

Assessment Cycle 2023-2024

Instructional Technology and Student Support

Division or Department: EDIO

Prepared by: Chris Brumley and Emily Perritt

Date: 6/3/24

Approved by: Mrs. Laurie Morrow

Date: 6/3/24

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Instructional Technology and Student Support Mission. The Student Technology Fee at Northwestern State University shall be dedicated to the acquisition, installation, maintenance, and efficient use of state-of-the-art technology solely for the purpose of supporting and improving student life and learning, and to better prepare students for the workplace.

Methodology: The assessment process includes:

1. Data from assessment tools (direct & indirect and quantitative & qualitative) are collected and returned to the director and stored by the director in secure digital format.
2. The director and support staff will analyze the data to determine whether the applicable outcomes are met.
3. Results from the assessment will be discussed with the appropriate staff and reported to the Executive Director for Economic Development, Innovation, and Outreach.
4. Individual meetings will be held with staff as required to address identified concerns.
5. The director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Assessment Cycle 2023-2024

Service Outcomes:

SO1. Provide technical support to faculty, staff, and students to ensure their success in fulfilling their educational goals and job responsibilities.

Measure 1.1. After each closed support ticket, an email notifying the user of the closed support request includes a link to a satisfaction survey. Instructional Technology and Student Support will maintain an average experience of 4.5-Star or better.

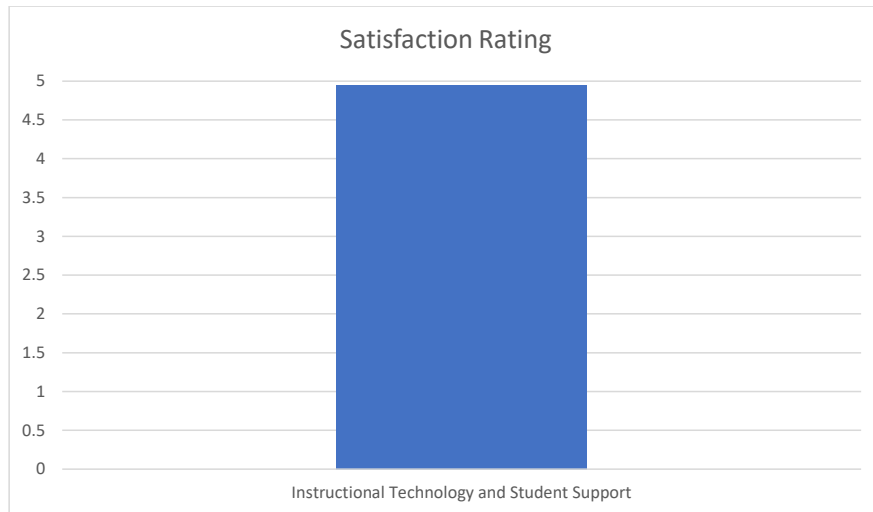
Finding: The target was met.

Analysis: In 2023-2024 the target was met. The Student Help Desk and Student Online Support (SOS) uses a service request ticket system to help route the student's request to the appropriate service area and classify the severity of the issue. The system allows for the Help Desk and SOS to streamline the process and ensure high priority issues are resolved as quickly as possible. The Help Desk and SOS had a total of 280 tickets submitted through the online ticketing system. After the tickets were completed, the student received a satisfaction survey of 1 to 5-star rating on the service received. Of these 280 tickets, there were 23 (8.21% of total tickets) survey responses, with an average rating of 4.95.

Service Request for 2023-2024

Service Area	Ticket Count	Survey Responses	Response Rate
Instructional Technology and Student Support	280	23	8.21%

Assessment Cycle 2023-2024



Decision: In AC 2023-2024 the target was met. Based on the analysis of these results in AC 2024-2025 the Student Help Desk and Student Online Support (SOS) will strive to continue its superior rating but increase the number of survey responses by requesting these are completed via ticket closure in the AC 2024-2025 year.

With limited data available due to no methods of tracking student satisfaction via call-in service request, discussions have moved to implementing a phone survey once a call-in service request is completed. Resources, and university access to those resources, are currently being researched to measure satisfaction that would in turn positively impact the student success at NSU.

Measure 1.2. The Student Help Desk and Student Online Support (SOS) will provide services to students, both in-person and remotely, for at least 70 hours per week while classes are in session and at least 40 hours per week during all other periods that the University is open.

Finding: The target was met.

Analysis: In 2023-2024 the target was met. The Student Help Desk and Student Online Support (SOS) is in the Watson Library and follows the same schedule as the library and its staff. During the fall/spring semesters the Help Desk and SOS are available 80 hours per week and 52 hours per week during the summer sessions.

Student online Support hours for 2023-24 were as follows:

Assessment Cycle 2023-2024

Fall/Spring Semester

- Monday-Thursday: 8:00am – 12:00am
- Friday: 8:00am – 2:00pm
- Sunday: 2:00pm – 12:00am

Summer Sessions

- Monday-Thursday: 8:00am – 8:30pm
- Friday: 8:00am – 12:00pm

Intersession

- Monday-Thursday: 8:00am – 5:00pm
- Friday: 8:00am – 12:00pm

Decision: In AC 2023-2024 the target was met. Based on the analysis of these results the Student Online Support help desk will continue to operate during library hours. Current staffing and hours of availability meet the demand of requests for assistance. We will continue to evaluate needs and update staffing and hours if necessary.

SO2. Ensure that the computer labs and classroom technology resources are accessible, supported, and current to optimize the teaching and learning environment.

Measure 2.1. Perform annual reviews of technology-based classrooms and departmental computer labs to meet 100% of identified upgrades/refresh during the replacement cycle as funding permits.

Finding: The target was met.

Analysis: In 2023-2024 the target was met. Instructional Technology and Student Support was able to secure approval from the Student Technology Advisory Team (STAT) for the funding of the 2023-2024 PC/Mac rotational replacement program pertaining to both lab and classroom technology. The funding was able to replace 179 lab computers, 150 Windows OS-based computers and 29 MacOS-based computers. In addition to these upgrades, 10 Windows OS-based classroom computers were replaced and upgraded.

Decision: In AC 2023-2024 the target was met. Based on the analysis of these results the Instructional Technology and Student Support rotational replacement program, which is dependent on funding from the Student Technology Advisory Team (STAT) is approved for the 2024-2025 the replacements for 160 lab computers (129 Windows OS-

Assessment Cycle 2023-2024

based computers and 31 MacOS-based computers), will be purchased. Additionally, 13 Windows OS-based computers will be purchased for classroom instruction.

Measure 2.2. Evaluate and implement up-to-date video teleconferencing classroom technology during the replacement cycle as funding permits.

Finding: The target was not met.

Analysis: In 2023-2024 the target was not met. Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Currently, there are 70 dedicated VTC classrooms and numerous classroom suites with VTC capabilities. Based on rotational replacements for the 2023-2024 fiscal year (which follows a 7-year rotational cycle for VTC equipment unless equipment becomes faulty prematurely), there were 11 VTC classrooms up for updating. However, funding was unable to be identified to meet this need. This project is still ongoing and securing a funding source will continue into the 2024-2025 fiscal year.

Video Teleconferencing (VTC) Room Rotation - 2023-2024

Location	Purchase Date	Amount (\$) to Update
Academic Success Tutor	4/11/17	\$9,000
Academic Success Tutor	4/11/17	\$9,000
Leesville 121	4/20/17	\$41,000
Cenla 106	4/21/17	\$15,000
Nursing 205b	6/2/17	\$48,500
Leesville 07	6/8/17	\$15,000
Russell 101c	6/8/17	\$17,000
Nursing 202a	6/20/17	\$17,000
Russell 105	6/20/17	\$17,000
Russell 122	6/20/17	\$41,000
Kyser 333	12/1/17	\$41,000
Total funds needed:		\$270,500

Video Teleconferencing (VTC) Room Rotation - 2024-2025

Location	Purchase Date	Amount (\$) to Update
Nursing 203b	4/9/18	\$48,500
Russell 101d	4/19/18	\$15,000
Russell 104	4/19/18	\$15,000
Russell 218	4/19/18	\$15,000
Fournet 107	4/30/18	\$17,000
Nursing 201a	4/30/18	\$15,000
Nursing 205a	4/30/18	\$15,000
Nursing 206a	4/30/18	\$15,000

Assessment Cycle 2023-2024

Cenla 178	5/14/18	\$15,000
Cenla 238	6/4/18	\$15,000
Cenla 242	6/4/18	\$15,000
Cenla 244	6/4/18	\$15,000
Cenla 258	6/4/18	\$15,000
Cenla 131	6/20/18	\$41,000
Cenla 107	10/12/18	\$15,000
Nursing 216b	10/12/18	\$15,000
Total funds needed:		\$301,500

Decision: The target was not met. Based on the analysis of the 2023-2024 rotational replacement program, funding for 11 (VTC) classrooms has not been secured. It is becoming critical that we secure funding for the VTC classrooms or else deem them un-supportable and remove them from rotation completely. Based on the analysis of these results in AC 2024-2025 the funding source will be requested again in the 2024-2025 fiscal year for the 2023-2024 and 2024-2025 rotational replacement program.

Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Utilization of current VTC rooms will be examined, and a strategic plan to meet synchronous remote learning needs, including funding for dedicated VTC rooms, will be developed.

SO3. Implement and maintain an up-to-date software environment in all classrooms and University computer labs.

Measure 3.1. Install new Windows based operating systems campus-wide within three (3) years of manufacturer's initial release date and Mac based operating systems campus-wide within (2) years of manufacturer's initial release date.

Finding: The target was not met.

Analysis: In 2023-2024 the target was not met. Instructional Technology and Student Support strives to keep all technology and services up to date through hardware and software updates and/or upgrades. With the release of Microsoft Windows 11 on October 5, 2021, we began migrating computers from Windows 10 to Windows 11. Instructional Technology and Student Support currently manages 1,430 Windows-based computers of which 586 have been migrated to the current version of Windows 11 and those who cannot update have been inventoried for upgrade. In addition, MacOS Sonoma was released on September 26, 2023, and migration from previous versions, Monterey and Ventura, began as new MacOS-based computers were purchased. Currently Instructional Technology and Student Support manages 127 MacOS-based computers of which 73 have been migrated to the current version of MacOS and those that cannot update due to outdated hardware have been inventoried for upgrade.

Assessment Cycle 2023-2024

Decision: The target was met. Based on the analysis of these results in AC 2024-2025 the inventory of current Windows OS-based computers, Instructional Technology and Student Support will meet the goal of migrating all computers to the Microsoft Windows 11 OS by the end of the 2024-2025 fiscal year. Contrarily, upgrade of computers using the MacOS platform migration will depend on acquiring funding sources for departments utilizing these computers that are not a part of the rotational replacement program through the Instructional Technology and Student Support department.

Measure 3.2. Release annual Student Tech Fee funds to support required share of university software expenditures.

Finding: The target was met.

Analysis: In 2023-2024 the target was met. Instructional Technology and Student Support share in the cost of university services and software pertaining to student needs and access. In 2023, 24, Instructional Technology and Student support met the funding obligations to support software ranging from management, data analysis, and productivity that are essential to providing cost effective maintenance and support for the student experience.

University Services and Software Amount Paid 2023-24

Services/Software	Amount (\$)
Microsoft Campus Agreement	\$54,151.23
Adobe Creative Campus Agreement	\$25,492.50
Jamf Pro Suite	\$4,372.50
SPSS Software	\$11,847.19
LOUIS Library System	\$87,570.26
Wowza Streaming	\$6,975.10
Total	\$190,408.78

Instructional Technology and Student Support secured funds from the Student Technology Advisory Team (STAT) for the partial purchase of both classroom and computer lab management software namely Paper Cut, Deep Freeze, Lab Stats, and Jamf Pro Suite. In addition, software was funded for student productivity, namely Microsoft, Adobe, SPSS, access to LOUIS library platform, and Wowza Streaming services.

Decision: In AC 2023-2024 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2024-2025. The pricing for renewals will be updated and included in the budget proposal submitted to STAT at the first meeting of the 2024-25 fiscal year. Campus software needs are re-evaluated annually.

Assessment Cycle 2023-2024

SO4. Ensure the effective management of Student Technology funds according to the University of Louisiana System’s “Student Technology Fee Expenditure Guidelines.”

Measure 4.1. The Student Technology Advisor Team (STAT) will meet a minimum of two (2) times during the fiscal year to discuss and approve or deny any student-led technology projects.

Finding: The target was met.

Analysis: In 2023-2024 the target was met. Instructional Technology and Student Support facilitated 3 meetings: October 5, 2023, December 8, 2023, and January 13, 2024. The Student Technology Advisory Team (STAT) discussed the student generated funds and any projects required of STAT for the current fiscal year. STAT currently funds student-centered infrastructure and software pertaining to the student experience. In addition, STAT can fund faculty submitted grants that either enhance or create a better learning environment for the student population. This fiscal year, STAT funded nearly \$200,000 worth of technology grants spanning to 4 different campuses and nearly \$290,000 towards classroom technology at our newly acquired Cenla campus building.

Projects Approved 2023-24

Project	Amount (\$)
Cenla Campus Initiative	\$286,004.21
Leesville Campus Initiative	\$17,184.00
School of Allied Health	\$67,856.00
School of Nursing	\$21,573.14
School of Biology	\$14,195.10
Theatre Department	\$12,617.90
Health and Human Performance Department	\$10,810.07
Creative and Performing Arts Department	\$6,489.00
Veterinary Technology	\$9,455.23
New Media	\$20,424.23
Total	\$466,608.88

Decision: In AC 2023-2024 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2024-2025. The Instructional Technology and Student Support and the Student Technology Advisory Team (STAT) will work closely to ensure campus technology and the student learning experience continues to remain up-to-date and fully operational. These projects and enhancements are funded via the Student Technology Fee assessed to each student per credit hour. These funds help purchase campus-wide software, infrastructure, and classroom technology. These systems range from annual to rotational, so a constant funding source is necessary to ensure 100% functionality and all funding decisions are voted on

Commented [EP1]: [Chris P. Brumley](#) Detrimental? Or necessary? Or are you trying to say that funding needs vary year to year, so the budget has to remain flexible?

Commented [GU2R1]: The budget varies each year do to rotations and/or grants or special initiatives. I changed it to necessary though because detrimental did sound a bit life or death.

Assessment Cycle 2023-2024

per year by the student-led STAT committee. To further support campus technology infrastructure, the committee will continue to hold regular meetings and to make responsible, timely decisions about allocating funds to projects that benefit students.

Measure 4.2. Determine annual expenses, adjusting for cost inflation, that the Student Technology Fee is obligated to purchase and/or split with the University that falls within the scope of the expenditure guidelines.

Finding: The target was met.

Analysis: In 2023-2024 the target was met. The Student Technology Fee was created in 1997 with the sole intent to acquire, install, maintain, and to see to the efficient use of state-of-the-art technology for the purpose of support and improving the student learning experience. This self-generated student fund supports all aspects of student learning, from software to the physical learning environment. All expenditures must be voted on and passed by two-thirds of the Student Technology Advisory Team (STAT) and approved by the university President and the University of Louisiana Board of Supervisors with 40% of the annual revenues used to secure debt. Approval of the annual budget should reflect university level initiatives affecting the widest possible student population. In addition, the Student Technology Fee account must always have at least \$400,000 in reserves from one fiscal year to the next. In 2023-24, Student Tech Fee met its budgetary obligations and maintained a balance above \$400,000.

Annual Expenses Approved Budget 2023-24

Equipment/Software	Amount (\$)
Lab Workstations: Bienvenu 213, Watson 109/112b/201/215/301/311, New Arts 205b/206/207, Print Shop 105, SU 101/155/222/305, Shreve 101/105/112, Leesville 22 (150x\$1,350.91, 29x\$1,817.99)	\$255,358.21
Classroom Workstations: Bienvenu 338, FACS 117/228, Old Arts 228, Morrison 227/230, Shreve 101, Williamson 208/211/218/220 (10x1,476.34)	\$14,763.40
Cenla Campus Initiative (101/102/103/201/202/203/204/205)	\$286,004.21
Grants (please see Measure 4.1 for breakdown)	\$200,000
Paper Cut Software	\$886.74
Deep Freeze Maintenance Software	\$4,095.00
Lab Stats Software	\$10,920.00
JAMF Pro Suite Software	\$4,372.50
SPSS Software	\$11,847.19
LOUIS Library Software	\$87,570.26
Microsoft Applications Software	\$54,151.23
Adobe Creative Software	\$25,492.50

Assessment Cycle 2023-2024

Wowza Streaming Software	\$6,975.10
Lab Supplies/Workstations	\$120,000.00
Lab/Classroom Repairs	\$20,000.00
Golf Carts	\$5,820.00
Support Staff Hardware Devices	\$8,362.51
Non-Classified Personnel	\$116,000.00
Lab Assistants/Coordinators	\$110,000.00
TOTAL BUDGET 2023-24	\$1,342, 618.85

Decision: The target was met. The Student Technology Fee (Tech Fee) continues to provide the Northwestern State University student population with access to state-of-the-art technology, both hardware and software, and updated learning environments across all the university campuses. During the 2023-2024 fiscal year the Student Technology fee revenue was \$1,038,520.24 with \$860,536.58 of expenses and \$150,233.65 of encumbrance. The minimum of \$400,000 was also met and will be rolled over to the 2024-2025 fiscal year. Based on the analysis of these results in 2024-25, Tech Fee will re-evaluate the budget to ensure that obligations are met and that expenditures remain within the guidelines set for Student Tech Fee funds.

Comprehensive summary of key evidence of improvements based on analysis of results.

The following reflects the analysis of data collected during AC 2023-24.

SO1

Satisfaction with student support interactions and availability of student support

- (1.1) In 2023-2024 the target was met. The Student Help Desk and Student Online Support (SOS) uses a service request ticket system to help route the student's request to the appropriate service area and classify the severity of the issue. The system allows for the Help Desk and SOS to streamline the process and ensure high priority issues are resolved as quickly as possible. The Help Desk and SOS had a total of 280 tickets submitted through the online ticketing system. After the tickets were completed, the student received a satisfaction survey of 1 to 5-star rating on the service received. Of these 280 tickets, there were 23 (8.21% of total tickets) survey responses, with an average rating of 4.95.
- (1.2) In 2023-2024 the target was met. The Student Help Desk and Student Online Support (SOS) is in the Watson Library and follows the same schedule as the library and its staff. During the fall/spring semesters the Help Desk and SOS are available 80 hours per week and 52 hours per week during the summer sessions.

Assessment Cycle 2023-2024

Student online Support hours for 2023-24 were as follows:

Fall/Spring Semester

Monday-Thursday: 8:00am – 12:00am

Friday: 8:00am – 2:00pm

Sunday: 2:00pm – 12:00am

Summer Sessions

Monday-Thursday: 8:00am – 8:30pm

Friday: 8:00am – 12:00pm

Intersession

Monday-Thursday: 8:00am – 5:00pm

Friday: 8:00am – 12:00pm

SO2

Update of student lab computers and teleconferencing equipment within rotation schedules

- (2.1) In 2023-2024 the target was met. Instructional Technology and Student Support was able to secure approval from the Student Technology Advisory Team (STAT) for the funding of the 2023-2024 PC/Mac rotational replacement program pertaining to both lab and classroom technology. The funding was able to replace 179 lab computers, 150 Windows OS-based computers and 29 MacOS-based computers. In addition to these upgrades, 10 Windows OS-based classroom computers were replaced and upgraded.
- (2.2) In 2023-2024 the target was not met. Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Currently, there are 70 dedicated VTC classrooms and numerous classroom suites with VTC capabilities. Based on rotational replacements for the 2023-2024 fiscal year (which follows a 7-year rotational cycle for VTC equipment unless equipment becomes faulty prematurely), there were 11 VTC classrooms up for updating. However, funding was unable to be identified to meet this need. This project is still ongoing and securing a funding source will continue into the 2024-2025 fiscal year.

SO3

Update computer operating systems within 3 years of release date for Windows and within 2 years for Mac systems, and ensure that Tech Fee meets agreed-upon obligations for portions of campus-wide software licenses.

Assessment Cycle 2023-2024

- (3.1) In 2023-2024 the target was not met. Instructional Technology and Student Support strives to keep all technology and services up to date through hardware and software updates and/or upgrades. With the release of Microsoft Windows 11 on October 5, 2021, we began migrating computers from Windows 10 to Windows 11. Instructional Technology and Student Support currently manages 1,430 Windows-based computers of which 586 have been migrated to the current version of Windows 11 and those who cannot update have been inventoried for upgrade. In addition, MacOS Sonoma was released on September 26, 2023, and migration from previous versions, Monterey and Ventura, began as new MacOS-based computers were purchased. Currently Instructional Technology and Student Support manages 127 MacOS-based computers of which 73 have been migrated to the current version of MacOS and those that cannot update due to outdated hardware have been inventoried for upgrade.
- (3.2) In 2023-2024 the target was met. Instructional Technology and Student Support share in the cost of university services and software pertaining to student needs and access. In 2023, 24, Instructional Technology and Student support met the funding obligations to support software ranging from management, data analysis, and productivity that are essential to providing cost effective maintenance and support for the student experience. Instructional Technology and Student Support secured funds from the Student Technology Advisory Team (STAT) for the partial purchase of both classroom and computer lab management software namely Paper Cut, Deep Freeze, Lab Stats, and Jamf Pro Suite. In addition, software was funded for student productivity, namely Microsoft, Adobe, SPSS, access to LOUIS library platform, and Wowza Streaming services.

SO4

Ensure that Tech Fee Guidelines are followed for Student Technology Advisory Team meeting schedules and for management of Tech Fee budget

- (4.1) In 2023-2024 the target was met. Instructional Technology and Student Support facilitated 3 meetings: October 5, 2023, December 8, 2023, and January 13, 2024. The Student Technology Advisory Team (STAT) discussed the student generated funds and any projects required of STAT for the current fiscal year. STAT currently funds student-centered infrastructure and software pertaining to the student experience. In addition, STAT can fund faculty submitted grants that either enhance or create a better learning environment for the student population. This fiscal year, STAT funded nearly \$200,000 worth of technology grants spanning to 4 different campuses and nearly \$290,000 towards classroom technology at our newly acquired Cenla campus building.

Assessment Cycle 2023-2024

- (4.2) In 2023-2024 the target was met. The Student Technology Fee was created in 1997 with the sole intent to acquire, install, maintain, and to see to the efficient use of state-of-the-art technology for the purpose of support and improving the student learning experience. This self-generated student fund supports all aspects of student learning, from software to the physical learning environment. All expenditures must be voted on and passed by two-thirds of the Student Technology Advisory Team (STAT) and approved by the university President and the University of Louisiana Board of Supervisors with 40% of the annual revenues used to secure debt. Approval of the annual budget should reflect university level initiatives affecting the widest possible student population. In addition, the Student Technology Fee account must always have at least \$400,000 in reserves from one fiscal year to the next. In 2023-24, Student Tech Fee met its budgetary obligations and maintained a balance above \$400,000.

Plan of action moving forward.

The following reflects changes that will be implemented in AC 2024-25, based on the analysis of the results observed in AC 2023-24.

SO1

Satisfaction with student support interactions and availability of student support

- (1.1) In AC 2023-2024 the target was met. Based on the analysis of these results in AC 2024-2025 the Student Help Desk and Student Online Support (SOS) will strive to continue its superior rating but increase the number of survey responses by requesting these are completed via ticket closure in the AC 2024-2025 year. With limited data available due to no methods of tracking student satisfaction via call-in service request, discussions have moved to implementing a phone survey once a call-in service request is completed. Resources, and university access to those resources, are currently being researched to measure satisfaction that would in turn positively impact the student success at NSU.
- (1.2) In AC 2023-2024 the target was met. Based on the analysis of these results the Student Online Support help desk will continue to operate during library hours. Current staffing and hours of availability meet the demand of requests for assistance. We will continue to evaluate needs and update staffing and hours if necessary.

SO2

Update of student lab computers and teleconferencing equipment within rotation schedules

Assessment Cycle 2023-2024

- (2.1) In AC 2023-2024 the target was met. Based on the analysis of these results the Instructional Technology and Student Support rotational replacement program, which is dependent on funding from the Student Technology Advisory Team (STAT) is approved for the 2024-2025 the replacements for 160 lab computers (129 Windows OS-based computers and 31 MacOS-based computers), will be purchased. Additionally, 13 Windows OS-based computers will be purchased for classroom instruction.
- (2.2) The target was not met. Based on the analysis of the 2023-2024 rotational replacement program, funding for 11 (VTC) classrooms has not been secured. It is becoming critical that we secure funding for the VTC classrooms or else deem them unsupportable and remove them from rotation completely. Based on the analysis of these results in AC 2024-2025 the funding source will be requested again in the 2024-2025 fiscal year for the 2023-2024 and 2024-2025 rotational replacement program.

Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Utilization of current VTC rooms will be examined, and a strategic plan to meet synchronous remote learning needs, including funding for dedicated VTC rooms, will be developed.

SO3

Update computer operating systems within 3 years of release date for Windows and within 2 years for Mac systems, and ensure that Tech Fee meets agreed-upon obligations for portions of campus-wide software licenses

- (3.1) The target was met. Based on the analysis of these results in AC 2024-2025 the inventory of current Windows OS-based computers, Instructional Technology and Student Support will meet the goal of migrating all computers to the Microsoft Windows 11 OS by the end of the 2024-2025 fiscal year. Contrarily, upgrade of computers using the MacOS platform migration will depend on acquiring funding sources for departments utilizing these computers that are not a part of the rotational replacement program through the Instructional Technology and Student Support department.
- (3.2) In AC 2023-2024 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2024-2025. The pricing for renewals will be updated and included in the budget proposal submitted to STAT at the first meeting of the 2024-25 fiscal year. Campus software needs are re-evaluated annually.

SO4

Assessment Cycle 2023-2024

Ensure that Tech Fee Guidelines are followed for Student Technology Advisory Team meeting schedules and for management of Tech Fee budget

- (4.1) In AC 2023-2024 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2024-2025. The Instructional Technology and Student Support and the Student Technology Advisory Team (STAT) will work closely to ensure campus technology and the student learning experience continues to remain up-to-date and fully operational. These projects and enhancements are funded via the Student Technology Fee assessed to each student per credit hour. These funds help purchase campus-wide software, infrastructure, and classroom technology. These systems range from annual to rotational, so a constant funding source is necessary to ensure 100% functionality and all funding decisions are voted on per year by the student-led STAT committee. To further support campus technology infrastructure, the committee will continue to hold regular meetings and to make responsible, timely decisions about allocating funds to projects that benefit students.
- (4.2) The target was met. The Student Technology Fee (Tech Fee) continues to provide the Northwestern State University student population with access to state-of-the-art technology, both hardware and software, and updated learning environments across all the university campuses. During the 2023-2024 fiscal year the Student Technology fee revenue was \$1,038,520.24 with \$860,536.58 of expenses and \$150,233.65 of encumbrance. The minimum of \$400,000 was also met and will be rolled over to the 2024-2025 fiscal year. Based on the analysis of these results in 2024-25, Tech Fee will re-evaluate the budget to ensure that obligations are met and that expenditures remain within the guidelines set for Student Tech Fee funds.

Commented [EP3]: @Chris P. Brumley Detrimental? Or necessary? Or are you trying to say that funding needs vary year to year, so the budget has to remain flexible?

Commented [GU4R3]: The budget varies each year do to rotations and/or grants or special initiatives. I changed it to necessary though because detrimental did sound a bit life or death.