

**South Texas College  
Client Services  
2005-2007 IE Plan**

**Unit Mission: Project Administration is committed to excellent customer service through enhanced technologies, improved communication and aggressive training programs.**

GP	SO	Unit Performance Indicator	Action Plan	Data Sources	Supporting Units	Resources Needed
<b>1 Be a premier learning-centered higher education institution where student and community success are paramount.</b>						
	1.1	<i>Build a learning organization by cultivating a culture of evidence that demonstrates mission-focused, data-driven decision making.</i>				
	1.2	<i>Promote college-readiness for all students.</i>				
	1.3	<i>Promote shared responsibility among faculty, staff, and students to set and achieve high expectations.</i>				
	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	<p>a) 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 not available, then the call will be escalated to the Technology Resources Division</p> <p>b) 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 suggested initiatives.</p> <p>c) 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 provided to them resides in the following initiatives: "Laptop Certification Program" and the "Luminis Portal for Students</p>	Departmental Records	Technology Resources & Instructional Technologies	Staff, training
	1.4	<i>Develop quality programs designed to meet regional workforce and economic development priorities.</i>				
	1.5	<i>Exceed community and SACS expectations of a Level II baccalaureate degree granting institution.</i>				
	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.	<p>The Client Services department will work along with Technology Resources to identify the technology needs for SACS representatives while they are at the College</p> <p>a) Contact Ms. Talbot to identify the technology needs for the SACS visit (i.e. temporary offices equipped with PCs and printers).</p> <p>b) Coordinate efforts with the appropriate departments to address those needs.</p>	Departmental Records	Technology Resources & Laura Talbot	Staff, computers, printer

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<b>2 South Texas College will serve as the cornerstone for the economic vitality of South Texas.</b>						
	2.1	<i>Develop quality workforce education, innovations, and economic development, designed to exceed local industry standards and expectations.</i>				
	2.2	<i>Actively partner in economic and community development.</i>				
	2.3	<i>Demonstrate excellence in fiscal responsibility and accountability to the public and taxpayers.</i>				
	2.3.5	Client Services will be fiscally responsible by securing assets and data with inventory control and password access to data.	Client Services will review departmental security procedures for the following: a) Maintain departmental Inventory Control up to date b) Ensure PDAs, Pen Drives, and books checked out to Client Services employees are appropriately checked out and returned. c) 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. d) Client Services will review security procedures in use for the handling of confidential information at Client Services.	Departmental Records	1. Technology Resources. 2. Fixed Assets	Staff
<b>3 South Texas College will foster an environment for the students and community to achieve a better quality of life.</b>						
	3.1	<i>Develop and promote seamless systems and processes from prospective student through successful exit to motivate and assist in timely graduation, transfer or employment.</i>				
	3.2	<i>Develop and implement quality services in prompt response to student and community needs.</i>				
	3.3	<i>Strengthen the personalized, student-centered environment.</i>				
	3.3.3	Client Services will develop, implement and market mandatory cross-training modules	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 data as well as to the quality of the data.	Departmental Records	Human Resources, Electronic Distance Learning, OIRE, Project Administration, Technology Resources, BMST, and Professional Development.	Staff, Computer labs, handbooks, certificates
	3.4	<i>Continuously improve student satisfaction with all aspects of the College.</i>				

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<b>4 South Texas College will nurture a culture where collaboration is valued and achievement is recognized.</b>						
<b>4.1 Pursue improved learning and performance through teamwork and collaboration.</b>						
<b>4.2 Value one another.</b>						
	4.2.1	Demonstrate appreciation and promote morale for faculty and staff on the basis of performance, contribution and service.	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. 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. In addition to displaying the positive feedback received from our clients in the bulletin board, permission will be asked to some of our clients to post their feedback over the internet at the ITS Help Desk <a href="#">web site</a> .	Departmental Records	VP's Office & Human Resources	Time
	4.2.3	Client Services will foster a harmonious work environment and organizational culture by demonstrating and encouraging mutual respect, collaboration and collegiality among faculty and staff.	Client Services will promote activities within the division to foster cohesiveness among division members.	Departmental Records	VP's Office & Human Resources	Time
<b>4.3 Encourage and provide up-to-date professional development and skill enablement for faculty and staff.</b>						
	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.	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. Documented professional development needs will be forwarded to the College's Professional Development office. 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.	Departmental Records	Professional Development Office	Monetary resources to send staff to training
<b>4.4 Continuously improve faculty and staff satisfaction with the work environment.</b>						
GP = Guiding Principle						
SO = Strategic Outcome						