



**Unit Plan--Part II: Directions** : As noted on page one of this plan, complete columns E & F at the end of the planning cycle in the spring. As you report under each column, be sure to carry over the numbers which represent each outcome you are addressing.

**E. Actual Results Obtained—When you assessed and measured your stated outcomes, what results did you find? Be clear and concise in your reporting.**

1. 100% of the faculty, staff and students had access to high speed Internet connections on campus as well as e-mail and common software programs. The network was protected from viruses by content filtering through the Alabama Supercomputer Authority and Trend Virus Protection Software. Faculty and staff responded to the Telecommunications and Technology Survey during the spring 2008 semester. One hundred seventy-seven persons responded to each of the following statements on the survey. 73% responded as either Excellent or Good to the statement “How would you rate the adequacy of support received as related to hardware issues?” 75% responded as either Excellent or Good to the statement “How would you rate the adequacy of support received as related to software issues?” 74% responded as either Excellent or Good to the statement “How would you rate the adequacy of support received as related to network issues?” Two-hundred twenty-eight students responded to the Student Perception Survey administered in December 2007. 73% responded as either Excellent or Good to the statement to “college-wide computer labs.
2. Two switches were purchased, fiber to Building B on the Bessemer campus was upgraded; a plan developed for campus-wide wireless; a grant written and funded for wireless coverage; a survey completed on infrastructure needs with projections for several years; fiber reconnected between East and West campuses after damage during construction of new Wenonah High School sports complex.
3. [helpdesk@lawsonstate.edu](mailto:helpdesk@lawsonstate.edu) was available to all faculty, staff and students via the LSCC webpage. Helpdesk referrals were tracked from the date initiated, problem identified and date resolved. There were 945 requests made to helpdesk between June 1, 2007 through July 15, 2008. Requests were related to hardware, software and network. One-hundred seventy-seven faculty and staff members responded to the Telecommunications and Technology Survey during the spring 2008 semester. 67% responded either Excellent or Good to the statement “How would you rate helpdesk procedures?”
4. New releases for Blackboard and the ACCESS system were installed at strategic times during the school year. A site was provided for Release 8 of Blackboard for testing during the summer term 2008. Each new release of ACCESS was accompanied by detailed release notes. Release notes were sent by e-mail to all areas of the college impacted by updates in the program.

**F. Use of Results—Now that you have your results, how do you intend to use these results or, if implemented early, how have you used these results to improve your overall unit for the upcoming academic year? **NOTE:** After you list how you intend to use these results, be sure to include such improvements in your new Unit Plan for the upcoming academic year.**

1. For the items referenced in item IE, there is a +/- 1 to 3 percentage point difference between the survey results on the Telecommunications and Technology Survey and Student Perceptions Survey for 2007-2008 when compared with 2006-2007. The number of staff available to support infrastructure, hardware and software greatly impacts the results of this goal. Also, factors such as response time and repair time impact users opinions as related to support. A request for an additional full-time staff member was included in the Title III budget request.
2. Implement the wireless plan for the college. Disaster recovery is most critical focus for MIS for the upcoming year. Hardware failures are not predictable and cause down time when they do occur. The major cost effective measure to impact disaster recovery is the purchase and installation of a blade server and related storage devices.
3. For the item referenced in item 3E, there is an increase of 1 percentage point when comparing the results Telecommunications and Technology Survey for 2007-2008 with 2006-2007. Procedures for helpdesk are published in several college documents including the schedule booklet, LSCC homepage, and continue to be a topic for discussion in Orientation class as well as training classes for Blackboard. As funds permit, an Internet tracking software package needs to be purchased for helpdesk procedures.
4. Continue to support network, hardware and software needs of faculty. Support efforts to allow students to register on line without Advisor having to authorize individuals in the ACCESS system. Install Release 8 of Blackboard during the period between the Summer and Fall terms. Implement procedures to update security patches and virus scans on faculty laptops.