

Comprehensive Report by Office/Program/Center

1. Annual Report Summaries (period of ---- to -----). 2020-2022

Mission

- What is the overall purpose/mission of this program/center/office and how does it relate to the values of McCormick Theological School?

The overall purpose of the Information Technology Department is to provide and support technology resources for faculty, staff, students, alums and external community partners. This takes the form of providing and supporting hardware, software, applications, classroom technology, learning management systems, student information systems, finance and financial aid systems, human resources systems, internet access from within the building and to the building.

- What were key updates or revisions to the program/center/office?
 - Implemented VoiceThread.
 - Rolled Zoom out to all MTS staff and faculty.
 - Integrated Zoom into Alexandria.
 - Updated classroom technology to accommodate hybrid classes.
 - Updated hardware and technology to better serve faculty, staff and students which included installing and implementing more security software.
 - Replaced all wireless access points to improve network and Internet access.
 - Implementation of Ellucian Colleague ERP which includes student information system, finance, financial aid, human resources, admissions, workflow as well as other functions.
 - Replaced 70% of faculty and staff laptops/MacBooks/desktop computers.
 - Have automated the connection between Colleague and Alexandria.
 - Transitioned the website maintenance and responsibility from one platform to another. Moved website responsibility to the MarCom department.
 - Upgraded technology in the Learning Reading Writing Center.
- Provide evidence of the program/office/center goals clearly articulated in MTS publications and on MTS website for public review.
 - We report our plans and activities to internal constituents including the Board of Directors, Faculty, Staff, and Students.
 - In some cases, such as the implementation of the new ERP, it may be announced in the weekly electronic newsletter, or announcements in other forms.

Faculty and Staff

- Describe professional growth activities within the office (Note: Use professional- development in faculty development plan or with HR performance evaluation)
 - Our professional development and activities are in line with the work responsibilities of the IT Staff. For example, when we install new hardware the appropriate staff members train on the function and administration of the hardware. The same goes for new applications or software.
 - We contract with external vendors and companies who train us in various areas of technology, network and system security.
 - In some instances, we attend training classes provided by vendors.

Integrated Systems and Communications

- What other committees or offices (internal and external) support this program and how is that support documented?
 - External vendors support us and it is documented via contracts that we have in place which include helpdesk support, consulting support, and in some cases on-site support.
- How is the review of this level of support addressed?
 - We review the level of support dependent on the length of the contract or the agreement. Some are annually and some are multi-year.
- Discuss how the program/department communicates with other offices and/committees about the implementation of support.
 - We communicate via Alexandria, emails, staff meetings, communication team meetings, documentation that is provided via student handbook, student catalog, and trainings with constituents using various methods.
- What are the key improvements? (please indicate which offices/committees were involved in these decisions for improvement)
 - The implementation of the new student information system/finance system/financial aid system/admissions/human resources system. Senior management was involved.
 - Classroom technology updates. The Academic Dean was involved.
 - Infrastructure upgrades.
 - Security software implementation

2. Institutional Resources (i.e., linking programs and budgets to the Strategic Plan, MTS Mission, and Values) Please populate using the Theory of Change table from your Annual Report below

- Input- Using a percent, how does your office/program use the funding currently allocated for the office/program?
- Input- Using a percent, to what extent has your office/program integrated technology into its outputs (activities)—stuff used but paid out of your budget.
- Input-What direction is the office/program moving towards regarding technology?

- Output-Based upon the office activities, is there an anticipated need not currently addressed?
- Output- Based upon the office activities Do the current facilities, resources, and equipment meet the needs of the department/program?
- Outcome-Consider the results from program/office activities, what are the limitations or opportunities for improvement of the facilities?

Input (Resources)	Output (Events/Activities)	Output (Upcoming Events/Activities)	Measures	Outcomes
100% into MTS technology	100%	Since we support everyone from a technical standpoint, we are the ones that need to support other department's goals and activities. Staffing.		In the new building we would like to improve the classroom and common space technology to better serve the needs of the institution as well as being easier for end users to use

Quality and Viability Measures

Priority for Review	Program Data	Priority for Review	Office/Administrative Data	Priority for Review	Service Data
	Full-time to part-time faculty ratios (by course)		Collaborative Agreements	2	Satisfaction Rate
	Student to faculty ratios	1	Increased Resources	3	Response Time
	Individual course completion rates	2	Cost Savings		Diversity in Audience
	Accreditation criteria/standard	3	Professional Development	1	Technological Enhancement
	Community and organizational engagement		Increased Targets		
	Placement rates for graduates				
	Appropriately credentialed faculty				
	Growth and strategic plans				
	Participation Rate Advisement				
	Maintenance of appropriate library resources to support program				
3	Learning Management System				
1	Technology Infrastructure				
	Class size				
	Persistence Rate				
	Retention Rate				
	Learning Outcomes				
	Intrapersonal-Group Dynamics				
	Problem Solving Skills				

	Decision Making Skills				
	Interpersonal-Self Reflection				
2	Communication Skills				