

Administrative and Educational Support Report

Academic Services

Annual Action Plan
Annual Assessment Report

June 2007 – May 2008



Annual Action Plan: June 1, 2007–May 31, 2008

Unit: Academic Services

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Information Technology **Unit Head:** Janie Palacios

Unit Mission: The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely manner.

Division Objective: Enhance, expand and broaden options for students, faculty and staff through excellent and effective information technology solutions.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Increase IT Support Services.	Create training classes to present to staff and faculty.	Create training materials.	Create surveys to be completed by individuals attending trainings. Conduct two training sessions during major semesters.	New Computer Support Services Specialist I for September 1, 2007 will perform some of these training sessions.
	Use Bronc Communicator as another service for staff and faculty to request service and ask questions.	Create FAQs and canned responses that will facilitate the use of Bronc Communicator.	Gather statistics showing customers are using Bronc Communicator.	DW employees for Call Center Agents.
	Improve the services to orientation, providing	Attend various orientations offered to	Attend and assist during entering freshmen orientation and transfer	None

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
	training and communications.	entering freshmen and transfer students.	student orientation.	
	Encourage students, faculty, and staff to use HEAT Self Service.	Advertise HEAT Self Service to university community.	Request feedback and comments on HEAT Self Service to make necessary modifications to increase use.	None.

University Goal:

Become an outstanding research institution, emphasizing collaborative partnerships and entrepreneurship.

Division Objective:

Provide infrastructure that will facilitate collaboration and growth among the research community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Expand the hours of Helpdesk service.	Augment staff schedules to be available after regular hours.	Extend Helpdesk availability hours past 5pm Monday thru Friday.	Call Center and/or Service Desk Staff will be available after 5pm Monday thru Friday.	Newly created positions for FY 2008 will be used.
Review, purchase (if necessary), and install software that will benefit computer lab environment.	Communicate with Academic Computing Council and other committees to determine needs in the Academic Services Computer Labs.	Purchase (if necessary) and implement software packages that will benefit student learning.	Implement at least one software package in the computer labs.	Funds to purchase software not budgeted for FY 2008.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

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Division Objective:

Lead in the delivery of technology solutions resulting in the customer's ability to do things they couldn't do before.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Research the creation of a virtual lab for students.	Partner with companies like Dell and HP to see if they can provide a virtual lab that can meet the needs of students.	Gather information for case studies and compile into a report.	Review report and determine the feasibility of a virtual lab.	Funds to purchase software and hardware not budgeted for FY 2008.
Improve customer service.	Assess the strengths and weaknesses of staff and determine which trainings would benefit staff.	Develop training plan for Academic Services staff.	Follow training plan so new employees can learn technologies critical to their responsibilities and for current staff to increase their knowledge and skill sets.	None.
	Assess the strengths and weaknesses of service areas by reviewing surveys.	Create a set of surveys for each major service area.	Review surveys and develop plans to enhance business processes for service areas.	None.
	Cross-train lab personnel so they can provide technical assistance relating to Active Directory accounts and basic email questions.	Develop instructional material and train lab personnel so they can assist students, faculty, and staff when the individual is requesting help in the lab instead of redirecting the person to a different location. Equip with appropriate tools and access.	Conduct training sessions for services offered by the Service Desk and Call Center at least once a semester.	None.
Research the creation of remote printing stations for students.	Partner with companies like Dell and HP to see if they can provide a remote printing solution that can meet the needs of students.	Gather information for case studies and compile into a report.	Review report and determine the feasibility of a remote printing solution.	Funds to purchase software and hardware not budgeted for FY 2008.

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University Goal:	Collaborate with P-12 schools to enlarge the pool of applicants who are personally prepared and academically qualified for higher education.
Division Objective:	Provide IT support for departments and programs that target P-12 schools.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY08
Provide technical support and assistance for computer equipment to set up for outreach events.	Partner with Office of the Registrar and Financial aid to work with high schools to set up laptops and equipment for outreach events for Common Application and FAFSA during the spring semester.	Create a plan to have sufficient staff available to setup and provide technical support for computer equipment in remote locations i.e. high schools.	Attend at least two outreach events during the school year.	Staff-None. Funds to purchase software and hardware not budgeted for FY 2008.

FY08 Assessments Results Report

UTPA

Admin - Computer Support Services

Unit Mission: The Information Technology Division provides reliable, contemporary, effective, and integrated technology solutions and information services to serve our students and support the mission and goals of the university.

Unit Head: Janie Palacios

Division: Division of Information Technology

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Computer Support Services - Increasing IT Support Services. - We will increase IT Support Services.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p>	<p>Assessment Method: 1a.Create surveys to be completed by individuals attending trainings. Conduct two training sessions during major semesters.</p> <p>Criterion for Success: Create training materials.</p>	<p>09/11/2008 - Created surveys to be completed by individuals attending trainings. Conducted two training sessions during major semesters.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as No Longer Desired</p>	<p>09/12/2008 - Needed to create FAQs for staff to use in order to trouble shoot and use software effectively.</p>
<p>Outcome Status: Active/Ongoing</p> <p>Strategies:</p> <ol style="list-style-type: none"> 1. Create training classes to present to staff and faculty. 2. Use Bronc Communicator as another service for staff and faculty to request service and ask questions. 3. Improve the services to orientation, providing training and communications. 4. Encourage students, faculty, and staff to use HEAT Self Service. 	<p>Assessment Method: 2a.Gather statistics showing customers are using Bronc Communicator.</p> <p>Criterion for Success: Create FAQs and canned responses that will facilitate the use of Bronc Communicator.</p>	<p>09/11/2008 - Gathered statistics showing customers are using Bronc Communicator.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p> <p>Resources Needed - Wages: DW employees for Call Center Agents.</p>	<p>09/12/2008 - We realized that our customers enjoyed using this service and obtaining the transcript of their call.</p>
	<p>Assessment Method: 3a.Attend and assist during entering freshmen orientation and transfer student orientation.</p> <p>Criterion for Success: Attend various orientations offered to entering freshmen and transfer students.</p>	<p>09/11/2008 - Attended and assisted during entering freshmen and transfer orientations.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/11/2008 - Found it necessary to assist now that we have single sign on for Banner.</p>
	<p>Assessment Method: 4a.Request feedback and comments on HEAT Self Service to make necessary modifications to increase use.</p> <p>Criterion for Success: Advertise HEAT Self Service to university community.</p>	<p>09/11/2008 - Modifications made to HEAT Self Service after receiving feedback from customers.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/12/2008 - Customer satisfaction met after changes made.</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>Admin - Computer Support Services - Expansion of helpdesk service - We will expand the hours of Helpdesk service.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Augment staff schedules to be available after regular hours.</p>	<p>Assessment Method: 1a.Call Center and/or Service Desk Staff will be available after 5pm Monday thru Friday.</p> <p>Criterion for Success: Extend Helpdesk availability hours past 5pm Monday thru Friday.</p>	<p>09/11/2008 - Hours expanded during time periods school is in session. Students, faculty, and staff were assisted after hours.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - This improvement was much appreciated by customers and will be part of our process.</p> <hr/>
<p>Admin - Computer Support Services - Software Review - We will review, purchase (if necessary), and install software that will benefit computer lab environment.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 06/01/2007</p> <p>End Date: 05/31/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Communicate with Academic Computing Council and other committees to determine needs in the Academic Services Computer Labs.</p>	<p>Assessment Method: 1a.Implement at least one software package in the computer labs.</p> <p>Criterion for Success: Purchase (if necessary) and implement software packages that will benefit student learning.</p>	<p>09/11/2008 - Adobe Design Premium Creative Suites Concurrent licenses were bought to implement in the lab environment. As new computers are purchased, then the license will be installed for use.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p> <p>Resources Needed - Maintenance & Operation: Funds to purchase the licenses.</p>	<p>09/12/2008 - Not all our existing equipment can support new software. As we replace equipment, this software will be part of the package installed.</p> <hr/>
<p>Admin - Computer Support Services - Research the possibility of virtual labs - We will research the creation of a virtual lab for students.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date:</p>	<p>Assessment Method: Review report and determine the feasibility of a virtual lab.</p> <p>Criterion for Success: Gather information for case studies and compile into a report.</p>	<p>09/11/2008 - Had meetings with HP and Dell to determine our options. HP will be a viable option as we can use the current server infrastructure.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - Funding will need to be secured-possible option is obtaining HEAF funds if we do not get funding from AT&T grant.</p> <hr/>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>04/07/2008</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Partner with companies like Dell and HP to see if they can provide a virtual lab that can meet the needs of students.</p>			
<p>Admin - Computer Support Services - Improving Customer Service - We will improve customer service.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 09/01/2007</p> <p>Outcome Status: Active/Ongoing</p> <p>Strategies: 1. Assess the strengths and weaknesses of staff and determine which trainings would benefit staff. 2. Assess the strengths and weaknesses of service areas by reviewing surveys. 3. Cross-train lab personnel so they can provide technical assistance relating to Active Directory accounts and basic email questions.</p>	<p>Assessment Method: 1a. Follow training plan so new employees can learn technologies critical to their responsibilities and for current staff to increase their knowledge and skill sets.</p> <p>Criterion for Success: Develop training plan for Academic Services staff.</p>	<p>09/11/2008 - Developed training plan and conducted onsite trainings and sent individuals to off site trainings.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - Staff received much needed training, gained more access to their privileged accounts, and in some cases obtained their certifications for their classes.</p>
<p>Strategies: 1. Assess the strengths and weaknesses of staff and determine which trainings would benefit staff. 2. Assess the strengths and weaknesses of service areas by reviewing surveys. 3. Cross-train lab personnel so they can provide technical assistance relating to Active Directory accounts and basic email questions.</p>	<p>Assessment Method: 2a. Review surveys and develop plans to enhance business processes for service areas.</p> <p>Criterion for Success: Create a set of surveys for each major service area.</p>	<p>09/11/2008 - Surveys created and modified internal processes to improve service.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/12/2008 - Services were improved.</p>
	<p>Assessment Method: 3a. Conduct training sessions for services offered by the Service Desk and Call Center at least once a semester.</p> <p>Criterion for Success: Develop instructional material and train lab personnel so they can assist students, faculty, and staff when the individual is requesting help in the lab instead of redirecting the person to a different location. Equip with appropriate tools and access.</p>	<p>09/11/2008 - Trained Computer Repair and lab proctors to assist customers in the lab.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p>	<p>09/12/2008 - Need to train lab proctors and new staff with 2 AD trainings and submit paperwork for their access so they can continue to assist.</p>
<p>Admin - Computer Support Services - Research remote printing stations - We will research the creation of remote printing</p>	<p>Assessment Method: 1a. Review report and determine the feasibility of a remote printing solution.</p>	<p>09/11/2008 - Information gathered and software purchased.</p> <p>Result Type:</p>	<p>09/12/2008 - Two test printing areas have been set up to demo in the next couple of months. If we</p>

Intended Outcomes	Means of Assessment & Criteria for Success / Tasks	AES Assessment Results	Use of Result & Follow-Up
<p>stations for students.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 09/01/2007</p> <p>End Date: 07/21/2008</p> <p>Outcome Status: Complete</p> <p>Strategies: 1. Partner with companies like Dell and HP to see if they can provide a remote printing solution that can meet the needs of students.</p>	<p>Criterion for Success: Gather information for case studies and compile into a report.</p>	<p>Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>obtain HEAF funding or funds from AT&T grant, then several printing areas will be setup.</p>
<p>Admin - Computer Support Services - Technical assistance for outreach events - We will provide technical support and assistance for computer equipment to set up for outreach events.</p> <p>Outcome Types: Administrative - Fiscal Year 2008</p> <p>Start Date: 09/01/2007</p> <p>Outcome Status: Complete</p> <p>Strategies: 1. Partner with Office of the Registrar and Financial aid to work with high schools to set up laptops and equipment for outreach events for Common Application and FAFSA during the spring semester.</p>	<p>Assessment Method: 1a. Attend at least two outreach events during the school year.</p> <p>Criterion for Success: Create a plan to have sufficient staff available to setup and provide technical support for computer equipment in remote locations i.e. high schools.</p>	<p>09/12/2008 - We were not asked to go to high schools as ESS no longer wanted to do this. We did setup support stations at the University Center and Visitor's Center to support concurrent enrollment students and extended our hours.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Mark Outcome as Complete</p> <p>09/11/2008 - No longer setting up at high schools, but at University Center and Visitor Center.</p> <p>Result Type: Criterion Met</p> <p>Next Step: Continue Current Strategy(s)</p>	<p>09/12/2008 - We work with ESS to provide support as needed for their events.</p> <p>09/12/2008 - As needed, we set up at locations to support students.</p>