

## Assessment Plan for Administrative and Educational Support Units (within Division of Student Affairs)

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### Mission Statement (include linkage to University mission, DSA mission and Academic Plan)

The mission of the Department of Technology & Systems Support is to provide a centralized point of contact for the Division of Student Affairs on all issues relating to Information Technology support, service, and planning.

In support of this mission, our goals are:

- Provide leadership in planning for the effective use of technology.
- Effectively coordinate services of other IT providers within the UNC community.
- Ensure that expenditure of Division funds on IT is consistent with our strategic commitment to the support of a "standards-based" environment thereby maximizing the value of the investment in terms of both acquisition and continued support.
- Provide information about support alternatives for users' needs which fall outside of the support provided by this office.
- Provide centralized management of IT support to our users which is efficient, responsive, courteous, and cost-effective.

TSS supports the Division of Student Affairs mission by providing essential services, by providing opportunities and encouragement for students to apply and integrate knowledge acquired in both curricular and co-curricular settings and by providing programs, activities, and information that foster understanding and beneficial relationships among faculty, staff, and students. We support the University's mission and Academic plan by providing services and systems which support teaching and learning outside the classroom.

Intended Outcomes (add lines as needed)	Assessment Procedures/Methods	Data Collection Schedule (year, semester, etc.)	Actual Results	Improvements Based On Results
1. For Staff a. Staff will ensure IT needs are served in a timely manner b. Staff will ensure systems and applications are stable and allow staff to do their jobs c. Staff will ensure technology strategies and platforms are coordinated across the Division	Remedy ticket questionnaires Informal personal follow-up assessments	Semester, year	1. a. Requests are handled same day or next day. b. Anti-virus, anti-spyware, patches are tested and deployed appropriately c. Desktop OS and applications are standardized	Working to standardize web platforms and web application platforms across the Division

<p>2. For student employees</p> <p>a. Students will develop skills in customer service, troubleshooting and problem resolution</p>	<p>Employee reviews, customer feedback</p>	<p>year</p>	<p>2. a. Customer feedback provides an on-going benchmark with incremental adjustments in skills and approaches evolving and improving throughout the employment period</p>	<p>On-going adjustments to skill sets and abilities</p>
<p>3. For student groups / organizations</p> <p>a. Information and assistance are provided as a best effort solution based on available resources which primarily serve Divisional Staff</p>	<p>Informal assessments, solutions suitability</p>	<p>Ad-hoc</p>	<p>3. a. In process</p>	<p>Working to develop better communications with student organizations and enhance the suite of tools we can make available to them in partnership with campus ITS.</p>
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<p>5.</p>				
<p>6.</p>				
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