



COLUMBUS STATE
UNIVERSITY

Computer Information and Networking Services

Institutional Purpose

Mission Statement:

Columbus State University will serve the educational needs of a diverse region by providing a mixture of liberal arts and professional programs leading to associate, baccalaureate, and graduate degrees. The university will also serve transfer and transient students as well as those seeking certification and licensure. The university will maintain a strong core of general education as the foundation of all its academic programs. The university, through University College, will provide a student-centered developmental program for those students who are unprepared for the rigors of college work. The university will serve the educational, cultural, and economic needs of its region by providing credit and non-credit outreach programs. In all these endeavors, the college will strive to meet the needs of previously underserved populations in its service area.

Program Intended

Outcomes:

1. Provide access to current computer hardware for students, faculty, and staff
2. Maintain current operating system and application software for access by campus computers.
3. Provide robust campus networking infrastructure and access to the Internet.

Assessment Method and

Criteria:

- 1a. CINS Student Survey (Question 2).
- 1b. CSU Student Academic Support Services Survey (Question 37).
- 1c. Information Technology Level 2 Strategic Plan.
- 2a. CINS Student Survey (Question 3).
- 2b. CSU Student Academic Support Services Survey (Question 38).
- 2c. Information Technology Level 2 Strategic Plan.
- 3a. CSU Student Academic Support Services Survey (Question 42).
- 3b. Information Technology Level 2 Strategic Plan.

Assessment Results:

- 1a. 96% Agreed In Fall 2003
- 1b. 90% SA/A computer hardware in labs is adequate for 2003.
- 1c. Accomplishments include lab and classroom PC/printer replacement, increased paper allotment for students.
- 2a. 95% Agreed in Fall 2003
- 2b. 90% SA/A computer software provided in labs is adequate for 2003.
- 2c. CINS now supporting Windows 2000/XP and MS Office XP.
- 3a. 93% SA/A for computer network and Internet access are adequate for 2003.
- 3b. Added/replaced technology in several classrooms and upgraded several Ethernet switches

Use of Results:

Work hard to assure modern equipment is available. Use an aggressive trickle-down approach to deploy PCs.

Surveys of students, faculty and staff and direct input from faculty help CINS prioritize the acquisition of software.

Surveys, direct input from faculty, and strategic planning process allow CINS to address infrastructure needs. Plans for major upgrade are being developed.

<u>Institutional Goals</u>	<u>Program Intended Outcomes:</u>	<u>Assessment Method and Criteria:</u>	<u>Assessment Results:</u>	<u>Use of Results:</u>
<p>The following CSU goals apply directly to the mission and goals of Computer Information and Networking Services:</p> <p>Goal 1: To organize all activities, including program design and delivery, evaluation and reward systems upon the principle of genuine concern for the education of students, their social and intellectual growth, and a demonstrated willingness of all personnel to become involved in that growth.</p> <p>Goal 2: To implement plans aggressively that will ensure a comprehensive enrollment model appropriate to our mission.</p> <p>Goal 3: To support select mission areas that will strengthen Columbus State University as a distinguished academic institution.</p> <p>Goal 6: To develop and implement a comprehensive master plan for the acquisition, use, and maintenance of technology instruction and university operations.</p> <p>Goal 7: To maintain and enhance a well-designed, functional, and attractive campus to support the educational and administrative needs of the university.</p>	<p>4. Provide good tools for electronic communication.</p> <p>5. Provide training and support services to help faculty, staff, and students develop an understanding of personal computer operating systems, application software, and information retrieval tools.</p> <p>6. Provide support for and enhancements to all administrative systems supporting our campus.</p> <p>7. Coordinate with other providers of technology on campus to assure bet use of resources.</p>	<p>4a. CSU Student Academic Support Services Survey (Question 41).</p> <p>5a. CINS Student Survey (Question 7).</p> <p>5b. Information Technology Level 2 Strategic Plan.</p> <p>5c. Faculty/Staff Software Training Assessment.</p> <p>6a. Information Technology Level 2 Strategic Plan.</p> <p>7a. Information Technology Level 2 Strategic Plan.</p>	<p>4a. 90% SA/A campus electronic mail system meets needs for 2003.</p> <p>5a. Continued to improve student help desk and written info about use of hardware/software. 92% agreed instructions are adequate in Fall 2003.</p> <p>5b. Many faculty/staff participated in CINS software training. Focus for students was on developing instructions.</p> <p>5c. CINS training offerings for faculty/staff are based on assessment survey each term.</p> <p>6a. Completed Banner 5 upgrade. Implemented Ad Astra Schedule. Installed Sun H/W & test Luminis Portal S/W. Completed Budget Access System.</p> <p>7a. Worked w/ITS & PO to better coordinate all technology resources on campus.</p>	<p>Implementing Web-based email and calendaring systems as part of Luminis Portal project.</p> <p>Surveys/direct input from faculty/students help us improve our instructions.</p> <p>Direct input from students guided the development of our instructions and frequently asked questions.</p> <p>Faculty/staff surveys help CINS develop training schedules.</p> <p>Input from Admin Tech Util. Committee and individual staff and faculty guide CINS development and enhancement priorities.</p> <p>Always look for ways to share technology.</p>