Student and Faculty Information

1 - Annual Unduplicated Student Headcount

Data Source: ODS - IRO_BASE_UH

Definition / Description
Fall and Spring unduplicated student headcount (CENSUS) at the college.

2 - Annual FTE Faculty

Data Source: Most recent Human Resources Report, Human Resources Component Summary

Definition / Description
Annual FTE faculty as reported on IPEDS Human Resources Component Summary report.

2a - Annual FTE Staff

Data Source: Most recent Human Resources Report, Human Resources Component Summary

Definition / Description
Annual FTE staff as reported IPEDS Human Resources Component Summary report.

3 - Annual FTE Student

Data Source: ODS - IRO_BASE_UH

Definition / Description
Annual FTE student is the sum of all credits attempted at the college in Fall and Spring (CENSUS) divided by 30.
Technology Resources Overall Health Call

Determined by the College.

Technology Resources Demand Indicators

- Data will be given for annual activities between July 1 and June 30 of a given year. Use Summer, Fall, Spring student enrollment numbers when needed

- Student FTE and Faculty FTE will be provided by system office to each campus. Staff FTE will be provided by the campus HR office.

4- Number of online courses per year per total number of courses (live and on line)

Number of online courses offered during the academic year divided by the campus total number of courses (live and online) offered during the academic year. UHCC Office will provide the number.

5 - Number of student, faculty, and staff computers per IT desktop support staff

Number of computers deployed on campus for students, faculty, and staff divided by IT desktop support staff employed to provide support for the computers. Staffing should be calculated as FTE but includes casual hires, temporary staff, and student employees.

6 - Number of service requests per FTE faculty and staff

The total number of service requests in the academic year divided by the total number of FTE faculty and staff (ARPD #2 + 2a).

7 - Duplicated number of faculty and staff attendees at technology workshops per faculty and staff FTE

Number of faculty and staff who attended technology workshops divided by the total number of FTE faculty and staff (ARPD #2 + 2a). Participants who attended more than one workshop are counted each time they attend.

8 - Duplicated number of student attendees at technology workshops per student FTE

Number of students who attended technology workshops divided student FTE (ARPD #3). Students who attended more than one workshop are counted each time they attend.

Technology Resources Demand Health

Indicate: Healthy, Cautionary, or Unhealthy.
Technology Resources Efficiency Indicators

9 - Number of central FTE IT staff per FTE faculty and staff

Central IT staff includes permanent staff as well as casual hires, temporary staff, and student employees responsible for infrastructure (VoIP, network support, desktop support, mobile device support) and media (AV support, web support, instructional design). The FTE equivalent of this staffing is divided by the total number of FTE faculty and staff (ARPD #2 + 2a).

10 Total Central IT expenditures divided by total institutional budget (excludes external funds)
   Total Central IT expenditures for materials, operating, and personnel divided by the total institutional budget (G-funds and TFSF only).

Technology Resources Effectiveness Indicators

Common Survey Questions

11-1 I am satisfied with the customer service of the Help Desk/Computer service staff.

11-2 I am satisfied with the response time of the Help Desk/Computer services staff.

11-3 The computers on campus meet my needs

11-4 I am satisfied with the quality of work of the instructional design faculty and staff.

11-5 I am satisfied with the quality of technology training

   Provide average percentage for those who responded positively to question. There should be 5 responses: Strongly agree — Agree — Neither agree nor disagree — Disagree — Strongly disagree. The data entered into the ARPD is the average of positive responses. Use results for respondents to questions, i.e., if 50 people took the survey, and 40 users responded to question and 10 users left the question blank or checked not applicable, then use results from the 40 respondents. If, for example, 30 of the 40 responses for Item 11-1 were “strongly agree” or “agree,” then 75% of the responses were positive and that number would be reported in the ARPD. Each question might have a different number of respondents.

   Average processing time is measured in days. Work orders are defined as technology-related work orders for the IT support staff to work on and should include both faculty and staff work orders.

Technology Resources Efficiency Health

   Indicate: Healthy, Cautionary, or Unhealthy.
Community College Survey of Student Engagement (CCSSE)

The following measures are from the most recent CCSSE using the scoring responses to the CCSSE questions.

12 - 4.j Used the Internet or instant messaging to work on an assignment (mean) and frequencies for Very Often, Often, Sometimes, Never.

13 - 9.g. Using computers in academic work (mean) and frequencies for Very much, Quite a Bit, Some, Very Little.

14 - 12.g. Using computing and information technology (mean) and frequencies for Very much, Quite a Bit, Some, Very Little.

15 - 13.1h Frequency of Computer lab use (mean) and frequencies for Often, Sometimes, Rarely/Never, Don’t know/N.A.

16 - 13.2h Satisfaction with Computer lab (mean) and frequencies for Very, Somewhat, Not at all, N.A.

17 - 13.3h Importance of Computer lab (mean) and frequencies for Very, Somewhat, Not at all.

**Technology Resources Effectiveness Health**

Indicate: Healthy, Cautionary, or Unhealthy.