



GEORGIAN COURT UNIVERSITY

THE MERCY UNIVERSITY OF NEW JERSEY

We thank you for your time spent taking this survey.
Your response has been recorded.

Below is a summary of your
responses

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Q1. 2023 Unit Assessment Plan

Complete the GCU Unit Assessment Plan with three goals aligned with GCU's Mission and Strategic Compass. See the template within the University Assessment Plan on the GCU Assessment webpage. You can repeat your previous assessment plan if it is still valid.

Unit Assessment Plans are due February 28.

Q2. Name of Administrative Unit

IT

Q3. Name of the person completing this report. (Last, First)

Lacomba, A.J.

Q4. Email address of person completing this report.

ajlacomba@georgian.edu

Q5. Date plan submitted

1/31/2023

Q6. To which Cabinet Member does this unit report?

- President
- Provost
- Executive Director for Mission Integration
- Vice President Finance and Administration
- Vice President Institutional Advancement
- Vice President for Enrollment & Retention
- Other, (please specify

Q7. This plan is based on the following year type selection:

- Calendar Year (January-December)
- Academic Year (September-August)
- Fiscal Year (July-June)
- Other

Q8. State Goal 1 for your administrative unit.

Upgrade legacy systems and hardware to establish a modern, secure, compliant, and updated information technology environment for the GCU community,

Q9. State the Outcomes for Goal 1.

1.1

Upgrade PowerCampus to latest version to support academic and administrative functions

1.2

Enable MFA on all systems

1.3

Upgrade lab and classroom computers starting with oldest equipment first.

1.4

Replace 10 year old legacy VM infrastructure

1.5

1.6

Q10. What metrics will be used to measure results of Goal 1? Align with above outcomes.

1.1

Powercampus new version, is installed, tested, and training to the campus community provided

1.2

MFA will be enabled on systems.

1.3

Labs and classroom computers are replaced

1.4

The count of VMs migrated to new VM infrastructure.

1.5

1.6

Q11. What will be the benchmark for successfully meeting Goal 1? Align with the above metrics.

1.1

PowerCampus latest stable version is up, running, and in use.

1.2

All systems where appropriate have MFA enabled.

1.3

Classroom and lab computers are upgraded.

1.4

- 1.4
Legacy VM infrastructure is retired.
 - 1.5
 - 1.6
-

Q12. State Goal 2 for your administrative unit.

Update legacy information technology tools to better serve the University.

Q13. State the Outcomes for Goal 2.

- 2.1
Replace current ticketing system to better serve students by streamlining data entry and ensure a prompt response.
 - 2.2
Create a knowledge base to enable self-service assistance.
 - 2.3
Install and use new software management tools to increase computer administration efficiency
 - 2.4
Standardize hardware and software platforms where applicable.
 - 2.5
 - 2.6
-

Q14. What metrics will be used to measure results of Goal 2? Align with the above outcomes.

- 2.1
Track new tickets and time to ticket resolution.
- 2.2
Track number knowledgebase articles and survey users to determine if they are found useful

found useful.

2.3

Monitor the replacement and use of legacy administrative applications with new, modern tools.

2.4

Track assets to determine if systems are being consolidated.

2.5

2.6

Q15. What will be the benchmark for successfully meeting Goal 2? Align with above metrics.

2.1

New ticket system installed and current legacy system retired.

2.2

IT knowledgebase articles have been created and are available to the university community.

2.3

Legacy tools have been replaced with new, more efficient tools.

2.4

The number of different systems currently supported decreases.

2.5

2.6

Q16. State Goal 3 for your administrative unit.

Increase alignment of the information technology unit with the goals and objectives of the University.

Q17. State the Outcomes for Goal 3.

2.1

3.1

Provide better synergy between the academic and administrative units with information technology.

3.2

3.3

3.4

3.5

3.6

Q18. What metrics will be used to measure results of Goal 3? Align with the above outcomes.

3.1

Track new initiatives based on engagements between IT and other University units.

3.2

3.3

3.4

3.5

3.6

Q19. What will be the benchmarks for successfully meeting Goal 3? Align with above metrics.

3.1

Information technology is aligned with the goals and strategic compass points of the university.

3.2

3.3

3.4

3.5

3.6

Q20. Give the Mission alignment for unit assessment goals. Check all that apply.

	Goal 1	Goal 2	Goal 3
Georgian Court University, founded by the Sisters of Mercy of New Jersey in 1908 and sponsored by the Sisters of Mercy of the Americas since January 2007, provides a comprehensive liberal arts education in the Roman Catholic tradition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The university has a special concern for women and is a dynamic community committed to the core values of justice, respect, integrity, service, and compassion, locally and globally.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Georgian Court provides its students with a curriculum broad enough to be truly liberal, yet specialized enough to support further study and future careers.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Georgian Court provides students with an environment for the entire university community to grow through shared educational, cultural, social, and spiritual experiences.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Georgian Court provides students with the will to translate concern for social justice into action.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No direct alignment with Mission.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q21. Give the alignment with the GCU Strategic Compass Point (s) for your unit assessment goals.

Check all that apply.

	Goal 1	Goal 2	Goal 3
Compass Point 1: Mission Fulfillment through	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

	Goal 1	Goal 2	Goal 3
Academic Excellence.	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Compass Point 2: Mission Fulfillment through an Exceptional Student Experience.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Compass Point 3: Mission Fulfillment through Revenue Generation and Diversification.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Compass Point 4: Mission Fulfillment through Operational Efficiency and Utilization.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
No direct alignment with the Strategic Compass.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q22. Please select the directive(s) aligned with your goal(s) for Compass Point 1: Mission Fulfillment Through Academic Excellence. (check all that apply)

	Goal 1	Goal 2	Goal 3
1.1 Increase offerings by implementing sustainable new or revised undergraduate programs (at least five), new graduate programs (at least three), and non-degree programs which meet currently unserved student populations or needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2 Stabilize one year retention of First Year students at 75% or higher. Baseline one year retention of Second Year students and transfer students. Improve four year graduation rates.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.3 Provide consistent program quality, as measured by student satisfaction, across delivery formats (face-to-face, hybrid, online) and geographical site locations such that all students will have access to equitable services and facilities.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
1.4 Increase average number of high impact practices in which students participate including learning communities, service learning, research with faculty, study abroad, field or internship experience, and capstone experiences.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.5 Increase percentage of graduating undergraduate students who enter graduate school at GCU, at GCU partner programs, and elsewhere.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.6 Increase percentage of graduating students who are employed in positions in which their degree is needed within six months.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.7 Maintain and grow academic space in alignment with program needs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q23. Please select the directive(s) aligned with your goal(s) for Compass Point 2: Mission Fulfillment Through Exceptional Student Experience. (check all that apply)

	Goal 1	Goal 2	Goal 3
2.1 Improve the overall retention of resident students by providing a healthy and engaging residential experience.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2 Develop an IT infrastructure that includes a "one campus" communications and services structure that is on par with current higher education industry standards.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
2.3 Enhance the physical space available for student engagement throughout campus.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4 Develop collaborative campus environment that supports students through engagement with all campus stakeholders.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5 Integrate marketing and recruitment strategies that highlight instructional strengths to attract the student who will succeed at Georgian Court University	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6 Provide unique student leadership experiences that focus on the philosophy of servant and ethical leadership.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7 Identify current or develop new GCU Traditions to support and highlight a dynamic unified campus culture (convocation, homecoming, bonfire, etc.).	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8 Provide for an exceptional, safe, and well-rounded student-athlete experience through maintenance of competitive level facilities, leadership programming, academic support & resources consistent with program growth.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q25. Please select the directive(s) aligned with your goal(s) for Compass Point 4: Mission Fulfillment Through the Operational Efficiency and Resource Utilization. (check all that apply)

	Goal 1	Goal 2	Goal 3
4.1 Develop a collaborative financial strategy for the next three years that integrates the strategic enrollment and academic plans. These plans will be supported by Capital and Leased space development programs and the integration of the Facilities Conditions Assessment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2 Develop a plan that re-imagines the campus to make efficient and effective use of physical spaces on campus, inclusive of renewal and replacement programs.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3 Develop the Campus Master Plan and a Strategic Technology Master plan to support campus operations and expand satellite and virtual academic sites.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4 Enhance and expand efficient process improvement programs to provide more supportive operations and efficient campus operations and workflows.	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Q26. With which MSCHE (Middle States Commission on Higher Education) Standard are your unit assessment goals aligned. Try to limit your response to the primary area of alignment.

	Goal 1	Goal 2	Goal 3
Standard I. Mission and Goals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard II. Ethics and Integrity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard III. Design and Delivery of the Student Learning Experience	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Standard IV. Support of the Student Experience	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard V. Educational Effectiveness Assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard VI. Planning, Resources, and Institutional Improvement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Standard VII. Governance, Leadership, and Administration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I am not sure which Standard to choose	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Applies to all Standard	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q27. Name the person(s) responsible for Goal 1.

Shared across various positions within IT.

Q28.

Name the person(s) responsible for Goal 2.

Shared across various positions within IT.

Q29.

Name the person(s) responsible for Goal 3.

Shared across various positions within IT.

Q30.

In which year will Goal 1 be assessed?

Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

Year 1

Year 2

Year 3

Q31.

In which year will Goal 2 be assessed?

Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

Year 1

Year 2

Year 3

Q32.

In which year will Goal 3 be assessed?

Note: Data is collected annually, but analysis is done on a three-year cycle, one goal per year.

Year 1

Year 2

Year 3

Q33. Are there any additional comments you would like to add to this report?