

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

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

<b>Mission of Department or Functional Area</b>
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.

2004-2005				2005-2006		
Expected Outcomes	How Outcomes Will Be Achieved	Method (s) of Assessment and/or Measurement	Results, Evaluation, Use	Expected Outcomes	How Outcomes Will Be Achieved	Method(s) of Assessment and/or Achievement
1. Improve student access to and security of academic resources and the Internet	Student access to financial aid, account balance, and class scheduling information on-line	We can stop mailing information. Students now complain when if the system is down.	Students now regularly go to the Student Information Portal to check their financial aid award, their account balance, and the course schedule. This has made the registration and payment processes quicker and easier. The College no longer mails out final grades as students check them online	1. We have upgraded our student information system to one that is web-based, allows more flexibility, and is not dependant on old technologies (HP3000).	Migrate to student information system databases to SQL server and provide access through web portals and reporting tools.	We will have a standards-based system that supports end user reporting tools and reduced custom programming needs. We will move away from SSNs as student ID and retire the HP3000.
2. Improve student access to and security of academic resources and the Internet	Implementation of much requested update to Blackboard Courseware Server software and hardware	Server delays are reduced. Faculty can now add as much data to their courses as they need to.	The new Blackboard server is serving courses and faculty can now fully utilize the features available such as adding large multimedia files to their websites. New faculty are now adding their courses to the server.	2. Students will have checked which courses they need, which were available, and successfully registered for them on-line.	We will have implemented the necessary technologies, developed the policies, and trained the advisors and students.	The Registrar's office will no longer need to register the students into courses. Students will evaluate the process as a success.
3. Expand and improve technology for classrooms and teaching	Implement formal training classes offered through the Technical Assistance Center. Outfit two new classrooms with computer-aided teaching stations.	Classes being offered and well attended. Class evaluations are positive and constructive.	We provided 60 courses across 12 subjects to faculty and staff with positive feedback. We also conducted many individual consulting sessions. We began offering courses to students on a trial basis. Two classrooms were outfitted with computer-aided teaching stations and faculty are requesting more.	3. College personnel understand the need for IT security and business continuity planning.	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.
4. Improve student	Provide information	Presentation being	We provided to each student a computing	4. Enable innovative	Provide the teaching	Survey faculty about

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skills	security training via student housing, arranged meetings, and other student-oriented events	done and overall student awareness of information security issues increasing.	handbook. We conducted at least one presentation in each residence hall about information security best practices as well as individual consulting as problems occurred. The combination of education, policing, and penalties resulted in fewer issues that we had to address.		and effective teaching and provide the learning resources students need to succeed.	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.	instructional technology needs including facilities, equipment, and training and meet these needs or incorporate into future plans.
5. Improve IT security	Protect critical resources by implementing Firewall technology	Reduced access between segmented areas with servers in the most protected zone. Will conduct testing.	Many new information security measures have been adopted including an IT policy manual, several firewalls, and the hardening of servers. We successfully passed a third-party information security verification company onsite review of systems and policies and a remote scan of our network.		5.		