

**Student Affairs Technology  
2009 Program Review Action Plan**

**1. Recommendations (Action Items)**

SAT would benefit from undertaking the following recommendations:

**a. Future Plans**

- 1. 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.**
  - (i) Draft strategic plan over a series of department meetings and the retreat. *Projected completion date:* Spring 2010
- 2. Identify as much as possible who is responsible for each anticipated action item.**
  - (i) Each member of the department will be assigned action items based on their responsibilities and will all incorporate the help of the entire department during certain cross over goals. Certain assignments are already recognized: *Projected completion date:* Spring 2010
    - (a) Carey Anson, Sarah Hanisko, and Omar Alam for Computer lab and Testing issues
    - (b) Chip Coleman and Dave Taylor for Hardware/Software needs ordering computer hardware and software.
    - (c) Sarah Trescott for website communications
    - (d) Clayton Oyler for Department goals and leadership
- 3. Include a copy of materials submitted for capital improvements and line-item budget requests.**
  - (i) N/A; this will be done as additional requests are made.

**b. Lab**

- 1. Improve marketing of lab use/availability.**
  - (i) Our current focus is to market the labs better. Posters, handouts, documentation and website updates are being done. *Projected completion date:* Early Spring 2010
- 2. Use Student StudentVoice surveys to have follow ups to document outcomes of student accomplishments by using the labs. Use goal targeted surveys throughout the year.**
  - (i) Each year we survey the students on usage and satisfaction for the labs. We need to revamp the survey and ensure we provide ample time for the students to take the test survey to give us a good snapshot of our clients.
  - (ii) Outcomes are tracked through the student employee divisional project. *Projected completion date:* Fall 2009
- 3. Address at a campus level, the role of Student Affairs in allocating computer lab space.**
  - (i) We would like to be involved with space issues, but this is an area that we currently feel is out of our control. For each new building plan at the University level, we do get involved with the process, but depending on the needs of the building, we can only offer our services and it is up to the Deans/VPs to allow us space. *Projected completion date:* TBD
- 4. Set goals for SAT and use StudentVoice surveys to evaluate if goals are being met.**

- (i) As mentioned in part b(2) we will revamp our current survey to allow students to offer informed answers about our current lab goals. *Projected completion date:* Fall 2009

**c. Procedures**

**1. Improve project management – they feel stretched thin but cannot substantiate it. This would help SAT communicate their needs better.**

- (i) We are currently incorporating a new project management program called Mantis that will allow us to assign and track projects that will allow collaboration between department personnel. Each member of the department will have access to the project manager which tracks ongoing problems and categorize them into a searchable Wiki that will allow us to refer back to common problems and quickly provide support. *Projected completion date:* Fall 2009

**2. Adopt IT industry standards for project tracking/management practices.**

- (i) See c(1) *Projected completion date:* Fall 2009

**3. Research and adopt applicable industry standard IT processes (i.e., ITIL).**

- (i) We will continue to follow WSU IT's process on the ITIL standard they are currently strive to achieve. We will in turn follow their example and fall in line for compliance. *Projected completion date:* Based on WSU IT timeline

**4. Have a long-term support plan for applications developed by student workers.**

- (i) We are standardizing our development from students by providing guidelines and working closely with their projects. In order to standardize we will be using .NET for application programming. We are also going to require documentation including major application support issues and theory. *Projected completion date:* Summer 2010

**5. Gain input from SAMC regarding technology projects of greatest impact in the Division.**

- (i) We as a department support this statement and encourage SAMC to provide us with hot-button issues we need to address. Currently we do have some direction with websites, but beyond this area, SAT dictates projects based on its perceived needs for the division.

- (ii) Incorporate into one-on-ones with Clayton Oyler and Carl Porter. *Projected completion date:* TBD

**6. 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.**

- (i) Work with SAMC to set SAT as the recommended department to order computer software and hardware. We will market at the December retreat. *Projected completion date:* Spring 2010

**7. Document procedures with Wildcard system support in case Chip is unavailable.**

- (i) Chip will begin documentation for the Wildcard system to allow for cross-training and support for the rest of the SAT department. *Projected completion date:* Summer 2010

**8. Have written standards for hardware and software.**

- (i) See c(1) the project tracker will be documented as a wiki in Mantis. *Projected completion date:* Fall 2009

**9. Have written procedures for STAs.**

- (i) Omar Alam will be writing a manual for STAs. *Projected completion date:* Spring 2010

**10. Have written procedures for Wildcard system to ensure PCI compliance.**

- (i) Chip Coleman and Clayton Oyler are currently working with WSU IT and Blackboard to ensure PCI compliance *Projected completion date:* March 2010.

**11. 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.**

(i) See c(1). This system will also track the necessary items for projects. *Projected completion date: Fall 2009*

**d. Staff**

**1. Utilize benchmarks for IT staffing based on support of SA Division staff.**

(i) N/A; IT staffing needs will be determined based on workload and discussions with division leadership

**2. 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.**

(i) We are currently looking to add a staff member to handle all web based information for the division. Timeline for the position has not been set, but hopeful during this academic year. This has been identified as a high priority position for our services. *Projected completion date: Fall 2009*

**3. Complete a skills inventory for full-time staff and an inventory of what applications/systems each staff supports.**

(i) Each member of the department will take the Strength Quest to determine each members overall personality strengths. With this knowledge we will be able to find compatibility and positive interactions between staff members and use them accordingly.

**4. Define functional roles of staff.**

(i) See a(2) *Projected completion date: Spring 2010*

**5. 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.**

(i) Each staff member will recognize areas to improve and create a plan to improve their skills. These needs are determining through the PREP process. *Projected completion date: Spring 2010*

**e. Hardware/Software**

**1. 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.**

(i) The servers currently located in SC are on battery backup (UPS) systems with no generator backup, this means limited runtime in the event of a prolonged power outage to the SC building. In addition, the building network infrastructure is likely not on UPS and/or generator. In the event of a power outage on the Ogden campus all customers at remote campuses or on the Internet will be unable to access services provided by these servers.

(ii) Contact the IT Division and establish a timeline for when space will be available.

(iii) Moving systems to the IT Co-location facility does not mean IT will be managing these systems. This would only be the case if the Service Level Agreement (SLA) states such. A typical SLA for customers in a Co-location facility is power (redundant if desired), A/C, network, and 24/7 electronic key access to the physical space. Additional services such as central monitoring of systems or remote hands would be established on a case by case basis. *Projected completion date: TBD*

**2. Evaluate hardware/software replacement plans for testing centers and computer labs.**

- (i) We will contact the testing centers to establish a replacement plan for computers.
  - (ii) Computer labs are running currently on a 4 year rotation and we will evaluate the repair issues since we will be 1 year without warranty service. *Projected completion date:* Fall 2010, we need to see how the current machines last to make a good evaluation about the warranty.
- 3. Create a replacement plan for SA servers.**
    - (i) Look at industry standards to ensure compliance with WSU IT and current needs. Having a server replacement plan will help SA to know the total cost of a service SAT is supporting. In addition it will enable the full life cycle of a service to be budgeted for. *Projected completion date:* Spring 2010
  - 4. Create a back up process for SA servers.**
    - (i) A backup strategy is being created to ensure all business critical data can be backed up and restored in the event of a server crash, file corruption, or accidental deletion. RAID is only a high availability tool not a back up strategy. A tested backup/restore process is a key component of a good disaster recovery and business continuity plan. We have purchased the required equipment to begin this backup process. *Projected completion date:* Spring 2010
  - 5. Create a disaster/recovery (DR) plan for production SA servers and test the plan at least once a year. When creating a DR plan, questions to ask are:**
    - (i) Which services are critical to the SA division's day-to-day business?
    - (ii) Can we function if there were a major loss from fire, flood, or other catastrophic loss of these services? What about minor disruptions such as power outages even when on redundant power?
    - (iii) 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?
    - (iv) Do some services have specific legal or regulatory up-time accessibility requirements would they need to have priority over other services?
      - (a) We will draft a DR plan: *Projected completion date:* Fall 2010
- f. Other**
- 1. Include a history of how SAT has developed in the self-study document.**
    - (i) This will be included in our next Program Review. Jessica will incorporate into other department reviews.
  - 2. 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.**
    - (i) Committee was removed by SAMC. We will reinstitute if deemed needed, establish a draft of a new mission statement and purpose. *Projected completion date:* TBD
  - 3. 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?**
    - (i) We will use StudentVoice to poll staff on how they use the STAs and our other services we provide the division (e.g. websites, sever support, desktop support, A/V support etc). This will allow us to provide the division the service expected. SAT will set up a collaboration meeting with the IT Division project managers and supervisors to ensure there is no overlapping of service offered by both entities. SAT will provide a detailed document explaining what our department offers as far as support for Student Affairs. *Projected completion date:* Fall 2009/Spring 2010
  - 4. Develop a strategic plan for technology in the Division using best practices, industry standards, and technology trends.**

(i) We will follow the layout for WSU IT's best practices *Projected completion date:* TBD