Assessment Cycle 2025-2026

Instructional Technology and Student Support

Division or Department: ITS

Prepared by: Chris Brumley **Date: 6/22/26**

Approved by: Ron Williams **Date: 6/22/26**

Northwestern Mission. Northwestern State University is a responsive, student-oriented institution committed to acquiring, creating, and disseminating knowledge through innovative teaching, research, and service. With its certificate, undergraduate, and graduate programs, Northwestern State University prepares its increasingly diverse student population to contribute to an inclusive global community with a steadfast dedication to improving our region, state, and nation.

Instructional Technology and Student Support Mission. The Student Technology Fee at Northwestern State University shall be dedicated to the acquisition, installation, maintenance, and efficient use of state-of-the-art technology solely for the purpose of supporting and improving student life and learning, and to better prepare students for the workplace.

Methodology: The assessment process includes:

1. Data from assessment tools (direct & indirect and quantitative & qualitative) are collected and returned to the director and stored by the director in secure digital format.
2. The director and support staff will analyze the data to determine whether the applicable outcomes are met.
3. Results from the assessment will be discussed with the appropriate staff and reported to the Chief Information Officer.
4. Individual meetings will be held with staff as required to address identified concerns.
5. The director, in consultation with the staff and senior leadership, will determine proposed changes to measurable outcomes, assessment tools for the next assessment period and, where needed, service changes.

Service Outcomes:

SO1. Provide technical support to faculty, staff, and students to ensure their success in fulfilling their educational goals and job responsibilities.

Measure 1.1. After each closed support ticket, an email notifying the user of the closed support request includes a link to a satisfaction survey. Instructional Technology and Student Support will maintain an average experience of 90% satisfaction or better.

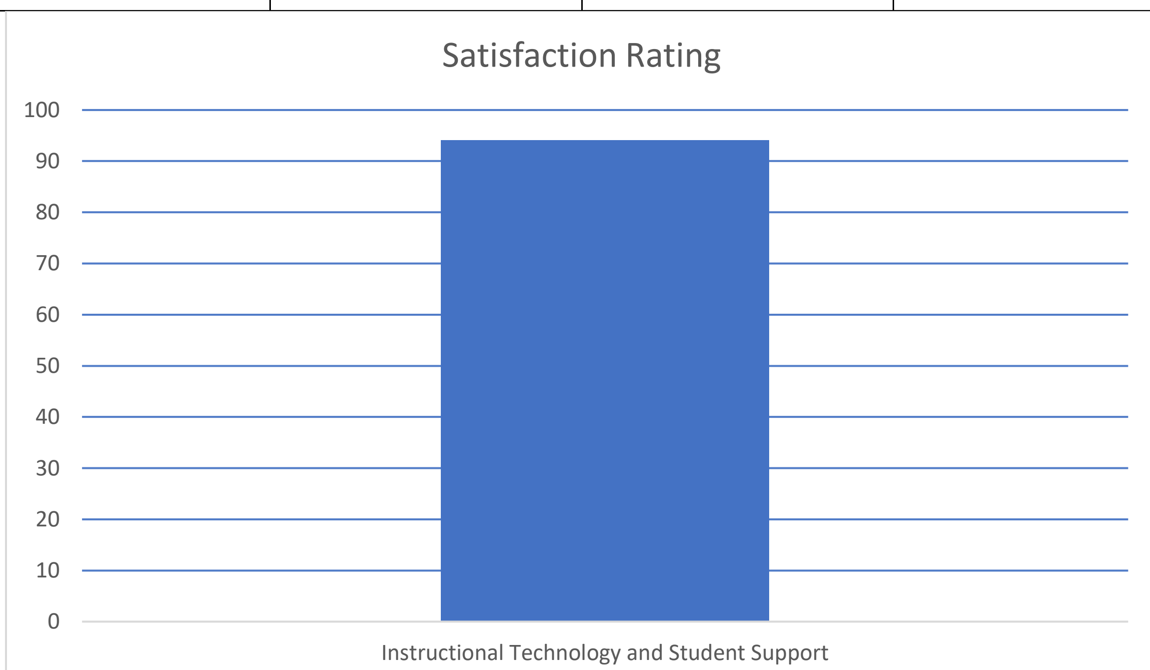
Assessment Cycle 2025-2026

Finding: The target was met.

Analysis: In 2025-2026 the target was met. The Student Help Desk and Student Online Support (SOS) use a service request ticket system to help route the student's request to the appropriate service area and classify the severity of the issue. The system allows for the Help Desk and SOS to streamline the process and ensure high priority issues are resolved as quickly as possible. The Help Desk and SOS had a total of 540 tickets submitted through the online ticketing system. After the tickets were completed, the student received a satisfaction survey of "Satisfied" or "Dissatisfied" rating on the service received. Of these 540 tickets, there were 51 (9.44% of total tickets) survey responses, with an average satisfaction rating of 94.12%.

Service Request for 2025-2026

Service Area	Ticket Count	Survey Responses	Response Rate
Instructional Technology and Student Support	**540**	**51**	**9.44%**



Decision: In AC 2025-2026 the target was met. Based on the analysis of these results in AC 2026-2027 the Student Help Desk and Student Online Support (SOS) will strive to continue its superior rating but increase the number of survey responses by requesting these are completed via ticket closure in the AC 2026-2027 year.

With limited data available due to no methods of tracking student satisfaction via call-in service request, discussions have moved to implementing a phone survey once a call-in service request is completed. Resources, and university access to those resources, are currently being researched to measure satisfaction that would in turn positively impact the student success at NSU.

Measure 1.2. The Student Help Desk and Student Online Support (SOS) will provide services to students, both in-person and remotely, for at least 70 hours per week while classes are in session and at least 40 hours per week during all other periods that the University is open.

Finding: The target was met.

Analysis: In 2025-2026 the target was met. The Student Help Desk and Student Online Support (SOS) is in the Watson Library and follows the same schedule as the library and its staff. During the fall/spring semesters the Help Desk and SOS are available 80 hours per week and 52 hours per week during the summer sessions.

Student online Support hours for 2025-2026 were as follows:

Fall/Spring Semester

- Monday-Thursday: 8:00am – 12:00am
- Friday: 8:00am – 2:00pm
- Sunday: 2:00pm – 12:00am

Summer Sessions

- Monday-Thursday: 8:00am – 8:30pm
- Friday: 8:00am – 12:00pm

Intersession

- Monday-Thursday: 8:00am – 5:00pm
- Friday: 8:00am – 12:00pm

Decision: In AC 2025-2026 the target was met. Based on the analysis of these results the Student Online Support help desk will continue to operate during library hours. Current staffing and hours of availability meet the demand for requests for assistance. We will continue to evaluate needs and update staffing and hours if necessary.

SO2. Ensure that the computer labs and classroom technology resources are accessible, supported, and current to optimize the teaching and learning environment.

Measure 2.1. Perform annual reviews of technology-based classrooms and departmental computer labs to meet 100% of identified upgrades/refresh during the replacement cycle as funding permits.

Finding: The target was met.

Analysis: In 2025-2026 the target was met. Instructional Technology and Student Support was able to secure approval from the Student Technology Advisory Team (STAT) for the funding of the 2025-2026 PC/Mac rotational replacement program pertaining to both lab and classroom technology. The funding was able to replace 114 lab computers, 94 Windows OS-based computers and 20 MacOS-based computers. In addition to these upgrades, 11 Windows OS-based classroom computers were replaced and upgraded.

Decision: In AC 2025-2026 the target was met. Based on the analysis of these results the Instructional Technology and Student Support rotational replacement program, which is dependent on funding from the Student Technology Advisory Team (STAT) is approved for the 2026-2027 the replacements for 103 lab computers (72 Windows OS-based computers and 31 MacOS-based computers), will be purchased. Additionally, 24 Windows OS-based computers will be purchased for classroom instruction.

Measure 2.2. Evaluate and implement up-to-date video teleconferencing classroom technology during the replacement cycle as funding permits.

Finding: The target was not met.

Analysis: In 2025-2026 the target was not met. Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Currently, there are 70 dedicated VTC classrooms and numerous classroom suites with VTC capabilities. Based on rotational replacements for the 2025-2026 fiscal year (which follows a 7-year rotational cycle for VTC equipment unless equipment becomes faulty prematurely), there were 9 VTC classrooms up for updating. However, funding was unable to be identified to meet this need. This project is still ongoing and securing a funding source will continue into the 2026-2027 fiscal year.

Video Teleconferencing (VTC) Room Rotation - 2025-2026

Location	Purchase Date	Amount ($) to Update
Cenla 178	6/14/18	$15,000
Cenla 238	6/14/18	$15,000
Cenla 242	6/14/18	$15,000
Cenla 244	6/14/18	$15,000

Cenla 258	6/14/18	$15,000
Fournet 107	4/30/18	$17,000
Russell 101D	4/19/18	$15,000
Russell 104	4/19/18	$15,000
Russell 218	4/19/18	$15,000
Total funds needed:		$137,000

Video Teleconferencing (VTC) Room Rotation - 2026-2027

Location	Purchase Date	Amount ($) to Update
Cenla 261	7/9/19	$15,000
Russell 107	10/22/19	$90,000
TEC 101B	3/22/19	$15,000
Total funds needed:		$120,500

Decision: The target was not met. Based on the analysis of the 2025-2026 rotational replacement program, funding for 9 (VTC) classrooms has not been secured. It is becoming critical that we secure funding for the VTC classrooms or else deem them unsupportable and remove them from rotation completely. Based on the analysis of these results in AC 2025-2026 the funding source will be requested again in the 2026-2027 fiscal year for the 2025-2026 and 2026-2027 rotational replacement program.

Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Utilization of current VTC rooms will be examined, and a strategic plan to meet synchronous remote learning needs, including funding for dedicated VTC rooms, will be developed.

SO3. Implement and maintain an up-to-date software environment in all classrooms and University computer labs.

Measure 3.1. Install new Windows based and Mac based operating systems campus-wide within three (3) years of manufacturer's initial release date.

Finding: The target was not met.

Analysis: In 2025-2026 the target was not met. Instructional Technology and Student Support strive to keep all technology and services up to date through hardware and software updates and/or upgrades. With the release of Microsoft Windows 11 on October 5, 2021, we began migrating computers from Windows 10 to Windows 11. Instructional Technology and Student Support currently manage 1,347 Windows-based computers of which 1,327 have been migrated to the current version of Windows 11 and those who cannot update have been inventoried for upgrade. In addition, macOS Sequioa was released on September 16, 2024, and migration from previous versions, Ventura and Sonoma, began as new macOS-based computers were purchased.

Currently Instructional Technology and Student Support manage 109 macOS-based computers of which all have been migrated to the current version of macOS.

Decision: The target was not met. Based on the analysis of these results for the AC 2025-2026 inventory of current Windows OS-based computers, Instructional Technology and Student Support will meet the goal of migrating all but 20 computers to Microsoft Windows 11 OS by the end of the 2025-2026 fiscal year. The remaining Windows OS-based computers will fail to meet the target goal due to funding sources from departments utilizing these computers that are not a part of the rotational replacement program through the Instructional Technology and Student Support department.

Measure 3.2. Release annual Student Tech Fee funds to support required share of university software expenditures.

Finding: The target was met.

Analysis: In 2025-2026 the target was met. Instructional Technology and Student Support share in the cost of university services and software pertaining to student needs and access. In 2025-2026, Instructional Technology and Student support met the funding obligations to support software ranging from management, data analysis, and productivity that are essential to providing cost effective maintenance and support for the student experience.

University Services and Software Amount Paid 2025-2026

Services/Software	Amount ($)
Microsoft Campus Agreement	$49,744.40
Adobe Creative Campus Agreement	$28,707.80
Jamf Pro Suite	$4,106.52
SPSS Software	$13,771.63
LOUIS Library System	$85,385.32
Open LMS (Moodle)	$128,622.57
Total	$310,338.24

Instructional Technology and Student Support secured funds from the Student Technology Advisory Team (STAT) for the partial purchase of both classroom and computer lab management software namely Paper Cut, Deep Freeze, Lab Stats, and Jamf Pro Suite. In addition, software was funded for student productivity, namely Microsoft, Adobe, SPSS, access to LOUIS library platform, and Open LMS (Moodle) services.

Decision: In AC 2025-2026 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2026-2027. The pricing for renewals will be updated and included in the budget proposal submitted to STAT at the first meeting of the 2026-2027 fiscal year. Campus software needs are re-evaluated annually.

SO4. Ensure the effective management of Student Technology funds according to the University of Louisiana System's "Student Technology Fee Expenditure Guidelines."

Measure 4.1. The Student Technology Advisor Team (STAT) will meet a minimum of two (2) times during the fiscal year to discuss and approve or deny any student-led technology projects.

Finding: The target was not met.

Analysis: In 2025-2026 the target was not met. Instructional Technology and Student Support facilitated 1 meeting: October 15, 2025. The Student Technology Advisory Team (STAT) discussed the student generated funds and any projects required of STAT for the current fiscal year. STAT currently funds student-centered infrastructure and software pertaining to the student experience. In addition, STAT can fund faculty submitted special initiatives that either enhance or create a better learning environment for the student population. This fiscal year, STAT funded $197,710,96 worth of technology special initiatives spanning to 3 different departments.

Projects Approved 2023-24

Project	Amount ($)
Physical Science Initiative	$106,215.96
Mathematics Initiative	$56,495.00
Marketing Website Initiative	$35,000.00
Total	$197,710.96

Decision: In AC 2025-2026 the target was not met. Based on the analysis of these results the following changes will be implemented in AC 2026-2027. The Instructional Technology and Student Support and the Student Technology Advisory Team (STAT) will work closely to ensure campus technology and the student learning experience continues to remain up-to-date and fully operational. These projects and enhancements are funded via the Student Technology Fee assessed to each student per credit hour. These funds help purchase campus-wide software, infrastructure, and classroom technology. These systems range from annual to rotational, so a constant funding source is necessary to ensure 100% functionality and all funding decisions are voted on per year by the student-led STAT committee. To further support campus technology infrastructure, the committee will continue to hold regular meetings, a minimum of 1 each for both fall and spring semester, and to make responsible, timely decisions about allocating funds to projects that benefit students.

Measure 4.2. Determine annual expenses, adjusting for cost inflation, that the Student Technology Fee is obligated to purchase and/or split with the University that falls within the scope of the expenditure guidelines.

Finding: The target was met.

Analysis: In 2025-2026 the target was met. The Student Technology Fee was created in 1997 with the sole intent to acquire, install, maintain, and to see to the efficient use of state-of-the-art technology for the purpose of support and improving the student learning experience. This self-generated student fund supports all aspects of student learning, from software to the physical learning environment. All expenditures must be voted on and passed by two-thirds of the Student Technology Advisory Team (STAT) and approved by the university President and the University of Louisiana Board of Supervisors with 40% of the annual revenues used to secure debt. Approval of the annual budget should reflect university level initiatives affecting the widest possible student population. In addition, the Student Technology Fee account must always have at least $400,000 in reserves from one fiscal year to the next. In 2025-2026, Student Tech Fee met its budgetary obligations and maintained a balance above $400,000.

Annual Expenses Approved Budget 2023-24

Equipment/Software	Amount ($)
Lab Workstations: Bienvenu 304/305/315, FACS 119, HHP 139, Kyser 132/139/225A, TEC 113C, Union 235, Watson 108H (94x$1,314.70, 20x$1,598.00, 20x$24.58)	$156,033.40
Classroom Workstations: Bienvenu 114/304, FACS 119, HHP 113/115/117/119/123, Kyser 132, Warrington 227, Watson 108H (10x$1,338.30, 1x$1,384.39	$14,767.39
Special Initiatives (please see Measure 4.1 for breakdown)	$197,710.96
Paper Cut Software	$1161.88
Deep Freeze Maintenance Software	$4,504.50
Lab Stats Software	$15,015.00
JAMF Pro Suite Software	$4,106.52
SPSS Software	$13,771.63
LOUIS Library Software	$85,385.32
Open LMS (Moodle)	$128,622.57
Microsoft Applications Software	$49,744.40
Adobe Creative Software	$28,707.80
Wowza Streaming Software	$6,975.10
Lab Supplies/Workstations	$120,000.00
Lab/Classroom Repairs	$50,000.00
Golf Carts	$8,109.72

Lab Printer Replacement	$2,930.00
Data Center/Disaster Recovery (DR) Project	$250,000.00
Non-Classified Personnel	$140,000.00
Lab Assistants/Coordinators	$110,000.00
TOTAL BUDGET 2023-24	$1,380, 571.09

Decision: The target was met. The Student Technology Fee (Tech Fee) continues to provide the Northwestern State University student population with access to state-of-the-art technology, both hardware and software, and updated learning environments across all the university campuses. During the 2025-2026 fiscal year the Student Technology fee revenue was $1,038,520.24 with $860,536.58 of expenses and $150,233.65 of encumbrance. The minimum of $400,000 was also met and will be rolled over to the 2025-2026 fiscal year. Based on the analysis of these results in 2026-2027, Tech Fee will re-evaluate the budget to ensure that obligations are met and that expenditures remain within the guidelines set for Student Tech Fee funds.

Comprehensive summary of key evidence of improvements based on analysis of results. The following reflects all changes implemented to drive continuous improvement in AC 2025-2026. These changes are based on insights gained from analyzing the AC 2024-2025 results and lessons learned.

The following reflects the analysis of data collected during AC 2025-2026.

SO1
<u>Satisfaction with student support interactions and availability of student support</u>

(1.1) In 2025-2026 the target was met. The Student Help Desk and Student Online Support (SOS) use a service request ticket system to help route the student's request to the appropriate service area and classify the severity of the issue. The system allows for the Help Desk and SOS to streamline the process and ensure high priority issues are resolved as quickly as possible. The Help Desk and SOS had a total of 540 tickets submitted through the online ticketing system. After the tickets were completed, the student received a satisfaction survey of "Satisfied" or "Dissatisfied" rating on the service received. Of these 540 tickets, there were 51 (9.44% of total tickets) survey responses, with an average satisfaction rating of 94.12%

(1.2) In 2025-2026 the target was met. The Student Help Desk and Student Online Support (SOS) is in the Watson Library and follows the same schedule as the library and its staff. During the fall/spring semesters the Help Desk and SOS are available 80 hours per week and 52 hours per week during the summer sessions.

Student online Support hours for 2025-2026 were as follows:
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Monday-Thursday: 8:00am – 12:00am
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Sunday: 2:00pm – 12:00am

Summer Sessions
Monday-Thursday: 8:00am – 8:30pm
Friday: 8:00am – 12:00pm

Intersession
Monday-Thursday: 8:00am – 5:00pm
Friday: 8:00am – 12:00pm

SO2
Update of student lab computers and teleconferencing equipment within rotation schedules

(2.1) In 2025-2026 the target was met. Instructional Technology and Student Support was able to secure approval from the Student Technology Advisory Team (STAT) for the funding of the 2025-2026 PC/Mac rotational replacement program pertaining to both lab and classroom technology. The funding was able to replace 114 lab computers, 94 Windows OS-based computers and 20 MacOS-based computers. In addition to these upgrades, 11 Windows OS-based classroom computers were replaced and upgraded.

(2.2) In 2025-2026 the target was not met. Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Currently, there are 70 dedicated VTC classrooms and numerous classroom suites with VTC capabilities. Based on rotational replacements for the 2025-2026 fiscal year (which follows a 7-year rotational cycle for VTC equipment unless equipment becomes faulty prematurely), there were 9 VTC classrooms up for updating. However, funding was unable to be identified to meet this need. This project is still ongoing and securing a funding source will continue into the 2026-2027 fiscal year.

SO3
Update computer operating systems within 3 years of release date for Windows and Mac systems, and ensure that Tech Fee meets agreed-upon obligations for portions of campus-wide software licenses.

(3.1) In 2025-2026 the target was not met. Instructional Technology and Student Support strive to keep all technology and services up to date through hardware and software updates and/or upgrades. With the release of Microsoft Windows 11 on October 5, 2021, we began migrating computers from Windows 10 to Windows 11. Instructional Technology and Student Support currently manage 1,347 Windows-based computers of which 1,327 have been migrated to the current version of Windows 11 and those who cannot update have been inventoried for upgrade. In addition, macOS Sequioa was released on September 16, 2024, and migration from previous versions, Ventura and Sonoma, began as new macOS-based computers were purchased. Currently Instructional Technology and Student Support manage 109 macOS-based computers of which all have been migrated to the current version of macOS.

(3.2) In 2025-2026 the target was met. Instructional Technology and Student Support share in the cost of university services and software pertaining to student needs and access. In 2025-2026, Instructional Technology and Student support met the funding obligations to support software ranging from management, data analysis, and productivity that are essential to providing cost effective maintenance and support for the student experience.
Instructional Technology and Student Support secured funds from the Student Technology Advisory Team (STAT) for the partial purchase of both classroom and computer lab management software namely Paper Cut, Deep Freeze, Lab Stats, and Jamf Pro Suite. In addition, software was funded for student productivity, namely Microsoft, Adobe, SPSS, access to LOUIS library platform, and Open LMS (Moodle) services.

SO4

<u>Ensure that Tech Fee Guidelines are followed for Student Technology Advisory Team meeting schedules and for management of Tech Fee budget</u>

(4.1) In 2025-2026 the target was not met. Instructional Technology and Student Support facilitated 1 meeting: October 15, 2025. The Student Technology Advisory Team (STAT) discussed the student generated funds and any projects required of STAT for the current fiscal year. STAT currently funds student-centered infrastructure and software pertaining to the student experience. In addition, STAT can fund faculty submitted special initiatives that either enhance or create a better learning environment for the student population. This fiscal year, STAT funded $197,710,96 worth of technology special initiatives spanning to 3 different departments.

(4.2) In 2025-2026 the target was met. The Student Technology Fee was created in 1997 with the sole intent to acquire, install, maintain, and to see to the efficient use of state-of-the-art technology for the purpose of support and improving the student learning experience. This self-generated student fund supports all aspects of student learning, from software to the physical learning environment. All expenditures must be voted on and passed by two-thirds of the Student Technology Advisory Team (STAT) and approved by the university President and the University of Louisiana Board of Supervisors with 40% of the annual revenues used to secure debt. Approval of the annual budget should reflect university level initiatives affecting the widest possible student population. In addition, the Student Technology Fee account must always have at least $400,000 in reserves from one fiscal year to the next. In 2025-2026, Student Tech Fee met its budgetary obligations and maintained a balance above $400,000.

Plan of action moving forward.

The following reflects changes that will be implemented in AC 2026-2027, based on the analysis of the results observed in AC 2025-2026.

SO1

<u>Satisfaction with student support interactions and availability of student support</u>

(1.1) In AC 2025-2026 the target was met. Based on the analysis of these results in AC 2026-2027 the Student Help Desk and Student Online Support (SOS) will strive to continue its superior rating but increase the number of survey responses by requesting these are completed via ticket closure in the AC 2026-2027 year. With limited data available due to no methods of tracking student satisfaction via call-in service request, discussions have moved to implementing a phone survey once a call-in service request is completed. Resources, and university access to those resources, are currently being researched to measure satisfaction that would in turn positively impact the student success at NSU.

(1.2) In AC 2025-202 the target was met. Based on the analysis of these results the Student Online Support help desk will continue to operate during library hours. Current staffing and hours of availability meet the demand for requests for assistance. We will continue to evaluate needs and update staffing and hours if necessary.

SO2

<u>Update of student lab computers and teleconferencing equipment within rotation schedules</u>

(2.1) In AC 2025-2026 the target was met. Based on the analysis of these results the Instructional Technology and Student Support rotational replacement program, which is dependent on funding from the Student Technology Advisory Team (STAT) is approved for the 2026-2027 the replacements for 102 lab computers (102 Windows OS-based computers), will be purchased. Additionally, 23 Windows OS-based computers will be purchased for classroom instruction.

(2.2) The target was not met. Based on the analysis of the 2025-2025 rotational replacement program, funding for 9 (VTC) classrooms has not been secured. It is becoming critical that we secure funding for the VTC classrooms or else deem them unsupportable and remove them from rotation completely. Based on the analysis of these results in AC 2025-2026 the funding source will be requested again in the 2026-2027 fiscal year for the 2025-2026 and 2026-2027 rotational replacement program.

Video teleconferencing (VTC) plays a vital role in instructional delivery at Northwestern State University and all satellite campuses. Utilization of current VTC rooms will be examined, and a strategic plan to meet synchronous remote learning needs, including funding for dedicated VTC rooms, will be developed.

SO3

Update computer operating systems within 3 years of release date for Windows and Mac systems, and ensure that Tech Fee meets agreed-upon obligations for portions of campus-wide software licenses

(3.1) The target was not met. Based on the analysis of these results for the AC 2025-2026 inventory of current Windows OS-based computers, Instructional Technology and Student Support will meet the goal of migrating all but 20 computers to Microsoft Windows 11 OS by the end of the 2025-2026 fiscal year. The remaining Windows OS-based computers will fail to meet the target goal due to funding sources from departments utilizing these computers that are not a part of the rotational replacement program through the Instructional Technology and Student Support department.

(3.2) In AC 2025-2026 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2026-2027. The pricing for renewals will be updated and included in the budget proposal submitted to STAT at the first meeting of the 2026-2027 fiscal year. Campus software needs are re-evaluated annually.

SO4

Ensure that Tech Fee Guidelines are followed for Student Technology Advisory Team meeting schedules and for management of Tech Fee budget

Assessment Cycle 2025-2026

(4.1) In AC 2025-2026 the target was met. Based on the analysis of these results the following changes will be implemented in AC 2026-2027. The Instructional Technology and Student Support and the Student Technology Advisory Team (STAT) will work closely to ensure campus technology and the student learning experience continues to remain up-to-date and fully operational. These projects and enhancements are funded via the Student Technology Fee assessed to each student per credit hour. These funds help purchase campus-wide software, infrastructure, and classroom technology. These systems range from annual to rotational, so a constant funding source is necessary to ensure 100% functionality and all funding decisions are voted on per year by the student-led STAT committee. To further support campus technology infrastructure, the committee will continue to hold regular meetings and to make responsible, timely decisions about allocating funds to projects that benefit students.

(4.2) The target was met. The Student Technology Fee (Tech Fee) continues to provide the Northwestern State University student population with access to state-of-the-art technology, both hardware and software, and updated learning environments across all the university campuses. During the 2025-2026 fiscal year the Student Technology fee revenue was $941,188 with $1,146,969 of expenses. The minimum of $400,000 was also met and will be rolled over to the 2026-2027 fiscal year. Based on the analysis of these results in 2025-26, Tech Fee will re-evaluate the budget to ensure that obligations are met and that expenditures remain within the guidelines set for Student Tech Fee funds.