TO: Assessment Oversight Committee

FR: John Krogman
    Associate Vice Chancellor for Information Services

RE: Information Services Program Review

DATE: October 23, 2008

I am pleased to provide this summary of the assessment efforts in the following areas of Information Services: Karrmann Library, the Office of Information Technology, the Learning Technology Center and Media Technology Services. Each area has their “Expected Outcomes” and “Assessment Tools” posted online, so I will not repeat those here. Because these units are service areas, rather than instructional areas, note that the outcomes stress the need for strong support for UWP students, faculty and staff.

**Karrmann Library**

The library has significant evidence that it is achieving its stated outcomes, which center on providing library resources, facilities and services in support of our academic programs. Most of these changes or improvements are a direct result of input from the library staff, advisory committees and administrative groups and input from individual students, faculty and staff. Some recent examples include:

- Authoring a Karrmann Library *Facebook* website, highlighting library activities and resources.
- Utilizing the new UW-System “Library Dynamics Collection Assessment” tool to analyze and make recommendations on department purchases.
- Relocating the Southwest Wisconsin Room to Ullsvik Hall, doubling the available archival display and storage space and increasing the accessibility and visibility of the university archives.
- Adding six new classrooms to the library, including two new computer labs, largely to support the Humanities Department’s English classes.
- An 840% increase in electronic catalog searches in the last six years (now over 1.3 million annually).
- Serving over 3800 students in library instruction classes the past academic year, a 240% increase over the last five years.
- A 30% increase in items borrowed from other libraries through interlibrary loan the past
six years.
  • An average of 400 proctored exams/year over the five years of running the Center for Alternative Testing.
  • Implementation of an online citation tool (RefWorks).
  • A number of library facilities improvements in the last three years including a HVAC air handler, new workstations in the general access and Instructional Material Laboratory (IML) areas, a new circulation counter, new carpeting on the main floor and new study room desktops.
  • A 4% growth in library book titles over the past six years.
  • The development of several library on-line training modules, currently being piloted this fall.
  • Adding Dreamweaver to the Library and IML workstations to support ePortfolios.
  • Continued outreach services to Tri-State high school students and school districts in the areas of library research and campus familiarization.

In the 2008 national LibQual Survey, our Library received high marks for “Employees who are consistently courteous”, “Modern equipment that lets me easily access needed information” and “Dependability in handling users’ questions”. Although the Library received no scores below 6 out of 9 on average, the Library did receive its lowest marks in the areas of “Giving users individual attention” and “Library space that inspires study and learning”, areas that we will strive to improve. In the future, we hope to add specific library related questions to graduating seniors exit surveys and utilize regular analysis of web server logs as added assessment tools.

**Office of Information Technology**

The Office of Information Technology (OIT) also has significant evidence that it is achieving its stated outcomes, which center on delivering high quality state-of-the art technology services to the campus community providing library resources, facilities and services in support of our academic programs. In addition to the daily support of over 160 campus IT services, OIT currently averages over fifty new major campus IT projects annually, regularly soliciting input from the campus community on the selection and prioritization of these projects. A few examples of these projects over the last two years include:

  • Major IT infrastructure construction or upgrades in Ullsvik Hall, Ullrich Hall, Brigham Hall, Karrmann Library, Glenview Commons, Southwest Hall and Engineering Hall.
  • Video streaming of engineering coursework and audio streaming of WSUP broadcasts.
  • Implementation of a IT support issue tracking system (Footprints), including web access.
  • Data Center (Gardner Hall) HVAC upgrade including the installation of an emergency generator.
  • Upgrades to the campus backbone, including servers, routers and switches.
  • Installation of fiber optic cable at the University Farm and network connectivity at Pioneer Stadium.
  • Voice-over-IP telephony distribution across campus.
  • Redesign of the campus homepage, incorporation of web accessibility standards on all web pages and implementation of a campus-wide web survey system.
  • Completion of the campus wireless network.
  • Upgrade and expansion of the campus online storage and backup systems.
  • Implementation of online freshman placement testing.
• A fourfold increase in available campus bandwidth over the last four years.
• Campus-wide distribution of MS Office 2007.

It should be noted that in our 2008 ECAR Student IT Survey, 91% of UWP students indicated that they preferred taking courses that moderately to exclusively use information technology. 56% of the seniors in that survey also indicated that they agreed or strongly agreed that the IT used in their courses will have adequately prepared them for the workplace.

**Media Technology Services**

Media Technology Services (MTS), formerly Television Services, has a strong track record of providing quality distance education, media and broadcasting service to the campus and local community. Some recent highlights include:

• Support of over 100 technology enhanced classrooms across campus, a growth of 100% in six years.
• Support of new initiatives in video streaming of classes and the continued support of other distance education technologies, requiring an added position in MTS.
• New promotional and marketing productions for the Library, Admissions, Athletics, Music and Plastics Technology.
• Addition of six technology enhanced conference rooms on campus.
• Annual record-setting fund raising support for the Badger Camp Telethon.
• Extensive additional new equipment including a portable broadcast studio, cameras, editing stations and classroom projection hardware.
• Upgrade of the campus cable TV system.

**Learning Technology Center**

The Learning Technology Center (LTC), the smallest unit within Information Services, has historically provided quality training and instructional services in support of our academic programs. A sampling of their recent assessable activities includes:

• Extensive training and logistical support of the campus-wide rollout of the course management system (*Desire2Learn*), including mid-term grade functionality.
• New development work to support campus data warehouse querying and dashboard applications.
• Faculty and staff instruction of the utilization of the PeopleSoft Student Administration System.
• Face-to-face instruction for new staff on utilization of campus IT resources, including online final grade submission.
• Campus-wide classroom and web training for Office 2007 rollout.
• Periodic specialized hardware and software training for faculty and staff.