

## 1998-99 Institutional Effectiveness Plan

**Department:** Technology Support Services

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### Unit Mission Statement

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Technology Support Services is committed to implementing and supporting technology and providing effective consulting and enhancements for instruction, student development, administration and general operations throughout the district.

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#### List of Clients:

Students

Other Departments

Administration

Staff

Community

Faculty

Board of Trustees

## Intended Outcomes

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Department: Technology Support Services

**Intended Outcome: 1**

TSS clients will be satisfied with the quality of service provided by the technical and clerical staff.

**Intended Outcome: 2**

STCC staff, faculty, and administrators throughout the district will quickly and easily access all available information, communication, and technology resources.

**Intended Outcome: 3**

STCC will operate efficiently and effectively using the most current and effective information technologies available.

## Performance Indicators

Department: Technology Support Services

Intended Outcome 1 : TSS clients will be satisfied with the quality of service provided by the technical and clerical staff.

<b>Performance Indicator A :</b>	Faculty/Staff satisfaction with services provided.
<b>Performance Standard:</b>	85% of survey respondents will be satisfied or very satisfied
<b>Data Sources: (most recent available unless otherwise noted)</b>	Survey - Client Quality Assurance
<b>Supporting Units:</b>	OIRE

<b>Performance Indicator B :</b>	TSS Help Desk Complaints
<b>Performance Standard:</b>	No more than 2% of weekly calls received
<b>Data Sources: (most recent available unless otherwise noted)</b>	Help Desk Call Log
<b>Supporting Units:</b>	Client Services

## Performance Indicators

Department: Technology Support Services

Intended Outcome 2 : STCC staff, faculty, and administrators throughout the district will quickly and easily access all available information, communication, and technology resources.

<b>Performance Indicator A :</b>	Phoned help desk requests for services
<b>Performance Standard:</b>	At least 40% of calls will be completed over the phone.
<b>Data Sources: (most recent available unless otherwise noted)</b>	Help Desk
<b>Supporting Units:</b>	Client Services

<b>Performance Indicator B :</b>	
<b>Performance Standard:</b>	
<b>Data Sources: (most recent available unless otherwise noted)</b>	
<b>Supporting Units:</b>	

## Performance Indicators

**Department:** Technology Support Services

**Intended Outcome 3 :** STCC will operate efficiently and effectively using the most current and effective information technologies available.

<b>Performance Indicator A :</b>	Avg. Response time for Help desk requests
<b>Performance Standard:</b>	24-hour for repair/troubleshoot
<b>Data Sources: (most recent available unless otherwise noted)</b>	Help desk Log
<b>Supporting Units:</b>	Client Services

<b>Performance Indicator B :</b>	Avg. response time for technology equipment requests
<b>Performance Standard:</b>	3 working days for troubleshoot/repair/installation
<b>Data Sources: (most recent available unless otherwise noted)</b>	TSS Request Database
<b>Supporting Units:</b>	TSS clerk