and what outcome the measure was applied to:
<u>Volume of Activity:</u> (Number of clients served, circulation data, etc.)	Y			To provide a single sign-on portal for Uconnect Luminis Portal for the Office of Human Resources and Purchasing.
<u>Efficiency:</u> (Turnaround time for filling requests, timely service or prompt response, etc.)		N		
<u>Service Quality:</u> (Error rates, accuracy information provided, etc)		N		
<u>Client Satisfaction Survey</u> (Student, employer, alumni, customer, etc.)	Y			We will measure success through the use of web statistics.
<u>Feedback:</u> (Suggestion box, focus groups, evaluation forms, etc.)		N		
<u>Review of existing data:</u> (Routine records or reports, institutional data, audits, etc.)		N		
Staff discussions or evaluations of services to clients		N		
Standards/guidelines provided by professional associations		N		
Standards set by federal, state, county, city or system regulations		N		
External evaluations or auditors		N		
Benchmarks or comparisons with peer institutions		N		
Other		N		

Criteria/Benchmark(s):

Specify, if deemed appropriate to assess outcome(s). Criteria/ benchmark(s) may be optional, especially if qualitative measures are used for data collection.

Outcome 1: To implement an upgrade service to eLearning version 7.4
 Outcome 2: To provide a single sign-on portal for Uconnect Luminis Portal for HR and the Intranet.

Section II: Analysis of Results

What were the results attained?

Describe the primary results or findings from your analysis of the information collected. Were the results used to improve the unit services or operations? Please specify:

Outcome 1: The upgrade to a newer version of TAMIU's eLearning Management System (ANGEL) was primarily done to improve navigation, interactivity, and grading activities among faculty and students. Initial results of data regarding usage indicate that over 96.88% (5900 out of 6090) of the student population is using ANGEL for the spring 2010 semester (first semester after implementation). Also, an aggressive training campaign was launched starting in November to ascertain that faculty and students that had not been exposed to the new environment felt comfortable with their use. A total of 301 users were trained during the months preceding the implementation and on the first month of implementation.

Data collected regarding number of course shells created for faculty for the Spring semester showed that a total of 50 and 566 course shells were created for online and hybrid course respectively. Finally, a focus group with the Criminal Justice department and the instructional technology administrators group took place in November to seek their input on the new version of the eLearning Management System. Their input was used for training purposes of new faculty.

Outcome 2: We have implemented Uconnect, the Sungard Luminis Portal, which has improved our communication with our campus community as it has allowed us to send announcements to a very focus group of people. We were able send messages to a discreet selection of people including biology majors and music majors. Further, during Feb 2010 there were 31,621 visits to Uconnect and the Work Tools tab for faculty was visited 2,529 times.

What were the conclusions reached?

Include a brief description of the procedure used for reaching the conclusion(s) based on the evidence collected and describe the process used to disseminate the information to other individuals. For example, if the discussion took place during the annual retreat, include a summary from those deliberations using the Meeting Minutes template found on the Project Integrate web page at <http://www.tamtu.edu/integrate/docs/Minutes-Template.doc>. Once completed, submit the minutes to assessment@tamtu.edu.

Outcome 1: Based on the information collected regarding the effectiveness of the implementation of the new eLearning version, the following assumptions are made:
--Low number of calls/emails from users regarding problems;
--No reports of loss of instructional time while using the new version of eLearning;

Outcome 2: While the initial implementation of Uconnect has been completed we are continue to train our students, faculty and staff on how to further make use of portal. We will be enhancing our training materials to include more information on the use of Group Studio which will help us in documenting meetings and topics discussed.

Describe the action plan formulated. (The plan may be multi-year in nature.)

Based on the conclusion(s), describe the action plan to be implemented to improve or maintain unit services and operations, including resources needed and a timeline for implementation.

Outcome 1: The following activities will continue to be implemented to maintain our level of services:
--Continue to offer trainings in a variety of formats such as face-to-face, small and large group instruction, short video clips, and virtual meetings;
--Provide access to our distance education faculty and students to assistance beyond regular

office hours and on weekends;

- Regular meetings with Instructional Technology and System Administrators to discuss implementation concerns and feedback received from all stakeholders; and
- Faculty focus groups will be conducted periodically to seek input from faculty.

Outcome 2: We will continue to do training as well as additional content and functionality to Uconnect.

Section III: Resources

Resource(s) to implement action plan:

Describe the resources that will be needed to implement the action plan. Also indicate if the resources are currently available, or if additional funds will be needed to obtain these resources.

Funding

- New Resources Required
- Reallocation of current funds

Physical

- New or reallocated space

Other

- Primarily faculty/staff time
- University rule/procedure change only

Provide a narrative description and justification for requested resources (include linkage to Strategic Plan – or Compact, if relevant)

Identify proposed outcomes for the next assessment cycle:

Continuation of present outcome(s) – (Indicate reason for continuation):

- Continue with activities related to training new users on the new eLearning version. Special attention will be given to first time users whether new and transfer students or new faculty members.
- Track service levels to ensure prompt attention to all service requests.

New Outcome(s) – (List outcomes below):

- New Outcome:** Deployment of lecture capture capabilities to faculty.
- New Outcome:** Respond to all Web & Student Information Service requests in 1-2 business days.

Modification of present outcome(s) – (Indicate reason for modification):

- Outcome 1:** This outcome is being modified from: **“To implement an upgrade service to eLearning version 7.4”** to **“To continue to offer training sessions to first-time users on the use of the new eLearning version”**.

Date Completed:

Mar 12, 2010