DSAES IT
SERVICES

Student Fees Advisory Committee (SFAC)
PROGRAM QUESTIONNAIRE FOR FY19

UNIVERSITY of
HOUSTON
Information Technology

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 28 departments and 10 Fee-funded Student Organizations, which includes support for 10 Department Specific Applications & Databases, 23 servers, 55 websites, and 885 computers.

Mission
DSAESIT 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.
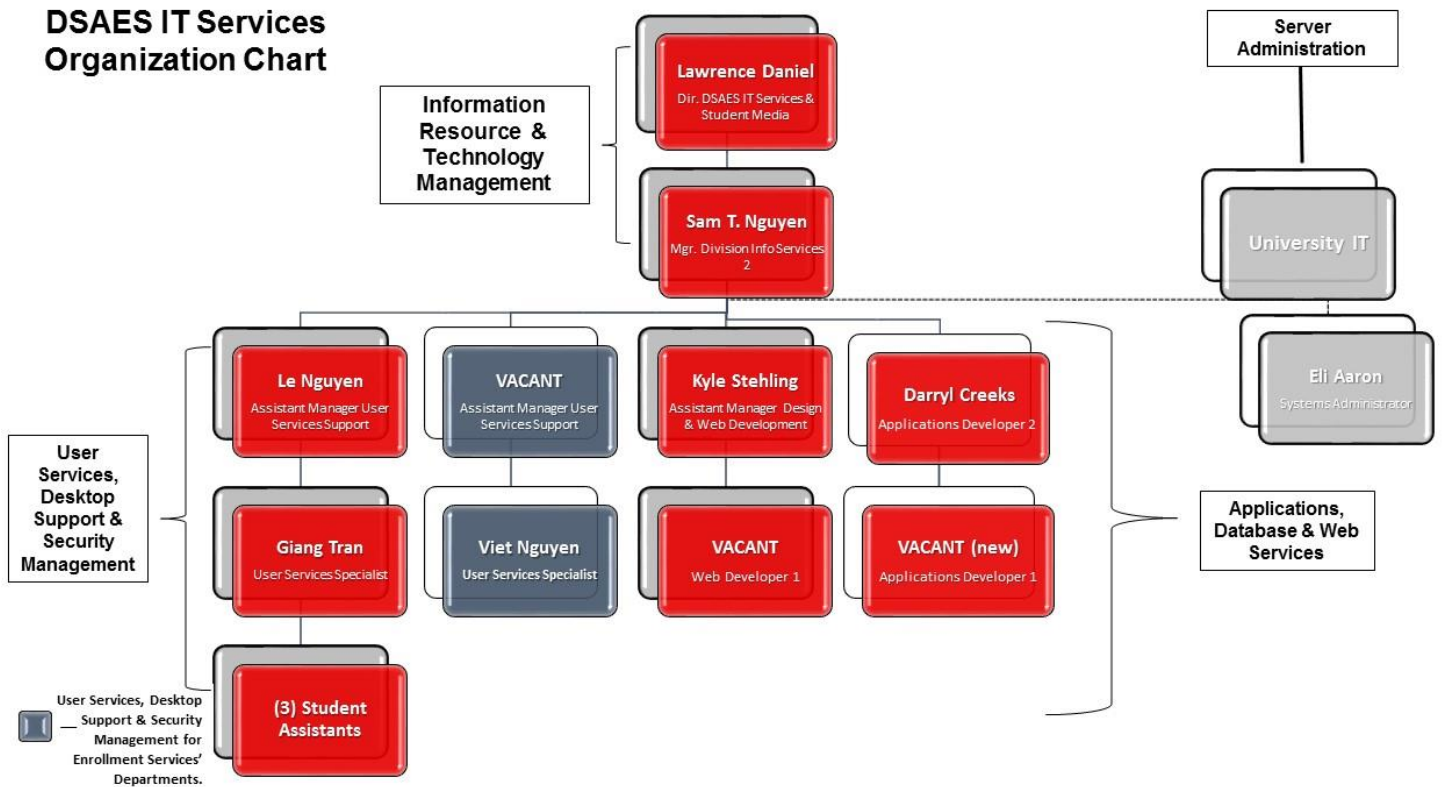
Vision
Working collaboratively, DSAES IT Services will maintain an efficient and proactive information technology environment that provides seamless support and tier one customer service to elevate staff productivity, programs, and services.

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 and departments, we have student staff positions. This opportunity provides an experiential learning environment that's beneficial in the 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

Information Resource & Technology Management

Lawrence Daniel
Dir. DSAES IT Services & Student Media

Sam T. Nguyen
Mgr. Division Info Services 2

Server Administration

University IT

Eli Aaron
Systems Administrator

User Services, Desktop Support & Security Management

Le Nguyen
Assistant Manager User Services Support

VACANT
Assistant Manager User Services Support

Kyle Stehling
Assistant Manager Design & Web Development

Darryl Creeks
Applications Developer 2

Giang Tran
User Services Specialist

Viet Nguyen
User Services Specialist

VACANT
Web Developer 1

VACANT (new)
Applications Developer 1

Applications, Database & Web Services

(3) Student Assistants

User Services, Desktop Support & Security Management for Enrollment Services' Departments.

3. List your unit's strategic initiatives and action steps identified for the 2016-2017 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/dsaes/about/strategic_plan.html)
UH Goals: (http://www.uh.edu/president/vision-priorities/)

Department 2016-17 Strategic Initiatives

Strategic Initiative: Increase division-wide awareness of University IT policies and equipment management protocols. (DSAES- 2a &4b) (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.
> *Status: In progress/changed: DSAES IT has taken steps to work with the division's Professional Development Committee. A survey was sent to all DSAES staff to assess the need for training opportunities that will assist with creating awareness of the software and computer programs that are used commonly in all departments. The results of the survey will assist in creating training sessions led by DSAES IT and University IT during FY18.*

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.
> *Status: In progress- DSAES IT is working with Business Services department to plan these meeting each semester.*

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

Action Steps: Establish a check-out process for IT equipment that supports the growing need for technology at programs and events.
> *Status: In progress/complete- DSAES IT has established an equipment check-out process, which has enhanced the tracking of department use and will assist with addressing equipment needs across the division.*

Action Steps: Explore the ability to expand Wi-Fi to common outdoor program areas around campus.
> *Status: In progress/complete- UIT has transitioned its Wi-Fi service provider and has expanded the Wi-Fi reach on campus. DSAES IT will coordinate in the upcoming months to discuss opportunities to enhance Wi-Fi in some outdoor event areas, which includes Lynn Eusan Park, The SC Plaza, and SC Circle Drive.*

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- 2a) (UH 6)

> **Action Steps:** Assess all software purchases across the division for commonalities.
> *Status: In progress/ Complete- An assessment was completed in October. One of the common purchases amongst departments included software that required subscriptions, which included all Adobe Creative suite products DSAES IT has established policy on specific software purchases. This require departments to pay for software that requires a monthly or annual subscription.*

> **Action Steps:** Work with UIT Establish new software purchasing guidelines.
> *Status: In progress/ Complete- DSAES IT has established policy on software purchases specific to DSAES department needs. This establishes the responsibility of all purchases software that require a monthly or annual subscription to be the responsibility of the department. This policy is now included in section 4.1.2 of the DSAES IRM Plan. http://www.uh.edu/saits/pdf/dsaes-irm-plan.pdf*

Strategic Initiative: Support DSAES IT Services Staff by providing opportunities for professional development. (DSAES- 2a) (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.
> *Status: On-Going, DSAES IT Staff participated in trainings throughout the spring and summer. Staff members attended trainings, workshops, and conferences that enhanced knowledge of Windows 10, IT Security, and developing new systems and hardware.*

> **Action Steps:** In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements.
> *Status: On-Going, DSAES IT Staff will be participating in trainings throughout the spring and summer. Additionally, DSAES IT has taken steps to work with the division's Professional Development Committee to create training opportunities that will assist with creating awareness of some of the software and computer programs that are used commonly in all departments. The implementation of these training programs will be a goals for FY18.*

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 2016 -2017:
DSAES IT Services initiated two online assessments this past year. One was focused an evaluation of our Web Support Ticket System and the other focused on overall satisfaction with IT Support. As we continue to learn more about the departments and students we serve, our focus remains on maintaining excellent customer service.

- **Customer Service Evaluation** – Web Support Ticket System
  - The DSAESIT team gained knowledge about the effectiveness of the online IT support ticket help desk ticket management system. This assessment measured the quality of customer service provided by the DSAESIT staff while responding to support requests through the help desk ticket management system.

- **Desktop Support Satisfaction** - IT Support/ Requestor Feedback
  - This assessment measured the quality of customer service provided by the DSAESIT staff while responding to support requests through the desktop support ticket management system. This was the first full year of support given to all Enrollment Services departments.

Major Results/Findings
- **Web Support Ticket System**
  - 98.7% - Satisfaction with overall experience with Web Support Ticket request system.
  - 99.3% - Satisfaction with the promptness of response to Website support ticket requests.
  - 98.7% - Agreed that the web team was very helpful in navigating through their requests.
  - 98.7% - Agreed that their website projects/update requests were completed quickly and on time as requested.

- **Desktop Support Satisfaction:**
  - 93.62% - Customers received IT assisted support within 24 hours of request (63.83% on the same day) desktop support ticket system.
  - 94.29% - Satisfaction with the response to their IT Ticket request
  - 91.49% - Reported that their questions or issues were resolved the first time they submitted a ticket.(-4.25% from previous year)
  - 93.61% - Satisfaction with the overall quality of the service they received from DSAESIT (- 0.6% from previous year)
    - 36.17 % of our customers are aware of all of the services we offer, 57.45% of our customers are familiar with some of our services and 6.38% are not familiar with the services we provide

- **Planned actions based on assessment results/findings**
  - DSAES IT will focus our improvement efforts on website updates, ensuring that these updates are done quickly and correctly.
  - DSAES IT will continue to send staff to trainings and workshops to ensure that they are aware of new trends, software updates, and best practices.

Utilizations Reports
- **Support Stats**
  - 10 Fee-Funded Student Organizations
  - 10 Department Specific Applications & Databases
  - 28 DSAES Departments
  - 23 Servers
  - 55 Websites
  - 968 DSAES Computers (Desktop & Laptops)

- **Computer Replacement**
  - **124 – September 1, 2016 – August 31, 2017**
  - 233– September 2015 - August 2016
  - 86 – September 2014 - August 2015
  - 333– September 2013 - August 2014

- **Numbers -** Customer Service Stats
  - **Desktop Support Requests**
    - **1,657 Support Requests from September 1, 2016 – August 31, 2017**
    - *1,731 Support Requests from September 2015 – August 2016
    - 1,345 Support Requests from September 2014 – August 2015
    - 1,217 Support Requests from September 2013 – August 2014

    *- First year using online ticket system data

  - **Website Support Requests**
    - ***1,733Requests from September 2016 – August 2017**

    *- First semester tracking website support requests through Website Support Request ticket System

Department Major Accomplishment:

- In September 2016 DSAES IT launched its Web Support Ticket System to assist with tracking support requests and to document changes throughout the year. The request was initiated with a series of trainings for staff members who were given the responsibility of maintaining their department website. In the first year tracking our website support requests, we accumulated 1733 requests from September 2016 – August 2017

- In June 2017, DSAES IT created plans to establish marketing that will create awareness of what IT support is provided to each department with in DSAES. Questions about the awareness of current IT support was included in an assessment that was sent to all DSAES Staff who requested services throughout the year. This will assist with establishing the initial focus of our marketing efforts for FY18.

5. Please discuss any budget or organizational changes experienced since your last (FY2018) 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.

DSAES IT Services receives SFAC funding to support desktop, server, application and web support needs for 23 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 and funds for computer equipment for these departments are funded through the office of the Associate Vice President for Enrollment Services.

Staff Changes/ Promotions
The Assistant Manager, Student Affairs Information Systems position was posted for rehire. After a failed search, it was decided to reclassify the position to an Applications Developer 1. This change allowed for us to create a student position, provided funding for the reclassification of our Web Developer 2 to a Web Developer 3 promotion would be funded by this positon's available funding of $**58,925.00.** After position transitions**,** which total **$58,646.00,** there is a budget surplus of **$279.00**, which is used to cover any payroll overages.

- o **Staff Departures**
    - Phillip Gross, Assistant Manager Student Affairs Information Systems departed on October 1, 2016
    - Robert Driskell, Micro Systems Analyst 2 departed on April 1,2017
    - Michael Henry, User Services Specialist retired on May 1, 2017

- o **Promotions/Reclassifications**
    - Darryl Creeks was promoted to Applications Developer on November 1, 2016
    - Kyle Stehling was promoted to Assistant Manager Design and Web Development on August 1, 2017
    - Through a reorganization, Lawrence Daniel, Director for DSAES IT Services, will now be the Director for DSAES IT Services and Student Media. This was effective as of August 1, 2017.

- o **New Hire**
    - Viet Nguyen, was hired in July 2017 as the new User Services Specialist to support DSAES department's desktop support needs.

6. If your unit concluded FY2017 with a Student Service Fee (SSF) Fund 3 addition to the SSF Reserve in excess of $5,000, please describe the conditions which caused the addition and provide a line-item identification of the budgetary source(s) of the addition (i.e. lapsed salary, conference travel, etc.).

DSAES IT did not conclude FY2017 with an excess of $5000.00.

7. Please list your unit's 2018-2019 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Values and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each unit strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Department 2018-19 Strategic Initiatives

Strategic Initiative: Support DSAES IT Services Staff opportunities for professional development. (DSAES Values 1 and 6) (UH 2)

> **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.

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

Strategic Initiative: Working with University IT, develop best practices, standards, and policy for DSAES employee personal and department file storage and back up. (DSAES Value 6) (UH 2)

> **Action Steps:** Establish DSAES policy related to file storage for the use of Office 365 OneDrive, University Share Drives and SharePoint.

> **Action Steps:** In collaboration with University IT, identify best practices used across the university and create an easy to follow guide for data management on behalf of DSAES departments

Strategic Initiative: Working with DSAES senior leadership, review the current computer replacement budget to ensure that it continues to support replacement needs, and remains sustainable over time for DSAES departments. (DSAES Values 3 and 6) (UH 2)

> **Action Steps:** Work with DSAES Business Services to review the initial budget transfer from DSAES departments for possible adjustments, based on staff growth and the addition of new DSAES departments.

> **Action Steps:** Working with DSAES Departments, evaluate the four year Life-Cycle Computer Replacement Plan process and effectiveness.

Strategic Initiative: On behalf of DSAES departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades. (DSAES Values 3 and 6) (UH 2)

> **Action Steps:** Work with University IT to establish an annual project schedule that can be shared with DSAES Senior management and cover upcoming University wide IT updates, upgrades, and changes.

> **Actions Steps:** Work with University IT to finalize all division wide product purchases related to Office 365 and Lync/Skype for business needs and upgrades.

Strategic Initiative: In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements. (DSAES Value 1 and 6) (UH 2)

> **Action Steps**: In collaboration with the Professional Development Committee, create quarterly training sessions that will highlight and inform student and staff employees of all new technology offerings and enhance their knowledge of current office software. (i.e. Office 365, Skype for Business, OneDrive, Excel, and SharePoint)

8. Recognizing that the potential to generate additional Student Service Fee income for FY2019 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the FY2019 base budget augmentations and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total approved FY2018 base Student Service Fee budget and provide a line-item explanation of where budgetary cuts would be made.

Based on our current SFAC budget, the majority of our funds support staff, which includes 3 students and 9 full time employees, computer supplies, hardware and software replacement purchases. A 5% reduction in the DSAES IT budget would result in the cut of **$46,475.95**.

To provide context to the DSAES IT Services budget, SFAC dollars are budgeted to fund full time and student staff positions, as well as Computer Hardware and Software such as:

Salaries, Fringe, and Administration Charge	$ 859,440.00
Computer Hardware and Software Supplies/Telecom	$ 65,579.00
Professional development – Travel (Incl. Prospective New Employee)	$ 4,500.00
SFAC Funding to DSAES IT Services	**$ 929,519.00**

Given our current SFAC budget is dedicated mostly to staff and supplies, that is where we would have to make our cut.

Cut a portion of the Salary budget (Student Wages)	$ 30,000.00
Cut a portion of our Computer Hardware and Software Supplies	$ 16,475.95
Total 5% Reduction	$ **46,475.95**

This cut would result in the loss of our three student positions and the ability to purchase computer supplies, which may force this expense to be placed on individual departments and possibly delay our support efforts.

9. 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 University Information Technology, 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 one of our Assistant Manager, User Services Support positions, who manages their departments' day-to-day desktop support needs. The position is currently vacant, but should be filled by the end of the semester.

10. 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 28 Departments and 10 Fee-Funded organizations.