

UNIT REPORT

FY24 Assessment Plan

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DSA IT Services Mission Statement**Description:**

The DSAIT Services department is committed to providing reliable support and innovative technology solutions for department services, programs, and resources that sustain an environment dedicated to student success.

Date last revised: 02/01/2017

DSA IT Services Vision**Description:**

Working collaboratively, DSA IT Services will maintain an efficient and proactive information technology environment that provides seamless tier one customer service and supports staff productivity, programs, and services.

Date last revised: 04/01/2017

1 DSA Department Computer Inventory Management Assistance Evaluation

Program/Service Being Assessed: DSA Department Computer Inventory Management

Assessment Method: Qualitative

Description of Assessment Activity:

The objective of this qualitative assessment activity is to gather detailed feedback and insights regarding the DSA department's computer inventory management assistance. The assessment aims to understand the effectiveness, responsiveness, and overall satisfaction of the assistance provided by the department in managing computer inventory within the organization.

1. Focus Group Discussion:

- Select a representative sample of department stakeholders - Department Directors and/or Property Custodians
- Conduct a structured focus group discussion where participants can openly share their experiences, opinions, and suggestions regarding the department's computer inventory management assistance.
- Facilitate the discussion using open-ended questions that explore various aspects of the assistance, such as responsiveness, accuracy, communication, and problem-solving capabilities.

2. Key Areas of Assessment:

- Responsiveness: Evaluate the department's promptness and timeliness in addressing computer inventory management requests and issues.
- Accuracy: Assess the accuracy of the department's assistance in maintaining up-to-date and reliable computer inventory records, including tracking, monitoring, and asset management.
- Communication: Evaluate the clarity, effectiveness, and responsiveness of the department's communication related to computer inventory management, including updates, status reports, and problem resolution.
- Problem-solving capabilities: Explore participants' perceptions of the department's ability to handle complex inventory management challenges, troubleshoot technical issues, and provide effective solutions.
- Overall satisfaction: Capture participants' overall satisfaction with the department's computer inventory management assistance and any suggestions for improvement.

Frequency / Timeline of Assessment Activity:

This Focus group would be scheduled between January and May based on availability by staff.

Connection to Goals/Mission:**2 DSA Department Website Support**

Program/Service Being Assessed: DSA Department Website Support

Assessment Method: Quantitative

Description of Assessment Activity:

The objective of this quantitative assessment activity is to measure the satisfaction levels of users who have received website support from the DSA Department. The assessment aims to gather data on various aspects of website support, identify strengths and areas for improvement, and ensure a high level of user satisfaction.

Methodology:

1. Online Survey Design: Develop a structured online survey questionnaire using a reliable survey platform. Include a mix of closed-ended questions with rating scales and a few open-ended questions for qualitative feedback. Ensure the questionnaire is user-friendly and easy to navigate.
2. Key Areas of Assessment: Include questions covering key aspects of website support, such as:
 - Responsiveness: Measure the timeliness and promptness of the DSA Department's response to website support requests.
 - Technical Competence: Evaluate the technical expertise and knowledge of the support team in addressing website-related issues and inquiries.
 - Problem Resolution: Assess the effectiveness of problem resolution, including the ability to identify and resolve website issues efficiently.
 - Communication: Evaluate the clarity, effectiveness, and helpfulness of communication from the support team during the website support process.
 - Overall Satisfaction: Capture users' overall satisfaction level with the DSA Department's website support services.

Frequency / Timeline of Assessment Activity:

Random Sampling: Randomly select a representative sample of DSA department web monitors who have recently utilized the DSA IT website support services. This will be done throughout the year (FY24).

Connection to Goals/Mission:

3 DSA Department File Storage Usage Preferences

Program/Service Being Assessed: DSA Department File Storage

Assessment Method: Both (quantitative and qualitative)

Description of Assessment Activity:

The objective of this assessment activity is to gather both quantitative and qualitative data on the file storage usage preferences of department members within Student Affairs. The assessment aims to understand how department members currently utilize file storage, identify their preferences regarding storage features and functionality, and gather in-depth insights to create standard policies and procedures for all DSA departments that are compliant with the university's MAP policies.

Develop a comprehensive online survey questionnaire using a reliable survey platform. Include a combination of closed-ended questions with rating scales and multiple-choice questions for quantitative data, as well as open-ended questions for qualitative feedback. Ensure the questionnaire is user-friendly and easy to navigate.

1. Key Areas of Assessment: Include questions covering key aspects of file storage usage preferences, such as:
 - File Organization: Explore how department members currently organize their files and their preferences for organizing files in a standardized manner.
 - Access and Permissions: Assess preferences for access levels and permissions to ensure compliance with the university's MAP policy.
 - Data Security: Evaluate department members' preferences for data security measures, such as encryption and authentication, to align with the university's compliance requirements.
 - Collaboration and Sharing: Measure preferences for collaboration features and file sharing options while adhering to the university's MAP policy.
 - Compliance Awareness: Assess the level of awareness and understanding of the university's MAP policy and file storage compliance requirements.
 - Suggestions for Standardization: Capture department members' suggestions and insights for creating standardized policies and procedures compliant with the university's MAP policy.
 - DSA IT will consolidate the quantitative and qualitative findings to identify common preferences, trends, compliance awareness gaps, and specific suggestions for standardization.
 - DSA IT will generate recommendations for creating policies and procedures that align with the university's MAP policy.
 - Share the results with the DSA Department's leadership and relevant stakeholders responsible for policy

Frequency / Timeline of Assessment Activity:
Connection to Goals/Mission:

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