

# **Administrative and Educational Support Report**

## **Information Systems Services**

### **Annual Action Plan Annual Assessment Report**

**June 2006 – May 2007**



**Annual Action Plan: June 1, 2006–May 31, 2007**

**Unit:** Information Systems Services

**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:** Roy Trevino

**Unit Mission:** To maintain administrative systems so that these systems function properly and are updated in a timely manner so as to meet the business needs of the university. To provide technical assistance in aiding the university to select new administrative systems, enhance current systems, and problem resolution.

**University Goal:** Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Division Objective:** Deliver Internet services to students.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Provide Internet self-service based student information systems. (1)	Apply maintenance updates (TOS's) as required to Voice, Web, and Kiosk student self-service systems.	Update the version of the software ensuring that it is up to date on a continuous basis.	Check the number of TOS's applied and ensure that the last one applied in May of 2007 is the most current version available.	Completion dependent on whether resources are reallocated to the Banner Project.

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**University Goal:**

Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Division Objective:**

Support students in administrative and retention activities.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Enhance on-line degree audit. (2)	Work with Office of the Registrar to expand use of On-Line Degree Audit system	Deploy the On-Line Degree Audit system to academic offices.	Evaluate the number of academic offices using the On-Line Degree Audit system in May of 2007 versus the zero offices using it prior to implementation.	Completion dependent on Banner Project.
Provide faculty and advisors with more timely information about student progress. (3)	Work with Advisement Offices to determine reports which would provide timely information on student progress.	Develop the reports as requested by the Advisement Office.	Ensure that the number and type of reports developed match the requests from the Advisement Office.	Completion dependent on Banner Project.
Provide retention office with timely information and adequate technology. (4)	Work with Retention Office to determine additional reports to provide timely information.	Develop the reports as requested by the Retention Office.	Ensure that the number and type of reports developed match the requests from the Retention Office.	Completion dependent on Banner Project

**University Goal:**

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

**Division Objective:**

Deliver basic services effectively and efficiently.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Develop standards using Oracle software. (5)	Develop Lifecycle for Development in Oracle	Develop the lifecycle for project development that	Have the lifecycle in place by May of 2007	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	environment.	meets the customer requirements.		
	Re-organize Financials and HRMS Development staff into one team.	Reorganize the multiple teams into a single team.	Ensure that the reorganized team is in place by January of 2007	None.
Secure existing software systems. (6)	Secure Kiosk workstations and Voice and Web Servers.	Place the six Kiosks in secure subnet (network).	All six kiosks are in secure subnet by May of 2007.	None.
		Encrypt the temporary files on the six kiosks/servers which may contain sensitive data.	The temporary files that contain sensitive data on the six kiosks are encrypted by May of 2007.	None.
		Upgrade Voice servers to Windows 2000 Operating System – All voices systems function properly.	Test Voice software and ensure working properly on all Windows 2000 systems by May of 2007.	None.
	Use secure method to transport interface files containing sensitive data	Review all interface files for sensitive data.	Completed review of all interface files by May of 2007.	None.
		Develop a secure method to transport files with sensitive data used.	Secure FTP and/or encrypted files for transport will be in use by May of 2007.	None.
Develop/Enhance systems to add functionality to university departments. (7)	Develop Report Tracking System to monitor and track official university reports.	Develop a Report Tracking System.	System developed and used by responsible offices and reviewed by President's Office by May of 2007.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Upgrade interface between WebCT and SIS.	Install and test functionality of the LDI system.	Install interface LDI w/ Center for Distance Learning by May of 2007.	None.
	CONNX Upgrade.	Upgrade the CONNX software from version 8 to version 10.	Upgrade CONNX software from Version 8 to 10 by May of 2007.	None.
	Interface R25 and CONNX	Install the CONNX interface.	Install R25/CONNX Interface by May of 2007.	None.
	Enhance SIS System.	Charge tuition and Fees for Excess Credit Hours taken by student.	Programs have been modified to complete the enhancement by May of 2007.	None.
		Generate reports interfacing the Student ID Card System and SIS.	Reports have been developed interfacing the systems by May of 2007.	None.
	Conduct program review.	Review is complete. Recommendations for improvement implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Program review report completed by FY07 Annual Assessment Report and recommendations implemented or included in <del>or</del> FY08 Annual Action Plan.	None.



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**Division:** Information Technology     **Unit Head:** Isabel Infante

**Unit Mission:** To maintain administrative systems so that these systems function properly and are updated in a timely manner so as to meet the business needs of the university. To provide technical assistance in aiding the university to select new administrative systems, enhance current systems, and problem resolution.

**University Goal:** Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

**Division Objective:** Deliver Internet services to students.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Provide Internet self-service based student information systems. (1)	Update the version of the software ensuring that it is up to date on a continuous basis.	Check the number of TOS's applied and ensure that the last one applied in May of 2007 is the most current version available.		Dependent on Banner Project

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<b>University Goal:</b>	Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.
<b>Division Objective:</b>	Support students in administrative and retention activities.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Enhance on-line degree audit. (2)	Deploy the On-Line Degree Audit system to academic offices.	Evaluate the number of academic offices using the On-Line Degree Audit system in May of 2007 versus the zero offices using it prior to implementation.		Dependent on Banner Project
Provide faculty and advisors with more timely information about student progress. (3)	Develop the reports as requested by the Advisement Office.	Ensure that the number and type of reports developed match the requests from the Advisement Office.		Dependent on Banner Project
Provide retention office with timely information and adequate technology. (4)	Develop the reports as requested by the Retention Office.	Ensure that the number and type of reports developed match the requests from the Retention Office.		Dependent on Banner Project

<b>University Goal:</b>	Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.
<b>Division Objective:</b>	Deliver basic services effectively and efficiently.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Develop standards using Oracle software. (5)	Develop the lifecycle for project development that meets the customer	Have the lifecycle in place by May of 2007		Lack of Resources made it not possible by May 2007.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
	requirements.			
	Reorganize the multiple teams into a single team.	Ensure that the reorganized team is in place by January of 2007		Dependent on completion of Banner Project.
Secure existing software systems. (6)	Place the six Kiosks in secure subnet (network).	All six kiosks are in secure subnet by May of 2007.		Moved over the remaining kiosks over to the secure .22 subnet. Worked with Ramon Hermida to restrict only certain servers from having access to and from the kiosks.
	Encrypt the temporary files on the six kiosks/servers which may contain sensitive data.	The temporary files that contain sensitive data on the six kiosks are encrypted by May of 2007.		Removed old debug/log files from the kiosks which may have contained any sensitive data.
	Upgrade Voice servers to Windows 2000 Operating System – All voices systems function properly.	Test Voice software and ensure working properly on all Windows 2000 systems by May of 2007.		We were in the process of testing the upgraded voice software last year when the decision was made to discontinue voice services.
	Review all interface files for sensitive data.	Completed review of all interface files by May of 2007.		Still pending
	Develop a secure method to transport files with sensitive data used.	Secure FTP and/or encrypted files for transport will be in use by May of 2007.		SFTP replaced the FTP processes for transporting data.
Develop/Enhance systems to add functionality to university departments. (7)	Develop a Report Tracking System.	System developed and used by responsible offices and reviewed by President's Office by May of 2007.		The report tracking system has been in place and use well before the May 2007 deadline.

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Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
	Install and test functionality of the LDI system.	Install interface LDI w/ Center for Distance Learning by May of 2007.		The LDI interface was installed and used by the WebCT product successfully.
	Upgrade the CONNX software from version 8 to version 10.	Upgrade CONNX software from Version 8 to 10 by May of 2007.		The CONNX upgrade had more functionality for generating and running queries.
	Install the R25 interface.	Install R25 Interface by May of 2007.		This interface allowed for change notifications to be passed to R25 for more dynamic maintenance of space changes.
	Charge tuition and Fees for Excess Credit Hours taken by student.	Programs have been modified to complete the enhancement by May of 2007.		Added logic to charge the "EC" Excess Credit Hours Fee when the AA-EXCESS-CR-HRS is a "3" or "4" for undergraduates that are not classified as "SP". The change was made to the module that calculates tuition and fees.
	Generate reports interfacing the Student ID Card System and SIS.	Reports have been developed interfacing the systems by May of 2007.		The program AB_ACID.COB was created and is scheduled to run twice a day to feed students data to the Card ID system. The program was moved into production in June 2006
	Review is complete. Recommendations for	Program review report completed by FY07 Annual Assessment		

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<b>Unit Objective</b>	<b>Measurable Outcome for Unit Objective</b>	<b>Assessment Criteria, Evaluation Methods for Measurable Outcome</b>	<b>Assessment Results (Use actual data to describe annual performance)</b>	<b>Use of Results (What change was made?)</b>
	improvement implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Report and recommendations implemented or included in <del>or</del> FY08 Annual Action Plan.		