



FRANCIS MARION UNIVERSITY
OFFICE OF Network Operations and Systems (NETOPS)
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2015 - June 30, 2016

DEPARTMENTAL MISSION STATEMENT: Mission: Design and maintain campus-wide network infrastructure of switches, routers, cable plant facilities, and all network servers to ensure secure, reliable, and stable network performance with a stated disaster recovery process for the network infrastructure and servers (Network Operations and Systems).

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1. In order to help address this increased demand, we will expand the footprint of our virtual lab infrastructure with VDI (Virtual Desktop Infrastructure)	Move (30 %) of labs and classrooms from traditional PC infrastructure to a virtual lab providing better service to students and faculty. Information based upon speaking with Faculty on their needs to update equipment essential for teaching. We researched the best methods to get more shelf life and usage out of equipment in these areas. This would also increase our abilities to service them and add new software components if required or necessary. Our goal is to have 30% converted by December of 2015 and 60% by May of 2016.	Track the number of labs and classrooms that are converted to the VDI format.	Expanding the footprint of our virtual lab infrastructure with VDI (Virtual Desktop Infrastructure) helped decrease the number of computers and allowed us to be more efficient in installing and maintaining the software. It also helped with hardware costs because it has a longer lifespan than a traditional computer and made it efficient because we no longer need to purchase both computers and monitors.	We will continue replace computer labs with VDI where the software and applications allow.
2. In order to increase security, reliability, maintainability of printing assets in labs and classrooms to ensure the facilities and equipment are available as needed for instructional needs and to cut cost, we will implement Pay for Print using PaperCut (http://www.papercut.com/) for student printing	Provide end users/students with a more efficient method of printing that should provide a (50 %) decrease in the cost of printing in 2015-2016 compared to 2014-2015.	Track the printing cost in 2015-2016 and compare it to 2014-2015.	The results exceeded expectations. We saw a 72% reduction in prints. Total savings of paper and printing costs (cartridges, ink, toner etc) exceeded \$20,000 for the Fall Semester	We will continue to look for opportunities where print abuse is found to implement pay-for-print.



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