Assessment Cycle 2023-2024

Information Technology Services

Prepared by: Rocky Perritt   **Date: 08/15/2024**

Approved by: Ron Williams   **Date: 08/15/2024**

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.

Information Technology Services (ITS) provides services, support, management, and administration of university-wide technology resources. The goal is to ensure that technology is apparent, stable, and supportive of the campus mission and its constituents. These mentioned services must meet the requirements and expectations of the University community.

Methodology: The assessment process includes:

(1) Data from assessment tools are collected and returned to the Chief Information Officer (CIO) and the Deputy Chief Information Officer (DCIO).

(2) The CIO and DCIO will evaluate and examine the data with the ITS staff to determine whether the applicable outcomes are met.

(3) Findings from the assessment are to be reviewed with the appropriate personnel.

(4) Individual meetings will be held with staff as required.

(5) The CIO and DCIO, in consultation with staff members, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period, and, if necessary, changes to existing service offerings.

Information Technology Services

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. ITS will maintain an average experience of 4.5-star or better.

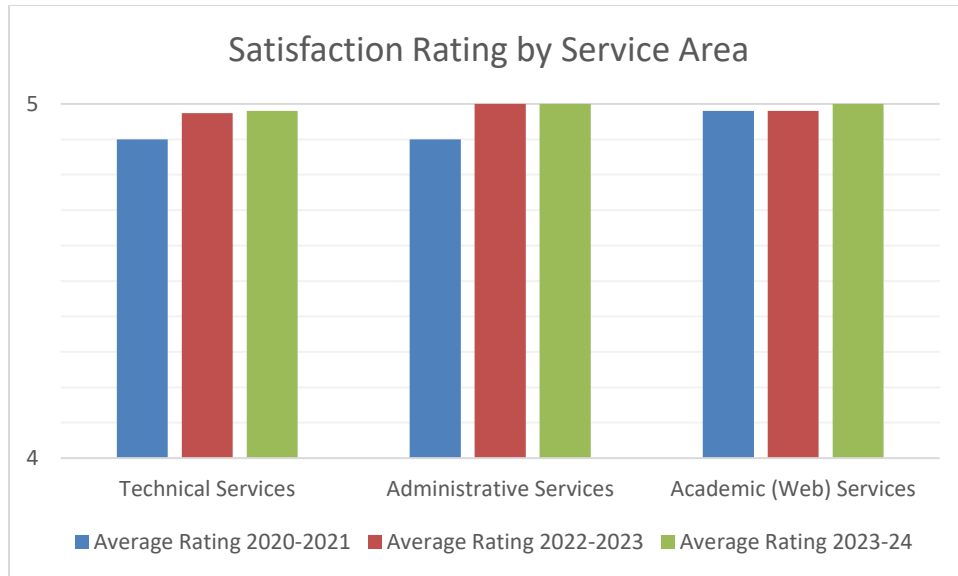**Finding:** The target was met.

Analysis:

In 2022-2023, the target was met. ITS uses a service request ticket system to help route the customer's request to the appropriate service area and classify the severity of the issue. This system allows the ITS department to streamline the process and resolve high-priority issues as quickly as possible. In 2022-2023, ITS had a total of 4,950 service tickets submitted for technical assistance of some type during the academic year. After the tickets for service requests were completed, the customer received a satisfaction survey with a 1-to-5-star rating on the service received. Of these tickets, ITS received 832 (16.50% of the population) survey responses.

Service Requests by Service Area

Service Area	Ticket Count			Survey Count			Response Rate		
	2020-21	2022-23	2023-24	2020-21	2022-23	2023-24	2020-21	2022-23	2023-24
Technical Services	4264	3553	3398	914	556	528	21.44%	15.60%	15.54%
Administrative Services	343	450	570	66	53	54	19.24%	11.80%	9.47%
Academic (Web) Services	1010	1029	982	195	223	244	19.31%	21.70%	24.85%
TOTALS:	**5617**	**5032**	**4950**	**1175**	**832**	**826**	**20.92%**	**16.50%**	**16.69%**

Based on the 2022-2023 results analysis, the staff made the following decision for 2023-2024 to drive the improvement cycle. ITS will focus on maintaining the survey responses while maintaining a 4.5 or greater satisfaction rating (on a scale of 0 to 5). We made it a point to ask people to respond to the survey either at the resolution of the issue or in a follow-up message after the ticket was closed. The charts below identify the results for each service area.

Assessment Cycle 2023-2024

Satisfaction Rating by Service Area

As a result of these changes, the target was met in 2023-2024. Although the overall number of support tickets was lower, likely due to moving the Instructional Technology Group to the EDIO unit and our efforts to improve system reliability, satisfaction rates increased slightly and stayed well above the target of 4.5.

Decision:

The target was met in 2023-2024. Based on the 2023-2024 results analysis, IT will focus on maintaining a satisfaction rating above the 4.5 target. It is worth noting the department has changed ticketing systems, so this data may look different as the surveys are different.

Measure 1.2. The Help Desk will provide services to faculty and staff, both in-person, via email, remote assistance, and via telephone, for at least 40 hours per week during all other periods that the University is open.

Finding: The target was met.

Analysis:

The target was met in 2023-2024. With variations in staff schedules, the help desk has been able to provide at least 45 hours of service to the university's faculty and staff. ITS has staff members available from 7:00 a.m. to 5:30 p.m. Monday through Thursday and 7:00 a.m. to 12:00 p.m. on Fridays.

Decision:

In 2023-2024 the target was met. Discussions have moved around tracking satisfaction and reduced repeat call in. More time and discussion are needed to narrow this

measure into a measure that will positively impact success at NSU.

SO2. Employ innovative and out-of-the-box ideas to develop and deliver technology-based services that enhance collaboration, communication, and the overall student experience at the University.

Measure 2.1. Determine the upgrade needs in the upcoming year by reviewing the current network and server infrastructure so costs can be included in both University's budgeting process.

Finding: This target was met.

Analysis:

The target was met in 2023-2024. The ITS network team completed the deployment of a new Wi-Fi network. With the exception of Varnado Hall, all campuses and sites are now running on Wi-Fi 6 technology. Additionally, the team expanded the network to a new building on the CENLA campus and to all athletic fields. The ITS TAC team also began deploying the Windows 11 operating system using existing licenses to computers across the university that were compatible.

Decision:

In 2023-2024 the target was met. Based on the analysis of the 2023-2024 results, Technical Services will continue attempts to secure funding to refresh campus network infrastructure at the School of Nursing in Shreveport and other academic and administrative buildings at the Natchitoches campus. Additionally, the University's data center equipment is all beginning to age out. Datacenter servers, storage, and equipment should be refreshed every 4 to 5 years. Some equipment in the NSU data center is more than 10 years old. It is becoming critical that we secure funding for the data center equipment and the academic buildings' network refresh; ITS will be working diligently to secure funding for these projects in the upcoming fiscal year.

Measure 2.2. Complete replacement of the campus telephone system.

Finding: The target was not met.

Analysis:

In 2023-2024 the target was not met. In 2019-2020 the pilot project Voice Over Internet Protocol (VOIP) was considered a viable option for NSU telephony needs to replace the outdated campus telephone system. With the interruption of COVID-19 and the introduction of work-from-home requirements, discussions have turned to a more flexible cloud-based system that could facilitate the changing workforce environment.

ITS evaluated cloud-based telephony options and presented a summary of costs to the administration. Decisions were made to implement a Microsoft Teams Voice solution. In 2022-2023, the project was divided into three parts. Part one addressed the core voice system and brought over the university's business and academic units. Part two concentrated on transferring the University's "service tone." Service tone would include items such as emergency call lines in elevators, fire alarm panels, and security alarm panels. Part three addressed fax services.

Although much was accomplished in 2023-2024, the target was not fully met. Implementation of the Teams VOIP solutions has progressed and is still ongoing. ITS has completed about 80% of part one, voice services, with the remaining scheduled to be completed by the end of October. ITS has also begun getting quotes for different solutions to address the service and fax services. The team will present the costs and options to the university's leadership to make a final decision on how to proceed. It is anticipated that the old Nortel phone system can be decommissioned by the end of the fiscal year.

Decision:

In 2023-2024 the target was not met. Based on the analysis of the results, Technical Services will follow through with implementing the Teams Voice VoIP solution. Technical Services will also conclude the evaluation of solutions to transition the University's service tone from the old Nortel phone system and present a summary of options and costs to the administration.

Measure 2.3. Continuously maintain and enhance the university Enterprise Resource Planning (ERP) system (Banner) at 100% to ensure optimal delivery of services for the University to carry out its daily operations.

Finding: The target was met.

Analysis:

In 2023-2024 the target was met. The target for 2023-2024 was to implement CRM-Recruit, Degreeworks 5, FASA moderation, and keep the Banner modules and servers up to date. Banner software is mission-critical due to its ties to essential services of the university. As a result of meeting the target, the university was able to enhance the student's ability to reliably access key information and improve the reliability, responsiveness, and security of our ERP system. It was recommended that ITS focus on two initiatives for 2023-2024 to meet the challenges of cost savings and maintenance updates.

Assessment Cycle 2023-2024

Decision:

The target was met in 2023-2024. Based on the analysis of the 2023-2024 results, ITS will implement the following changes in 2024-2025 to drive the cycle of improvement. We will complete the installation and configuration of several Ellucian components, including CRM GradApp, Workflow, Banner Document Management, Insights, and Ellucian Experience. The installation is targeted to move the components into production mode by the end of the Summer semester.

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

Quality Technical Support:

- 4-Star Technical Support to Faculty and Staff
  ITS focused on increasing the survey responses by 5% while maintaining a 4.5 or greater satisfaction rating (on a scale of 0 to 5). We made it a point to ask people to respond to the survey either at the resolution of the issue or in a follow-up message after the ticket was closed. Although the overall number of support tickets was lower, satisfaction rates stayed well above the target of 4.5.

Maintain and Enhance Technology Infrastructure:

- Upgrade Needs by reviewing Current Network and Server Infrastructure
  NSU was not able to secure funding to refresh the campus network. Core components of the systems have approached end of life. This upgrade is not only needed to operate a stable network, but to enable NSU to adopt modern standards and infrastructure to support services. NSU has not been able to install the components necessary to upgrade the technology infrastructure. This project is still on going and implementation will continue through FY2023-2024.

- Campus Telephone System
  Implementation of Microsoft Teams Voice cloud based VOIP solution has progressed, but with the turnover in staff, this measure is still ongoing, and costs for phase two are still being determined. As such, a summary of costs has not been presented to the administration.

- Continuously Maintain and Enhance the University Enterprise Resource Planning (ERP) system (Banner) at 100%
  The ITS team was able to implement CRM-Recruit, Degreeworks 5, FASA moderation, and keep the Banner modules and servers up-to-date during the past assessment cycle. The University's ERP software is mission-critical due to its ties to essential services across key areas of the university. As a result of meeting the target, the university enhanced the student's ability to reliably access key information and improve the reliability, responsiveness, and security of our ERP system.

Plan of action moving forward.

Quality Technical Support:
- 4-Star Technical Support to Faculty and Staff
  IT will focus on maintaining a satisfaction rating above 4.5 and set a target response rate of 20% or greater.

Maintain and Enhance Technology Infrastructure:

- Upgrade Needs by reviewing Current Network and Server Infrastructure
  Technical Services has not secured funding to refresh campus network and datacenter infrastructure. Current funding, supply chain issues, silicon chip shortages and delays in the delivery of equipment are obstacles outside of our control. It is becoming critical that we secure funding for the infrastructure refresh, IT will be working diligently to get these in place for the FY 2023-2024.

- Campus Telephone System
  Technical Services will conclude implementation of the Microsoft Teams Voice cloud-based VOIP Solution and present a summary of costs for phase two to the administration. Technical services will follow through with implementation of the solution chosen by administration.

- Continuously Maintain and Enhance the University Enterprise Resource Planning (ERP) system (Banner) at 100%
  ITS will implement the following changes in 2024-2025 to drive the improvement cycle. We will complete the installation and configuration of several Ellucian components, including CRM GradApp, Workflow, Banner Document Management, Insights, and Ellucian Experience. The installation is targeted to move the modules into production mode by the end of the summer semester.