

DSAES IT Services

Program Questionnaire



FY 2022

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 7 University Sponsored and 3 University Affiliated organizations, which includes support for 14 Department Specific Applications & Databases, 26 servers, 57 websites, and 1488 computers.

- **Mission:** The DSAES IT 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.
- **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.

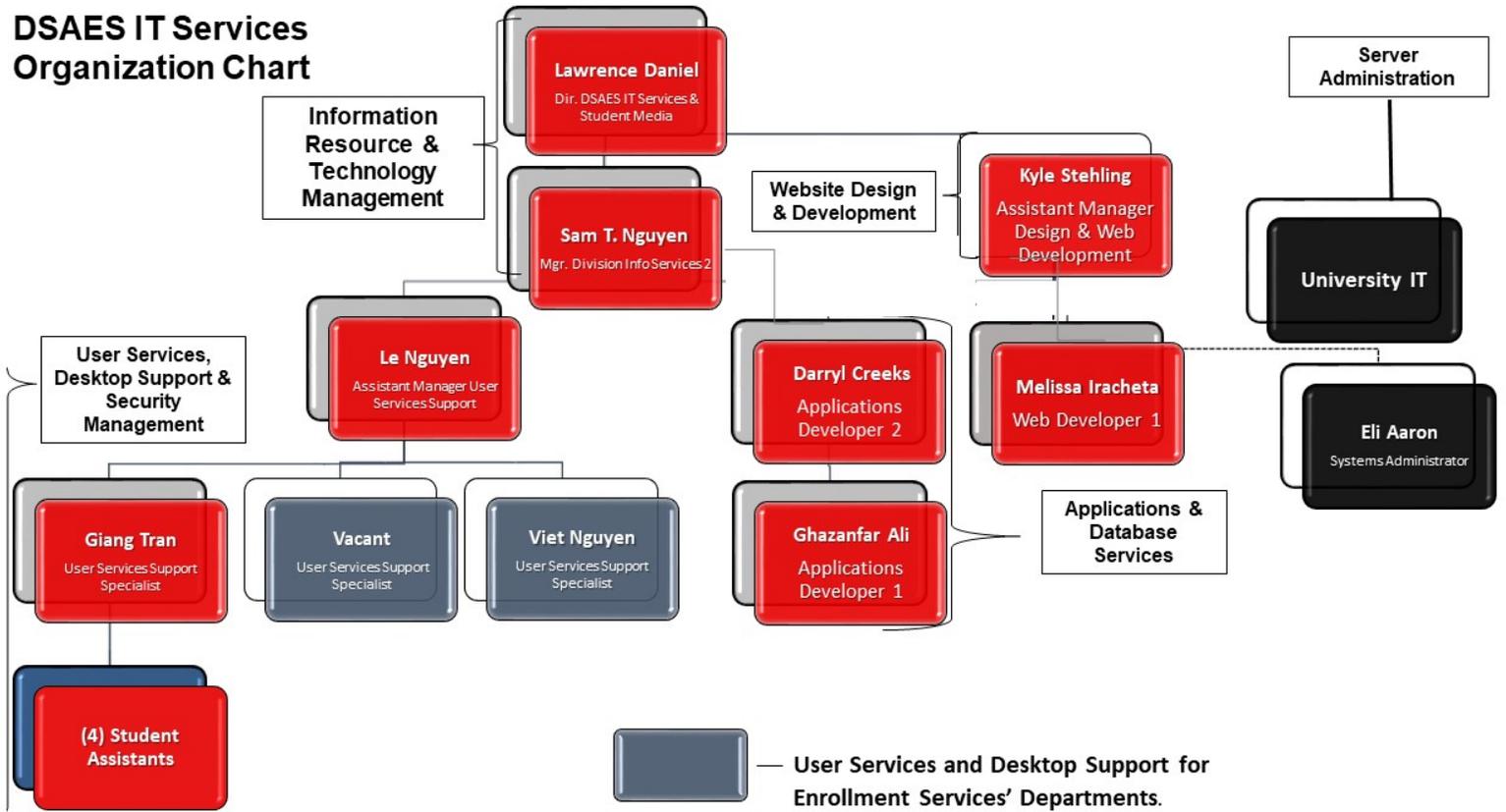
Currently, DSAES IT Services receives a direct allocation from the Student Fees Advisory Committee, used to provide desktop, website, application support to Division of Student Affairs and Enrollment Services (DSAES) departments, programs, and resources, that work to sustain an environment dedicated to student success. We also support seven University Sponsored and three University Affiliated organizations. Additionally, we have four student staff positions who serve as technicians. This opportunity provides an experiential learning environment that is beneficial in developing future IT professionals and for those looking to learn more about the Information Technology field. Our student staff is involved in application, desktop support projects that include troubleshooting, remote system restarts, new system installs, and rebuilds. DSAES IT Student Employees are offered jobs at major companies locally and nationally either before or after they graduate.

This past year, we had hopes of expanding our student's capabilities by providing them with the appropriate certifications. SFAC approved one-time funding for FY 20 and FY21, but the completion of this initiative was impacted by the 7.5% funding cut. In the near future, once the campus and country recovers from this period, we will reprioritize this initiative as a primary focus. Although our service became primarily virtual, our team provided efficient and timely responses to desktop, applications, and web support requests.

Our staff is committed to the success of the student leaders, student employees, and DSAES staff. The best way for our department to contribute to this goal is by ensuring that all technical systems and computers are updated and maintained at a high degree.

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 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 2019-2020 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/mission/>)

1. File Storage Best Practices

Description: Working with University IT, develop best practices, standards, and policy for DSAES department file storage and back up. (DSAES: DC4 & R1) (UH 2)

- **Progress:** Ongoing: An updated IRM plan is being reviewed that include policy related to file storage for the use of Office 365 OneDrive, University Share Drives and SharePoint.
 - **Results:** This will include a deeper discussion with UIT, which was delayed this Spring, but as been a topic of discussion this fall and will continue into 2021.

2. Computer Replacement budget

Description: 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: DC4, R2 & R3) (UH 2)

Progress: Ongoing

- Work with DSAES Business Services to review audit FTE staff growth, along with the addition of new DSAES departments.
 - **Results:** Given the current budgetary circumstances, this discussion is ongoing, but not a priority and will be revisited in 2021.

3. External Review

Description: Where fit, actualize and integrate recommendations from DSAES IT Services external review. (DSAES: R1, R2, R3) (UH 2)

Progress: Ongoing

- Work with DSAES Business Services to review audit FTE staff growth, along with the addition of new DSAES departments.
 - **Results:** Given the current budgetary circumstances, this discussion is ongoing, but not a priority and will be revisited in 2021. This was a major point mentioned in our external review, but along with other initiatives have been postponed to Spring 2021.

4. DSAES Training for all Employees

Description: In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements. (DSAES: DC3 & R3) (UH 2)

Progress: On-Going

- **Results:** Staff attended trainings for Content Management System updates for the University websites. Trainings in the continue to focus on office 365 integrations.

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.

Utilization Reports:

Support Stats

- 11 University Sponsored and Affiliated Student Organizations
- 10 Department Specific Applications & Databases
- 28 DSAES Departments
- 26 Servers
- 57 Website
- 1488 computers (1107 computers in use)

Numbers - Customer Service Stats

Desktop Support Requests

1,134 Support Requests from Sept. 2019 -Aug. 2020

1,853 Support Requests from Sept. 2018 -Aug. 2019

1,628 Support Requests from Sept. 2017 – Aug. 2018

1,657 Support Requests from Sept. 2016 – Aug. 2017

*1,731 Support Requests from Sept. 2015 – Aug. 2016

1,345 Support Requests from Sept. 2014 – Aug. 2015

1,217 Support Requests from Sept. 2013 – Aug. 2014

Website Support Requests

1,688 Requests from Sept. 2019 -Aug. 2020

1,463 Requests from Sept. 2018 -Aug. 2019

1,565 Requests from Sept. 2017 – Aug. 2018

*1,733 Requests from Sept. 2016 – Aug. 2017

*- First year using online ticket system data

Assessment Highlights 2019 -2020:

DSAES IT Services initiated an online assessment this past year, which 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.

- a. An assessment was completed that provided feedback and measured DSAES ITS' level of service, response time to specific IT needs, and suggests opportunities for growth. The results are below.
 - 98.36%- Customers received IT assisted support within 24 hours of request (66.67% on the same day)
 - 90.47 % - Reported that their questions or issues were resolved the first time they submitted a ticket.
 - 96.67% - Satisfaction with the overall quality of the service they received from DSAESIT
 - **Planned actions based on assessment results/findings**
 - DSAES IT will increase Resolve Rates by lowering the number of times our techs have to address the same issues on a computer, we will schedule follow-up appointments for our techs to re-check the issue to ensure that the issue is resolved.
 - DSAES IT will continue to send staff to training and workshops to ensure that they are aware of new trends, software updates, and best practices.
 - DSAES IT will continue to focus on training users on troubleshooting and quick fixes. Additionally, the DSAES IT website is being updated to provide access to University-wide IT information.

**5. Please discuss any budget or organizational changes experienced since your last (FY2021) 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.
SFAC Q, p.2.**

Departmental Points of Pride:

- In Spring 2019, as part of External Review recommendations, we were charged with providing our staff with more professional development and certification opportunities for both our students and full-time staff.
 - In response, we advocated and received funding that supports our staff's travel to conferences. this allows for them to receive specific technology training related to Higher Education systems,
 - We also received funding that established a certification program for our student staff.
- Some or most of the funding associated with this program was returned to SFAC due to cuts related to budget Covid-19

Staff Highlights: Involvement/Oversight and/or Awards and Recognition:

- Meli Iracheta joined the team as a Web Developer 1 in September 2019.
- Jeremy Dies left the team in April 2020
- Kyle Stehling - Marketing and Communications Committee and he also won the DSAES Outstanding Professional Award of Excellence
- Ali Ghazanfar - Assessment Committee
- Sam Nguyen, Customer Service Champion

6. If your unit concluded FY2020 with a Fund 3 addition to Fund Equity 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.).

At the close of FY 20, the DSAES IT Services maintained a **\$36,347.00** balance due to the financial pause. However, Dr. Walker allowed DSAESIT Services to roll over this funding to support on-going technology needs of the DSAES in light of remote working, as well as the 7.5% cut in ledger 2 funding.

7. Please list your 2021-2022 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 strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

Review Computer Replacement Budget

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.

- **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.

Awareness of IT Activity

Strategic Initiative: On behalf of DSAES departments, proactively establish an IT environment that is more aware of upcoming IT changes, updates, and upgrades.

- **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.

Professional Development

Strategic Initiative: Support DSAES IT Services Staff opportunities for professional development.

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

8. Recognizing that the potential to generate additional Student Service Fee income for FY2022 base funding is extremely limited and recognizing that it is likely that some units will not be allocated the new base budget and/or one-time funds requested. Please provide a narrative of how your unit would accommodate a reduction of 5% in your total FY2022 base Student Service Fee budget request 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 4 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 \$49,051.30.

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)	\$ 20,000.00
Cut a portion of our Computer Hardware and Software Supplies	<u>\$ 29, 051.30</u>
Total 5% Reduction	\$ 49.051.30

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 **\$63,817** annually from Enrollment Services to cover the salary and support for one of the User Services Support Specialist positions, who supports their departments' day-to-day desktop support needs. The position is currently vacant, but should be filled by the end of the semester.

In addition, all Enrollment Services hardware and support are paid directly by the AVC/AVP for Enrollment Services.

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.

No services exist 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, 7 University Sponsored, and 3 University Affiliated organizations, which includes support for 14 Department Specific Applications & Databases, 26 servers, 56 websites, and 1488 computers.