

The University of Virginia's College at Wise
 Planning and Institutional Effectiveness

Unit/Department or Functional Area	Name and Title of Person Completing Form
Office of Information Technology	Brian Ward, Director of Technology and Chief Information Officer

Mission of Department or Functional Area
The Office of Information Technology enables the College community to learn, teach, and perform other core business activities through the effective and efficient use of instructional and information technologies consistent with our liberal arts values.

	Outcome Goals in Measurable Terms	Desired Accomplishments/ Goals	Critical Priorities	How Outcomes Will Be Achieved (Action Plan)	Method(s) of Assessment (Be Specific)	Results
	1. The Financial Aid Database (1 of 3 total) is operational on the SQL Server. The primary identifier for this database will not be SSN.	1.1 2.6	U	Upgraded our student information system to one that is web-based, allows more flexibility, and is not dependant on old technologies (HP3000). Migrate student information system databases to SQL server and provide access through web portals and reporting tools. Have a standards-based system that supports end user reporting tools and reduced custom programming needs. Move away from SSNs as student ID and retire the HP3000.	Run parallel systems and test for accuracy. If accurate, then old Financial Aid Database on the HP3000 will be turned off.	
	2. 75% of students will successfully register online for Spring 2006 semester.	1.1 2.6	U	Implement the necessary technologies, develop the policies, and train the advisors and students on web based SIS.	Registrar's report of paper registrations.	

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	3. 100% of college personnel with access to the Oracle Accounting system will understand the need for IT security. Two Departments (Financial Services and Enrollment Management) will complete a Business Continuity Plan based on the UVA template.	1.1 2.6	U	Every employee will take part in security awareness training. Each department will conduct a risk assessment and business continuity plan. Employees can pass a short quiz about IT security best practices. Each department has a business continuity plan and reviews it.	Online IT Security Quiz log of attempts and scores. Review Business Continuity Reports on file at OIT.	
	4. 75% of faculty report satisfaction with improved instructional technologies.	1.1 2.6	U	Provide the teaching facilities and computer labs that faculty and students need. Provide opportunities for faculty to learn about instructional technologies through presentations and discussion. Offer computer training sessions for students.	Faculty Survey on Instructional Technology and a Needs Assessment conducted by the Academic Computing Advisory Committee.	

Analysis and Documented Improvements Narrative

Outcome Goal #1: *The Financial Aid Database (1 of 3 total) is operational on the SQL Server. The primary identifier for this database will not be SSN.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

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Outcome Goal #2: *75% of students will successfully register online for Spring 2006 semester.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

Outcome Goal #3: *100% of college personnel with access to the Oracle Accounting system will understand the need for IT security. Two Departments (Financial Services and Enrollment Management) will complete a Business Continuity Plan based on the UVA template.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

Outcome Goal #4: *75% of faculty report satisfaction with improved instructional technologies.*

Based on your results, analyze and document the reasons the expected outcome was a) met, b) partially met, or c) not met.

1. If outcome goal was b) partially met or c) not met, what further actions will you take to address this shortcoming?
2. What improvements have been made as a result of your efforts on this goal?
3. Did your assessment suggest other areas for further improvement?
4. Provide a one paragraph executive summary for the annual institutional effectiveness report:

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Executive Summaries:

SQL Server is in the testing phase of deployment. For an interim period the new financial aid application will run concurrent with the existing HP legacy system. The remaining software applications to complete the set of three Student Information System upgrades are not yet available from the vendor. The SQL Server and its Financial Aid application uses non-ssn id's. However, the HP legacy system still requires use of SSN as the unique identifier.

Data from Spring 2006 indicated that 1361 students registered on the web out of a total of 1796 for a 76% success rate for the term. As of June 1, 2006, there are 974 students registered; 854 are web registrations. This is an 87% rate.

Progress is continuing on security awareness training for all employees. Current UVA requirements are being met and expansion upon the requirements from Charlottesville are being explored. A Business Continuity Plan for Enrollment Management is complete and on file. A draft Business Continuity Plan for Financial Services is being finalized. The Center for Teaching Excellence, Library, and OIT are beginning their departmental risk assessments.

Access to a survey by the Academic Computing Advisory Committee is unavailable at this time. Expanded technologies have been implemented in strategic classroom and lab locations. The remaining large capacity classrooms without computer/projection hardware will be fitted this fall. Tools for digital editing and podcasting have been added to the Multimedia Lab.

U. Improve computer and network security and reliability and provide the technologies that enhance teaching and learning, and day to day interactions and communications (such as Blackboard, new web site, wireless capability, telephone and voice mail services, firewall and security protections, and student pc requirements.) 2.6

Blue text indicates how Success is defined in the UVa-Wise Critical Priorities document.

Black text indicates Progress to date as of January 2006.

Green text is Laura's suggested updates for July 2006.

1) Verified that the College IT security meets the PCI-DSS standard by July, 2006 by PCI-approved third-party auditor.

1) College has completed the remediation necessary and is awaiting the final audit.

1) PCI Policies have been established. Third party audit draft has been reviewed. Third party onsite visit is pending.

2) Verified that the College IT security meets the ISO 17799 standard by August, 2008, by UVA internal audit.

2) This new requirement is currently being investigated.

2) UVA internal audit conducted. Areas for improvement identified.

3) Implemented major upgrade of the College computing network by August 2007.

3) Applying for Tobacco Commission Grant in March 2006.

3) Tobacco Commission Grant awarded in July 2006. Beginning process of procuring necessary network hardware to facilitate higher capacity, more reliable network ring on campus.

4) Moved into new IT Building

4) Met with UVA computing infrastructure staff to plan design and specifications.

4) Audit requirements for new IT structure identified and communicated.

5) Student Listserv functional by March, 2006

5) Implementation imminent.

5) Student Listserv implemented Spring 2006.

6) Enhanced Email/Calendaring system with better web features by December, 2006.

6) Prototypes of employee and student email systems operational. Currently working on an authentication mechanism.

6) Procurement of hardware necessary for enhanced Email/Calendaring received.

Process underway to merge existing domains in order to provide authentication for new mail servers.

7) Upgraded Blackboard to Version 6

7) Completed July 2005

7) Plans for Blackboard development server to provide more reliable and maintainable Blackboard service.

8) Completed major upgrade to the Student Information System by December, 2007.

8) Project partially complete. We are awaiting the vendor's final release to complete project.

8) Testing underway on 1 of 3 student system upgrades. Awaiting Vendor release of additional software components.

9) Increased numbers of high-tech classrooms.

9) Added 3-4 classrooms 2005-2006 and have committed to add 3 more next year.

9) Enhanced classroom technology deployed in strategic teaching locations. Testing of improved methods of video creation and editing deployed. Experimentation with streaming video and podcasting in early stages of development.

10) Expanded wireless capabilities.

10) Pilot project has begun and have implemented wireless in two classrooms.

Equipment has been purchased for further expansion.

10) Pilot expanded to include Library access. Access to wireless limited to college owned laptops/carts. Authentication/remediation mechanism necessary prior to public access to the wireless network.

11) New student computers virus program established.

11) Speedier student computer cleaning/registration process; fewer viruses than earlier years; process still too labor intensive.

11) Residential technician program continued. Improvements on process and location of machine certification for Fall 06 planned. Exploring feasibility of providing AntiVirus software to students. Appliance remediation and network isolation (VLans) projected to be in place by Fall 07.