

# TECHNOLOGY SCORECARD REPORT

Completed by: Infrastructure Workgroup

Presenter: **Joseph Riquelme** *Chair of Infrastructure Workgroup and AVP for FIU Online*



# TACTICS

- [Quality 2.2.1](#) - Using Quality Scorecard or a similar process, ensure that each institution has the technology needed to provide quality online education.
- [Quality 2.2.3](#) - Using Quality Scorecard or a similar process, ensure universities review their infrastructure to confirm that students, including students with disabilities, can easily access their online instruction.



# SCORECARD CATEGORIES



## Operations

Usability  
Reliability  
Analytics  
Processes



## Support

Training  
Disability support  
Accessibility compliance



## Security

Data Management  
User Access  
User Tracking



## Disaster Recovery

System Testing  
Recovery Testing  
User Tracking



# SCORING

- 0 points = Not Observed

There are no indications that the standards are in place.

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- 1 point = Insufficient

There is existence of the standard, though much improvement is needed in this area.

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- 2 points = Meets Criteria

The standard is fully implemented.

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- 3 points = Exemplary

The standard goes beyond full implementation.



# QUALITY INDICATOR EXAMPLE

	Exemplary (3)	Meets Criteria (2)	Insufficient (1)
<p><b>End-user Support</b></p>	<p>Personnel and resources are in place to support faculty, staff, and students in the development, use, and troubleshooting of technology and skills.</p> <p>Multiple modalities of end-user support are available. For example:</p> <ol style="list-style-type: none"> <li>1. Phone</li> <li>2. Chat</li> <li>3. Email</li> </ol> <p>End-user support is available during peak hours.</p> <p>System-support is available 24 hours per day.</p>	<p>Personnel and resources are in place to support faculty, staff, and students in the development, use, and troubleshooting of technology and skills.</p> <p>Multiple modalities of end-user support are available. For example:</p> <ol style="list-style-type: none"> <li>1. Phone</li> <li>2. Chat</li> <li>3. Email</li> </ol> <p>End-user support is available during peak hours.</p>	<p>Personnel and resources are in place to support faculty, staff, and students in the development, use, and troubleshooting of technology and skills.</p>



# FINDINGS

- 0 - 17 Insufficient
- 18 - 25 Needs improvement
- 26 - 33 Good
- 34 - 41 Very good
- 42 - 51 Excellent

**51**  
Total  
Points

**46.2**  
SUS  
Average

## EMERGING AREAS OF FOCUS

Accessibility &  
Compliance

Disaster  
Testing

Analytics &  
Business Intelligence



# RECOMMENDATIONS

Administer Technology Scorecard annually

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Review and discuss opportunity areas with institutions to help improve overall score



# INFRASTRUCTURE WORKGROUP

University/College	Name	Title
FIU - Workgroup Chair	Joseph Riquelme	Assistant Vice President, FIU Online
FIU	Edward Duran	Project Manager, FIU Online
UCF	Francisca Yonekura	Associate Department Head, Center for Distributed Learning
FAMU	Robert Seniors	CIO & Vice President, Information Technology
UWF	Vance Burgess	Director, Distance Learning and Continuing Education
Lake-Sumter State College	Douglas Guiler	Chief Information Officer
Indian River State College	Kendall St. Hilaire	Administrative Director, Virtual Campus
BOG	Nancy McKee	Associate Vice Chancellor, FLBOG Advisor





# Q & A

