Information Services Assessment 2022-2023

IS Strategic Objective	Institutional Goal	Outcome	Measure	Target	Findings
Objective #1 Infrastructure and Security: Provide a robust, reliable, and secure infrastructure to enhance the institution's business and academic functions.	Promote Academic Excellence (obj 2)	Availability – Expand or improve availability of technology resources	Identify areas of infrastructure expansion opportunities for expanded or improved coverage and deploy additional WAPs.	Increase campus coverage (exterior French Hall to Campus Center)	
	Improve Operational Effectiveness (obj 1,3)	Improvements – Expand or improve infrastructure	Provide improvements to the campus infrastructure	Upgrade Telephony and associated systems (voicemail, line recording, account details & reporting)	
	Improve Operational Effectiveness (obj 1,3)	Security – Expand or improve information security	Improve campus information security	Improve security of campus authentication to campus resources	
Objective #2 Operational Excellence: Leverage existing, emerging, and innovative technologies to drive operational efficiencies, improve business processes, reduce costs, and support data-driven decisions.	Focus on Sustainability (obj. 3)	Automation – Expand or improve campus processes	Streamline and update campus processes	Update non-degree student portal for non-credit registration	
		Automation – Expand or improve campus processes	Streamline and update campus processes	Deployment of Banner 9 self-service features	
		Automation – Expand or improve campus processes	Streamline and update campus processes	Implement SUNY-wide manage print service	
	Improve Operational Effectiveness (obj. 1, 2,3,4)	Fiscal Responsibility - Ensure fiscal responsibility and realize savings and discounts whenever possible	Achieve savings from seeking competitive pricing and monitoring for budgetary errors	Generate $30,000 in savings	

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Objective #3 Learning-centered Institution: Enhance technology resources in support of classroom and remote teaching / learning, student retention, and student success.	Promote Academic Excellence (obj. 2,4)	Access – expand or improve access to technology	Update computer technology in classrooms	Update computer technology in 2 classrooms	
	Create Robust and Active Campus Life (obj. 3)	Customer Service – provide customer service for technology resources	Provide support to faculty teaching in FLEX modality	Offer minimum of 10 support events	
		Customer Service – provide customer service for technology resources	Provide individual and group training opportunities to faculty teaching in FLEX modality	Offer minimum 10 training hours	
		Customer Service – provide customer service for technology resources	Provide campus training material to protect information security	Offer 3 information security emails and/or helpful tips per semester	
Objective #4 Staff Development: Create and foster a culture of collaboration, engagement, assessment, and continuous improvement. Support IS staff professional development, retention, and diversity in hiring.	Enhance Diversity and Welcome (obj. 2,3)	Staffing – Increase staffing levels through diverse process	Expand IS staffing levels	Gain approval and advertise for 2 new IS programmers	
	Create Robust and Active Campus Life (obj. 2,4)	Professional Development – Support professional development opportunities for staff	Support professional development	Encourage each IS staff member to attend one professional development training	