

**Student Affairs Technology  
Program Action Plan Response  
Update June 2011**

Student Affairs Technology, since the 2009 program review, has made progress on many areas recommended by the site review team.

<b>Future Plans</b>	
<b>Recommendation</b>	<b>Response/Status</b>
SAT should develop a description of where the department would like to be in five years (including a list of program improvement goals) and the department's strategy for achieving this vision.	Using goals and university core themes and division learning outcomes, SAT is in the process of developing a five-year plan for Student Affairs. Projected completion – 2012.
Identify as much as possible who is responsible for each anticipated action item	<p>Each member of SAT is assigned action items based on their responsibilities. SAT will incorporate help internally within the department and externally where it would be appropriate.</p> <ul style="list-style-type: none"> <li>a) Carey Anson, Sarah Hanisko and Omar Alam are responsible for the Computer Lab and Testing Centers.</li> <li>b) Chip Coleman, Dave Taylor and Clayton Oyler are responsible for Hardware/Software evaluation and implementation. Key IT personnel will be included as needed.</li> <li>c) Danielle McKean is responsible for website communication, working closely with University Communications to ensure WSU web standards are met.</li> <li>d) Clayton Oyler is responsible for departmental goals and leadership for follow through of action items.</li> </ul>
Include a copy of materials submitted for capital improvements and line-item budget requests.	Many capital improvements are subject to “as needed”. As items are planned and purchased for infrastructure improvements they will be documented and inventoried for tracking purposes. This will help the planning and time lines for future replacement needs.

Labs	
Recommendation	Response/Status
Improve marketing of lab use/availability	<ul style="list-style-type: none"> <li>a) The labs have developed a marketing strategy that incorporates banners, posters and handouts. The have been place in all student computer labs.</li> <li>b) The website has been updated with a fresh look and provides details about each lab and what is available. <a href="http://www.weber.edu/computerlabs">http://www.weber.edu/computerlabs</a></li> <li>c) A mobile application was developed for the Apple iPhone and the Android smartphones that provides immediate headcounts on lab usage allowing students to see which labs are busy, contact information, hours and the location via Google maps.</li> </ul>
Use StudentVoice surveys to have follow ups to document outcomes of student accomplishments by using the labs. Use goal targeted surveys throughout the year.	<p>Surveys have been issued each year during the end of Fall semester inquiring about basic usage, comments/complaints and overall satisfaction. Participation on these surveys were unacceptable and did not provide data necessary to make any adjustments to the service.</p> <p>In 2011, the survey was updated with new questions focusing more on questions about lab improvement and seeking data that will allow setting future goals. Using our new LabStat software, we were able to identify the top 500 users of the labs and sent the surveys to those high users. Response rates greatly exceeded the previous attempts and useful data was collected allowing us to modify goals to achieve results requested. Overall, students are highly complementary of the computer labs, but recommendations were given.</p> <p>Example of some recommendations include:</p> <ul style="list-style-type: none"> <li>a) Identified login times to the network were taking to long and we were able to work with IT to improve these times dramatically.</li> </ul>

	<ul style="list-style-type: none"> <li>b) Recognized the Natural Science lab needs to be reviewed on space so more computers can be installed.</li> <li>c) Cleanliness of the lab equipment needs to be improved.</li> </ul> <p>Using LabStats, we are able to compile a list of users and apply those numbers to cohort data from the University to show GPA, academic status, and graduation rates to compare those who use the labs and those who don't. This data will allow us to follow up with students and collect impressions on how the labs helped with their academic success. This in turn will be combined with the division report showing service effectiveness.</p>
<p>Address at a campus level, the role of Student Affairs in allocating computer lab space.</p>	<p>Our hopes are to be involved with space issues, but this is an area that we currently feel is out of our control. Since we are allocated space mostly in academic buildings, the Deans can reallocate the space based on their needs.</p> <p>For new building plans at the University level, we are able to be involved with the process and planning of space layout for a computer lab if applicable for the building. This is still up to the discretion of the building's primary party and we are invited if the intent of the building includes a computer lab. We readily offer our services to the Deans/VPs to allow us space for programming and expanding the number of labs available to students on campus.</p>
<p>Set goals for SAT and use StudentVoice surveys to evaluate if goals are being met.</p>	<p>As previously mentioned, we have revamped our computer lab survey to include questions that enable us to set goals to improve the student labs. Using the surveys, we have been able to address a number of areas that have been identified as "problems". These areas include the long login times, cleanliness and space improvements.</p>

<b>Procedures</b>	
<b>Recommendation</b>	<b>Response/Status</b>
Improve project management – they feel stretched thin but cannot substantiate it. This would help SAT communicate their needs better.	dotProject.net project management software was installed in Fall 2009 and the department has been able to track all projects. This allows us to see reports on progress of tasks and allocate resources based on availability. We have been able to streamline our processes and increased deliverables. Each staff member has defined roles and needs are being addressed. The project management has enabled us to recognize job priorities in queue apply the appropriate resources.
Adopt IT industry standards for project tracking/management practices.	Based on the installation of the project management software, we have been able to adopt the standards placed in established IT areas. We are reviewing the possibility of moving our tracking over to the University's workflow database, but until it is in production we will wait. Proposed completion of the IT PM is slated for Fall 2011.
Research and adopt applicable industry standard IT processes (i.e., ITIL).	We continue our relationship with central IT and adopt the University's standard processes as instructed by the industry.
Have a long-term support plan for applications developed by student workers.	We have standardized our development with documentation of all coding projects and history revision notes. All software developed in .NET. Student programmers are instructed to include design notes and use the project manager to track changes.
Gain input from SAMC regarding technology projects of greatest impact in the Division.	SAT provides information required by the Student Affairs Management Council (SAMC) to make decisions based on the best interests of the division. On day-to-day matters, responsibility and decisions for division needs has been given to the Director of SAT. At the director's discretion, important information is disseminated to SAMC via the Executive Director of Academic Support Centers and Programs or directly to the group for feedback and decisions. The Director

	will gather all pertinent information and present it to SAMC so they can make an educated decision.
Formalize a technology purchase process for the Division to ensure standard purchase of hardware and software. This would also ensure long term impacts of a purchase are addressed.	With support from SAMC, the division has been directed prior to making any technology purchases; they are required to consult with SAT. This has enabled a standard to be established for all computers supported within the division.
Document procedures with Wildcard system support in case Chip is unavailable.	Chip began the process of documenting the Wildcard system in Fall 2009 – the documentation is continuing to be updated when new information is available. Omar Alam and Carey Anson have been involved with the cross training and have become familiar with the system. This enables us to provide full support for the system.
Have written standards for hardware and software.	SAT has established an online submission form on the SAT website for staff to request a quote for new department computers. We have determined the standard configuration that all machines will be purchased with and have standardized our image to conform to this system. The configuration is updated based on the campus standard offered by University Purchasing and the computer vendors.
Have written procedures for STAs.	The STAs procedures are currently being rewritten and updated to be included on the SAT Student Employee Wiki. <b>This will be completed Fall 2011</b>
Have written procedures for Wildcard system to ensure PCI compliance.	PCI compliance has been achieved and all documentation is complete. SAT continues to ensure that future systems will be in compliance.
Create and maintain a document that lists all projects that have been requested that have not been undertaken. This would be used to have a record of needs and possibly focus on a staffing plan.	dotProject.net Project Management has been implemented and is currently being used. All projects requested by departments are inputted and have been given priority ratings based on needs. Resources are then allocated appropriately.

<b>Staff</b>	
<b>Recommendation</b>	<b>Response/Status</b>
Utilize benchmarks for IT staffing based on support of SA Division staff.	?
Identify staff in SA departments to maintain websites using the WSU content management system to distribute the work. SAT staff could assist designated department staff as needed.	A new position has been appropriated to SAT for Web Design and Supervision. This position was filled Spring 2011 and work has been started to support and plan the division web pages. All department designated staff that are in charge of web updates work closely with the Web Designer and receive instruction and training. <b>The Student Affairs home page will be remodeled and live Fall 2011. Other updates to division pages are currently being scheduled. This will be an ongoing time line.</b>
Complete a skills inventory for full-time staff and an inventory of what applications/systems each staff supports.	Current job descriptions are being reviewed and updated as needed. The Student Affairs Systems Engineer/Admin position has been reviewed, updated and given priority for funding to be more in line with industry/university standards.  All department staff have completed Strengths Quest and have documented their individual roles and skills.
Define functional roles of staff.	SAT Staff have been defined as: <ol style="list-style-type: none"> <li>1) Director – Department leadership</li> <li>2) Systems Engineer/Admin – Admin services for Blackboard, SA servers, mobile applications, web applications.</li> <li>3) Systems Analyst – Banner data feeds, security, student records, specialized technical support.</li> <li>4) Testing Center Support Specialist – Testing center computer support and service for labs and staff. Online testing support.</li> <li>5) Computer Lab Coordinator – student lab leadership, policy, education, budgeting, marketing.</li> </ol>

	<ul style="list-style-type: none"> <li>6) Computer Lab Technician – Computer imaging/maintenance, division tech support leader, STA management</li> <li>7) Web Design Supervisor – Division web site design and structure, web development training and staff support</li> </ul>
<p>Identify IT training/certifications that the full-time staff could use in their roles with SAT to develop an enhanced career path in the organization.</p>	<p>Each staff member has identified training and certifications that would benefit the department and division. Two have been made priority during 2011. SAT will continue to investigate further training for staff.</p> <ul style="list-style-type: none"> <li>1) Apple certification to be completed Fall 2011</li> <li>2) Blackboard Administration to be completed Fall 2011</li> </ul>

<b>Hardware/Software</b>	
<b>Recommendation</b>	<b>Response/Status</b>
Relocate servers near Dave's office to the IT Co-location Facility when the space becomes available. Ensure SAT has SLA with the IT Division and access to the facility.	All Student Affairs servers are being relocated to the Tech Ed building in the co-location managed by IT. This area provides energy backup and security. The only servers to be located in the Student Service Building are specialized servers for Student Health Center, Disability Center and Psychological Counseling Center based on admin and security needs. <b>SAT is working directly with IT and will have the servers moved Summer 2011.</b>
Evaluate hardware/software replacement plans for testing centers and computer labs.	<p>The computer labs have established a 4 year rotation based on budget requests for Student Fee funding. Working with the local computer vendor, a 4 year warranty agreement is available and will allow the computers to not go out of warranty.</p> <p>The Testing Center has gone through their own program review and a recommendation for them was to strategize a plan for their computer replacement. SAT has been charged with helping plan their rotation by looking for alternate funds from outside sources and budget forecasting.</p>
Create a replacement plan for SA servers.	Budget monies have been entered on a 4 year cycle to replace all servers. A FIFO model is in place and the cycle is set to begin Summer 2011 with the replacement of 2 servers.
Create a back up process for SA servers.	All of the SAT servers will have a backup process and plan implemented Summer 2011. Equipment and software has been installed and the backup is currently online
<p>Create a disaster/recovery (DR) plan for production SA servers and test the plan at least once a year.</p> <p>When creating a DR plan, questions to ask are:</p> <p>a) Which services are critical to the SA division's day-to-</p>	Since the back up process has been completed, as full DR plan will be instigated and written out based on the suggestions given. Priority will be set based on critical server functions. Completion Fall 2011.



day business?

- b) Can we function if there were a major loss from fire, flood, or other catastrophic loss
- c) of these services? What about minor disruptions such as power outages even when on redundant power?
- d) How quickly would each service need to be back in production to not hinder ability of the University and SA division to complete their mission?
- e) Do some services have specific legal or regulatory up-time accessibility requirements would they need to have priority over other services?

<b>Other</b>	
<b>Recommendation</b>	<b>Response/Status</b>
Include a history of how SAT has developed in the self-study document.	A History SAT has been drafted and will be completed Fall 2011
Create a technology committee to gather ideas about using technology in the Division. Committee membership could include technical or non-technical staff. The committee could report to the VP of Student Affairs.	The plan for this committee is on hold until a vision and mission for the division based on technology is established. 2011-2012 is a projected date to investigate implementing a technology committee.
Poll the Student Affairs staff on their use of SAT services. Is it clear to the staff of what SAT does vs. what the IT Division does?	Student Voice will be used to offer a survey for the SAT department. Currently the STAs have a survey sent out for feedback on how they are doing and SAT will develop a similar survey. Collaboration with Student Affairs Assessment will be required to ensure the survey offers good feedback allowing for useful goals to improve. Projected completion Spring 2012.
Develop a strategic plan for technology in the Division using best practices, industry standards, and technology trends.	The director of SAT has joined university wide committees and task forces to explore developing cutting edge technology focusing on mobile technology. Social networking is being focused on by SAT Web Development to implement a PPM for the division. Time line is ongoing.