
Information Resources

Performance Indicators/Assessment Report

June 2006

Information Resources Performance Indicators

Information Resources compiles and reports technology information for the Chancellor's Office.* Additional CSU, Chico technology assessments are being performed on campus by Information Resources to provide vital information for planning and clarification purposes.

Information Resources collects data to respond to a number of surveys including the annual CSU Measures of Success survey (MOS), the CSU Annual Campus Technology surveys, the Library Annual Statistics survey, the Educause Core Data survey, and the Greene Campus Computing Project. In addition, Information Resources also performs biannual faculty and staff technology use and satisfaction surveys (spring of 1999, 2001, 2003 and 2005). Indicators have been identified from the extensive data collected that provide performance assessment data for Information Resources and include information about the uses of technology, perceptions of technology, campus technology support and training, and campus satisfaction with technology. The performance areas identified as core to Information Resources mission include

- Computing Hardware/Workstations
- Teaching and Learning
- Training and Support
- Network Performance
- Library

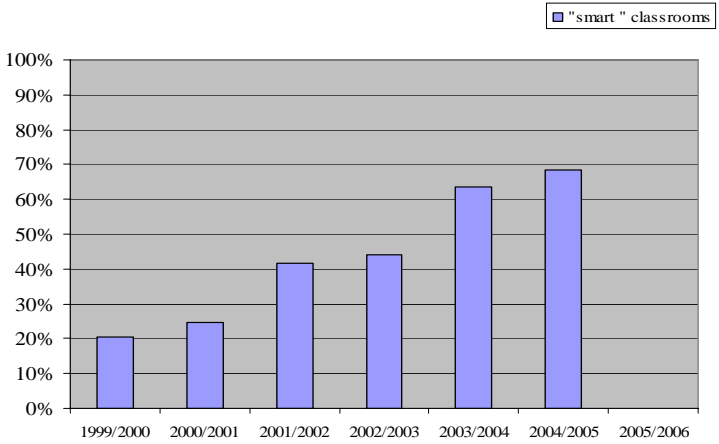
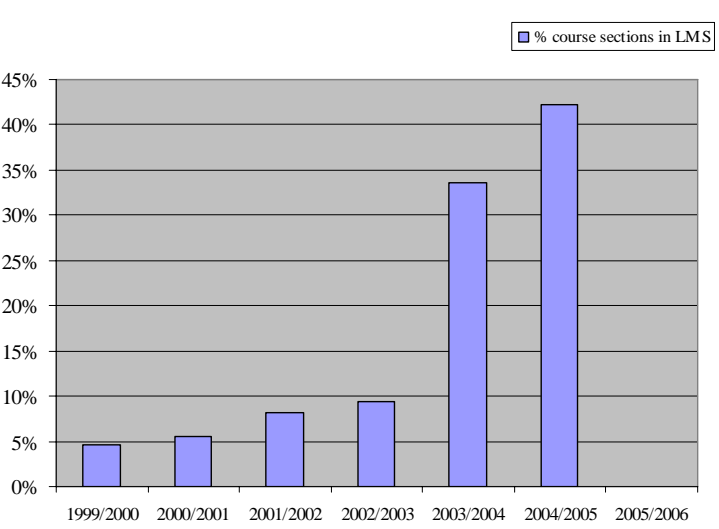
The performance measures associated with these indicators serve to demonstrate the importance of information technology in meeting the needs of the campus community and the level of satisfaction in the delivery of support and services. The following tables and charts supply details on Information Resources performance in identified core service areas.

* The Chancellor's Office has formalized technology information gathering to meet accountability requirement established by the California Legislature in the 1999 Budget Act. Information is also used to inform and to evaluate implementation of the Operations and Support Strategies component of the CSU's Integrated Technology Strategy - Technology Infrastructure Initiative.

Information Resources Core Performance Areas	Indicators/ Measures
Computing Hardware/workstations	<ol style="list-style-type: none"> 1. Quality of Faculty, Staff, and Student workstations on campus compared to Integrated Technology Strategy (ITS) baseline standards. Hardware and software are current and meet standards if they are purchased three years prior to the end of the reporting period 2. Faculty/Staff satisfaction with campus provided workstation

Assessment/ Analysis	Graphs																												
<p>85% of faculty workstations, 92% of staff workstations, and 75% of centrally provided student workstations meet or exceed the current system wide ITS baseline standards.</p> <p>A standard refresh cycle is being developed with a proposed funding model to guarantee baseline standards are being met</p>	<p style="text-align: center;">IRES Performance Indicator #1 Quality of Workstations based on Baseline Standards</p> <table border="1"> <caption>IRES Performance Indicator #1 Data</caption> <thead> <tr> <th>Year</th> <th>Faculty (%)</th> <th>Staff (%)</th> <th>Student (%)</th> </tr> </thead> <tbody> <tr> <td>1999/2000</td> <td>95</td> <td>95</td> <td>75</td> </tr> <tr> <td>2000/2001</td> <td>90</td> <td>75</td> <td>68</td> </tr> <tr> <td>2001/2002</td> <td>105</td> <td>90</td> <td>80</td> </tr> <tr> <td>2002/2003</td> <td>92</td> <td>92</td> <td>82</td> </tr> <tr> <td>2003/2004</td> <td>85</td> <td>82</td> <td>80</td> </tr> <tr> <td>2004/2005</td> <td>85</td> <td>92</td> <td>75</td> </tr> </tbody> </table>	Year	Faculty (%)	Staff (%)	Student (%)	1999/2000	95	95	75	2000/2001	90	75	68	2001/2002	105	90	80	2002/2003	92	92	82	2003/2004	85	82	80	2004/2005	85	92	75
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<p>83% of faculty and 92% of staff indicated in the 2005 INF survey that their workstation was adequate and that they were satisfied with their desktop.</p> <p>The quantitative numbers and the satisfaction levels indicate that in spite of budget cuts we have been able to meet 80% of the campus need. Reaching 100% satisfaction and regularizing distribution of computing resources are addressed by the IT strategic planning process this year.</p>	<p style="text-align: center;">IRES Performance Indicator #2 Satisfaction with/Adequacy of Workstation</p> <table border="1"> <caption>IRES Performance Indicator #2 Data</caption> <thead> <tr> <th>Year</th> <th>Faculty (%)</th> <th>Staff (%)</th> </tr> </thead> <tbody> <tr> <td>1999</td> <td>78</td> <td>-</td> </tr> <tr> <td>2001</td> <td>80</td> <td>88</td> </tr> <tr> <td>2003</td> <td>88</td> <td>92</td> </tr> <tr> <td>2005</td> <td>83</td> <td>92</td> </tr> </tbody> </table>	Year	Faculty (%)	Staff (%)	1999	78	-	2001	80	88	2003	88	92	2005	83	92													
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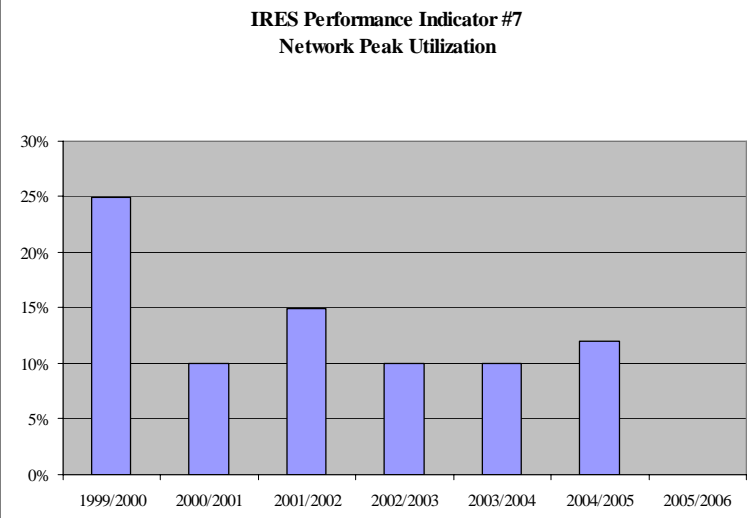
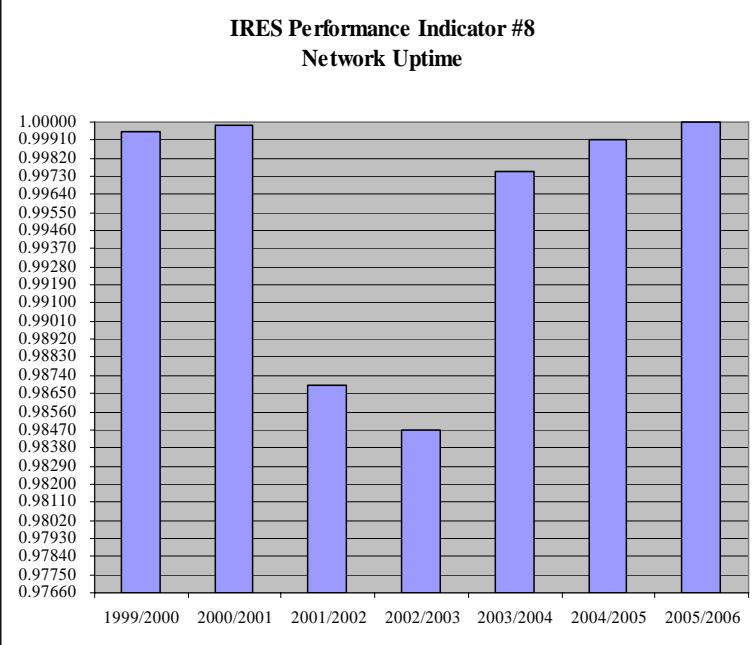
Information Resources Core Performance Areas	Indicators/ Measures
Teaching and Learning	3. Percentage of classrooms that are considered “smart classrooms (equipped to support the use of multimedia instructional resources) based on ITS baseline standards reported to the Chancellor’s Office 4. Use of Learning Management systems as measured by the percentage of “active” WebCT course sections (those with enrollments) measured against all active course sections offered during the year

Assessment/ Analysis	Graphs																
<p>Over the last five years Chico has increased its percentage of “smart” classrooms from 20% to over 70%. Based on survey data, smart classrooms are in high demand on campus.</p> <p>Reaching 100% mediation and meeting faculty needs for mediated classrooms are goals addressed by the IT strategic planning process this year</p>	<p style="text-align: center;">IRES Performance Indicator #3 Access to "Smart " Classrooms</p>  <table border="1"> <caption>IRES Performance Indicator #3 Data</caption> <thead> <tr> <th>Year</th> <th>% "smart" classrooms</th> </tr> </thead> <tbody> <tr> <td>1999/2000</td> <td>20%</td> </tr> <tr> <td>2000/2001</td> <td>25%</td> </tr> <tr> <td>2001/2002</td> <td>42%</td> </tr> <tr> <td>2002/2003</td> <td>45%</td> </tr> <tr> <td>2003/2004</td> <td>65%</td> </tr> <tr> <td>2004/2005</td> <td>70%</td> </tr> <tr> <td>2005/2006</td> <td>-</td> </tr> </tbody> </table>	Year	% "smart" classrooms	1999/2000	20%	2000/2001	25%	2001/2002	42%	2002/2003	45%	2003/2004	65%	2004/2005	70%	2005/2006	-
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<p>Over the last five years the percentage of active WebCT courses has risen from 5% active WebCT sections in 99/00 to 42% active WebCT course sections in the 04/05 academic year.</p> <p>WebCT, the learning management system, has been a critical part of the Chico learning infrastructure. The current upgrade to WebCT Vista is underway to address scalability and improved functionality</p>	<p style="text-align: center;">IRES Performance Indicator #4 Utilization of Learning Management System</p>  <table border="1"> <caption>IRES Performance Indicator #4 Data</caption> <thead> <tr> <th>Year</th> <th>% course sections in LMS</th> </tr> </thead> <tbody> <tr> <td>1999/2000</td> <td>5%</td> </tr> <tr> <td>2000/2001</td> <td>6%</td> </tr> <tr> <td>2001/2002</td> <td>8%</td> </tr> <tr> <td>2002/2003</td> <td>10%</td> </tr> <tr> <td>2003/2004</td> <td>34%</td> </tr> <tr> <td>2004/2005</td> <td>42%</td> </tr> <tr> <td>2005/2006</td> <td>-</td> </tr> </tbody> </table>	Year	% course sections in LMS	1999/2000	5%	2000/2001	6%	2001/2002	8%	2002/2003	10%	2003/2004	34%	2004/2005	42%	2005/2006	-
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Information Resources Core Performance Areas	Indicators/ Measures
Training and Support	5. Faculty and staff satisfaction with the technology training offered on campus as measured in the 2005 Faculty and Staff Technology survey 6. Faculty and staff satisfaction with the technology support they receive as measured in the 2005 Faculty and Staff Technology survey

Assessment/ Analysis	Graphs															
<p>86% of faculty surveyed and 70% of staff indicated that they were satisfied with the technology training offered on campus.</p> <p>Technology training on campus ranges from WebCT and instructional design training for faculty to PeopleSoft courses, office productivity tools, and web design classes for faculty/staff. Over 170 instructor-led courses were offered during the 2004/2005 fiscal year</p>	<p style="text-align: center;">IRES Performance Indicator # 5 Satisfaction with Technology Training</p> <table border="1"> <caption>IRES Performance Indicator # 5: Satisfaction with Technology Training</caption> <thead> <tr> <th>Year</th> <th>Faculty (%)</th> <th>Staff (%)</th> </tr> </thead> <tbody> <tr> <td>1999</td> <td>80</td> <td>70</td> </tr> <tr> <td>2001</td> <td>78</td> <td>75</td> </tr> <tr> <td>2003</td> <td>88</td> <td>80</td> </tr> <tr> <td>2005</td> <td>86</td> <td>70</td> </tr> </tbody> </table>	Year	Faculty (%)	Staff (%)	1999	80	70	2001	78	75	2003	88	80	2005	86	70
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<p>80% of faculty and 84% of staff surveyed indicated they were satisfied with the level of technical support they received.</p> <p>The faculty and staff Help Line is staffed 45 hours per week. Over the past year, help desk staff have resolved 8,820 hardware/software issues. 62% of service requests were initiated by staff; 38% by faculty</p>	<p style="text-align: center;">IRES Performance Indicator # 6 Satisfaction with Technical Support</p> <table border="1"> <caption>IRES Performance Indicator # 6: Satisfaction with Technical Support</caption> <thead> <tr> <th>Year</th> <th>Faculty (%)</th> <th>Staff (%)</th> </tr> </thead> <tbody> <tr> <td>1999</td> <td>71</td> <td>66</td> </tr> <tr> <td>2001</td> <td>74</td> <td>74</td> </tr> <tr> <td>2003</td> <td>79</td> <td>82</td> </tr> <tr> <td>2005</td> <td>80</td> <td>84</td> </tr> </tbody> </table>	Year	Faculty (%)	Staff (%)	1999	71	66	2001	74	74	2003	79	82	2005	80	84
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Information Resources Core Performance Areas	Indicators/ Measures
Network Performance	<p>7. Network peak utilization measures the highest level of bandwidth usage. Lower percentages indicate that the campus has high bandwidth capacity available for campus uses</p> <p>8. Network reliability is indicated by the amount of time the network is available or “uptime. This measure includes planned and unplanned downtime</p>

Assessment/ Analysis	Graphs																
<p>Network peak utilization was 12% in the 04/05 year indicating high availability for network traffic with 88% of our capacity unused and available.</p> <p>The drops seen in peak utilization seen in the chart does not reflect a decrease in network usage but rather an increase in our available bandwidth capacity to more than keep up with the rising campus demand</p>	<p style="text-align: center;">IRES Performance Indicator #7 Network Peak Utilization</p>  <table border="1"> <caption>Network Peak Utilization Data</caption> <thead> <tr> <th>Year</th> <th>Utilization (%)</th> </tr> </thead> <tbody> <tr> <td>1999/2000</td> <td>25%</td> </tr> <tr> <td>2000/2001</td> <td>10%</td> </tr> <tr> <td>2001/2002</td> <td>15%</td> </tr> <tr> <td>2002/2003</td> <td>10%</td> </tr> <tr> <td>2003/2004</td> <td>10%</td> </tr> <tr> <td>2004/2005</td> <td>12%</td> </tr> <tr> <td>2005/2006</td> <td>-</td> </tr> </tbody> </table>	Year	Utilization (%)	1999/2000	25%	2000/2001	10%	2001/2002	15%	2002/2003	10%	2003/2004	10%	2004/2005	12%	2005/2006	-
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<p>Network uptime was 0.99911. Core services and access to the Internet had a very high availability approaching that of universal countrywide telephone service which is targeted at .99999.</p> <p>Installation of new network equipment as part of the Technology Infrastructure Initiative (TII) will take place during the summer and may lead to an even further increase in network uptime (reliability)</p>	<p style="text-align: center;">IRES Performance Indicator #8 Network Uptime</p>  <table border="1"> <caption>Network Uptime Data</caption> <thead> <tr> <th>Year</th> <th>Uptime</th> </tr> </thead> <tbody> <tr> <td>1999/2000</td> <td>0.99911</td> </tr> <tr> <td>2000/2001</td> <td>0.99911</td> </tr> <tr> <td>2001/2002</td> <td>0.98650</td> </tr> <tr> <td>2002/2003</td> <td>0.98380</td> </tr> <tr> <td>2003/2004</td> <td>0.99730</td> </tr> <tr> <td>2004/2005</td> <td>0.99911</td> </tr> <tr> <td>2005/2006</td> <td>0.99911</td> </tr> </tbody> </table>	Year	Uptime	1999/2000	0.99911	2000/2001	0.99911	2001/2002	0.98650	2002/2003	0.98380	2003/2004	0.99730	2004/2005	0.99911	2005/2006	0.99911
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Information Resources Core Performance Areas	Indicators/ Measures
Library Utilization	9. Use of Electronic Library Resources as measured by the total number of electronic journal searches performed and the total number of electronic articles reviewed 10. Annual circulation of library materials

Assessment/ Analysis	Graphs												
<p>Over one million electronic searches were performed with over 570,000 articles reviewed in 2005, a 20% increase in searches and a 10% increase in articles reviewed from the previous year.</p> <p>A system wide priority for the upcoming year is to increase the number of full-text database available in the electronic core collection</p>	<p style="text-align: center;">IRES Performance Indicator #9 Use of Electronic Resources</p> <table border="1"> <caption>IRES Performance Indicator #9 Data</caption> <thead> <tr> <th>Year</th> <th>Article Views</th> <th>Total Searches</th> </tr> </thead> <tbody> <tr> <td>2003</td> <td>300,000</td> <td>950,000</td> </tr> <tr> <td>2004</td> <td>500,000</td> <td>1,330,000</td> </tr> <tr> <td>2005</td> <td>570,000</td> <td>1,580,000</td> </tr> </tbody> </table>	Year	Article Views	Total Searches	2003	300,000	950,000	2004	500,000	1,330,000	2005	570,000	1,580,000
Year	Article Views	Total Searches											
2003	300,000	950,000											
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2005	570,000	1,580,000											
<p>Book borrowing has gone down somewhat in 2005 from 163,000 items in 2004 to 135,000 items in 2005 as the collection ages and the use of electronic resources increases.</p> <p>The reduction in book usage may be a function of decreased book purchases. Additional funds are being allocated for book purchases in the upcoming year</p>	<p style="text-align: center;">IRES Performance Indicator #10 Annual Circulation of Library Materials</p> <table border="1"> <caption>IRES Performance Indicator #10 Data</caption> <thead> <tr> <th>Year</th> <th>Library Materials</th> </tr> </thead> <tbody> <tr> <td>2000/2001</td> <td>165,000</td> </tr> <tr> <td>2001/2002</td> <td>155,000</td> </tr> <tr> <td>2002/2003</td> <td>160,000</td> </tr> <tr> <td>2003/2004</td> <td>160,000</td> </tr> <tr> <td>2004/2005</td> <td>135,000</td> </tr> </tbody> </table>	Year	Library Materials	2000/2001	165,000	2001/2002	155,000	2002/2003	160,000	2003/2004	160,000	2004/2005	135,000
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IRES Core Performance Measures	Indicators/Assessment Instrument
Library Utilization	11. Use of Reserve materials, a comparison of electronic sources versus paper reserve materials 12. Interlibrary loan items borrowed from other libraries by Chico as measured by transactions in Pharos

Assessment/ Analysis	Graphs																		
<p>Over the last few years the use of paper reserve materials has dropped from a high of ~50,000 to ~18,000 in 2005 while use has risen from 0 to ~57,000 in 2005 for electronic reserve materials.</p> <p>Students are now able to access reserve materials via WebCT. Additionally, electronic reserve materials can be used by more than one person at a time and are more convenient because they can be used any time, any place</p>	<p style="text-align: center;">IRES Performance Indicator #11 Use of Reserve Materials</p> <table border="1"> <caption>IRES Performance Indicator #11 Data</caption> <thead> <tr> <th>Year</th> <th>Paper</th> <th>Electronic</th> </tr> </thead> <tbody> <tr> <td>2000/2001</td> <td>50,000</td> <td>0</td> </tr> <tr> <td>2001/2002</td> <td>48,000</td> <td>0</td> </tr> <tr> <td>2002/2003</td> <td>33,000</td> <td>7,000</td> </tr> <tr> <td>2003/2004</td> <td>18,000</td> <td>50,000</td> </tr> <tr> <td>2004/2005</td> <td>18,000</td> <td>57,000</td> </tr> </tbody> </table>	Year	Paper	Electronic	2000/2001	50,000	0	2001/2002	48,000	0	2002/2003	33,000	7,000	2003/2004	18,000	50,000	2004/2005	18,000	57,000
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<p>Interlibrary loan transactions remain somewhat steady with ~7200 items borrowed from system wide sources.</p> <p>The use of interlibrary loan services seems to be unaffected but the rise of electronic journal use. This may change as the number of full-text database available in the electronic core collection grows</p>	<p style="text-align: center;">IRES Performance Indicator #12 ILL Borrowing from Other Libraries for Chico Campus Community</p> <table border="1"> <caption>IRES Performance Indicator #12 Data</caption> <thead> <tr> <th>Year</th> <th>ILL Borrowing</th> </tr> </thead> <tbody> <tr> <td>2000/2001</td> <td>8,400</td> </tr> <tr> <td>2001/2002</td> <td>8,100</td> </tr> <tr> <td>2002/2003</td> <td>7,000</td> </tr> <tr> <td>2003/2004</td> <td>7,100</td> </tr> <tr> <td>2004/2005</td> <td>7,200</td> </tr> </tbody> </table>	Year	ILL Borrowing	2000/2001	8,400	2001/2002	8,100	2002/2003	7,000	2003/2004	7,100	2004/2005	7,200						
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