

# 2017-2023 Texas State University Plan

## 2018-2019 Plan Progress

### College/Unit/Division: Vice President for Information Technology

#### 1. Promote the success of all students.

##### 1.1 Plan and implement activities aimed at improving the overall student experience and satisfaction.

- Number of students in the current year involved in curricular and co-curricular activities that indicate high levels of satisfaction or have received special recognitions
- Number of students in the current year involved in activities aimed at improving student experiences
- Number of TxState Mobile Application downloads in the current year

**The Texas State Mobile Application was downloaded 26,798 times during FY19**

- Number of interactions with the TxState Mobile Application in the current year

**Data prior to 7/25/19 is not available; however from 7/25-9/1 there were 2,501,419 unique screen views**

- Number and total cost of NEW campus enhancement projects completed
- Number of NEW voluntary meal plans purchased by students
- Increase in total dining and vending sales volume compared to prior year
- Increase in bookstore sales volume other than course materials compared to prior year
- Decrease in percentage of students cancelled for non-payment by payment due date compared to prior year

##### 1.2 Manage student enrollment, both at the graduate and undergraduate level.

- Graduate and undergraduate enrollment figures compared to prior year

##### 1.3 Increase student retention and graduation rates.

- Student retention rates for all levels (i.e., first-time undergraduate, transfer undergraduate, first-time master's, first-time professional, and first-time doctoral) compared to prior year
- Student graduation rates for all levels (i.e., first-time undergraduate, transfer undergraduate, first-time master's, first-time professional, and first-time doctoral) compared to prior year
- Student retention rate increases in academic or support services department-identified retention programs for the current year

**1.4 Increase scholarship and grant resources to enhance recruitment, retention and graduation of students.**

- Number and dollar amount of NEW and total scholarships awarded, including merit scholarships
- Number and total dollar amount of all grant resources for the current year

**1.5 Enhance advising, academic support programs and services to ensure student success.**

- Undergraduate student to academic advisor ratios at university and college level compared to prior year
- Number of students served by advising centers compared to prior year
- Number of students served by the Student Learning Assistance Center compared to prior year
- Number of students served by the Writing Center compared to prior year
- Number of NEW programs/activities and number of participants that ensure student success (provide one example)

<p><b>The Division of Information Technology released Zoom to campus to better facilitate personal digital interaction between the Round Rock and San Marcos campus.</b></p>
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**1.6 Ensure marketable skills are incorporated into curricular and co-curricular experiences.**

- Number of academic programs for which marketable skills have been identified compared to prior year
- Number of continuing education courses for which marketable skills have been identified compared to prior year
- Number of NEW curricular and co-curricular programs and experiences that have incorporated marketable skills components in the current year

**1.7 Prepare all students to achieve their career goals and make positive and meaningful contributions as they interact in a diverse and increasingly global society through an inclusive program of learning and engagement, rich with diverse perspectives.**

- Number of NEW career support programs provided and number of participants
- Number of academic credit internships/practica completed by students in the current year as measured by Semester Credit Hour (SCH) in sources as coded
- Number of face-to-face career counseling and career advising appointments for the current year
- Percentage of students in the current year who report employment or graduate/professional school plans in the Graduating Student Outcomes-First Destination survey

**1.8 Provide educational programs and co-curricular activities that foster community, service learning, leadership, career exploration, and personal development.**

- Number of NEW educational programs provided and total number of participants
- Number of NEW co-curricular activities provided and total number of participants
- Number of NEW course sections transformed or created with a service learning component

**1.9 Leverage data and analytics to support growth in student success and institutional processes.**

- Number of NEW enrollment management (e.g., recruitment, admissions, financial aid, retention) policies that result from the use of actionable data
- Number of NEW dashboards, data and analytical reports published

**There were a total of 17 new dashboards created in the IT Division during FY19**

**1.10 Establish the appropriate processes, procedures, and tools to support the necessary accommodations for constituents with disabilities.**

- Number of students with disabilities participating in support programs and services in the current year
- Number of NEW electronic and/or physical ADA compliance processes, procedures and tools completed/available

**The Division of Information Technology implemented four new processes during FY19 - ADA review is part of all Electronic Information Resources procurement, a new tool called Pope Tech (formally called Dinolytics) to scan websites for ADA issues and remediation, the Gato training for university employees has been updated to better inform the university community of ADA practice and law, and a new staff position has been created to specifically deal with Electronic Information Resources and ADA compliance.**

**1.11 Support the success of students by continuously improving the function, condition, reliability, and aesthetics of the facilities and grounds of the university.**

- Number and total cost of NEW space repair and renovation projects completed

- Number and total cost of NEW campus enhancement projects completed
- Number of NEW or modified facilities construction and/or improvement projects in which the Department of Athletics was involved in collaborative planning, improving technology, and/or space utilization and optimization

**1.12 Provide a supportive environment for students, including student athletes, that encourages academic excellence, character development, and respectful interaction with others.**

- Academic progress rate (APR) of student-athletes for the current year compared to NCAA national average
- Student-athlete retention rates (i.e., first-time undergraduate, transfer undergraduate, first-time master's) compared to entire student body
- Student-athlete graduation rates (i.e., first-time undergraduate, transfer undergraduate, first-time master's) compared to entire student body
- Number of NEW or modified programming for student-athletes that encourage academic excellence, character development, and respectful interaction with others
- Number of NEW or modified programming for student-athletes that promote their emotional, physical, and intellectual well-being

**1.13 Provide all students with quality engagement opportunities that model the values associated with equitable competition, engender university pride, positive community relations, institutional prestige, and promote student well-being and development.**

- Number of service learning hours completed by students enrolled in service learning designated courses compared to prior year
- Number of NEW curricular and co-curricular programs/activities that provide students with quality engagement opportunities (provide one example)
- Number of student curricular and co-curricular competitions in the current year that receive special recognition
- Number of students and their total service hours in the current year involved in verifiable community service activities
- Number of events held on Texas State campuses for the current year that provide opportunities for students to engage, through observation or participation, that model the values associated with equitable competition and engender university pride

## **2. Offer high quality academic and educational programming.**

**2.1 Introduce new academic programs that meet the economic and cultural needs of the region and the state.**

- NEW academic programs proposed during the current academic year
- NEW academic programs approved during the current academic year
- Online and hybrid SCH as a percent of overall SCH offered

**2.2 Provide quality educational programming that leverages diverse perspectives embedded in an inclusive learning environment.**

- Number of NEW or modified academic programs that added multicultural or multi-perspective content
- Number of NEW or revised courses with multicultural or multi-perspective content
- Number of educational or training sessions held in the current year for members or groups within the Texas State campus community that contain information concerning the value of diverse perspectives

**2.3 Enhance and expand the Honors College experience to attract high-achieving students.**

- Number and percent of students enrolled in Honors College courses offered compared to prior year
- Percent of students in each college participating in the Honors College compared to prior year
- Number of NEW Honors sections offered
- Number of Honors College graduates compared to prior year

**2.4 Improve the capabilities in our learning spaces and learning environments to better foster creativity, enable collaboration, and encourage discovery.**

- Number of NEW programs/activities that improve capabilities in the learning environment (provide one example)

**One - the Division's implementation of Zoom Pro for students allows them to meet with one another, and their instructor, from remote locations**

- Number of NEW programs/activities that improve capabilities in online learning environments
- Number, percentage, and capacity of active classrooms

**15 active classrooms (4.9 percent) were available, which a capacity of 807 in FY19**

**NOTE - there was an error in reporting in last year's report. It was reported that the number of classrooms was 302, which should really be 104. The capacity of the rooms should have been 302.**

- Number and capacity of diverse learning environments in the university libraries

**In FY19 there were 24 learning environments with capacity for 3,455**

- Number and total cost of NEW classroom and teaching laboratory enhancement projects

**2.5 Transition Texas State's Learning Management System environment to a more integrated, robust, and modern integrated learning system.**

- Number of NEW transitional learning management system (LMS) activities implemented

**None - RFP and pilot testing/assessment were conducted in FY19. No transitional activities are set to occur until after the new LMS has been adopted.**

- Percentage of courses being taught in the new LMS

**Less than one percent of courses were taught in the new LMS in FY19 (4 courses were taught as part of the LMS pilot in spring 2019 - prior to the official adoption and release.**

**2.6 Support the growing academic requirements of the university by improving the condition and reliability of academic facilities and technology, creatively assisting departments in optimizing their use of space, and collaboratively planning and constructing new facilities.**

- Number and total cost of NEW capital projects resulting in square footage additions coded as "Academic"
- Number of NEW technology initiatives implemented during the current year and total cost

**The Zoom Pro software site license was purchased and deployed this fiscal year to all faculty, staff, and students. - \$80,059.51  
TXST Mobile app - No Cost  
IT Change Management - No Cost  
Maxient Student Conduct System - \$45,000  
EMS Room reservation system - \$232,402.25  
CampusPress - \$8,000  
Pure Storage \$499,999.98  
Texas State University Data Store - No Cost  
Powershell University Dashboard - \$99.99  
Endpoint Management - No Cost  
Windows Defender Advanced Threat Protection - No Cost  
Colud App Security - No Cost  
Azure Advanced Threat Detection - No Cost  
Azure Infrastructure - \$15,000  
SAP Fiori - No Cost  
PaymentWorks - Purchased by FSS**

### **Banner 9 Admin - No Cost**

- Percentage of classrooms upgraded technologically for the current year

**43 of 301 (14.2 percent) of classrooms were technologically upgraded in FY 2019**

- Average age of computers in computer labs (includes learning commons)

**The average age of computers in FY19 was 3.2 years**

### **2.7 Increase national and international visibility and presence by supporting curricular and co-curricular initiatives that prepare students to be responsible citizens.**

- Number of faculty-led study abroad programs for the current year
- Number of students studying abroad for the current year
- Number of NEW institutionally-recognized international exchange programs
- Number of students participating in Study-in-America for the current year
- Number of NEW curricular and co-curricular service learning programs that prepare students to be responsible citizens (provide one example)
- Number of students participating in NEW global immersion programs

## **3. Achieve significant progress in research and creative activity as measured by national standards.**

### **3.1 Achieve National Research University Fund (NRUF) Eligibility.**

- Total restricted research expenditures
- Total endowment funds
- Number of Ph.D. degrees awarded
- 5-year master's graduation rate
- 10-year doctoral graduation rate
- Percent of first-time entering freshman class in top 25 percent of high school class
- Status as member of Association of Research Libraries membership, Phi Beta Kappa Chapter, or Phi Kappa Phi Chapter

**Submitted Letter of Interest to the Association of Research Libraries (ARL) on July 19, 2019. On December 18, 2019 received request from the ARL Executive Director to conduct an informal site visit to the University for a series of discussions with University Libraries personnel, the CIO and other key decision makers. Visit anticipated in early March 2020**

- Association of Research Libraries (ARL) Library Investment Index ranking

**2017-2018 (most recent available) Investment Index ranking for Texas State University was 94. This was an improvement from the 2016-2017 ranking for Texas State which was 99. (A lower rank is better)**

- Number of tenured/tenure-track faculty who have achieved international and national distinction through recognition as a member of one of the national academies, are Nobel Prize recipients, and have received other faculty awards as designated in the NRUF eligibility criteria
- Number of Ph.D. programs

**3.2 Develop new graduate programs to advance the university's research goals.**

- Number of NEW graduate programs proposed during the current
- Number of NEW graduate programs approved during the current year
- Number of graduate students enrolled compared to prior year
- Number of graduate degrees awarded compared to prior year

**3.3 Encourage and promote student research opportunities.**

- Number of NEW curricular and co-curricular programs that provide students with research opportunities (provide one example)
- Number of students participating in the Undergraduate Research Conference and Honors Thesis Forum compared to prior year
- Number of graduate students completing thesis or dissertation projects compared to prior year

**3.4 Expand support to the research community by enhancing resources to support the evolving requirements while developing a staff of research professionals to support and assist researchers.**

- Total research and development expenditures
- Number of proposals developed with the assistance of Research and Sponsored Programs staff and grant writing contractors compared to prior year
- Total number and utilization of High Performance Computing (HPC) nodes

**123 nodes were in use by 226 unique users, representing 17 academic departments in FY19**

- Number of technology mitigation plans for research grants

**There were 10 mitigation plans for research grants created in FY19**

- Number of NEW research job postings along with average time to fill
- Number and total cost of NEW capital projects resulting in square footage additions coded as "Research"



- Increase in number of research-specific Environmental Health, Safety and Risk Management training courses taught compared to prior year (including attendance)
- Decrease in the number of lab safety inspection violations compared to prior year

**3.5 Foster a university-wide culture that promotes, rewards, and celebrates interdisciplinary research, scholarship, creative activity, innovation, and community engagement.**

- Number of applications for Multidisciplinary Internal Research Grants (MIRG) compared to prior year

## **4. Provide the necessary services, resources, and infrastructure to support the university's strategic direction.**

**4.1 Offer competitive salaries to attract and retain highly qualified faculty and staff.**

- Median salary levels for each faculty rank including professor, associate professor, assistant professor, and lecturer
- Percent increase in average staff salary levels for all ranks
- Comparison of median salary by position at Texas State with median salary in the local market for staff and to CUPA-HR national data or appropriate peer set for faculty
- Percentage of positions with an identified market benchmark

**4.2 Plan and implement programs to help improve faculty and staff recruitment, hiring, and retention in order to support a highly qualified, diverse, motivated, and satisfied workforce.**

- Number of NEW programs and activities that provide assistance in strengthening faculty/staff recruitment, hiring, and retention
- Number and percent of African American, Hispanic, and other diverse faculty and staff compared to prior year
- Annual turnover percentage of regular faculty and staff (by title, FLSA classification, years of service, age, diversity, division)
- Number of online recruitment advertisements of job postings and advertising sources for the current year
- Number of applications received for staff positions (total, per posting, and average by FLSA classification) for the current year
- Time to fill a staff position (overall and by division, FLSA classification) for the current year
- Time to complete staff new position and reclassification job audits for the current year

- Percentage of Performance Management assessments completed by annual May 31 due date
- Number of WellCats members, events, and participation for the current year]

**4.3 Promote excellence through effective planning, policy development, assessment, and reporting to ensure the continuous improvement of programs and services.**

- Number of involvement and contribution levels in annual plan progress reporting
- Number of university and division policies that are current/delinquent
- Number of NEW policies developed or updated

**in FY 19 there were 2 new UPPSs created (UPPS 04.01.10, and UPPS 04.01.11) and 4 UPPSs were updated (04.01.02, 04.01.05, 04.01.06, 04.01.08). There were 3 new ITPPSs created (IT/PPS 02.01, 04.11, and 04.20) There were 10 IT/PPSs updated (01.01, 03.01, 04.03, 04.04, 04.08, 04.10, 04.15, 05.02, 05.05, 08.01).**

- Number of responsible areas that are completing assessments and demonstrating continuous improvement for the current year
- Number of administrative peer reviews conducted for the current year

**There were no administrative peer reviews conducted in FY19 by the Division of Information Technology.**

- Number of program reviews completed/submitted to the Texas Higher Education Coordinating Board for the current year
- Number of required major state and national reports completed and submitted for the current year

**4.4 Implement fundraising initiatives in support of the university’s strategic direction.**

- Total dollar amount raised for the current year
- Total dollar amount raised per strategic fundraising priority area

**4.5 Provide training and educational resources to enhance personal and community safety.**

- Number of NEW safety support activities introduced
- Number of NEW educational activities related to applicable laws (e.g., Title IX, Campus Save Act, Violence Against Women Act)

**4.6 Enhance information security practices to better predict, prevent, detect, and respond to threats to Texas State’s information systems and data.**

- Number of security breaches in the current year

**There were no security breaches reported in FY19.**

- Number of applications using Two Factor Authentication

**There were 194 applications utilizing multi-factor authentication in FY19**

- Number of reported security incidents for the current year

**There were 14 security incidents reported in FY19.**

**4.7 Continue to improve strategies and models for governance and planning that are transparent and inclusive.**

- List of NEW published models or processes to support governance and planning decisions

**4.8 Expand Round Rock Campus resources and space to support the move of the College of Health Professions and growth of other academic offerings at this location.**

- List of NEW capital projects completed at Round Rock Campus and total cost
- Dining and vending sales volume at Round Rock Campus compared to prior
- Number of NEW non-faculty positions added at Round Rock Campus
- Number and total cost of NEW technology initiatives implemented at Round Rock Campus during the current year

**In FY19, three circulating laptops were acquired for the Round Rock Campus Library.  $\$1,248 \times 3 = \$3,744$  total cost**

- Total technology expenditures for the current year at Round Rock Campus

**A total of \$ 631,480.65 was spent in FY19 including staff salaries, student wages, travel, print maintenance, and general operating funds for the Round Rock Campus.**

**4.9 Increase the utilization and effectiveness of available technologies through more impactful implementations, education, training, marketing, and communications.**

- Number of IT-related communication and marketing events for the current year

**The Division of Information Technology's Marketing and Communication office posted more than 1,000 posts to social media, sent 75 emails, held 15 public outreach events, moved three websites into the new mobile-first template, and posted 70 stories on the division's blog.**

- Adoption rates of new technology implementations/upgrades

**100% adoption rate for new SAP Fiori**  
**Windows Defender ATP rolled out to and monitoring 8,766 unique desktops and servers**  
**Azure ATP running on 7 domain controllers, monitoring 15,062 computer accounts and 149,272 user accounts**  
**100% adoption of the Technology Resources Change Management application**  
**There were 5,129 active accounts in Zoom, of which 1,367 were Texas State faculty/staff accounts**

**4.10 Enhance the experience of the university community by continuously improving processes and interfaces.**

- Number of NEW campus business improvements

**The software and hardware procurement process has been improved to facilitate ADA review.**

- Number of electronic documents processed through Adobe Sign

**There were 14,146 documents delivered for signature through Adobe Sign**

- Number of NEW functionalities implemented via mobile technology

**In FY19 there were 20 new features released as part of the SAP Fiori roll-out**  
**19 new features implemented in the TXST mobile app**  
**7 new features implemented in the TRACS mobile app**

- Number of NEW cloud solutions vetted and approved

**The Information Security Offices vetted and approved 83 cloud solutions in Fy19.**

- Increase in percentage of employees signed up to receive electronic W-2s compared to prior year
- Decrease in percentage of Outstanding Charges Receivable compared to prior year
- Increase in number of vendors in the TSUS Marketplace compared to prior year
- Increase in percentage of automatically paid invoices using 2-way match compared to prior year
- Increase in utilization of Concur Travel Management tools compared to prior year

**4.11 Provide a diverse and inclusive environment of support to achieve the highest level of performance for all members of the campus community.**

- Number and percent of ethnically diverse faculty and staff compared to prior year
- Number of NEW cultural and diversity programs

**4.12 Effectively engage alumni and external constituents to influence and generate human and financial capital opportunities.**

- Number of NEW external constituent outreach (parents, families, business) activities and number of participants
- Number and percent of alumni (undergraduate degree holders) donating to Texas State compared to prior year
- Number and percent of recent (graduated within last five years) alumni donating to Texas State compared to prior year
- Number of NEW alumni achievement awards for the current year
- Number of NEW Alumni Association sponsored and co-sponsored events and number of participants
- Number of NEW recognized alumni chapters
- Number of NEW alumni chapter-hosted events and number of participants

**4.13 Provide programs and services that support and enhance the health and wellness of the university community.**

- Number of NEW student health and wellness activities provided and number of participants
- Number of NEW faculty and staff health and wellness activities provided and number of participants
- Employee Assistance Program utilization rate compared to prior year

**4.14 Provide a competitive, high-profile, diverse, equitable athletics program, in compliance with applicable rules and regulations, which increases university prestige and creates exciting engagement opportunities.**

- Number of NCAA Division I events held for the current year that provided engagement opportunities for faculty, staff, students, alumni, and the community-at-large

**4.15 Support the growing requirements of the university by enhancing the condition and reliability of the university infrastructure, creating redundancy to support essential building operating systems, and collaboratively planning and constructing new facilities.**

- Number of deferred maintenance projects completed for the current year and total cost
- Number and total cost of NEW infrastructure repair and renovation projects completed
- Total square footage of NEW construction or additions completed
- Percentage of data switches less than five years old

**In FY19 44% of data switches were less than five years old.**

- Percentage of servers in the data center running under virtual machines

**In FY19 93% of servers in the data center were running under virtual machines.**