### ITS FY13 Academic & Faculty Support Scorecard

#### Technology / Operation
- **Classroom Technology and Support**
  - on campus
  - online
- **Learning Management System**
- **Departmental Labs**
- **Dept. & School Support**
- **Advising/Retention Support**
- **Research Support Services /Research Computing:**
  - Statistical & Survey Tools
  - Research Data Center
  - Tracking and Reporting for Research Projects
- **Academic Affairs**

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#### Current State

- **Over 95% of all classrooms have standard technology in place.** Printed and online documentation are fully implemented for all classrooms. New initiatives have begun to expand classroom capture capabilities and a self-service training program is being developed for faculty to build classroom technology competencies.

- **Technology infrastructure (LMS and synchronous tools) are in place, are highly available and reliable.** A technology training program developed for faculty and students who teach and take online courses. New initiatives in progress include; self-study competencies program for online technologies and online proctoring services. Help Desk services are being evaluated for possible expansion to 24 hour availability.

- **New facilities have been implemented in the HSD with ITS support for the rollout.** Regular meetings occur with those who manage departmental labs. New initiatives have begun to evaluate the feasibility of metered and virtual software, which can be deployed to departmental spaces. Network registration at HSD represents a change to their operation. Digital media equipment and support available to faculty and staff.

- **Online documentation of ITS services is in-place.** A "Tech Day" conference program offered. Support for a university-wide course evaluation system has begun including activation of evaluations via the student system. Conversion to Terminal 4 CMS will be completed January 2013. Created student eBill checklist for Bursars office to insure accurate student bills.

- **Continual enhancements made to the academic advising reports especially the distinctions between CORE and CORE2012.** Automatic assignments of advisors needs further improvement. Working with IR on new BI for retention analysis.

- **Software and services are deployed, clients are aware of resources available to them.** Access to support staff and training is readily available. New web-based resources have been put in place.

- **A new server recently installed will be a shared computing resource for departments for their research initiatives.** Much of the existing equipment in the RDC is "old". Some clusters have been shut down. Difficult to assess current utilization. Governance is weak. Proposal pending to expand facility - not cost justified at current time.

- **Continued ITS support of the PTAPS application; Activity Insights (AI) from Digital Measures has been included in the LOCUS portal with single sign-on capabilities.** Data interface between AI and LOCUS in progress.

#### Healthy Definition

- **Technology in the classrooms both on ground and online generally available to augment the learning experience, is consistently operational, and technical support is readily available.** Standardized equipment in place.

- **The technology delivery systems are highly reliable and operable with measurable standards being utilized.** The course delivery technology is considered a mission critical enterprise system and supported. Faculty, staff, and students are supported in the development and use of new technologies and skills for online classrooms.

- **System is widely used by faculty, is fully functional in terms of it's components, and technical support, training, and integration are readily available.** Advances in the technology are being evaluated.

- **Clients are fully aware of and utilize ITS services. Services such as, mobile device support, course evaluations, exam proctoring are in-place.**

- **Process takes advantage of technology tools; monitoring and alerting are automated; student satisfaction ratings are on target.**

- **Support and consultation on statistical computing and resources is readily available.**

- **An enterprise research computing environment is available with a central support and governance model in place.** Awareness and use amongst faculty is optimized.

- **Administrative systems to facilitate collaboration, capture expertise, and report on research is available.** (Measure adoption.)

#### Overall

| Overall | 3.8 | C - denotes core technology in place |

As of November 2012