

Office of Computing and Communication Services

Expanded Statement of Institutional Purpose

Institutional Mission Reference

The mission and goals of Old Dominion University can be found in the University Catalog and the 2000-2005 Strategic Plan. An important part of the University's mission is to provide the accurate and timely access to services and information which support the academic mission of the University through enhanced administrative systems which provide the infrastructure to support the activities of the University's constituents and outside agencies.

Institutional Goal(s) Supported

The Office of Computing and Communications is committed to providing the most up-to-date administrative processing capabilities to meet the University's needs. To provide these services, major emphasis is placed on maintaining the administrative information systems at the most current release levels and in providing additional software that enhances the base functionality to meet the needs of the University.

Intended Objectives, Methods for Assessment, Criteria for Success, Assessment Results, and Use of Results

Intended Objective 1

Maintain the Banner system at the appropriate release levels to support the administrative functions of the University.

Method for Assessing Objective 1 and Criterion for Success: Work closely with the primary administrative officed to evaluate all new release and corrective updates from the vendor.

Summary of Assessment Data Collected for Objective 1: After review of the new release and corrective action updates from the vendor the following upgrades were completed:

Numerous corrective updates were applied to all modules of Banner
Banner Financial Aid module was upgraded for each new release of the product
The Banner system was upgraded from version 3 to version 4
Campus training materials and classes were updated to provide Banner version 4 information
Currently we are planning the next major Banner upgrade, from version 4 to version 5

Use of Assessment Results from Intended Objective 1 to Improve Educational Support or Administrative Unit:

By maintaining the Banner administrative information system at current release levels and with all of the necessary corrective updates, we insure the University has access to the most accurate and advanced administrative information processing capabilities available.

Intended Objective 2

Improve the data dissemination capabilities to the University through better data collection and reporting products.

Method for Assessing Objective 2 and Criterion for Success: Requests from, and discussion with customers and external Federal and State agencies have been used to identify specific information requirements that have been evaluated to develop the basis for information delivery requirements on and off of the campus.

Summary of Assessment Data Collected for Objective 2: After review of the historical requests and future reporting requirements, the following steps have been taken to begin addressing the University internal and external reporting needs:

Electronic rosters have been developed and are run each semester to provide faculty with lists and pertinent information on students enrolled in their classes

A Data Mart is being developed to capture a variety of information for internal and external reporting as well as internal analysis

Training is being developed to allow selected staff open access to the Data Mart for the purposes of self-supported data gathering, analysis, and reporting

Web based reporting is being developed to provide the academic units of the University the ability to produce standard reports and gather information without staff assistance

We continue to monitor the needs of the campus and external agencies to enhance our data collection and reporting systems.

Use of Assessment Results from Intended Objective 2 to Improve Educational Support or Administrative Unit:

Due to the workload of the Information Systems and Data Administration staff it has been difficult to meet all reporting needs of the campus and maintain the Banner system. These new applications will allow our customers to be more self-sufficient in that they will have access to standard data and reporting as well as access to more detailed information from the Data Mart.

Intended Objective 3

Maintain all administrative and associated data bases, operating systems and hardware at optimum levels.

Method for Assessing Objective 3 and Criterion for Success: Monitor systems and data base performance on a daily basis.

Summary of Assessment Data Collected for Objective 3: Through collection and analysis of daily performance statistics the following actions have been completed:

All Oracle data bases have been upgraded to supported levels of Oracle 8i. This includes the Banner system, Data Warehouse, Data Mart, and Pinnacle Telephone Billing system

Numerous patches and upgrades have been applied to the operating systems of the previously listed environments to maintain them at appropriate functional and support levels

We are currently planning for the next upgrade of the Oracle data base environments.

Use of Assessment Results from Intended Objective 3 to Improve Educational Support or Administrative Unit:

By maintaining the hardware, operating systems and data base environments of the University, we insure continued vendor support and provide the best possible service to the University.

Intended Objective 4

Support the University's educational mission through the implementation of a course management system, the selection of a portal product, and the use of e-mail with students to enhance academic and administrative interactions.

Method for Assessing Objective 4 and Criterion for Success: We will collect information relevant to the use of the course management system, implement a portal to meet the needs of the University, and evaluate the effectiveness of enhanced e-mail communication with students by tracking interactions, or lack of interactions, based on the offerings.

Use of Assessment Results from Intended Objective 4 to Improve Educational Support or Administrative Unit:

The implementation of a course management system will directly impact instruction on the campus by making more course material available on the web. The implementation of a portal will provide the ability for the University to more specifically target information to groups of constituents and will make the campus web presence easier to navigate. The use of e-mail will allow the University, both academic and administrative, to more quickly disseminate information to the campus in general, or to very specific constituent groups.