

# **Administrative and Educational Support Report**

**Division of Information Technology**

**Annual Action Plan  
Annual Assessment Report**

**June 2004 – May 2005**



**Annual Action Plan: June 1, 2004–May 31, 2005**

**Unit:** Information Technology

**UTPA Mission:** The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

**Division:** Information Technology     **Unit Head:** Gary Wiggins

**Unit Mission:** Provide reliable, integrated, innovative, and contemporary information and technology services to support teaching, learning, research, and public service

<b>Unit Goal:</b>	Improve software services to the university.
<b>Link to UTPA Goal(s):</b>	3. Improve organizational effectiveness.

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY05
Modernize administrative software. (1)	7	Oracle Project fully implemented	<ul style="list-style-type: none"> <li>Involve stakeholders</li> <li>Improve professional services</li> <li>Define objectives fully</li> </ul>	Survey of stakeholders and interviews with participants in the project	Project management



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Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Modernize administrative software	7	Implement the Oracle Project	Survey of stakeholders and interviews with participants in the project	Significant dissatisfaction was expressed in the surveys, and the interviews revealed a number of cases where required earlier steps in the management of the project had not been completed or attempted.	The management of the project was given to a new project manager, and the project was redirected to define its objectives clearly and fill in the gaps in the prior steps