

Administrative and Educational Support Report

Internet Services

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Internet 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: Sheshadri (Kumar) Raman

Unit Mission: Internet Services provides consistent, reliable and standards based web design and development, content management and consulting services to support the university community and the mission of The University of Texas-Pan American.

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

Division Objective: Enhance, expand and broaden options for students, faculty and staff through excellent and effective information technology solutions.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide a student, faculty & staff portal which gives a personalized view into their campus services.	Work with Campus EAI consortium to leverage their expertise in portals and use the portlet depository for initial deployment within the portal.	Students, Faculty and Staff will be able to login to this personalized portal site and have single sign on capabilities into other campus resources.	Ensure all single sign on features are working into other campus systems and key role based information is provided in the logged in view. Have a feedback form within the site to ensure customer satisfaction.	None.
Create a student/parent site which provides key information, organized in various categories, to	Work with Campus EAI for the design and technical details for this site. Collaborate with other units	Website will be made generally available to the public.	The site will serve as a one stop shop for students and parents trying to find information right from enrollment to being a successful	None.

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
answer most common questions asked by prospective or current students and parents.	on campus to populate the site with relevant, timely and updated information.		student. Site will be checked for reliability and completeness.	

University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Division Objective:

Provide infrastructure that will facilitate collaboration and growth among the research community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide ongoing development and support for web enabled software in research.	Enhance collaboration with UTA research department to develop and support the research profile application. Create custom surveys or other instruments needed by researchers.	Enhancements and bug fixes are made to the application in a timely manner and upgrades performed to the application.	Number of upgrades done and application enhancements added. Number of research instruments produced.	None.
Collaborate with other departments to provide support or consulting for their research needs.	Provide consulting in online or portal technologies as well as online multimedia and web programming to help departments accomplish their goals.	Will support departments wanting to use technologies such as streaming video, podcasting, web cams, discussion boards etc.	Document the services provided to departments wanting to achieve their web-based technology goals.	None.

University Goal:

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

Division Objective:

Lead in the delivery of technology solutions resulting in the customer's ability to do things they couldn't do before.

Annual Action Plan June 1, 2007–May 31, 2008

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Continue to provide website creation services and custom application programming to all University departments, faculty and staff.	Setup efficient channels for people requesting web services to contact us. Revamp the departmental website providing self-service guides and up to date information.	Departments requesting their web presence are provided services in a timely manner enabling them to disperse information online. Applications developed for departments are functioning as per their requirements and helps them achieve their goals.	Develop an after service survey form to evaluate, if the needs of the department were met by the service offered. Monitor all applications to ensure that they are functioning without any errors. Update status of all projects on the IT project status website.	None.
Work in conjunction with Information Security to provide a safe web computing environment.	Provide assistance as needed to evaluate web security of applications. Establish baseline security policies for application built by Internet Services.	Turnaround time for services provided for critical flaws or security holes found on the University web server or other online applications.	Document services provided and safeguards taken for such security incidents.	None.
Implement a Content Management System to have a consistent, organized and manageable web presence for the University.	Work with departments across campus and showcase the benefits of a content management system. Use Campus EAI to get guidance on how other Universities have deployed the same solution.	Departmental sites will be migrated to the CMS environment where old content can be expired automatically and new content will show up on the web only after it is authorized. Websites will have a consistent look and feel thereby branded as a UTPA site.	Internet Services will work with each Division to move the main departmental sites into the CMS. All colleges and other key sites will be in the CMS as well.	None.
Evaluate web accessibility standards and develop a strategy to test new websites for accessibility.	Engage appropriate departments to help test the accessibility of key websites.	Engage with accessibility software vendors to device a solution that will help the university be compliant on new websites.	Recommend software solutions to achieve this. Recommend appropriate training.	None.

FY08 AES Assessment Results Report

UTPA

Admin - Internet Services

Division: Division of Information Technology

Unit Head: Sheshadri (Kumar) Raman

Unit Mission: Internet Services provides consistent, reliable and standards based web design and development, content management and consulting services to support the university community and the mission of The University of Texas-Pan American.

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Internet Services - Student/Parent informational website - We will create a student/parent site which provides key information, organized in various categories, to answer most common questions asked by prospective or current students and parents.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Work with Campus EAI for the design and technical details for this site. Collaborate with other units on campus to populate the site with relevant, timely and updated information.</p>	<p>Assessment Method: The site will serve as a one stop shop for students and parents trying to find information right from enrollment to being a successful student. Site will be checked for reliability and completeness.</p> <p>Criterion for Success: Website will be made generally available to the public.</p>	<p>09/12/2008 - The informational site for the parents was not completed as we could not obtain relevant content from the units involved. We will combine this with the portal plan for next year.</p> <p>Result Type: Criterion Not Met</p> <p>Next Step: Mark Outcome as No Longer Desired</p>	<p>09/12/2008 - Although this site was not completed, the parent association has gathered some content that we can use and we will pursue it along with our student portal. The parents information will be added along with this portal.</p>
<p>Admin - Internet Services - Research support - We will provide ongoing development and support for web enabled software in research.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>End Date:</p>	<p>Assessment Method: Number of upgrades done and application enhancements added. Number of research instruments produced.</p> <p>Criterion for Success: Enhancements and bug fixes are made to the application in a timely manner and upgrades performed to the application.</p>	<p>09/12/2008 - Worked with the office of Research Administration and UT Arlington on a number of custimazations to the Knowledge and Expertise application. These changes are currently being tested before we replace the existing application.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - Will continue providing support with application enhancements to fit the business needs of the Research Office.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>08/31/2009</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Enhance collaboration with UTA research department to develop and support the research profile application. Create custom surveys or other instruments needed by researchers.</p>			
<p>Admin - Internet Services - Research collaborations - We will collaborate with other departments to provide support or consulting for their research needs.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Provide consulting in online or portal technologies as well as online multimedia and web programming to help departments accomplish their goals.</p>	<p>Assessment Method: Document the services provided to departments wanting to achieve their web-based technology goals.</p> <p>Criterion for Success: Will support departments wanting to use technologies such as streaming video, podcasting, web cams, discussion boards etc.</p>	<p>09/12/2008 - Worked with several departments to help with web based applications needed as part of a grant or other funding. Created a web based reporting interface for Workforce Solutions as part of grant for College of HSHS.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - We also provide maintenance now for applications that we create and work with departments to build this as part of their grant.</p>
<p>Admin - Internet Services - Provide web services - We will continue to provide website creation services and custom application programming to all University departments, faculty and staff.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>End Date:</p>	<p>Assessment Method: Monitor all applications to ensure that they are functioning without any errors. Update status of all projects on the IT project status website.</p> <p>Criterion for Success: Departments requesting their web presence are provided services in a timely manner enabling them to disperse information online. Applications developed for departments are functioning as per their</p>	<p>09/12/2008 - We redesigned or created over 50 sites and over 10 web applications to serve the varying needs of departments. Although surveys were not conducted, customer satisfaction was assessed by their email responses after the launch of their new websites or web applications.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - We provide maintenance of all these sites and applications as well and this has given a professional web presence to a lot of departments on campus.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>08/31/2009</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Setup efficient channels for people requesting web services to contact us.Revamp the departmental website providing selfservice guides and up to date information.</p>	<p>requirements and help them achieve their goals.</p>	<p>09/12/2008 - We redesigned or created over 50 sites and over 10 web applications to serve the varying needs of departments. Although surveys were not conducted, customer satisfaction was assessed by their email responses after the launch of their new websites or web applications.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - We provide maintenance of all these sites and applications as well and this has given a professional web presence to a lot of departments on campus.</p>
<p>Admin - Internet Services - Provide a safe computing environment - We will work in conjunction with Information Security to provide a safe web computing environment.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2009</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Provide assistance as needed to evaluate web security of applications.Establish baseline security policies for application built by Internet Services.</p>	<p>Assessment Method: Document services provided and safeguards taken for such security incidents.</p> <p>Criterion for Success: Turnaround time for services provided for critical flaws or security holes found on the University web server or other online applications.</p>	<p>09/12/2008 - Worked with information security on securing our websites from security vulnerabilities and securing old applications. Evaluated a web application firewall and made a purchase of the same that can provide proactive protection of our websites. Helped deploy a web based security training course in Blackboard.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - Ongoing maintenance of Blackboard course and setup and monitoring of the web application firewall will be added tasks.</p>
<p>Admin - Internet Services - Content Management System - We will implement a Content Management System to have a consistent, organized and manageable web presence for the University.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p>	<p>Assessment Method: Internet Services will work with each Division to move the main departmental sites into the CMS. All colleges and other key sites will be in the CMS as well.</p> <p>Criterion for Success: Departmental sites will be migrated to the CMS environment where old content can be expired automatically and new content will show up on the web only after it is</p>	<p>09/12/2008 - Migrated over 50 websites into Oracle portal Content Managemet System. Will continue doing more sites for the coming year.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - The CMS has given us the ability to have a professional look and feel for all the departments which helps enforce the UTPA brand. Makes it easy for end users to change content on websites.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>End Date: 08/31/2009</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Work with departments across campus and showcase the benefits of a content management system. Use Campus EAI to get guidance on how other Universities have deployed the same solution.</p>	<p>authorized. Websites will have a consistent look and feel thereby branded as a UTPA site.</p>	<p>09/12/2008 - Migrated over 50 websites into Oracle portal Content Management System. Will continue doing more sites for the coming year.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - The CMS has given us the ability to have a professional look and feel for all the departments which helps enforce the UTPA brand. Makes it easy for end users to change content on websites.</p>
<p>Admin - Internet Services - Web accessibility - We will evaluate web accessibility standards and develop a strategy to test new websites for accessibility.</p> <p>Outcome Types: Administrative - Fiscal Year 2008 Administrative - Fiscal Years 2009 - 2011</p> <p>Start Date: 06/01/2007</p> <p>End Date: 08/31/2009</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Engage appropriate departments to help test the accessibility of key websites.</p>	<p>Assessment Method: Recommend software solutions to achieve this. Recommend appropriate training.</p> <p>Criterion for Success: Engage with accessibility software vendors to device a solution that will help the university be compliant on new websites.</p>	<p>09/12/2008 - Created accessibility template that is used for all new websites. Do Section 508 compliance scan on all new and redesigned websites to make sure they are compliant. Published a web accessibility policy that will make other web developers aware of the accessibility policies. Recommended software to proactively scan websites for Section 508.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - The monitoring of these web sites require automated software to ensure ongoing compliance.</p>