

PROGRAM ASSESSMENT

INSTITUTIONAL EFFECTIVENESS COMMITTEE
APRIL, 2008

PROGRAM: Information Technology

The Institutional Effectiveness Committee (IEC) reviewed Annual Planning information and Program Effectiveness Report information documented in the Planning and Evaluation Dashboard (PED) system at its April 7, 2008 meeting.

Information Technology (IT) has 50 objectives identified in the PED system's Annual Plans that it has worked on over the past two years. There are work log entries for these objectives and most have been completed. These plans reflect the consolidation of Troy University's information technology system as part of the completion of the One Great University plan, and include plans and accomplishments in support of University College sites, as well as the four Alabama campuses.

The IEC found that Information Technology has a clear statement of its Mission and its relation to the mission of Troy University in the Dashboard Program Effectiveness Report. IT also has well defined expected outcomes based on system uptime, end-user training results, budgets, and user satisfaction measured in surveys. Evidence was clearly provided that indicated success in accomplishing all of the expected outcomes.

The IEC found the Information Technology organization to be highly effective in accomplishing their planning goals, in providing constant reliable service to faculty, staff, and students around the world, in providing training programs to users, and in user satisfaction with the help desk and other IT services.

This report was prepared by Dr. John R. Dew on behalf of the Institutional Effectiveness Committee on April 11, 2008.

Attachments: Print out of IT College/Division Annual Plans from Dashboard on March 17, 2008 and print out of Program Effectiveness Report from Dashboard made on March 17, 2008.