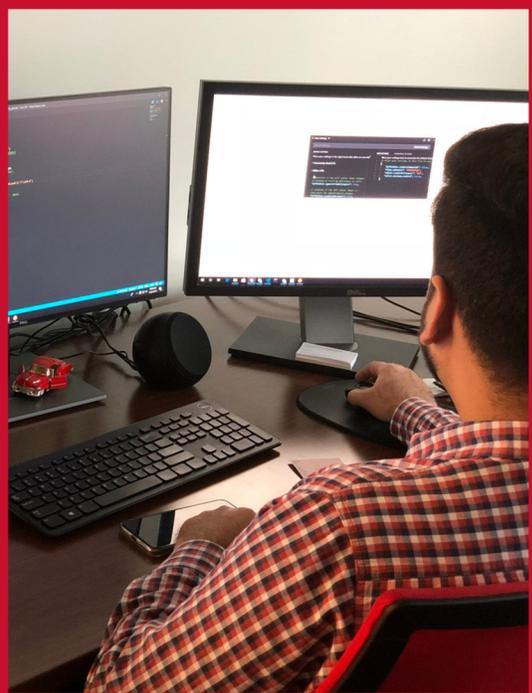


```
nt.getElementById(div).innerHTML +=  
(i==2)  
s(i);  
(i);  
atpos=inputs[i].indexOf("@");  
dotpos=inputs[i].lastIndexOf(".");  
(atpos<1 || dotpos<atpos+2 || dot  
document.getElementById('errEmail'  
else  
document.getElementById(div).in  
pos=inputs[i].lastIndexOf(".");  
if (i==5)  
document.getE
```



SFAC Program Questionnaire

DSA IT SERVICES

FY 25-26



STUDENT FEES ADVISORY COMMITTEE (SFAC)
FY2026 PROGRAM QUESTIONNAIRE

INSTRUCTIONS: *Please respond to all questions. An electronic copy of your responses in PDF format should be sent to the SFAC Committee via the Dean of Students Office, at dlyoung4@central.uh.edu by 1:00 p.m., Friday, October 18, 2024. It should be noted that only electronic submissions will be considered. Only those requests submitted by 1:00 p.m., October 18, 2024 will be guaranteed full consideration.*

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

In 2023-2024, DSA IT Services strongly emphasized adopting innovative practices to streamline day-to-day operations, particularly in areas of file storage management, DSA department computer inventory, and handling IT requests. These improvements have contributed to a more efficient and effective support structure for the Division, ensuring that our services run smoothly and meet the needs of both staff and students.

Dedicated to enhancing IT support across the Division of Student Affairs (DSA), DSA IT Services supports 26 departments, 7 university-sponsored, and 3 University Affiliated organizations. Our comprehensive approach includes managing ten department-specific applications and databases, overseeing 28 servers, maintaining 57 websites, and supporting 875 computers, of which 847 are currently in active use.

Operating with direct funding from the Student Fees Advisory Committee, our mission is to provide robust desktop, website, and application support to DSA departments, programs, and resources. By cultivating a tech environment that supports student success, we also play a critical role as an IT resource for university-sponsored and affiliated organizations.

Mission:

DSA IT Services is committed to delivering reliable support and innovative technology solutions for departmental services, programs, and resources that foster an environment focused on student success.

Vision:

Through collaboration and proactive management, DSA IT Services aims to maintain a seamless, efficient IT environment that ensures tier-one customer service, enhancing staff productivity and elevating the quality of our programs and services.

Our team includes four dedicated student staff technicians who gain hands-on experience in various IT tasks such as application support, troubleshooting, remote system restarts, new system installations, and system rebuilds. To further our mission of student development, we expanded our initiatives last year to integrate work-study students into roles focused on website and computer inventory management. These positions provide invaluable experiential learning, and many of our student employees receive job offers from prominent local and national companies before and after graduation.

We remain deeply committed to supporting the success of student leaders, student employees, and DSA staff. Our commitment to keeping technical systems and computers updated and maintained to the highest standards allows us to consistently contribute to the smooth operation and success of DSA IT services.

2. Please discuss the means that you are utilizing to evaluate both your success in achieving the DSA strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exists, discuss any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting this data.

Professional Development

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

- **Action Steps:** Support the attendance of trainings, conferences, and workshops related to information technology and application support.
 - **On-going:** This past year, DSAIT staff attended ACUI, NASPA, and SXSW Creative and began courses to obtain CompTIA Security+ certification. This will continue this year thanks to one-time funding from SFAC, and we hope to solidify this initiative in the future through base funding from SFAC.
- **Action Steps:** To maximize department technical knowledge redundancies, develop succession planning for all IT manager-level positions.
 - **On-going:** We are working with DSA and UIT to establish a consistent file storage policy and update our support request site. We are using these measures to inform the DSA employees of changes. Additionally, we led a division-wide upgrade to all phones, moving them from all to Office 365.

DSA IT External Review Response

Strategic Initiative: Where fit, actualize, and integrate recommendations from DSA IT Services external review.

- **Action Steps:** Implement the division-wide IT governance committee as intended in the DSA IT Resource Management Plan
 - **On-going:** This is still a goal of DSA IT, but is currently delayed to focus on other department priorities. Once the policies for file storage are approved, this initiative will become the next priority.

Utilization Reports:

Support Stats

- 11 University Sponsored and Affiliated Student Organizations
- 10 Department Specific Applications & Databases
- 26 DSA Departments
- 28 Servers
- 57 Website
- 875 computers (847 computers in use)

Numbers - Customer Service Stats

Desktop Support Requests

- 630 Support Requests from Sept. 2023 - Aug. 2024
- 1,334 Support Requests from Sept. 2022 - Aug. 2023
- 1,424 Support Requests from Sept. 2021 - Aug. 2022

- 1,266 Support Requests from Sept. 2020 - Aug. 2021
- 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

*- First year using online ticket system data

Website Support Requests

- 1,809 Support Requests from Sept. 2023 - Aug. 2024
- 1,764 Support Requests from Sept. 2022 - Aug. 2023
- 1,967 Support Requests from Sept. 2021 - Aug. 2022
- 1,567 Support Requests from Sept. 2020 - Aug. 2021
- 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

IT Remedy and Response Evaluation

Assessment:

DSA IT is dedicated to enhancing the quality of its customer service for DSA staff members who seek IT support through our Website or Desktop Services Support Ticket Systems. We have implemented a structured customer service survey process to achieve this goal. After a support ticket is closed, an auto-generated email with a link to the survey is sent to the user, and it is distributed to all users who interact with our support services once or twice annually.

The data collected through these surveys will be thoroughly analyzed at the end of the academic year. This analysis provides valuable insights into user satisfaction and helps DSA IT identify areas where customer service improvements may be necessary. Additionally, it will highlight opportunities for further training and development for our IT support team.

This survey initiative is vital to our commitment to delivering exceptional customer service and continuously improving the support experience for DSA staff members. Your feedback is crucial in helping us maintain a high standard of excellence in our services and better serve your IT needs.

Results:

- 96.5% response rate to requests within 24 hours
- 91.66% of issues reported were resolved within 24 hours
- 92.4% of issues were resolved on the first contact
- 91.66% satisfaction with the overall timeliness of service

Actions to be Taken as a Result of This Activity:

- Reduce the frequency of recurring computer issues to improve resolve rates
- Implement follow-up appointments for technicians to verify issue resolution

- Provide continuous training and encourage workshop participation so that DSA IT staff can stay current on new trends, software updates, and best practices.
- Focus on user training for troubleshooting and quick fixes.

3. Updating the DSA IT website to provide access to University-wide IT information. Please discuss any budget or organizational changes experienced since your last (FY2025) 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.

2023-2024 Department Highlights:

- Established a Data and File Storage Policy for the Division of Student Affairs, which will formally be rolled out in Spring 2025. This policy serves as a comprehensive framework that delineates the principles and procedures governing the storage of data and files within the Division of Student Affairs (DSA) Department. The primary objective is establishing a robust foundation for securing and efficiently managing data and files following university policies. The guidelines outlined herein mandate utilizing university-provided or university-approved resources, aligning with the stipulations outlined in the [MAPP.2008.03.01](#).
- During the move-in and the first weekend of UH WOW, DSA IT Services partnered with CSI and CSM to host Cougar Connection. This event brought close to 300 students together to meet and participate in Ice Breakers.

2023 – 2024 Personnel Updates

- In May, Aleena Ali resigned as the User Services Specialist II to focus on family.

4. Recognizing that the potential to generate additional Student Service Fee income for FY2025 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 5.0% in your total FY2025 base Student Service Fee budget request and provide a line-item explanation of where budgetary cuts would be made.

A 5.0% reduction to the DSA IT Services' current budget would result in a \$51,066.50 budget cut, impacting computer replacement and eliminating both the travel and professional development budget, significantly impacting our ability to execute our 4-year staff replacement plan.

5. 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.**

DSA IT Services receives \$33,512.00 annually from the University to support technology enhancements for the Division of Student Affairs. These funds are used to partially cover the service-level agreement between UIT and DSA IT to provide 24/7 support for 27 servers used by DSA departments.

Additionally, DSA IT receives \$3000.00 annually through a service-level agreement with UH Student Housing and Residential Life to support their department websites.