

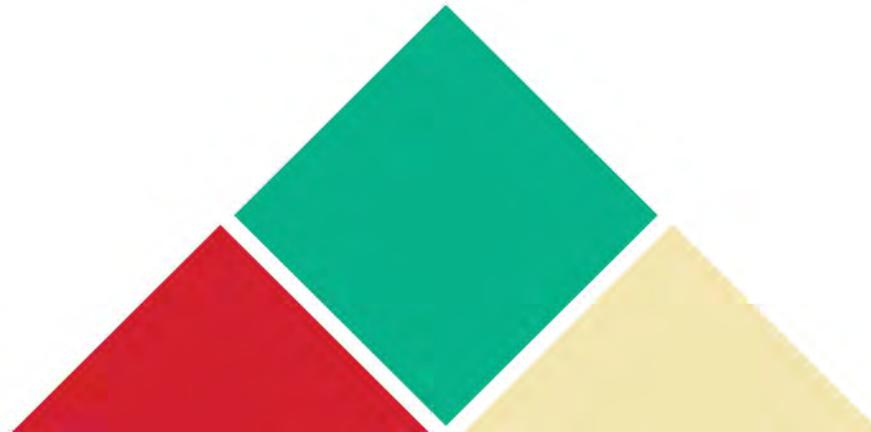


UNIVERSITY of  
**HOUSTON**

STUDENT AFFAIRS AND ENROLLMENT SERVICES  
Information Technology

# DSAES IT SERVICES

Presentation for FY 2019 – 2020  
October 29, 2018



# 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 and tier one customer service that elevates staff productivity, and services.

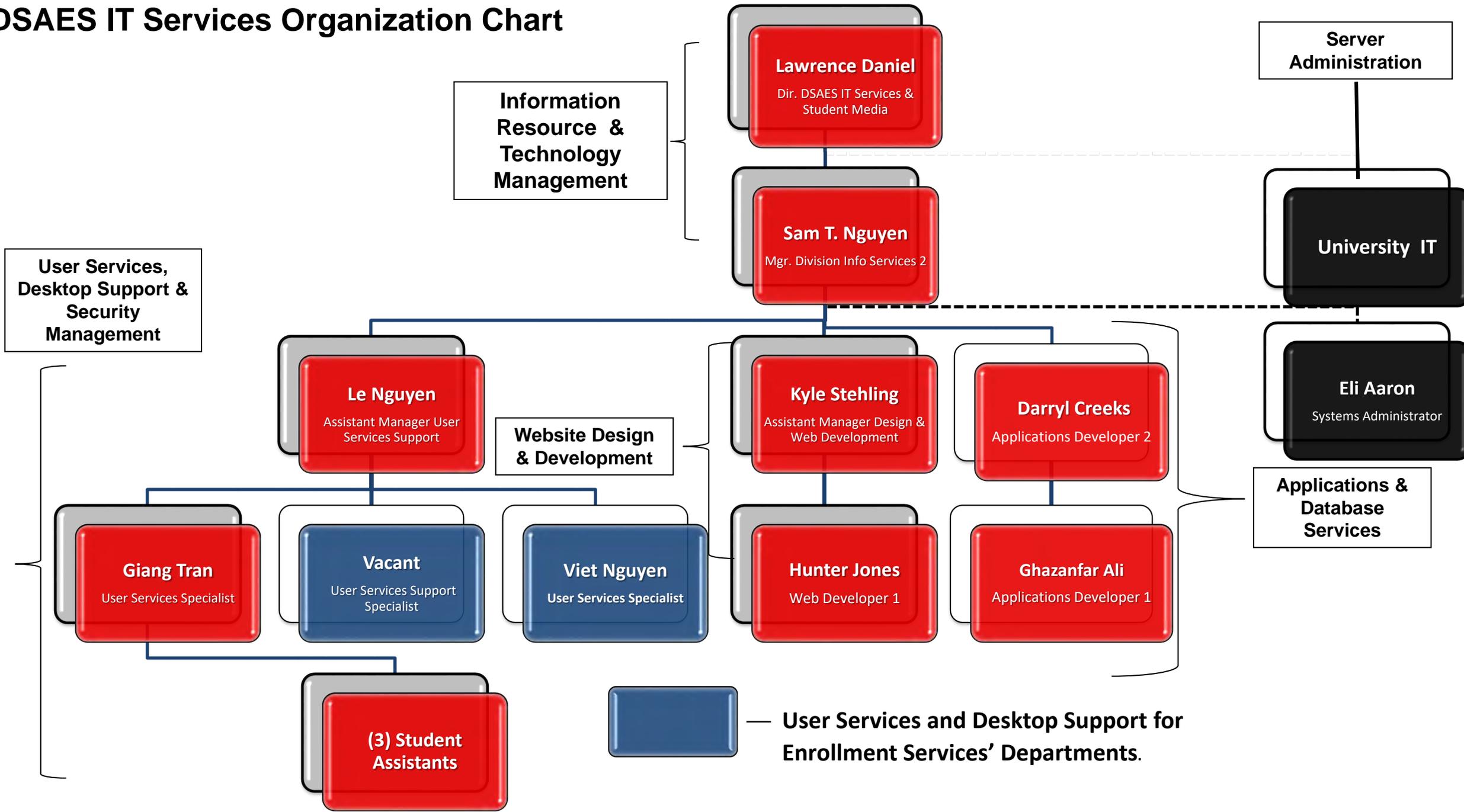


# DSAES Strategic Initiatives:

- **Student Success (SS)**  
Champion exceptional opportunities and services to support all UH students.
- **Division Cohesion (DC)**  
Create and foster a cohesive division identity, culture, and community.
- **Resources (R)**  
Evaluate, actively pursue, and leverage resources to enhance the UH experience.
- **Partnerships (P)**  
Forge and strengthen partnerships to expand our reach into the university and greater community.



# DSAES IT Services Organization Chart



# Our Brief History

**Fall 2012:** University IT, at the request of Division of Student Affairs & Enrollment Services, led a division-wide comprehensive IT assessment

**Spring/Summer 2013:** University IT assessment recommendations were reviewed by Division of Student Affairs & Enrollment Services Leadership and the decision was made to centralize Information Technology (IT) throughout the division

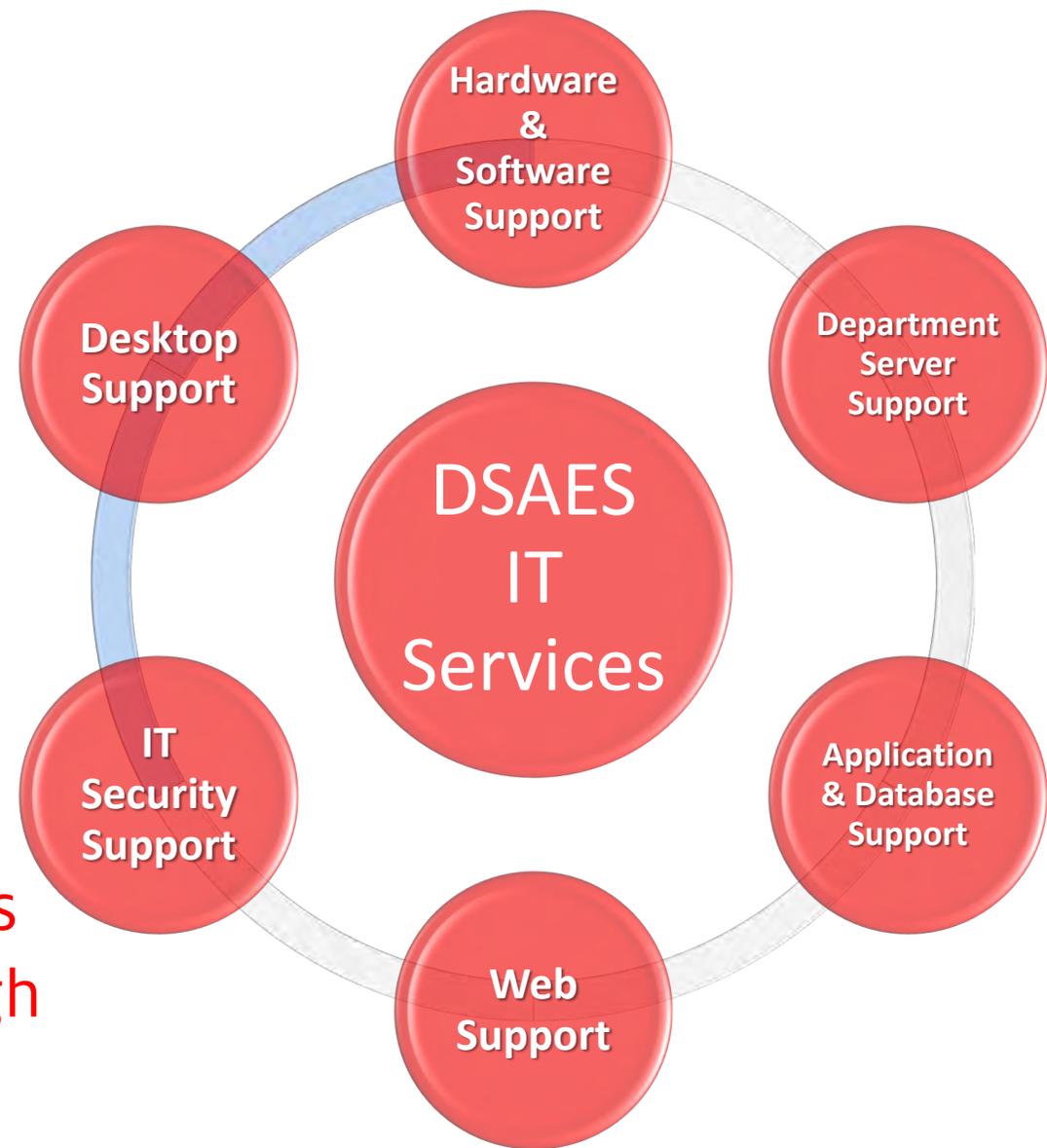
**Fall 2013 :** DSAES IT Services was established to efficiently manage IT resources and began providing complete IT support for **21 DSAES departments** & **10 Fee - Funded Student Organizations**.

**Spring 2015 :** DSAES IT Services began providing desktop support to Enrollment Services departments.

# We provide support...

- 16** Department Specific Applications & Databases
- 55** Websites
- 23** Servers
- \*28** DSAES Departments
- 10** Fee-Funded Student Organizations
- 1,227** Computers

\*Student Housing & Residential Life receives IT Support directly from University IT through an annual Service Level Agreement.



# DSAES IT Highlights/Accomplishments

- DSAES IT staff *provided continued support to multiple specialty applications* throughout the division.
  - Campus Recreation
    - Updates to Recreation Management Application
  - Counseling & Psychological Services
    - Updates to Titanium
  - Health Center
    - Upgrades to Pharmacy Prescription System
    - Updates to Electronic Medical Records System
  - Student Centers
    - Updates to Event Management Systems (EMS)



# DSAES IT Highlights/Accomplishments

Played a major role in department data collection by providing laptops and card readers to support

**168**

Events, Workshops & Trainings



DSAES IT Web Team collaborated with University IT and UH Marketing to manage the UH Weeks of Welcome calendar, event info, and push notifications on the UHGO App.



# DSAES IT Highlights/Accomplishments



In collaboration with **University IT** and **UH Marketing** completed major department website redesigns to meet the new UH Web Template standards.

**PUBLISHING AND BROADCASTING.**

**The Cougar**

The Cougar is published every Wednesday during the fall and spring semesters and online daily.

**COOG RADIO.COM**

Coog Radio is an online radio station operated and staffed by students from the University of Houston

**COOGTV**

CoogTV provides students the unique opportunity to develop television shows, commercials, and special features for the small screen, experiencing the entire process from inception to air.

**STUDENT HEALTH CENTER**

**Quick Links**

[Medical Services](#)  
[Medical Emergencies](#)  
[After Hours Options](#)  
[Dental Services](#)  
[Pharmacy](#)

**Recent News & Announcements**

**Student Health Center Open House featuring FREE Flu Shots**

\*\*\*\*The wrong date was mistakenly posted in the CoogNews. Please note the correct date is October 26th.

Friday, October 26, 2018



Health Care

# DSAES IT Highlights/Accomplishments



## Website Support Request System

1,565 Requests

# DSAES IT Highlights/Accomplishments



**Desktop Support Request System**

**1,628 Requests**

# FY 18 Assessments & Findings

## Customer Service and Satisfaction - Desktop Support



**94.29%**

Satisfaction with the response time to their requests.

# FY 18 Assessments & Findings

## Customer Service and Satisfaction - Desktop Support

**96.67%**

Satisfaction with the overall quality of service received from DSAESIT.



## FY18 Challenge & Response

### Challenge: Office 365 & Skype Training

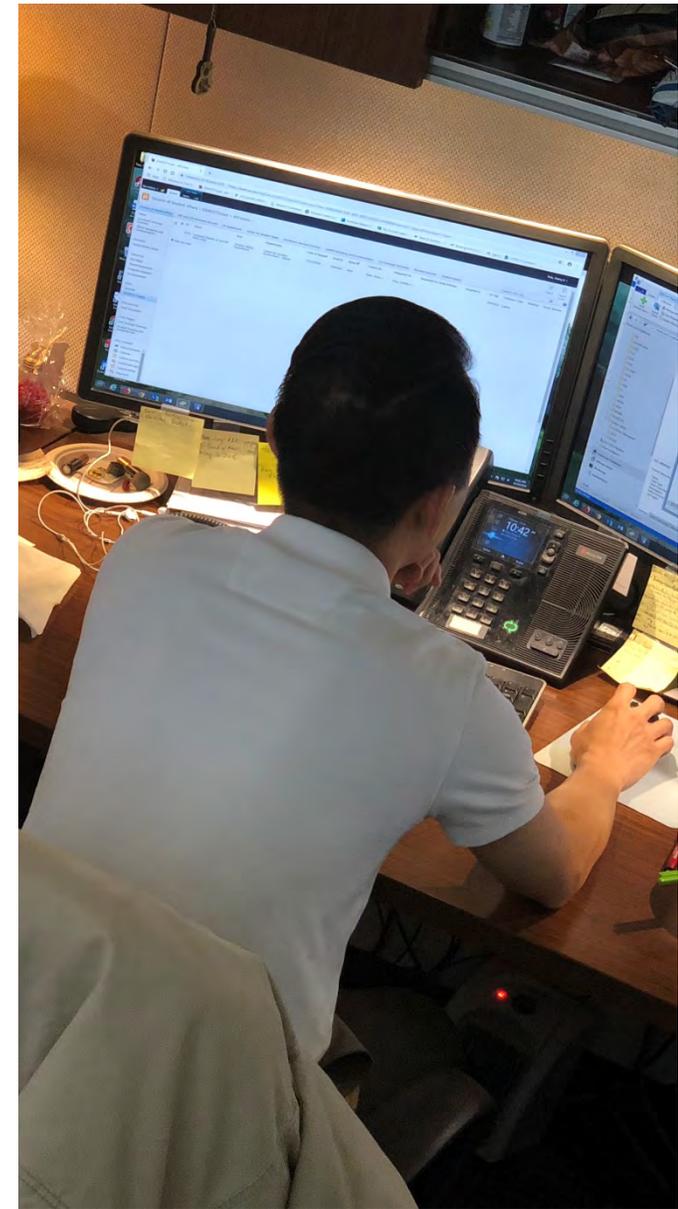
UIT launched Office 365 and Skype for Business upgrades that prompted a series of updates to all computers throughout the Division

- Most staff across the division were unfamiliar with the new functions.
- There were significant changes to commonly used applications, like SharePoint.
- Skype for Business utilization rates were already lower than university's rates before the update.

# FY18 Challenge & Response

## Response: Office 365 & Skype Training

- In collaboration with UIT, DSAES IT established **10** Office 365 & SharePoint Trainings.
  - ✓ A total of **367** Division staff members attended.
  - ✓ Division's Office 365 adoption rates (**62%**)  
(University's Adoption Rate **54%**)
- Trainings for Skype for Business will launch this fall.
- Specific Office 365 application trainings will continue pending the results of a staff training needs assessment.  
(Fall 18)



# **FY18 Challenges & Responses**

## **Challenge: Inventory Management & Replacement**

- **1227 Computers Across Different Departments**
  - UH, UHSL & Technology Bridge Campuses
  - 28 Property Custodians using different department inventory spreadsheets & unique computer usage labeling.
  - Multiple Inventory records slow down computer replacement and purchasing schedules.

# Response: Inventory Management & Replacement

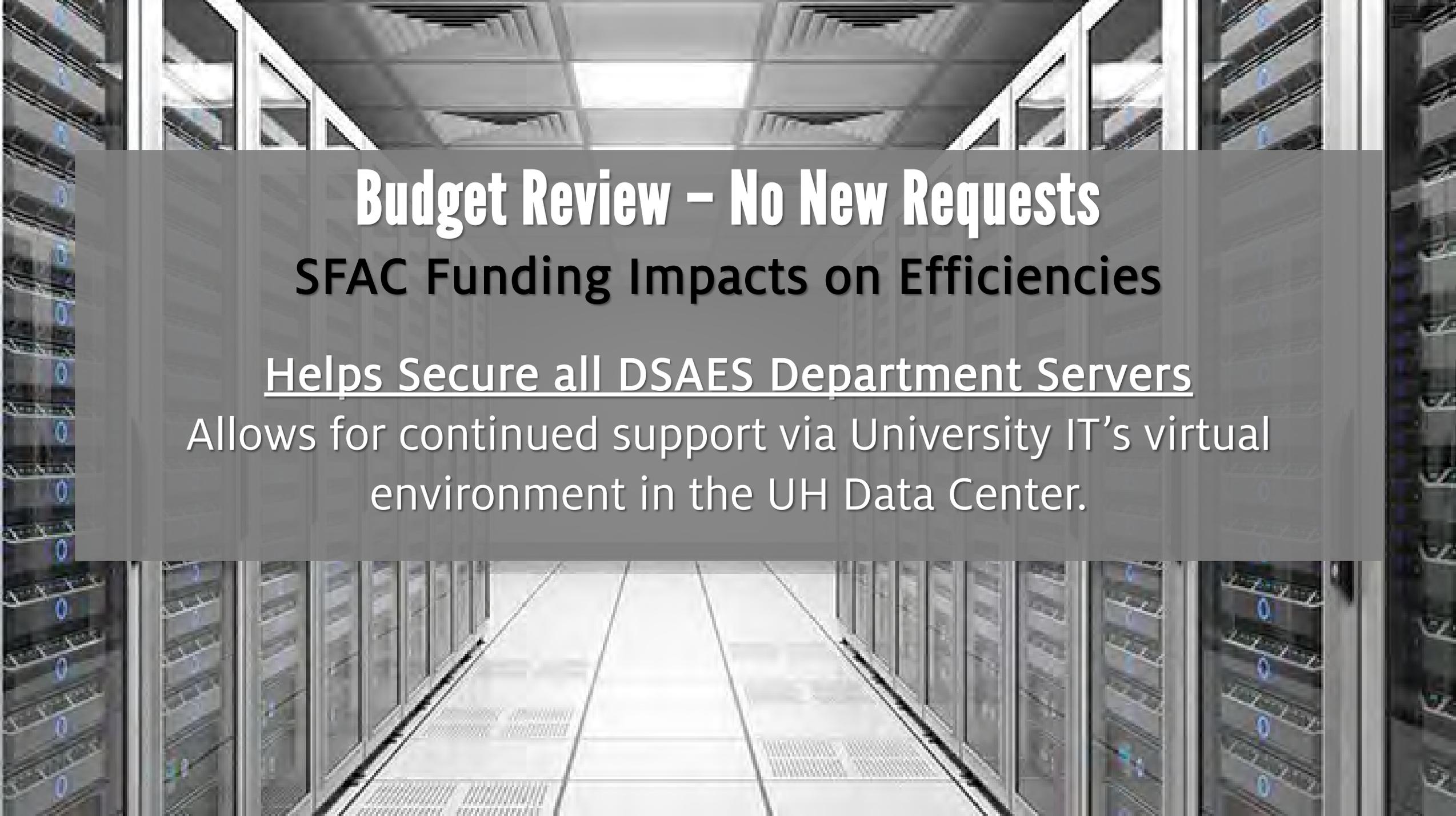


- Launching Inventory Management Portal will be available to Department Directors & Property Custodians. (Spring 2019)
  - Will provide Directors & Property Custodians access to the most current list of computers being reviewed for replacement.
  - Will introduce a standardized computer labeling protocol for the Division.
    - Will increase efficiency & speed up the computer replacement process.



# **Budget Review – No New Requests** **SFAC Funding Impacts on Efficiencies**

Eliminates the need for any DSAES department to request funding for computer replacement.



**Budget Review – No New Requests**  
**SFAC Funding Impacts on Efficiencies**

Helps Secure all DSAES Department Servers

Allows for continued support via University IT's virtual environment in the UH Data Center.

A photograph of two men in red shirts looking at a laptop screen. The man on the left has his hand to his chin, and the man on the right is wearing glasses. The background shows a window with blinds.

## **Budget Review – No New Requests**

**SFAC Funding Impacts on Efficiencies**

Creates unique opportunities for students to work with experienced IT professionals.

# **Budget Review – No New Requests**

## **SFAC Funding Impacts on Efficiencies**

Supports a 4 -year Desktop Lifecycle Replacement Plan.

- ✓ 861 computers replaced division-wide since FY14.  
(202 funded separately by Enrollment Services)

# THANK YOU FOR YOUR CONTINUED SUPPORT!



# Questions & Answers

