

**South Texas College
2005-2008 2nd Mid-Cycle
IE Report and Update of IE Plan for Year 3
Client Services**

Guiding Principle **1. South Texas College will be a premier learning-centered higher education institution where student and community success are paramount.**

Strategic Outcome

1.3 Promote shared responsibility among faculty, staff, and students to set and achieve high expectations

Performance Indicator 1.3.4:

The Client Services department will work collaboratively with Technology Resources and Instructional Technologies to provide state of the art services to faculty, staff and students of STC throughout the college.

Comments: In order to provide quality and timely services, the Client Services Department has worked and will continue working with Instructional Technologies and Technology Resources to provide IT services to STC students, faculty, staff and administrators.

Action Plan: 1

Communicating reported needs from faculty and students to Technology Resources and Instructional Technologies. NOTE: ITS Help Desk Analysts will attempt to connect remotely thru the network to troubleshoot the problem immediately; if remote connection is

Status: y

Action Plan: 2

Through advisory committees, and informal meetings solicit feedback from faculty, staff and students regarding technology initiatives, identify what is needed in order to implement those initiatives, when feasible re-direct resources to implement suggeste

Status: y

Action Plan: 3

Analyze how Client Services can assist students with their technology needs. NOTE: Currently the ITS Help Desk assist students with JAG Mail support. An opportunity to increase the services pro

Status: y

Action Plan: 4

Analyze how Client Services can improve the services rendered to students who use JagNet in resetting their passwords and re-enabling their accounts

Resources:

Action Plan: 5

Meet on regular basis with IS&P Directors

Resources:

Strategic Outcome

1.5 Exceed community and SACS expectations of a Level II baccalaureate degree granting institution

Comments: The CS department worked in collaboration with Laura Talbot and Technology

Performance Indicator 1.5.2:	To eliminate the possibility of SACS recommendations, client services will ensure quality documentation and work with the SACS liaison to support the site-visit preparation.	Support Services in making sure that SACS representatives had the appropriate technology resources at their Hotel and at the college.
Action Plan: 1	The Client Services department will work along with Technology Resources to identify the technology needs for SACS representatives while they are at the College	Status: y
Action Plan: 2	Contact Ms. Talbot to identify the technology needs for the SACS visit (i.e. temporary offices equipped with PCs and printers).	Status: y
Action Plan: 3	Coordinate efforts with the appropriate departments to address those needs.	Status: y

Guiding Principle

2. South Texas College will serve as the cornerstone for the economic vitality of South Texas.

Strategic Outcome

2.3 Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers

Performance Indicator 2.3.5:	Client Services will be fiscally responsible by securing assets and data with inventory control and password access to data.	Comments: The CS department inventories assets assigned to the department on regular basis, also staff is instructed to follow-up procedures set by Fixed Assets and Inventory Controls all the time. Staff is aware that equipment and data needs to be protected.
Action Plan: 1	Client Services will review departmental security procedures for the following: Maintain departmental Inventory Control up to date	Status: y
Action Plan: 2	Ensure PDAs, Pen Drives, and books checked out to Client Services employees are appropriately checked out and returned.	Status: y
Action Plan: 3	Ensure that when an STC employee drops off equipment to be repaired at the ITS Help Desk appropriate documentation is filled out and client signs.	Status: y
Action Plan: 4	Client Services will review security procedures in use for the handling of confidential information at Client Services.	Status: y
Action Plan: 5	Inventory supplies and equipment on regular basis.	Resources:

Guiding Principle

3. South Texas College will foster an environment for the students and community to achieve a better quality of life.

Strategic Outcome

3.3 Strengthen the personalized, student-centered environment

Performance Indicator 3.3.3:

Client Services will develop, implement and market mandatory cross-training modules

Comments: The Client Services department has provided training sessions on MS Excel and MS Outlook to faculty and Staff at the following campuses and sites: Pecan, NAHC, Starr County and Mid-Valley. The trainings have not been mandatory.

Action Plan: 1

Client Services will develop, implement and market mandatory cross-training modules for the following application software: Excel, Access, and Web Focus. While developing the courses, special attention will be given to the correct manipulation of the da

Status: n

The trainings are not mandatory trainings

Guiding Principle

4. South Texas College will nurture a culture where collaboration is valued and achievement is recognized.

Strategic Outcome

4.2 Value one another

Performance Indicator 4.2.1:

Demonstrate appreciation and promote morale for faculty and staff on the basis of performance, contribution and service.

Comments: Appreciation to CS staff members was demonstrated by providing Appreciation lunches, as well as by sharing client's follow-ups with them.

Action Plan: 1

The Department of Client Services will demonstrate appreciation and promote morale among its staff members by recognizing employee's contributions to the department and the college publicly.

Status: y

Action Plan: 2

Also, appreciation lunch will be provided every time that the team reaches or exceeds the targeted label of work orders closed by the ITS Help Desk staff.

Status: y

Action Plan: 3

In addition, will display the positive feedback received from our clients in the bulletin board.

Status: n

We do no longer have a bulletin board

Action Plan: 4

Will obtain permission from some of our clients to post their feedback over the internet at the ITS Help Desk web site.

Status: n

Pending: Need to request permission to clients to post information on the web

Client Services will foster a harmonious work environment and

Comments: During our meetings and day to day operations, emphasized the importance of providing and

Performance Indicator 4.2.3:	organizational culture by demonstrating and encouraging mutual respect, collaboration and collegiality among faculty and staff.	requesting mutual respect to our clients. Staff members were encouraged to empathize to one another and to do our very best to meet our client's expectations.
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Action Plan: 1	Client Services will promote activities within the division to foster cohesiveness among division members.	Status: y
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Strategic Outcome

4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff

Performance Indicator 4.3.1:	To meet staff needs for professional development, Client Services staff will prepare a personal development plan with the Coordinator of Client Services.	Comments: Client Services staff members have identified areas that require to be professionally developed. Therefore, training in customer service, Vista, and phone etiquette among others has been provided. Requested assistance to the Professional Development office as needed. This is an ongoing activity.
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Action Plan: 1	To meet staff needs for professional development, Client Services full time and part time staff will prepare a personal development plan with the Coordinator of Client Services.	Status: y
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Action Plan: 2	Documented professional development needs will be forwarded to the College's Professional Development office.	Status: y
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Action Plan: 3	If required training is not provided at the Professional Development event, request to use Professional Development funds will be sent to the Professional Development Committees as needed.	Status: y
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