

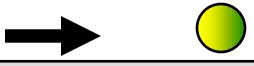

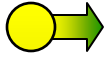
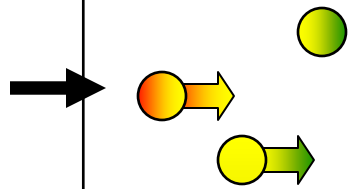


FY08 Academic & Faculty Support Scorecard

<u>Technology/ Operation</u>	<u>Unhealthy</u>		<u>Healthy</u>
Classroom Technology and Support	Technology in the classroom is; unavailable, unreliable, and not well supported.		Technology in the classroom is generally available to augment the learning experience, is consistently operational, and technical support is readily available. (Improve capture and remote room monitor/management)
Learning Management System	System is not accepted by large portion of faculty, is inconsistent in its performance, and lacks technical support and training.		System is widely used by faculty, is fully functional in terms of it's components, and technical support and training are readily available.
Departmental Labs	FOR REVIEW: Inconsistent or nonexistent refresh funding, no standardized images, unmanaged and unsupported.		FOR REVIEW: All Departmental Labs are funded under refresh programs, and centrally managed and supported.
Department & School Support	School support is sporadic and ineffective or not given at all.		Clients are fully aware of and utilize ITS services. (Work on awareness & self-service resources)
Advising	NEW		NEW
Accessibility of Specialized Technology (e.g. Information Commons)	Facility lacks wide hours of availability and does not provide adequate resources to the students and staff.		Facility and technical services are; widely available, is staffed with hardware, software, and support resources to meet the student demands. (Develop funding plan for IC technology refresh, update, and replacement).
Research Support Services/Research Computing	Limited access to statistical computing and consulting resources. Research computing is self-supported departmentally. Administrative infrastructure doesn't exist.		Support and consultation on statistical computing and resources is readily available. A research computing environment is offered and supported centrally. Systems to facilitate collaboration, capture expertise, and report on research is available. (Measure adoption.)

November '07

ITS Scorecard - FY08