2013 – 2014 Annual Assessment Report
Office of Computer and Information Services

Mission Statement:

The Office of Computer and Information Services is committed to providing high quality technology services to the students, faculty and staff of Kean University in order for the University to keep maintaining its commitment to accessibility, both academically and economically, to all students.

OCIS supports and advocates for the use of technology to help facilitate the ability for students, faculty and staff to think critically, creatively and globally while adapting to the changing social, economic, and technological environment, thus assisting all of the Kean community to reach their full potential.

Vision Statement:

Kean University will be recognized as a leader in the use of technology in higher education. Our students, faculty and staff will have access to and be able to utilize leading edge technologies to support their endeavors while being part of the University community and even beyond.

Goals and Objectives:

Goal 1:		
2013-2020 Strategic Plan Goal #2: "To attract and retain more full-time, first –time undergraduate, transfer and graduate students.		
Objective	**Data Results**	**Actions Taken Based on Data Collected**
A.1) Educate and inform the administrative staff on the newly deployed Datatel Recruiter, a CRM software product, advanced student recruitment and enrollment management software that provides insight into the prospect pool.	For the previous admissions cycle (July 1, 2012-June 30, 2013, we had a total of 11,623 graduate prospects. For the period July 1, 2013 to June 11, 2014, we have a total of 22,604 prospects.	Continue to work with undergraduate admissions staff to achieve similar outcomes compiling data to establish a base-line of student prospects.
A.2) Video display monitors to be put in place around campus buildings, and in sports arenas. Attendees of these events are prospective student and/or family and friends of prospective students therefore these LED Video boards and/or digital signage make each attendee a captive audience. They allow Kean University the opportunity to showcase promotional videos campus events, highlighting the University's culture and strengths.	Project has been completed according to schedule and plan. Positive feedback collected the athletics faculty and A/V staff. The bright display and the ease of updates were among the comments.	Consult faculty and staff on possible future locations for possible installations of video display monitors.

Goal 2:		
2013-2020 Strategic Plan Goal #7: "To establish a revenue flow, and financial planning and resource allocation processes that are sufficient, dependable, and consistent to support Kean University's ongoing financial obligations and future ambitions, in light of ongoing reductions in public funding"		
Objective	**Data Results**	**Actions Taken Based on Data Collected**
B.1) Reducing Total Cost of Ownership (TCO) using Virtualization technology and Software therefore achieving savings that can be ploughed back into further improvements.	Results have exceeded projected outcomes. OCIS have achieved a cost savings of 120 K by virtualizing 12 of our Unix and Windows servers saving around 10K per server.	Due to the significant cost savings, OCIS management has determined that all future purchases of servers will be virtual servers to replace all existing physical servers.
B.2) Achieve cost savings by extending the life cycles of technology equipment.	By refurbishing and redistributing 44 PCs, OCIS has achieved a savings of 44K or 1K /PC.	Adjusted the hardware and parts upgrades plan and techniques to achieve the projected cost savings goal.

Goal 3:		
2013-2020 Strategic Plan Goal #10: "To develop, sustain, and be ready to operationalize a forward-thinking culture of public health and safety awareness rooted in adherence to all external and internal standards (fire, safety, etc.), and reaching out to every aspect of Kean University life (personal, institutional, educational)"		
Objective	**Data Results**	**Actions Taken Based on Data Collected**
C.1) Install an access control system to the exterior doors and security cameras to the Green Lane Building.	Project has been completed according to specifications and scope developed between Kean University and Siemens Technologies.	The same plan will be followed for the new buildings under construction.

Goal 4:

2013-2010 Strategic Plan Goal #9: To ensure that all students, faculty, and administrators at all Kean sites are provided with the technological resources and innovative technological solutions required to meet Kean's fast changing and increasingly complex instructional, research and administrative needs.

Objective	Data Results	Actions Taken Based on Data Collected
Upgrade the wireless network to version 802.11n in several of the campus buildings.	Upgraded the wireless network to version 802.11n in Harwood arena, Green Lane Building, Hennings Hall, CAS.	Will continue to install more Access Points that support 802.11n in more buildings.
Develop the OCIS staff proficiency on the use and administration of KeanGoogle Apps for Education therefore improving customer service and support.	A complete guide has been developed for the department on the use of KeanGoogle Apps for Education to improve proficiency and customer service.	Consider developing more guides for the OCIS support staff.