

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

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Unit: Classroom Support Services Date: January 30, 2004

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- I. Mission:** Classroom Support Services (CSS) is funded by the student Technology Use Fee to provide and maintain the audio-visual equipment in UNT's general-purpose (type "110") classrooms on the Denton campus.

Our department mission directly supports the university's mission in that classroom equipment is used by instructors to enhance student learning.

To this end, our primary responsibilities/activities are:

1. **Standard Equipment:** Install & maintain standard instructional equipment in general-purpose classrooms
2. **Security:** Secure equipment & help to lock classrooms
3. **Assistance:** Provide assistance to instructors in use of classroom equipment
4. **Environment:** Provide classroom environmental reports to Physical Plant

- II. Previous Evaluations of the Unit:** CSS has been assessing most of the measures described in III for the past five years. Our primary method of assessment relies on record counts generated from our departmental work order system.

Changes we have made, as a result of this ongoing assessment, have included:

1. Standard equipment:
  - i. Classroom computers added as standard equipment.
  - ii. Budget for labor has decreased as initial equipment installations are accomplished. This has freed funds to be used instead for increasing projector and computer upgrades.
  - iii. Morning and evening checks of all classroom computers.
  - iv. Development of *CSS Remote*, which actively sends operating statistics from every classroom and eliminates the need for a separate (and easily misplaced) remote.
  - v. Secure installation of computer operating system and application software.
  - vi. Frequent (approximately every 48 hours) re-imaging of classroom computer hard drives.
  - vii. Discontinued support of older, non-standard equipment, and deployment of this equipment to various academic departments.
2. Security

- i. Development of CSS *Pinger*, a network-based system that alerts CSS staff when equipment is not reachable via the network.
  - ii. Development of CSS *Classroom Monitor*, a software module that succinctly displays the operating status of all “110” classrooms.
  - iii. Installation of two types of security screws in equipment racks and projector mounts.
- 3. Assistance
  - i. Participation in annual Faculty Fair and other new faculty orientations.
  - ii. Development of departmental website.
- 4. Environment
  - i. Development of environmental reports for Physical Plant.

**III. Statement of Expected Outcomes:** The following expected outcomes applied to the previous fiscal year (2002-2003):

1. Complete 5-year project to install standard equipment in all of the Denton campus “110” classrooms.
2. Upgrade all classroom computers (motherboard, dual video adapter, software)
3. Equipment operational in each classroom by the time of that room’s the first class each day. (Standard Equipment)
4. No theft or loss of classroom equipment. (Security)
5. All “110” classrooms inspected for environmental issues at least once every 30 days. (Environmental)
6. Average response time of 5 minutes or less to all requests for assistance. (Assistance)

The following expected outcomes are proposed for the current fiscal year (2003-2004):

1. Install standard equipment in 7 new classrooms at Research Park by deadline specified. (Standard Equipment)
2. Replace 1/3 of all projectors with newer models. (Standard Equipment)
3. Equipment operational in each classroom by 8:00 am each class day. (Standard Equipment)
4. No theft or loss of classroom equipment. (Security)
5. All “110” classrooms inspected for environmental problems at least once every 30 days. (Environmental)
6. Average response time of 5 minutes or less to all requests for assistance. (Assistance)

Each of these expected outcomes is focused on the installation and maintenance of classroom equipment, directly impacting student learning at UNT.

**IV. Measuring Expected Outcomes:** Our primary method of assessment relies on record counts generated from our departmental work order system. This system enables us to count the number of fully-equipped “110” classrooms (EO #1), provides a breakdown of projector types (EO #2), counts of missing/stolen equipment (EO #4), and counts of environmental reports (EO #5).

- V. **Use of Assessment Results:** All departmental staff members utilize our departmental work order system on a daily basis, and outcome information is frequently monitored. In some cases, particular staff members have a primary responsibility to ensure that we meet specific outcomes. For example, one of our coordinators ensures that all classrooms are inspected every 30 days.

As we meet our expected outcomes, we are providing dependable equipment and support for instructors in classroom equipment use as they teach. Use of this technology helps to improve student learning. In addition, instructors are freed from the tedious chores related to transporting and configuring instructional equipment, so that they can focus more directly on teaching and research.

- VI. **Changes made based on Assessment Results:** Please see II for changes. Expected outcomes have changed slightly as we have accomplished our major project of equipping all classrooms with standard equipment.

**Signature of Person Completing the Form:**

\_\_\_\_\_ Date \_\_\_\_\_

**Signature of Unit Head after Reviewing the Form:**

\_\_\_\_\_ Date \_\_\_\_\_