

Administrative (Support Unit) Performance Objective 1: To be open and available to students, faculty, and staff for as many hours as economically feasible while maintaining a high satisfaction rating of those surveyed.

Institutional Goal(s) Supported: SS1, FR1, FR2

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
The COSACC Computer Lab opens a minimum of 60 hours /week	The lab opens 8AM-8PM Monday thru Thursday, 8AM-4PM Fridays, 2PM-8PM Sundays. This allows for 62 hours/week.	The COSACC Computer Lab will continue to remain open at least 60 hours/week.
Surveyed users feel that computer stations are available – 90% approval minimum	Survey yields a 92.2% approval rating.	Continue to maintain stations so they are in good working and available
Surveyed users feel adequate informational documentation is available - 90% approval minimum	Survey yields a 90.6% approval rating	Continue to have online and printed informational documentation available
Technical assistance in use of the computer has been available - 90% approval minimum	Survey yields a 91.3% approval rating	Continue to offer the best student workers available to give technical assistance to users
Have appropriate class work software available – 90% approval minimum	Survey yields a 90.6% approval rating. There were requests for Adobe Photoshop, Chems sketch, Google Earth, and IDEs.for JAVA, Eclipse, and FORTRAN	A grant proposal for Photoshop and Chems sketch will be submitted. All other requested software is now installed and ready for immediate use.
Provide technical assistance in the use of software – 90% approval rating minimum	Survey yields an 89.7% approval rating	A segment will be added to the student worker orientation stressing the use of documentation available to student workers on the software packages installed on the computer stations.
Hours of operation are satisfactory – 90% approval rating minimum	Survey yields an 81.9% approval rating. Comments given ask for the lab to be open more hours.	The student worker budget is geared to allow the lab to be open 60 hours a week. A request will be made to increase the student worker budget for the COSACC to extend the operating hours.
Provide lab assistants that are courteous, helpful, knowledgeable, and communicate effectively – 90% approval rating minimum	Survey yields 94.4% courteous, 95.0% helpful, 90.9% knowledgeable, and 93.8% communicate effectively. The average is 93.5%	Continue to offer the most courteous, most helpful student workers available that communicate effectively

Administrative (Support Unit) Performance Objective 2: To provide a sufficient number of state of the art computers and peripherals with software in order to accomplish the College of Science Academic Computing Center's purpose.

Institutional Goal(s) Supported: SS5

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>All computers should be on a 3 or 4 year replacement schedule as funding is secured and requested software is purchased and installed</p> <p>Provide adequate software to students and faculty in the College of Science to adhere to the curriculum yields a 90% approval rating minimum.</p> <p>ACC will replace 100% of inadequate hardware, as noted by students and faculty on survey comments.</p>	<p>The 20 computers in Kirkman 117E were shipped to McNeese on 12/22/2000. The machines were 5 years old therefore funding was applied for</p> <p>Surveys showed a 93.3% approval rating with faculty members and a 90.7% approval rating with students. The ACC is a member of the Microsoft Academic Alliance providing Microsoft software to students and faculty.</p> <p>Comments on annual survey regarded the condition of the mice to be poor. Some of the mice were not functioning even after they were cleaned.</p> <p>Lab users commented on the printer operations and complained that the printers frequently had paper jams and other problems.</p> <p>100% of inadequate hardware was replaced.</p>	<p>Funding was secured for the replacement of the 20 Gateway Desktops in Kirkman 117E with new Dell Dimension desktops</p> <p>The ACC will continue to provide the latest software for students and faculty members as funding is available. The ACC has a membership to the Microsoft Academic Alliance was renewed</p> <p>ACC ordered LED Optical mice to be replace the faulty mice in Kirkman 117D. Each computer station in 117D now has a new mouse.</p> <p>Purchased two HP4350 LaserJet Printers for the Academic Computing Center. Printer problems are virtually nonexistent since the purchase of the new printers.</p>

Administrative (Support Unit) Performance Objective 3: To provide a means for faculty and students using the computer to enhance their research capabilities.

Institutional Goal(s) Supported: AE5

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>Provide researchers with 100% of requested material and peripherals to better aid them in their research efforts, as funding is available.</p> <p>Adequate facilities and technical support is available to enhance faculty research yields a 90% approval rating minimum</p>	<p>The COSACC has maintained three computer clusters made from machines that are available to the ACC and DMCS through computer upgrades. These clusters included an 11 node cluster currently used by Chemistry, a 10 node cluster currently used by Physics, and a 12 node cluster used by Computer Science 100% compliance achieved.</p> <p>Surveys showed a 95.0% approval rating with researchers and faculty members</p>	<p>The COSACC now maintains an 11 node cluster currently used by Chemistry, a 24 node cluster currently used by Physics, and a 19 node cluster used by Computer Science.</p> <p>The ACC will continue to provide the latest software and software information through research and discovery to better aid researchers and faculty members of McNeese State University.</p>

Administrative (Support Unit) Performance Objective 4: To provide technical information to McNeese State University and the community via electronic media and personal contact.

Institutional Goal(s) Supported: FR2, UCA1

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>The ACC supports at least two ongoing community projects</p>	<p>The Lake Charles Linux Users Group (LCLUG)</p> <p>Sunrise 411 (formerly Ask the Expert) Computer Pro</p> <p>The Southwest LA Teachers of Mathematics (SWLTM)</p>	<p>The ACC continues to support the LCLUG which presently meets in Kirkman on the first Friday evening and during the day on the third Saturday</p> <p>The ACC continues to support the community at large in cooperation with KPLC-TV with bimonthly appearances on the Sunrise Morning Show as a Masters Computer Pro</p> <p>The ACC continues to support the SWLTM during their meeting here in Kirkman twice a year.</p>

Administrative (Support Unit) Performance Objective 5: To continue to offer the services of the COSAC to the College of Science; namely to install and maintain personal computers/peripherals/supporting network; to aid in the process of ordering computers and ancillary equipment, and to offer service in solving software problems where resources allow.

Institutional Goal(s) Supported: FR2

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
<p>Student technicians complete work requests submitted to the work request system</p> <p>Adequate technical assistance in troubleshooting, repair and networking of my computing equipment has been available yields a 90% approval rating minimum.</p> <p>ACC technical staff is knowledgeable and responsive yields a 90% approval rating minimum</p> <p>.</p>	<p>From Spring of 2006 to the Spring of 2007, 318 work requests were answered by student technicians.</p> <p>Survey yielded a 95% approval rating.</p> <p>Survey yielded a 90% approval rating</p>	<p>The ACC currently has one full time master technician. Work request are allotted to student technicians as they are received</p> <p>The ACC will continue to provide adequate technical assistance with student workers as available</p> <p>The ACC will continue to provide knowledgeable and responsive staff with student workers as available</p>

Administrative (Support Unit) Performance Objective 6: To train and mentor student workers to become marketable computer technicians in today's work force and stress good work ethics with attention to detail.

Institutional Goal(s) Supported: AE3, SS3

<u>Expected Level of Achievement</u>	<u>Actual Data From Assessment</u>	<u>Actions/Decisions</u>
Student workers communicate effectively yields a 90% approval rating minimum	Survey showed a 90.2% approval rating	The ACC will continue to provide student workers that communicate effectively with workers as available
Student workers have been courteous yields a 90% approval rating minimum.	Survey showed a 94.4 % approval rating with students	The ACC will continue to provide student workers that are courteous with workers as available
Student workers have been helpful yields a 90% approval rating minimum.	Survey showed a 95.0% approval rating with students	The ACC will continue to provide student workers that are helpful with workers as available
Student workers have been knowledgeable yields a 90% approval rating minimum.	Survey showed a 91.0 % approval rating with students	The ACC will continue to provide student workers that are knowledgeable with workers as available
Student technicians secure a position in the workforce within 8 weeks of entering the market.	The two student technicians exiting in the last 12 months entered the job market/workforce 1 day after graduation and 1 week after graduation	The ACC will continue to provide training to student technicians that will allow secure a position in the workforce.



Resources Allocated:

