

DSAES IT SERVICES



Student Fees Advisory Committee (SFAC)
PROGRAM QUESTIONNAIRE
FY16-17

- 1. Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

DSAES IT Services optimizes IT support throughout the division, covering 26 departments and 10 Fee-funded Student Organizations, which includes support for 16 Department Specific Applications & Databases, 24 servers, 49 websites, and 1,335 computers.

Mission

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

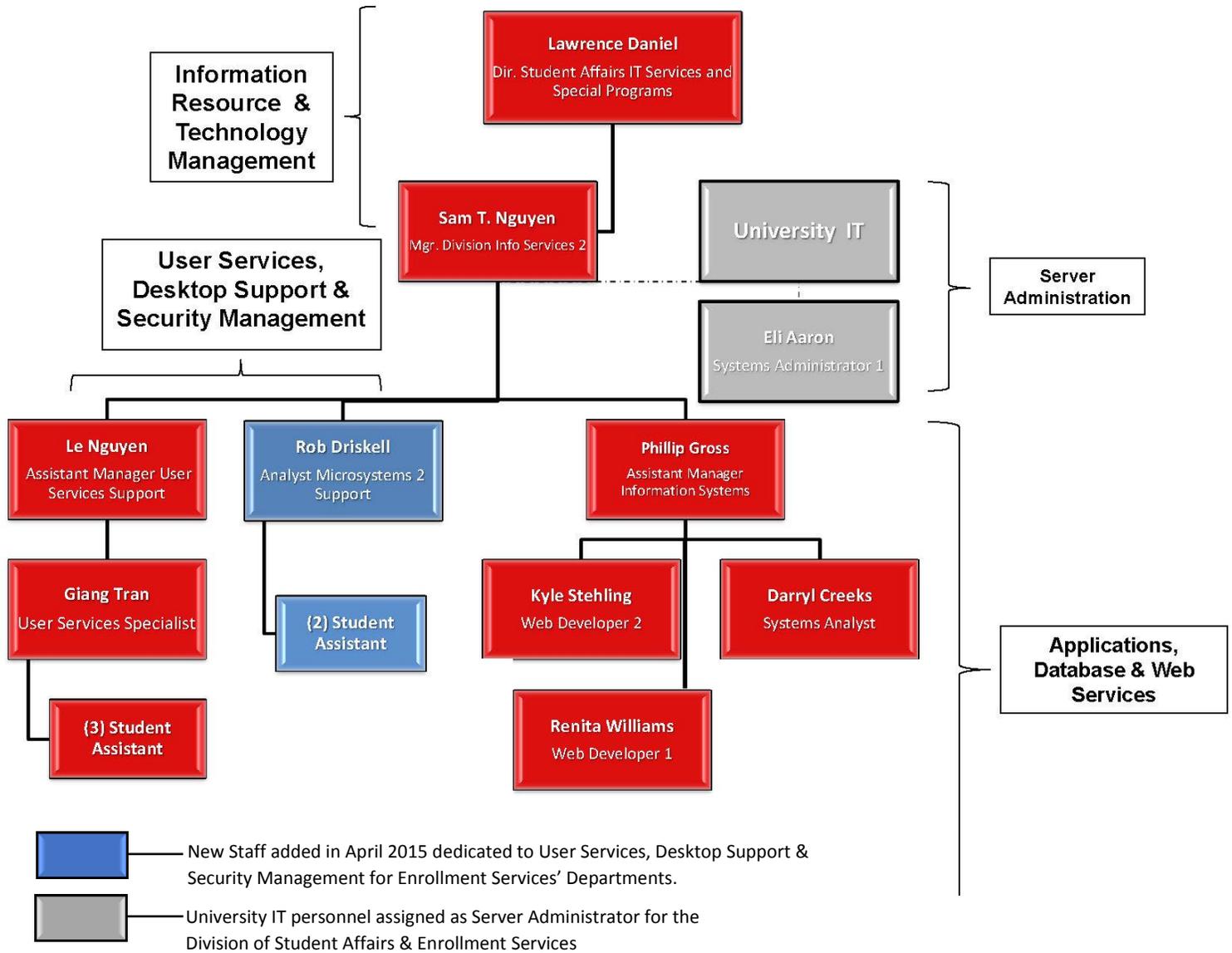
Vision

Working collaboratively, DSAES IT Services will maintain an efficient and proactive information technology environment that provides seamless support, elevates staff productivity, and supports Tier One programs, while seeking to contribute to increased student retention and graduation rates.

Currently, DSAES IT Services receives a direct allocation from the Student Fees Advisory Committee. Our direct Student Service Fee allocated funding is used for the purpose of providing support of IT functions related to DSAES department services, programs and resources that work to sustain an environment dedicated to student success.

Along with supporting fee-funded student organizations and department computers and websites, we maintain support for computer labs, kiosks, databases and other dedicated IT resources for the Division of Student Affairs and Enrollment Services. Recently, we began to provide desktop support to all departments, which report through Enrollment Services. Our student staff positions continue to provide an experiential learning environment that will be beneficial in lives of future IT professionals and for those looking to learn more about the Information Technology field.

2. Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.



3. List your unit's strategic initiatives and action steps identified for the 2014-2015 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

DSAES Plan: (http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html)

UH Goals: (<http://www.uh.edu/president/vision-priorities/>)

Strategic Initiative: Implement policy and procedures established by DSAES Information Resource Management (IRM) Guide **(DSAES- 2 &4) (UH 8)**

Action Steps: Establish an Information Resource Management Committee/Work Team, made up of DSAES department representatives, who will provide continuous feedback, suggestions, and support for Student Affairs IT Policy and Procedures outlined in the DSAES Information Resource Management (IRM) Guide

- **Status:** Ongoing, the IRM Plan was updated in June 2015 to reflect the addition of Enrollment Services' Departments and clarifies the roles for Student Housing and Residential Life. The creation of the committee will take place after the recommendations are received by UIT as part of the Enrollment Services Desktop review.

Action Steps: Complete/finalize all purchases related to the University IT Desktop Life-Cycle replacement recommendations

- **Status:** Complete, all computers have been purchased and replaced

Strategic Initiative: Provide support and assistance for third-party database procurement and system upgrades across the division. **(DSAES- 2, 4 &6) (UH 8)**

Action Steps: Working with University Career Services and the Health Center, assist with the full scope of implementation, launch, and support for their new applications and data management systems.

- **Status:** Complete - Implementation and launch were successful for both the University Career Services and Health Center. We are now supporting data uploads and updates related to the systems.

Action Steps: Working with the Director of Campus Recreation, establish a procurement committee that will include members from the UH Community representing PeopleSoft, University Information Technology Enterprise, and other represented Division of Student Affairs & Enrollment Services.

- **Status:** Complete – Fusion was selected as the system to support Campus Recreation launched and installed summer 2015.

Action Steps: On behalf of the department of Campus Recreation, assist with the research and beta testing of components related to the implementation of a new comprehensive recreation management system in preparation for launch in fall 2015.

- **Status:** Complete- Fusion was fully launched prior to the beginning of Fall 2015

Strategic Initiative: Establish new assessment measures related to usage and satisfaction of Student IT resource areas supported by Student Affairs IT Services. **(DSAES – 2, 4,6) (UH 8)**

Action Steps: In collaboration with University IT, evaluate the strength of wireless connections and complete upgrades where needed in all student common areas in DSAES buildings, which include but are not limited to lounge areas, food courts, class rooms, computer labs, service lobbies, workout areas, and offices.

- **Status:** On-going, due to the Enrollment Services Desktop transition to DSAES IT, this initiative was postponed to Spring 2016.

Action Steps: Identify space availability and need in DSAES buildings to for addition of student printing kiosks.

- **Status:** On-going, due to the Enrollment Services Desktop transition to DSAES IT, this initiative was postponed to Spring 2016.

Strategic Initiative: Support Student Affairs IT Services Staff by providing opportunities for professional development. **(DSAES- 2) (UH 6)**

Action Steps: Support the attendance of trainings, conferences, and workshops related to Information Technology Management by members of the Student Affairs IT Services staff to attend.

- **Status:** On-going, Discussions have begun with the DSAES Student Life leadership team to create a process related to how professional development is distributed evenly amongst staff. Discussions with individual staff about trainings take place as part of mid-year one-on-ones with staff this fall. This past year, DSAES IT staff members attended trainings related to software installs and the South Central HEUG Regional User Group (SCHRUG), which was hosted by the University of Houston.

Action Steps: In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements.

- **Status:** Complete, DSAES IT staff members attended trainings related to software installs and the South Central HEUG Regional User Group (SCHRUG), which was hosted by the University of Houston. Additionally, a department subscription to an IT training portal has been purchased to continue to advance staff in the areas of web development, design, code encryption, etc.

Strategic Initiative: Working with UIT, establish division-wide remote desktop support and coverage. **(DSAES- 2, 4 &6)**

Action Steps: Cross-train the DSAES IT staff on all function of the remote desktop support system.

- **Status:** On-Going, Working with University IT, the Center for Student Involvement, UEP, UH Wellness and CLC have served as the test group for the new CSSM Microsoft remote desktop system. The software has not been approved beyond testing by UIT.

Action Step Create a plan for installation and training for each department supported by DSAES IT.

- **Status:** On-Going, Working with University IT. Once the new CSSM Microsoft remote desktop system comes out of testing a plan will be created and implemented throughout the division. The software has not been approved beyond testing by UIT.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

Assessment Highlights 2014 -2015:

DSAES IT Services initiated two online assessments this past year. One was focused on Customer Service and the other on Student Staff Development. As a new department this year our focus was to optimize the Division IT support and learning more about each department's IT needs. Customer service and student staff development was on the forefront.

Assessment Projects (listed by project)

- i. **DSAES IT Customer Service Satisfaction:** This assessment will measure the quality of customer service provided by the DSAES IT staff in relation to desktop, website, and technical infrastructure support.
- ii. **DSAES IT Student Staff Assessment:** In an effort to maximize our student staff's experience and ensure that they are truly gaining technical knowledge related to IT services, this assessment will focus on a Student Life Learning Outcome: Employ personal, organizational, and academic goals that promote overall achievement and degree attainment.
- iii. Major results/findings –
 - **DSAES IT Customer Service Satisfaction (DSAES Staff Users)**
 - Successfully Diagnosed 82.76% of support calls the first time
 - Service Satisfaction Rate: 79.31% Extremely Satisfied, 20.69% Satisfied
 - Problem Solved: 100%
 - Resolved after first request: 100%
 - **DSAES IT Student Staff Assessment**
 - All students agreed that their experience with DSAES IT has increased their interest in working at a Higher Ed institution.
 - 100% of the student staff reported that Information Technology would be a career they would like to pursue after graduation
 - 50% of our student staff were not aware of the Division of Student Affairs and Enrollment Services before they took their current position
- iv. **Planned actions based on assessment results/findings** - DSAES IT will continue to make Customer Service its top priority, which will include providing full time and student staff with customer service focused trainings and discussions throughout the year.

1. Utilizations Reports (include progress card reporting data)

i. Numbers

• Customer Service Stats

- 1345 Service calls from September 2014 – August 2015
- 1217 Service calls from September 2013 – August 2014

• Support Stats

- 10 Fee-Funded Student Organizations
- 16 Department Specific Applications & Databases
- 26 DSAES Departments
- 24 Servers
- 49 Websites
- 1295 DSAES Computers (Desktop & Laptops)

• Computers Replacement

- 86 Computers replaced – September 2014 - August 2015
- 333 Computers replaced - September 2013 - August 2014

5. Please discuss any budget or organizational changes experienced since your last (FY2016) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2015 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition. SFAC Q, p.2.

Personnel Updates/Achievements

i. Staff Changes/ Promotions

In response to a University Audit, DSAES IT Services began providing desktop support for Enrollment Services' departments on April 15, 2015. As part of this change, a staff member was transferred to the DSAES IT staff and serve as the primary contact for desktop support and Information Security Officer (ISO) for Enrollment Services' departments.

- Rob Driskell, Analyst MicroSystems 2

Budgetary Addition

DSAES IT Services received a fund transfer of \$10,903 for Rob Driskell's remaining salary and benefits for FY15, which were previously covered by Student Financial Aid. The transfer is notated in budget line 32.

6. Please list your 2016-2017 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

DSAES IT Strategic Initiatives 2016-2017

Strategic Initiative: Increase division-wide awareness of University IT policies and equipment management protocols. **(DSAES- 2 &4) (UH 8)**

Action Steps: Work with Division leadership to explore the creation of a division-wide IT support committee that reviews policy and discusses common IT best practices for departmental support.

Action Steps: Establish semi-annual meetings with all property custodians across the division to update policy and procedures as it relates to IT inventory management.

Strategic Initiative: Expand the availability of technology support for events and programs sponsored by departments within the Division of Student Affairs & Enrollment Services. **(DSAES – 2, 4, 6) (UH 8)**

Action Steps: Establish a check-out process for IT equipment that supports the growing need for technology at programs and events.

Action Steps: Explore the ability to expand Wi-Fi to common outdoor program areas around campus.

Strategic Initiative: In collaboration with University IT, review current software use division-wide and identify common software to justify the pursuit of site licenses. **(DSAES- 2) (UH 6)**

Action Steps: Assess all software purchases across the division for commonalities.

Action Steps: Work with UIT Establish new software purchasing guidelines.

Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development. **(DSAES- 2) (UH 6)**

Action Steps: Support the attendance of trainings, conferences, and workshops related to Information Technology Management by members of the DSAES IT Services staff to attend.

Action Steps: In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements.

7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

DSAES IT Services also receives funding for the Division of Student Affairs & Enrollment Services to support technology enhancements (approximately \$37,500 annually).

8. Please describe any services that are similar to yours and/or any overlap between your unit and any other unit(s) providing services to students and the rationale for the overlap.

There are not any services that overlap between what University IT can offer versus what DSAES IT Services provides. Through Service Level Agreements, University IT currently supports Student Housing and Residential Life.

However, DSAES IT Services provides direct support to 26 Departments and 10 Fee-Funded organizations.