

Administrative and Educational Support Report

Division of Information Technology

**Annual Action Plan
Annual Assessment Report**

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

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

Unit Goal:	Modernize administrative software
Link to UTPA Goal(s):	3. Improve UTPA’s 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 FY06
Modernize administrative software (1)	7	Oracle Project fully implemented	<ul style="list-style-type: none"> Involve stakeholders Improve professional services Define objectives fully 	Survey of stakeholders and interviews with participants in the project	Project management
Use technology effectively in support of teaching and learning (2)	7	Add 30 technology classrooms	Acquire and install equipment, bring it into production	Usage and review of satisfaction	Equipment
Complete a campus wireless network in FY 2006 (3)	7	Have a completely lit campus	Engineer and then implement	Measurement of usage and coverage	Equipment



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Modernize administrative software (1)	7	Oracle Project fully implemented	Survey of stakeholders and interviews with participants in the project	There was dissatisfaction with the professional services that had been provided. There was an opinion that the degree of planned automation in HR was inadequate.	Hire new professional services partners. Re-do parts of the project that were unsuccessful in the first iteration. Intervention to increase automation in HR processes. The project is scheduled for go live in FY 2007.
Use technology effectively in support of	7	Add 30 technology classrooms	Usage and review of satisfaction	Classrooms were brought into production	No change necessary

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teaching and learning (2)				on schedule and used effectively by faculty and students	
Complete a campus wireless network in FY 2006 (3)	7	Have a completely lit campus	Measurement of usage and coverage	Coverage met the planned specs. Usage over 2000 people.	Add new access points based on coverage holes and added dorms.