**UNIT:** Technology Services (Brian Mudd, Associate Director)

**MISSION:**
The mission of Technology Services is to provide access, support, development, and training to faculty, students, and staff to support a converged network of data, voice, video, and wireless technologies.

<table>
<thead>
<tr>
<th>2012-16 USFSM STRATEGIC PLAN GOALS:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>GOAL 1 ACCESS:</strong> Expand access to a University education that benefits students and the local, national, and global community. (Aligns with USF System Goals 1,2,3,4,5; State University System of Florida Goals 2,3)</td>
</tr>
<tr>
<td><strong>Teaching &amp; Learning</strong></td>
</tr>
<tr>
<td>(1a.) Expand academic programs in distinctive areas related to the Suncoast’s needs and strengths and across disciplines, when feasible, including the ability for students to complete the full four-year bachelor's degree.</td>
</tr>
<tr>
<td><strong>Scholarship, Research, and Innovation</strong></td>
</tr>
<tr>
<td>(1b.) Promote innovative scholarship and community-engaged research.</td>
</tr>
<tr>
<td>(1c.) Seek <strong>external funding</strong> from public grants, private foundations, and individual donors.</td>
</tr>
<tr>
<td><strong>Public Service &amp; Community Engagement</strong></td>
</tr>
<tr>
<td>(1d.) Partner with a variety of organizations and stakeholders, including the USF System.</td>
</tr>
<tr>
<td>(1e.) Build a University living and learning community, including residence halls, academic buildings, and student life facilities.</td>
</tr>
</tbody>
</table>

**GOAL 2 SUCCESS:** Enhance success of student outcomes, faculty productivity, and community impact (Aligns with USF System Goals 1,2,4,5; State University System of Florida Goals 1,2).

| **Teaching & Learning** |
| (2a.) Produce continuous improvement in student outcome measures, including retention and graduation rates and student career results. |
| (2b.) Earn professional accreditation and recognition, including AACSB and NCATE. |
| **Scholarship, Research, and Innovation** |
| (2c.) Track and promote faculty-developed measures of scholarship. |
| (2d.) Identify student success predictors. |
| **Public Service & Community Engagement** |
| (2e.) Earn recognition as a Carnegie Community-Engaged University. |
| (2f.) Track and share the value of the University’s and graduates' economic and societal contributions. |
### Unit Goals:

1. Maintain and enhance the technology infrastructure and use on campus and at off-campus sites.
2. Deliver technology training to faculty, staff, and students.
3. Ensure updated training for staff in Technology Services.
4. Collaborate with USF Tampa campus on technology projects.

### OUTCOMES

<table>
<thead>
<tr>
<th>OUTCOMES</th>
<th>Unit Goals</th>
<th>Means of Assessing Outcomes</th>
<th>Assessment Data</th>
<th>Plan Resulting from Analysis of Assessment</th>
<th>Vice Chancellor’s Response (Dr. Terry Osborn)</th>
</tr>
</thead>
</table>
| Outcome 1. Technology infrastructure priorities for USFSM installed on campus at off-campus sites. | 1, 2 | List of technology infrastructure installations in 2014-15. | • Five Lecture Capture Classrooms Installed  
• SAN upgrade (in process)  
• Core Router backup (Arrived)  
• Partial IDF Cisco switch replacement upgrade ordered  
• New Data Domain backup servers in both Sarasota and Winter Haven [Jan. 2015]  
• The Dell Mediasite servers were also installed in the datacenter [August 2015] | Conduct student / faculty feedback surveys.  
Analyze back-up system alerts [post-install]  
Install, test ASAP  
Identify other switches at EOF for replacement  
System routinely backs up all USFSM data every 24 hours since install  
Monitor usage stats and explore need for mobile or add’l recorders/unit(s) | Continue remediating as appropriate. Develop plan for future upgrades including necessary resources. |
### Outcome 2. Successful partnering with USF System-wide technology initiatives.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Number of staff attending training in Tampa.</td>
</tr>
<tr>
<td></td>
<td>USF Tampa, USF St Pete, USFSM North Port and New College were invited to Digital Systems Training on the USFSM campus.</td>
</tr>
<tr>
<td></td>
<td>Webinar training on the USFSM campus.</td>
</tr>
<tr>
<td></td>
<td>One staff is attending Comptia Security Training.</td>
</tr>
<tr>
<td></td>
<td>Two staff attended Tech Summit in Orlando with two from USF-Tampa.</td>
</tr>
<tr>
<td></td>
<td>Three Technology Services employees will be attending Info-Com for multiple days. Two E-Learning employees will be attending Info-Com for 1 day [June 2015].</td>
</tr>
<tr>
<td></td>
<td>Survey staff to value of onsite training. Monitor cont’d phase-in of USB-C, HD Displays, and collaborative, “active” learning systems.</td>
</tr>
<tr>
<td></td>
<td>Request completed certification; survey staff of value / eval of sessions.</td>
</tr>
<tr>
<td></td>
<td>Survey staff of value / eval of sessions.</td>
</tr>
</tbody>
</table>

Professional development needs to be an ongoing objective of this area.

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### Outcome 3. Student satisfaction with Technology Services.

<table>
<thead>
<tr>
<th>Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1, 2</td>
<td>The USFSM Student Satisfactory Survey administered each spring has two questions regarding students’ satisfaction with computer equipment and computer services/support. Goal of 80% of students indicating satisfactory or higher rating.</td>
</tr>
<tr>
<td></td>
<td>Work with IR on a Tech Services Survey.</td>
</tr>
</tbody>
</table>

#### SG Student Satisfaction Survey -Spring 2015

<table>
<thead>
<tr>
<th>USFSM Student Satisfaction Survey - Spring 2015</th>
<th>Computer Equipment (N=158)</th>
<th>Computer Services/ Support (N=158)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Very Dissatisfied</td>
<td>5%</td>
<td>3%</td>
</tr>
<tr>
<td>Dissatisfied</td>
<td>8%</td>
<td>2%</td>
</tr>
<tr>
<td>Neutral</td>
<td>16%</td>
<td>21%</td>
</tr>
<tr>
<td>Satisfied</td>
<td>42%</td>
<td>40%</td>
</tr>
<tr>
<td>Very Satisfied</td>
<td>28%</td>
<td>35%</td>
</tr>
</tbody>
</table>

Response Total (Very Satisfied + Satisfied)

<table>
<thead>
<tr>
<th>Spring 2015 Total</th>
<th>71%</th>
<th>75%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Spring 2014 Total</td>
<td>78%</td>
<td>75%</td>
</tr>
</tbody>
</table>

Increase student satisfaction to 80% for next Academic Year for both equipment and support needs. Re-issue IR survey to students in Fall 2015. Baseline data is good. It may be beneficial to explore expectations so that reasons for suboptimal satisfaction be examined.
<table>
<thead>
<tr>
<th>Outcome 4. Faculty/Staff satisfaction with Technology Services</th>
<th>1</th>
<th>Work with IR on a Tech Services survey. Faculty/Staff responded to in-depth Technology Services Survey [Feb. 2015]</th>
<th><strong>Facility/Staff Satisfaction Survey-Spring 2015</strong></th>
<th>Ditto.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>USFSM Faculty/Staff Satisfaction Survey-Spring 2015</td>
<td><strong>Very Dissatisfied</strong></td>
<td><strong>Dissatisfied</strong></td>
</tr>
<tr>
<td></td>
<td>Ability to Speak to a Person (N=190)</td>
<td>3%</td>
<td>5%</td>
<td>48%</td>
</tr>
<tr>
<td></td>
<td>Timeliness Initial Response to Inquiry (N=190)</td>
<td>3%</td>
<td>8%</td>
<td>49%</td>
</tr>
<tr>
<td></td>
<td>Turnaround time to resolve problem (N=190)</td>
<td>2%</td>
<td>13%</td>
<td>47%</td>
</tr>
<tr>
<td></td>
<td>Professional (N=190)</td>
<td>1%</td>
<td>5%</td>
<td>48%</td>
</tr>
<tr>
<td></td>
<td>Ability to solve problems (N=190)</td>
<td>2%</td>
<td>11%</td>
<td>43%</td>
</tr>
<tr>
<td></td>
<td>Overall Satisfaction (N=190)</td>
<td>1%</td>
<td>8%</td>
<td>52%</td>
</tr>
<tr>
<td><strong>Outcome 5. Improve communications on campus for Technology Service initiatives.</strong></td>
<td>1</td>
<td>CIO attend department meetings across campus. Establish a faculty/staff technology advisory committee.</td>
<td>• Regularly attended Sr. Leadership meetings at USFSM • Attended UTSB meetings in Tampa • In Process for 2015-16</td>
<td>Excellent work in communication. Nominate potential committee members to Dr. Brianna Reck</td>
</tr>
</tbody>
</table>
Chancellor’s Response (Dr. Sandra Stone): Keeping on top of technology needs is a never-ending struggle, and I believe the Tech Services staff are doing a good job trying to stay on top of needs/demands given our existing resources. Continue working with Tech Services in Tampa to see how we can maximize use of shared resources, including professional development opportunities. Good job prioritizing needs, and we will continue to work on getting additional resources.

7/7/2015