**Date:** 2-1-2016 **Name of Administrative or Educational Support Unit:** Information Technology

**Contact name:** Dave Hoyt **Contact email:** dhoyt@collin.edu **Contact phone:** x3133 **Office Location:** CHEC 305

**Mission:**

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| Information Technology at Collin College provides professional and responsive services, effective support and a reliable infrastructure integral to the advancement of the college community |

**PART I: Might not change from year to year. If this is an academic or workforce program, you must have 3-4 long-term student learning outcomes. You may also add short-term administrative, technological, assessment, resource or professional development goals, as needed.**

| A. Outcomes(s)Results expected in this department/program | B. Measure(s)The instrument or process used to measure results | C. Target(s)The level of success expected |
| --- | --- | --- |
| Increase faculty/staff overall satisfaction rating of technology services | College wide faculty and staff surveys compared year to year. Faculty technology survey conducted in the Fall semester of 2015 | 5% decrease in tickets related to unsatisfactory service |
| Advance communication and service delivery models desired by faculty and staff to support the College’s strategic plan | Issue(s) resolved | One major issue resolved per year |
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**PART II: For academic year 2016-2017 (enter year i.e. 2011-12)**

**From Part I**

| A. Outcomes(s)Results expected in this department/program | D. Action PlanYears 5 & 2Based on analysis of previous assessment, create an action plan and include it here in the row of the outcomes(s) it addresses. | E. Implement Action PlanYears 1 & 3Implement the action plan and collect data | F. Data Results SummaryYears 2 & 4Summarize the data collected | G. FindingsYears 2 & 4What does data say about outcome? |
| --- | --- | --- | --- | --- |
| Increase faculty/staff overall satisfaction rating of technology services |  |  | **2014 Overall Satisfaction Ratings**: Software Support Services- 77%Help Desk- 91.7%Media Services- 90.8%Telecommunications- 94.4%Web Services- 88.6% | What are the issues that were identified:--Programming may be understaffed--Programming point of contact can be confusing |
| Advance communication and service delivery models desired by faculty and staff to support the College’s strategic plan  | **2016:** The College is looking to replace Blackboard with a hosted solution |  | **2014:** Faculty report slow response times on Blackboard and concerns about its availability | IT needs to improve the services provided by Blackboard |
|  | **2016:** Software Support Services is adding additional staff to address timeliness and efficiency of the department to its clients |  | Software Support Services service levels could improve**2014 Efficiency:** Software Support Services-80.4 %Help Desk- 80.4%Media Services- 84.3%Telecommunications- 81.9% %Web Services- 77.6%**2014 Timeliness**: Software Support Services- 86.8%Help Desk- 86.8%Media Services- 88.3%Telecommunications- 89.7 %Web Services- 84.2% | Software Support Services needs to improve on the service delivery and communication of those services to its clients. |