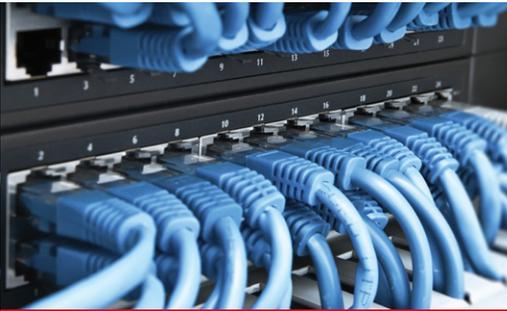


DSAES IT SERVICES



UNIVERSITY of
HOUSTON
STUDENT AFFAIRS AND ENROLLMENT SERVICES
Information Technology

Student Fees Advisory Committee (SFAC)

PROGRAM QUESTIONNAIRE FY17-18

- 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 27 departments and 10 Fee-funded Student Organizations, which includes support for 16 Department Specific Applications & Databases, 24 servers, 52 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

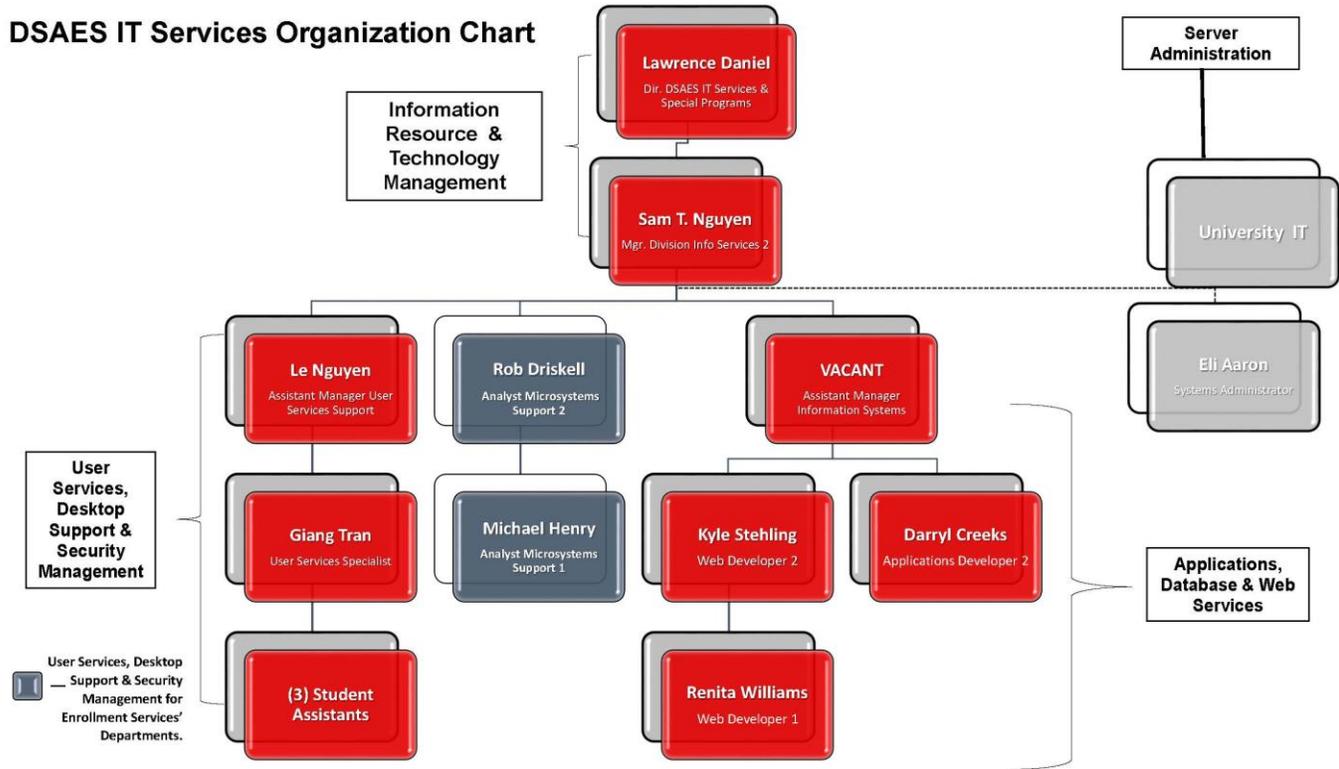
Working collaboratively, DSAES IT Services will maintain an efficient and proactive information technology environment that provides seamless support, elevates staff productivity, and supports Tier One programs and services.

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, 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.

DSAES IT Services Organization Chart



3. List your unit's strategic initiatives and action steps identified for the 2015-2016 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/>)

Department 2015-16 Strategic initiatives

- a. Strategic Initiative:** Review DSAES IT Services work flow processes to ensure that IT support and service are being delivered efficiently and effectively. **(UH 8)**
- **Action Steps:** Establish a division-wide IT support workflow guide that details all DSAES IT Services offerings and processes related IT Service Requests. **(DSAES SI 4b)**
 - **Status: On -Going,** We have established online request forms for both desktop and web support. Additionally, IRM updates will include policies and current workflow process.
 - **Action Steps:** Promote all DSAES IT Services offerings to create awareness of all services provided. **(DSAES SI 5c)**
 - **Status: Not Started,** This will be established Spring 2017.
 - **Action Steps:** Review current electronic work flow processes to ensure that all offerings are being managed appropriately and all work orders are being processed efficiently. **(DSAES SI 2b)**
 - **Status: Complete,** Launched Online Desktop & Web Support Ticket Request Systems to efficiently track usage and support requests, which assists with measure effectiveness and accurately tracks utilization of support services. These processes will be reviewed annually.
- b. Strategic Initiative:** Support DSAES IT Services Staff by providing opportunities for professional development. **(UH 6)**
- **Action Steps:** Support the attendance of staff members of DSAESIT staff at trainings, conferences, and workshops related to Information Technology management. **(DSAES SI 2a)**
 - **Status: On-Going,** DSAES IT Services Staff participated in trainings throughout the spring and summer. These trainings expanded knowledge related to desktop support, software enhancements, and new technology.

- **Action Steps:** In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements. **(DSAES SI 6e)**
 - **Status: On-Going,** DSAES IT Services' Staff participated in trainings throughout the spring and summer. These trainings expanded knowledge related to desktop support, software enhancements, and new technology.

- c. **Strategic Initiative:** In collaboration with University IT (UIT) and Business Services solidify online credit card payment support, security, and reconciliation policies that support a sustainable online payment process for the Division of Student Affairs and Enrollment Services **(DSAES SI 6e)**
 - **Action Steps:** Acquire or build a database that will allow for creation of online web forms.
 - **Status: Complete,** DSAES has utilized SharePoint and Collegiate Link to create forms. This is fully operational for departments that are in need of this service.

 - **Action Steps:** Work with UIT security to establish a standard online credit card transaction form that can be customized to support multiple departments. **(DSAES SI 6e)**
 - **Status: Complete,** The PayEasy gateway has been established to provide online payment options for DSAES departments and Fee-Funded Organizations. It was used to support programs, like Family Weekend and Frontier Fiesta this year.

- d. **Strategic Initiative:** Establish new assessment measures related to usage and satisfaction of Student IT resource areas supported by DSAES IT Services. **(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, classrooms, computer labs, service lobbies, workout areas, and offices. **(DSAES SI 6e)**
 - **Status: Complete,** UIT is upgrading the entire University WiFi system campus wide. Most of the campus buildings that house DSAES departments have been upgraded as of August 2016.

 - **Action Steps:** Identify space availability and need in DSAES buildings for addition of student printing kiosks and or computer labs/docking stations. **(DSAES SI 2b)**
 - **Status: On-going,** The Student Center installed a new print Kiosk this Spring. Other DSAES department buildings will be reviewed for this need as well.

- e. **Strategic Initiative:** Working with UIT, establish division-wide remote desktop support and coverage. **(UH 8)**

- **Action Steps:** Cross-train the DSAES IT Services staff on all function of the remote desktop support system. **(DSAES SI 6e)**
 - **Status: On-Going,** Working with University IT, the Microsoft System Center Configuration Manager's (SCCM) remote desktop system has been upgraded and integrated for support of most DSAES departments. There are still adjustments to be made as it relates to full support of Enrollment Services departments.

- **Action Steps:** Manage and continue to refine training for each department supported by DSAES IT Services. **(DSAES SI 2b)**
 - **Status: On-Going,** This will become a priority once all Enrollment Services department's computers are replaced in Spring 2017.

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 2015 -2016:

DSAES IT Services initiated two online assessments this past year. One was focused on customer satisfaction of our Desktop Support Ticket System and the other on Student Staff Professional Development. As we continue to learn more about the departments and students we serve, our focus remains on maintaining excellent customer service and student staff development was on the forefront.

Assessment Projects (listed by project)

- **Satisfaction Assessment (Desktop Support Ticket System):**
This assessment measured the quality of customer service provided by the DSAES IT Services staff while responding to support requests through the desktop support ticket management system. Additionally, provided feedback on the system itself.
- **Student Staff Professional Development – Student Employee Experience:** This assessment focused on gauging the quality of the student experience as a student employee with DSAES IT Services.
- **Major Results/Findings**
 - **Satisfaction Assessment (Desktop Support Ticket System):**
 - 94.29% - Satisfaction with the desktop support ticket system.
 - 94.29% - Satisfaction with the response to their IT Ticket request
 - 88.57% - Reported that their questions or issues were resolved the first time they submitted a ticket.
 - 94.28% - Satisfaction with the overall quality of the service they received from DSAESIT.
 - **Student Staff Professional Development – Student Employee Experience:**
 - 100% - Agreed that the work they performed while working in DSAES IT Services was challenging and stimulating and provided me with learning opportunities that complements/enhances lessons learned in the classroom.
 - 100% - Agreed that there were ample opportunities for them to enhance their technical skills during my work experience in DSAES IT.
 - 66% - Agreed that they were provided responsibility consistent with their ability and was given further responsibility as experience increased.
 - 100% - Agreed that they would recommend the job opportunity in DSAES IT Services to other students

Positive Feedback from Users across the Division

- *“Staff is very responsive and diligent with their follow-up. We have a great IT team. I also appreciate the simplicity of the form and how easy it is to fill out. Makes a request quick and easy.”*
- *“Staff is always really responsive whenever I submit a ticket. The issue is resolved quickly and efficiently.”*
- *“Everyone has responded to my questions and concerns efficiently and quickly. The DSAES IT Services team is great to work with!”*

Planned actions based on assessment results/findings:

- DSAES IT Services will focus on adjusting student employee’s responsibilities based on their level of experience
- DSAES IT Services will continue to send staff to trainings and workshops to ensure that they are aware of new trends, software updates, and best practices.

Utilizations Numbers:

a. Customer Service Stats

- *1,731 Service calls from September 2015 – August 2016
 - 1,345 Service calls from September 2014 – August 2015
 - 1,217 Service calls from September 2013 – August 2014
- *- First year using online ticket system data

b. Support Stats

- 10 Fee-Funded Student Organizations
- 16 Department Specific Applications & Databases
- 27 DSAES Departments
- 24 Servers
- 52 Websites
- 1,335 DSAES Computers (Desktop & Laptops)

c. Computers Replacement

- *233 Computers replaced – September 2015 - August 2016
 - 86 Computers replaced – September 2014 - August 2015
 - 333 Computers replaced – September 2013 - August 2014
- *- Total Orders: 174 Enrollment Services
59 Student Affairs

Department Major Accomplishments

- **September 2015:** Launched Online Desktop Support Ticket System to efficiently track usage and support requests, which assists with measuring effectiveness and accurately tracks utilization of support services.
- **December 2015:** Established partnership with UH Sugarland IT to establish desktop support for DSAES staff that are housed there.
- **April 2016:** DSAES IT Services Web Team won a UH Brand Champion award for “Best Individual Website” for the Spring Stress Free Finals Week website.

- **May 2016:** DSAES IT Services won the DSAES Tier One Customer Service Award
- **June 2016:** Began rollout of new Website Support Ticket Request System, which launched September 1, 2016
- **August 2016:** Replaced 174 computers for Enrollment Services' Departments

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 FY2016 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition. SFAC Q, p.2.

DSAES IT Services receives SFAC funding to support desktop, server, application and web support needs for 21 Student Affairs departments.

Additionally, DSAES IT Services provides desktop support to all six Enrollment Services departments, which includes Admissions, Campus Solutions Services, Enrollment Services Communication and Marketing, Enrollment Services Integration, the Office of Scholarships and Financial Aid, and the Office of the University Registrar. The support for these departments are funded through Enrollment Services department budgets.

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 Services staff.

- **Rob Driskell** – As part of the transition of Enrollment Services' desktop support, Rob joined the DSAES IT Services team officially on September 1, 2015 and serves as the primary contact for desktop support and Information Security Officer (ISO) for Enrollment Services' departments.
- **Michael Henry** – After over 15 years of service with Center for Students with DisABILITIES, Michael was transitioned operationally to the DSAES IT Services team on June 1, 2016 to assist with desktop management and support. The funding for his salary was transferred from Center for Students with DisABILITIES to DSAES IT Services as of September 1, 2016.

6. Please list your 2017-2018 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 Services Strategic Initiatives 2017-2018

Strategic Initiative: Expand DSAES IT Services' inventory to include specific technology needs used to assist with DSAES programs, events, and services (i.e. Card Readers, Laptops, Scanners etc.,) **(DSAES- 4) (UH 8)**

Action Steps: Evaluate current DSAES department technology support needs for programs, events, and services.

Action Steps: Enhance DSAES IT Services equipment "Check- In and Check – Out" process.

Strategic Initiative: In collaboration with UIT, prepare UH Health Center and Counseling and Psychological Services for HIPPA upgrades, which may affect how information is stored their current servers. **(DSAES- 4) (UH 8)**

Action Steps: Work with Directors of both the UH Health Center and Counseling and Psychological Services to review current storage HIPPA data.

Action Steps: On behalf of UH Health Center and Counseling and Psychological Services, coordinate and complete server upgrade timelines with UIT.

Strategic Initiative: Evaluate current DSAES department back-up and server space for consolidation, enhancements, expansion, and modifications. **(DSAES – 2, 4, 6) (UH 8)**

Action Steps: Work with University IT, DSAES department directors and staff to evaluate current use of servers and share drives.

Action Steps: In collaboration with University IT, create multi-year update/enhancement plan for DSAES department back-up and server usage.

Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development that will continue to foster growth in innovation, IT support, and customer service. **(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.

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

Strategic Initiative: In collaboration with UIT, prepare DSAES IT department for upgrades or expansions to current third-party applications/databases. **(DSAES- 4) (UH 8)**

Action Steps: Work with DSAES Directors and third party application/database owners to map out future upgrades and ensure that we have the capabilities in place.

Action Steps: Provide continuous support to all DSAES departments' applications and databases, ensuring that all updates to systems are current.

Action Steps: Schedule monthly/bi-monthly meetings with UIT and DSAES departments to talk through upcoming updates and needed preparations.

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 receives \$37,500 annually, directly from the University, to support technology enhancements for the Division of Student Affairs and Enrollment Services. Additionally, DSAES IT Services receives \$68,902 annually from Enrollment Services to cover the salary for the Analyst Microsystems Support 2 position, who manages their departments' day-to-day desktop support needs.

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 27 Departments and 10 Fee-Funded organizations.