

Actual Outcomes & Implications

Project Administration

Client Services is committed to excellent customer service through enhanced technologies, improved communication and aggressive training programs

Intended Outcome:

1 Student Success

Performance Indicator:

1B Instructional needs are Communicated

Performance Standard:

0% exceptions

Was Standard Met? Yes

Actual Outcome:

Instructional needs were communicated via work orders, projects, forums, meetings.

Improvements:

Will increase the presence of the department at meetings and forums to continue documenting client's needs

Performance Indicator:

1C Student Satisfaction

Performance Standard:

The percent of positive responses in 2003-2004 will equal or exceed that of 2002-2003 in proportion to the growth in student enrollment or headcount.

Was Standard Met? Yes

Actual Outcome:

ACTSSO results for 2003-2004 not available. Compared data with ACTSOS 2002.

The percent of positive responses in ACTSSO 2005 exceeded that of ACTSOS 2002 for the following categories:

Student Satisfaction with Computers Available at STC's Libraries

Student Satisfaction with the Computers Available in STC's Computer Labs

Improvements:

PA will identify ways to continue providing quality services to students; proactively, identifying new ideas on how to improve student satisfaction on services rendered by our division.

Actual Outcomes & Implications

Performance Indicator:

1D Timely Work order Completion

Performance Standard:

Process time decrease from 2003-2004

Was Standard Met? No

Actual Outcome:

Accordingly to data from Track-IT Process time did not decrease from 2003-2004

Improvements:

Established a new benchmark which aims for work order completion within 3 working days. Create monthly reports to monitor the work order completion time.

Performance Indicator:

1F Student Retention

Performance Standard:

Fall to Fall retention of 55% plus an additional 2% per year for the next 5 years, Institutional Performance Standard as expressed in the President's IE Plan

Was Standard Met? Yes

Actual Outcome:

According to the Fall to Fall retention table, standard was met since the percent retained from prior Fall (less graduates and dual) is higher in year 2004 (56%)

Improvements:

Identify ways in which IS&P can contribute in the retention of students.

Intended Outcome:

2 Access & Equity

Performance Indicator:

2A Single Point of Access

Performance Standard:

Total % of Work/Service order resolved at the Help Desk will increase over 2002-2003.

Was Standard Met? Yes

Actual Outcome:

Total % of Work/Service order resolved at the Help Desk increased over 2002-2003.

Improvements:

Raise the % of work orders that are solved at the Help Desk. Motivate and train the employees at the Client Services department so that the % of work orders completed at first call resolution increases.

Actual Outcomes & Implications

Performance Indicator:

2B Access to Trained Staff

Performance Standard:

12% of faculty/staff attend training provided by our team.

Was Standard Met? Yes

Actual Outcome:

Banner training
MS Outlook 2003

Improvements:

Client services will develop, implement and market mandatory cross training modules for the following application software: Excel, PowerPoint, and Outlook.

Intended Outcome:

3 Community Service

Performance Indicator:

3A Technological Skill Development

Performance Standard:

Meet all documented needs

Was Standard Met? Yes

Actual Outcome:

All documented needs have been met

Improvements:

Identify ways to continue developing technological skills within the department. Client Services staff will prepare a personal development plan with the Coordinator of Client Services

Performance Indicator:

3B Satisfied Clients

Performance Standard:

% of positive responses equals or exceeds those FY 2002-2003.

Was Standard Met? No

Actual Outcome:

Unable to compare HERI results with Campus Quality Survey

Improvements:

Identify another way to determine level of client satisfaction

Actual Outcomes & Implications

Performance Indicator:

3C Work order/Service Request Timely Completion

Performance Standard:

Completion time will decrease from 2002-2003.

Was Standard Met? No

Actual Outcome:

Completion time did not decrease from 2002-2003. However, the number of work orders completed by Help Desk staff at first call resolution increased from previous year.

Improvements:

Monitor benchmarks more closely and provide monthly reports to departments to which work orders are assigned to.

Performance Indicator:

3D Effective Communication

Performance Standard:

All ITS Departments will communicate to students through Client Services.

Was Standard Met? Yes

Actual Outcome:

All IS&P departments communicated to students through Client Services

Improvements:

Client Services will use Luminis Portal to communicate to students

Performance Indicator:

3E Satisfied Internal Community

Performance Standard:

STC will be satisfied with the level of services provided by ITS.
Campus Quality Survey = 3.3. on a 5 pt scale

Was Standard Met? No

Actual Outcome:

Unable to identify final outcome. Unable to compare data from HERI to Campus Quality Survey since HERI is for faculty and Administrators only and Campus Quality Survey includes staff.

Improvements:

Identify another way to determine level of client satisfaction

Actual Outcomes & Implications

Performance Indicator:

3F Training Opportunities

Performance Standard:

At least 95% of PA staff will agree they have received training which has enabled them to better perform their job.

Was Standard Met? Yes

Actual Outcome:

All PA employees received internal and/or external training.

Improvements:

Performance Standard will be modified so that 100% full time staff will agree they have received training which has enabled them to better perform their job.

Intended Outcome:

4 Fiscal Responsibility

Performance Indicator:

4A Technology Security

Performance Standard:

Establish benchmarks

Was Standard Met? No

Actual Outcome:

Unable to determine if Performance Standard was met. Information Security was temporarily re-assigned to a different IS&P Division

Improvements:

2005-2006 IE report will not include this Performance Indicator

Performance Indicator:

4D Effective ITS Project administration/management

Performance Standard:

1) Annual objectives and goals formally adopted by the Project Administration Office will be met

2) 85% of ITP current year objectives will be met.

Was Standard Met? Yes

Actual Outcome:

According to Banner implementation dates, Performance Standard was met

Improvements:

2005-2006 IE report will not include this Performance Indicator