

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: COBA Computing Center Date 1/22/04

Person Completing the Information Cengiz Capan Email capan@unt.edu

Head of the Unit: Same as above Email _____

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. Name of assessment method or tool
2. If the method/tool is copyrighted, provide the name of the company who "owns" the tool.
3. Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

Signature of Person Completing the Form:

_____ Date _____

Signature of Unit Head after Reviewing the Form:

_____ Date _____

Assessment of Non-Academic Outcomes for the
College Of Business Administration Computing Center
Fall 2003 and Spring 2004

I. Mission of the COBA Computing Center

The mission of the *COBA Computing Center* is to provide effective, shared **computing, networking, and learning technology services** in support of the academic mission of the College of Business Administration at the University of North Texas.

The function of the **COBA Computing Services** is to provide state-of-the-art desktop computers with required software for faculty, staff, and students. A critical mission of this function is continuing to upgrade all of *COBA's* 530 standard computers with current hardware and software every two to three years.

The function of the **COBA Networking Services** is to provide appropriate and effective data communications and networking-related services that should be shared for maximum benefit of all functions of the college (academic and administrative). A critical mission of this group is the continuing, appropriate development and effective support of the college data communications and networking infrastructure.

The function of the **COBA Learning Technology Services** is to provide high-level computer and projection support in the *COBA* classrooms. A critical mission of this function is to provide state-of-the-art hardware and software in each classroom.

The function of the **COBA Technical Support** is to provide immediate technical support for students, faculty, and staff when they have any technical problems while using computing, networking, or learning technology services. A critical mission of this function is to provide immediate, courteous, and expert technical support.

The *COBA Computing Center's* mission is to be accomplished in open cooperation and partnership with its customers, other university computer and data communication service providers, and the *COBA High Technology Committee*. The *COBA High Technology Committee* and the *COBA Executive Committee* will guide strategic direction and key services development.

Statement about how the COBA Computing Center mission relates to the university's mission:

The University Mission Statement includes the following statements:

- achieves high-quality instruction, scholarship and service by:
 - fostering excellence and innovation in teaching and learning;
 - supporting research and creative activities that expand knowledge, strengthen undergraduate and graduate programs, and promote the application of knowledge for the benefit of society;
- stresses understanding and appreciation of the historical, intellectual, technological, scientific and cultural nature of the search for knowledge;
- enhances access to higher education through the use of emerging information and telecommunication technologies.

The COBA Computing Center continues to encourage and support the faculty, students, and staff in the use of technology in as many varied and creative ways as possible to achieve high-quality instruction, scholarship and service through the use of emerging information and telecommunication technologies. The COBA Computing Center enables excellence and innovation in research, teaching, and learning by making the current and reliable computing and networking infrastructures available to faculty and students.

II. Previous Evaluation of the COBA Computing Center

The previous evaluation of the COBA Computing Center was during the reaccreditation peer review process by the AACSB—the International Association for Management Education. On November 1998, this peer review team recommended our college for reaffirmation of accreditation in all degree programs in business. They listed the availability of extensive computing and technology support as our number one strength. This team of five Business Deans wrote, in their cover letter "The College is doing an excellent job of acquiring and managing its instructional resources."

Their report included the following statements on instructional resources, facilities, and technology:

- Excellent job acquiring and managing its instructional resources (page 5)
- Facilities are adequate and available computing resources and technology support are exceptional (page 5)
- Both students and faculty have good access to library and computing support as well as appropriate data bases (page 5)
- The level of staff support is generally adequate (page 5)
- Specific recommendation #4 (page 10): Continue to receive funding from the Higher Education Assistance Funds and student fees which allow the College to maintain its leadership in instructional technology.

III. Statement of Expected Outcomes

- 1. Planning:** Continue to work with the COBA Computer and High Technology Committee (CHTC), department chairs, and deans to provide direct planning services for the instructional, research, and administrative requirements of the departments and the college.
- 2. Service:** Continue to provide quality technical support to users of the College of Business Administration (COBA) Computing Center (CC) by the existing Remedy work order system and to monitor user satisfaction.
- 3. Computer Labs:** Continue to provide and enhance specialized college computer labs to satisfy growth and expansion needs.
- 4. Classrooms:** Continue to work with the university Classroom Support Services to support COBA faculty and student classroom computer-based presentations and instructions.
- 5. Client/Server Platform:** Continue support for the BCIS department's client/server platform and mainframe application development environment on the application servers and workstations and provide a "mainframe" environment on the COBA local area network (LAN) and lab workstations.

6. Electronic Library: Continue to work with the university library to expand and improve the existing electronic library services.

7. Network: Continue to work with the university computing center to provide quality network support for access to university and college computing facilities, libraries, and other Internet services.

8. Security: Develop a plan and conduct an audit of network security and update the existing disaster recovery plan.

IV. Measuring Expected Outcomes

1. Planning: Survey of the COBA Computer and High Technology Committee, department chairs, and deans to assess the planning efforts. Since the planning is tied to our budget, the survey will be done during each summer before the following year budget and planning process start date of September 1.

2. Service: Survey of the COBA faculty, students, and staff to assess the services provided by the COBA Computing Center. Faculty and staff will be asked to complete an online evaluation form on the Remedy work order system after each service call. Students will be asked to complete an online evaluation form on the COBA Computing Center Web site throughout the semester.

3. Computer Labs: Survey of the COBA faculty and students to assess the effectiveness of the specialized college computer labs. Faculty will be asked for their hardware and software needs in the labs one month prior to the beginning of each semester and they will be asked to fill an evaluation form one month after each semester start. Students will be asked to complete an online evaluation form on the COBA Computing Center Web site through out the semester.

4. Classrooms: At the end of each semester, faculty will be asked to fill out an evaluation form about the classroom support. Students will be asked to complete an online evaluation form on the COBA Computing Center Web site throughout the semester.

5. Client/Server Platform: At the end of each semester, the BCIS faculty will be asked to fill out an evaluation form about the efforts to support the BCIS department's client/server platform and mainframe application development environment on the COBA application servers and workstations.

6. Electronic Library: At the end of each semester, faculty will be asked to fill out an evaluation form about the electronic library support. Students will be asked to complete an online evaluation form on the COBA Computing Center Web site throughout the semester.

7. Network: At the end of each semester, faculty will be asked to fill out an evaluation form about the electronic library support. Students will be asked to complete an online evaluation form on the COBA Computing Center Web site throughout the semester.

8. Security: During each summer, a survey of the COBA Computer and High Technology Committee, department chairs, and deans will be completed to assess the security and disaster recovery plan.

V. Use of Assessment Results

The results of the assessment described in IV above are the evidence of what our users (faculty, students, and staff) think of how well we achieved our objectives in each area.

Step 1 - We will review the data soon after it is received, while it is fresh, to interpret and make decisions. This will be done during staff meetings and the COBA High Technology Committee meetings. We will document any decisions made during the review of the data, even if the implementation is not going to happen for a while.

Step 2 - Improving the instrument to avoid "bad data" or lack of data. During the interpretation and decision making, if we find that the data gathered was not what we needed to make a good decision, we will redesign the questions and the survey instrument. This will be an ongoing process.

Step 3 - After the review of the data, we will make decisions to stay the same, make changes, watch for patterns, or ask users to provide more data. The most important decisions on this list will be the ones where we need to make changes.

Step 4 - We will close the assessment loop by an impact report demonstrating how our unit used information gathered during the assessment to make important decisions regarding our support areas. This report will include the most recent version of our mission, objectives, outcomes, and methods, then a summary of the data from which the observations came, and the ensuing decisions.

Step 5 - The Assessment Impact Report will be reviewed by the COBA High Technology Committee and the feedback will be provided to our department and the Executive Committee of the College.

Step 6 - Decisions will be made, if necessary, to change the mission, objectives, or outcomes for our department with the help of the COBA High Technology Committee and the Executive Committee.

VI. Changes Made Based on Assessment Results

We have not made any changes based on assessment results, but we have followed the assessment recommendations and decisions to improve every aspect of our operation. We continue to do an excellent job of; 1) acquiring and managing our instructional resources, 2) providing exceptional technology support, 3) providing great access to library resources as well as research data bases, and 4) continuing to receive funding from the Higher Education Assistance Funds and student fees to maintain our leadership in instructional technology.