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

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**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 Plan Years 5 & 2  Based 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 Plan  Years 1 & 3  Implement the action plan and collect data | F. Data Results Summary  Years 2 & 4  Summarize the data collected | G. Findings  Years 2 & 4  What 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. |