

COMPREHENSIVE PROGRAM REVIEW 2002-2003  
UNIVERSITY PROGRAM REVIEW COUNCIL'S EVALUATION  
for the

Center for Information Security Education and Awareness  
SERVICE/RESEARCH CENTER

I. COUNCIL'S GENERAL OBSERVATIONS ABOUT THE CENTER

**This center was established January 2002.  
It is a "virtual" center and has no physical location.  
It has no operating budget or full-time personnel.  
Ratings are lowered because of the newness of the center.**

<u>Focus of Evaluation</u>	<u>Self-Study Eval</u>	<u>Council's Eval</u>
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PRODUCTIVITY INDICATORS

II. Summary of Center's Overall Productivity Council's Observations:	<b>Very Strong</b>	<b>Not rated</b>
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**The center has no operating budget or dedicated faculty. The center sponsors an annual security symposium, distributes security publications and info on security education and training offerings. At this point, the center appears to be a "website." This center was formed in January, and the report was written the following fall; thus, the council is unable to rate its overall productivity.**

II A. Fulfillment of the Center's Purpose & Attainment of Goals Council's Observations:	<b>Very Strong</b>	<b>Weak</b>
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**The website maintains information about information Security Education, Training, and Awareness in the KSU community. More data needed. The mission of the center is unclear. Goals need strengthened and clarified so that it does not overlap with other centers already in existence.**

II B. Services Rendered by the Center to the Campus Community Council's Observations:	<b>Very Strong</b>	<b>Not rated</b>
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**Distributes info on credit and noncredit courses.  
Publishes a newsletter.  
Coordinates the Annual Security Symposium  
Displays an Awareness Poster Series**

II C. Services Rendered by the Center to External Communities Council's Observations:	<b>Very Strong</b>	<b>Not rated</b>
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**Services provided here are the same as to the campus community. The question was raised as to whether this center was intended to provide external services? If this center will provide external services, what measures will be put in place so that it does not overlap with centers such as the Cybercrime Institute?**

II D. Grants & Contracts Acquired by the Center Council's Observations:	<b>Satisfactory</b>	<b>Weak</b>
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**None received. New center.**

II E. Center Publications, Reports, & Professional Presentations Council's Observations:	<b>Satisfactory</b>	<b>Weak</b>
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**The center "does not create much in the way of original content." The center hosts the GUARDIAN, a student-authored publication.**

**No faculty assigned to the center.  
 Difficult to rate in terms of professional presentations.  
 The center is approximately a year old.**

II F. Sponsorships, Endowments & Gifts Acquired for the Center **Satisfactory** **Weak**  
 Council's Observations:

**None. The report says, "the Center does not currently need operating revenue. The self study reports sponsorship is not an issue. The center has received support from the Office of the CIO in terms of hosting a server.**

II G. Sales, Service Fees, & Income Generating Activity **Satisfactory** **Weak**  
 Council's Observations:

**Currently none. The future holds two possibilities: Sponsorship of the Annual Security Symposium and a security extension service.**

II H. Return on Investment **Very Strong** **Not rated**  
 Council's Observations:

**Difficult to rate due to newness of program and lack of data.**

II I. Contribution to Achieving KSU's Mission **Very Strong** **Strong**  
 Council's Observations:

**Use of technology  
 Responsiveness to community needs (service to university and larger community)**

QUALITY INDICATORS

III. Summary Conclusions About the Strength of the Center's **Very Strong** **Weak**  
 Overall Quality  
 Council's Observations:

**No summary is provided. Personal notes about what should be in this category are given.**

III A. Public Recognition, Honors & Awards Received by the Center **Satisfactory** **Weak**  
 Council's Observations:

**None. Again, the newness of the program makes this indicator seem immature.**

III B. Stakeholder Satisfaction with the Center's **Strong** **Weak**  
 Work & Accomplishments  
 Council's Observations:

**No data. Anecdotal comments.**

III C. Other Assessments of the Quality of the Center's Work **Satisfactory** **Weak**  
 Council's Observations:

**None**

III D. Center's Responsiveness to State Needs & Changing Conditions **Very Strong** **Weak**  
 Council's Observations:

**The self study mentions the center has adapted quickly; however, it fails to explain what changes have been made. Future plans are to offer security assessment services to peer institutions. Preparations are incomplete.**

III E.	Quality of the Faculty & Staff Supporting the Center Council's Observations	<b>Very Strong</b>	<b>Not rated</b>
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**No full-time faculty are assigned; however, it is supported by those who devote “service” time. No dedicated staff.**

III F.	Quality of KSU Facilities & Equipment Supporting the Center Council's Observations:	<b>Satisfactory</b>	<b>Not rated</b>
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**Has a dedicated server.  
The center is a “virtual” center, which makes it difficult to rate.  
The center utilizes a couple of computer labs.**

III G.	Quality of the Overall Annual Financial Investment in the Operation of the Center Council's Observations:	<b>Very Weak</b>	<b>Weak</b>
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**No annual KSU investment.  
Self study indicates no investment is “critical” at this time.**

III H.	Quality of Advanced Technology Available to the Center Council's Observations:	<b>Satisfactory</b>	<b>Satisfactory</b>
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**Uses a DELL server provided by the CIO.**

III I.	Leadership Position of the Center Council's Observations:	<b>Very Strong</b>	<b>Not rated</b>
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**One of two such centers in the state.  
As one of the first centers in the country to offer the proposed security vulnerability assessment services, the center may have potential. It’s too premature to rate its leadership ability.**

IV.	CENTER'S VIABILITY AT KSU Council's Observations:	<b>Very Strong</b>	<b>Viability is in question</b>
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V.	MODEL CENTER POTENTIAL Council's Observations	?	<b>Too new to rate.</b>
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VI.	COUNCIL'S OBSERVATIONS ABOUT THE PLANS FOR IMPROVING QUALITY & PRODUCTIVITY		
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**There is no clear improvement plan or plan for growth; however, administrative and technical support and physical space are requested. The self study says, “The center must be assigned an annual budget commensurate with its stated needs and objectives.” The self study indicates in IIF that it does not need “operating revenue” and that financial investment is “not critical at this time” IIIG. Goals and objectives/ needs are not clear. Some contradiction in terms of “needs.”**

VII.	EXPAND, MAINTAIN CONSOLIDATE, OR DISCONTINUE Council's Observations:		
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**The council cannot recommend the center be maintained until the center clearly defines its mission to avoid overlapping with other centers. In addition, a clearly articulated plan that outlines the center’s purpose and roles on and off**

**campus needs developed.**

**COUNCIL'S RECOMMENDED FOLLOW-UP**

**Develop a long-term plan that clearly articulates purpose and goals.**

**Communicate with the Southeast Cybercrime Institute to avoid overlap.**

**Clearly articulate “needs.” (The report is contradictory.)**

**Establish an assessment system which allows the center to collect data. (Statements in the report are frequently anecdotal and generalizations.)**