2006-2007 :: Academic Computing and User Services

1. Mission Statement: Academic Computing and User Services mission is managing computer related problems; computer related training; media services and instructional technology for students, faculty and staff in reaching excellent in education and research program within UTD.

2. Objectives:

2.1 Enhance Quality Computer Lab Services: Enhance the qualty of computer lab services by replacing 1/3 lab computers, provide students NetID and general access computer labs.

2.1.1 Related Strategic Plan Item(s):
II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; III-2 Innovative Centers and Institutions

2.1.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and Research Programs; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; COM-4 Enhance research, graduate education and technology-driven economic development

2.2 Provide Excellent Instructional Technology Service: Support the faculty and staff and promote development by offering excellent Training and Instructional Technology services.

2.2.1 Related Strategic Plan Item(s):
II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; III-2 Innovative Centers and Institutions

2.2.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and Research Programs; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality

2.3 Provide accurate and effective Helpdesk Services: Increased service demand means increased need for the most effective services.

2.3.1 Related Strategic Plan Item(s):
I-1 Research Enterprise Initiative; II-1 The Education of Leaders; II-2 Living-Learning Communities; II-3 Investment in People; II-4 Enhancement of Diversity and Inclusion; III-1 Dynamic Change Management; III-2 Innovative Centers and Institutions

2.3.2 Related Institutional Priority Item(s):
SP-7 Enhance Graduation Rates; COM-1 Reallocate Existing Resources to Preserve Quality in Teaching and Research Programs; COM-2 Protect Enrollment Gains, Access and Student Quality as part of moving toward Tier One Status; COM-3 Sustain Progress toward Tier One Status in terms of programs, research and faculty quality; COM-4 Enhance research, graduate education and technology-driven economic development

3. Measures & Findings:

3.1 Computer Equipment Report: Provide 1/3 replacement of lab computers.

3.1.1 Assessment Timeframe: Year

3.1.2 Success Criteria: Replace 85 computers in labs

3.1.3 Related Objective(s): Enhance Quality Computer Lab Services

3.1.4 Numerical Results: Replaced 33 computers

3.1.5 Influencing Factors: Reallocation of funds to other projects.

3.1.6 Achievement Level: Partially Met

3.1.7 Further Action: Yes

3.2 Monitor Lab Usage via software:
Monitor usage of computer labs by students to determine the percentage of use compared to the campus studdent population

3.2.1 Assessment Timeframe: semester

3.2.2 Success Criteria: 50% of student population using labs.

3.2.3 Related Objective(s): Enhance Quality Computer Lab Services

3.2.4 Results Related To Success Criteria: The general access computer labs were used by 47.8% of the students.

3.2.5 Numerical Results: 47.8%

3.2.6 Influencing Factors:
Accessibility to computers, hours of availability, reliability of computer resources and the provision of updated equipment.

3.2.7 Achievement Level: Partially Met

3.2.8 Further Action: Yes

3.3 Reports and Logs of CMS Products: Monitor CMS logs to determine percentage of use by faculty

3.3.1 Assessment Timeframe: semester

3.3.2 Success Criteria: 35% of faculty using CMS

3.3.3 Related Objective(s): Provide Excellent Instructional Technology Service

3.3.4 Results Related To Success Criteria:
75% of the faculty used WebCT. This number is slightly skewed by the migration of 45 faculty from Blackboard to WebCT over the course of the year.

3.3.5 Numerical Results: 75% of the faculty used WebCT.

3.3.6 Influencing Factors:
2007 will be the final year for Blackboard, as we move to singular WebCT environment. The provision of more training and support of the faculty dramatically raised it's usage.

3.3.7 Achievement Level: Met

3.3.8 Further Action: Yes

3.4 Log of training activities and attendance: Monitor number of attendees to training activities

3.4.1 Assessment Timeframe: semester

3.4.2 Success Criteria: 65 attendees

3.4.3 Related Objective(s): Provide Excellent Instructional Technology Service

3.4.4 Results Related To Success Criteria:
There were 89 training classes scheduled from Sept 1, 2006 to July, 2007. Registered participants totaled 289.

3.4.5 Numerical Results: Registered participants totaled 289.

3.4.6 Influencing Factors:
The availability of a training classroom over past years was a significant factor. A limiting factor was the restriction of 15 seats in the classroom.

3.4.7 Achievement Level: Met

3.4.8 Further Action: Yes

3.5 Classroom Media activities database: Monitor total number of classroom media requests for service

3.5.1 Assessment Timeframe: year

3.5.2 Success Criteria: 3000 total reservations

3.5.3 Related Objective(s): Provide Excellent Instructional Technology Service

3.5.4 Results Related To Success Criteria: There were 6899 reservations over the course of the year.

3.5.5 Numerical Results: 6899 reservations

3.5.6 Influencing Factors:
A small reorganization of this department provided for better communication and control of reservations.

3.5.7 Achievement Level: Met

3.5.8 Further Action: Yes

3.6 Evaluate reports for service requests handled: Monitor number of service requests handled at initial point of contact

3.6.1 Assessment Timeframe: monthly

3.6.2 Success Criteria: 40% of tickets handled at initial contact

3.6.3 Related Objective(s): Provide accurate and effective Helpdesk Services

3.6.4 Results Related To Success Criteria: 89.65% of calls were handled at initial point of contact

3.6.5 Numerical Results: 89.65% of calls

3.6.6 Influencing Factors:
Temporary student workers were hired for eight weeks in August/September 2006. This allowed for a much higher rate of call resolution during this exceedingly heavy call period.

3.6.7 Achievement Level: Met

3.6.8 Further Action: Yes

3.7 Webhelp survey monitoring: Evaluate monthly webhelp surveys to ensure community satisfaction with services.

3.7.1 Assessment Timeframe: semester

3.7.2 Success Criteria: service level feedback at 90% or above satisfaction

3.7.3 Related Objective(s): Provide accurate and effective Helpdesk Services

3.7.4 Results Related To Success Criteria: 82.5% of the community was satisfied with their experience

3.7.5 Numerical Results:
The surveys results show that 82.5% of the community was satisfied with their experience, 8.9% were neutral and 8.6% were dissatisfied.

3.7.6 Influencing Factors:
Customers whose experience has reported to be neutral or negative, most did not elaborate on the reasons for their rating. A majority of those who did comment, they were dissatisfied with response time during their sessions. Limitations on available staff at any one time will affect response time, however a majority of the incidents seem to be related to one particular staff member.

3.7.7 Achievement Level: Partially Met

3.7.8 Further Action: Yes

3.8 Monitor workflows and decriptions via HEAT: Re-evaluate job descriptions and workflows within the Helpdesk

3.8.1 Assessment Timeframe: semester

3.8.2 Success Criteria:
66% or more of tickets processed and assigned to responsible group within 4 hours of initial contact

3.8.3 Related Objective(s): Provide accurate and effective Helpdesk Services

3.8.4 Results Related To Success Criteria: Due to the influencing factors listed below, the opportunity to re-evaluate and re-organize the Technical Support staff and function has been presented. Since this is a recent occurrence, this process has just started and will continue into next years assessment period. Number of assigned calls in unavailable.

3.8.5 Influencing Factors:
In May 2007, the Director of ACUS left the University and in June 2007, the Technical Support Manager left the University. For all of 2007, one Technical Support position has also been open.

3.8.6 Achievement Level: Not Met

3.8.7 Further Action: Yes

5. Closing the Loop:

5.1 Continue with 1/3 replacement: Annual replacement of lab computers.

5.1.1 Related Objective(s): Enhance Quality Computer Lab Services

5.1.2 Related Measure(s): Computer Equipment Report

5.1.3 Responsible Person: Jacob Abraham

5.1.4 Target Date: December 2007 or January 2008

5.2 Monitor student use of labs:
Monitor student usage of general computer labs and determine the best way to further fulfill the needs of the students.

5.2.1 Related Objective(s): Enhance Quality Computer Lab Services

5.2.2 Related Measure(s): Monitor Lab Usage via software

5.2.3 Responsible Person: Jacob Abraham

5.2.4 Target Date: Evaluate at the end of each semster

5.2.5 Priority: Medium Priority

5.3 Increase CMS utilization: Continue with the provision of excellent service and promote awareness of the CMS tools.

5.3.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.3.2 Related Measure(s): Reports and Logs of CMS Products

5.3.3 Responsible Person: Mary Dziorny

5.3.4 Target Date: Spring 2008

5.3.5 Priority: High Priority

5.4 Monitor Training Attendance: Continue to provide knowledgeable training staff and monitor campus training needs.

5.4.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.4.2 Related Measure(s): Log of training activities and attendance

5.4.3 Responsible Person: Mary Dziorny

5.4.4 Target Date: Results will be reviewed on a monthly basis, which will start on Sept 1, 2007.

5.4.5 Priority: Medium Priority

5.5 Address growing media needs:

Classroom media needs are still growing this year. Installation of classroom media equipment, planning and coordination of departmental installations and maintenance of existing equipment.

5.5.1 Related Objective(s): Provide Excellent Instructional Technology Service

5.5.2 Related Measure(s): Classroom Media activities database

5.5.3 Responsible Person: Caroline Crossley, Daniel Calhoun, Marvin Holland

5.5.4 Target Date: Spring 2008

5.5.5 Priority: High Priority

5.6 Increase problem resolution at initial contact: Reorganization of the HelpDesk and Technical Support structure to improve communications.

5.6.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.6.2 Related Measure(s): Evaluate reports for service requests handled

5.6.3 Responsible Person: Don Davis

5.6.4 Target Date: Current plans are targeted for an initial implementation on Sept 1, 2007.

5.6.5 Priority: High Priority

5.7 Continue evaluation of webhelp surveys: Evaluate customer service surveys and implement constructive suggestions.

5.7.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.7.2 Related Measure(s): Webhelp survey monitoring

5.7.3 Responsible Person: Don Davis

5.7.4 Target Date: Monthly review of evaluations will began on Sept 1, 2007.

5.7.5 Priority: Medium Priority

5.8 Re-evaluate descriptions & workflows:

Continue reassessment of HelpDesk and Technical Support staff. Examine the possibility of full-time staff for the HelpDesk.

5.8.1 Related Objective(s): Provide accurate and effective Helpdesk Services

5.8.2 Related Measure(s): Monitor workflows and decriptions via HEAT

5.8.3 Responsible Person: Don Davis

5.8.4 Target Date: Fall 2007

5.8.5 Priority: High Priority

6. Analysis:

6.1 Program/Unit Strengths:

6.1.1 Objectives/Outcomes Exceeded or Met:

75% of the faculty utilized WebCT, with an ojective of 35%. Training activities were attended by 289 faculty and staff, with an ojective of 65. There were an exceptional growth in media reservations at 6899, with an objective of 3000. The percentage of calls to the HelpDesk handled at initial contact was 89.65, with an objective of 40%.

6.1.2 Other Strengths: During a year with tremendous change in upper management, ACUS staff managed very well.

6.2 Program / Unit Weakneses:

6.2.1 Objectives / Outcomes Partially or Not Met: Computer Lab replacement was only 33 computers, due to budget constraints. The HelpDesk webhelp satisfaction surveys came in at a 82.5% satisfaction rate, slightly lower than expected. The change in upper management disrupted the evaluation of workflow at the HelpDesk and the results for this year were unavailable.

6.2.2 Other Weaknesses:

With several staff replacements at the end of this assessment period, there will be a learning curve for new staff.

6.3 Other Areas Needing Improvement:

Fullt-time staff at the HelpDesk is needed to replace much of the Student Workers that are currently employed. This would provide for more consistency in customer support and provide the ability to track calls more effectively. Also, several applications reside in the Technical Support area, of which the administration of such applications should be in a dedicated application support area of IR.

7. Report:

7.1 Executive Summary:

The 2005-2006 objective "Provide effective LAN & AD services" which included G: drive availability, Exchange availability and Backup reliability, is provided by the Backoffice Group and not reported here, as this group has been moved from the IR-ACUS organization to the IR-AIS group and is now managed by David Holmes. The measure of "Problem tickets for access problems" was removed as an inadequate measure of the department's benefit to the students, as 100% of these problems are resolved always. The measure of "Monitor ticket closures" was also removed as inconsistent information upon closure may or may not have an effect on the students.

7.2 Top 3 Program/Unit Accomplishments:

75% of the faculty used CMS products this year, providing students with accessibility to classroom materials and more opportunities to interact with their instructors and other students. Training faculty and staff to be more proficient in the use of these products and more, provided more effective teaching and support. Media reservations rose over 100%, where more students were exposed to more interactive materials. Student problems were handled at over twice the rate that was expected, upon initial contact, which eliminated delays in student access to computing resources.

7.3 Instructional/Training Activities (presented or received): Training Given:

Intro to WebCT training: 6 times with 22 participants
Intermediate WebCT: 4 times with 6 participants
Advanced WebCT: 2 times with 0 participants
Migrating WebCT courses: 1 time with 3 participants
WebCT Day (One-on-One Assistance): 2 times with 21 participants
WebCT Bootcamp (Two day intense training): 2 times with 22 participants
Creating/Managing Assessments: 2 times with 0 participants
Blackboard to WebCT: 2 times with 5 participants
Using Respondus: 1 time with 0 participants
Creating WebCT templates: 1 time with 0 participants
Using the WebCT gradebook: 1 time with 2 participants
WebCT Grading Lab: 2 times with 18 participants
Intro to Office 2007: 18 times with 114 participants
Outlook 2007 New Features: 7 times with 47 participants
Word 2007 New Features: 8 times with 28 participants
Excel 2007 New Features: 5 times with 18 participants
Powerpoint 2007 New Features: 4 times with 4 participants

Training Received:

Microsoft Shared Management System Training: 1 staff member
Microsoft Sharepoint User Training: 3 staff members
Microsoft Sharepoint Administrator Training: 2 staff members

Microsoft Sharepoint Server Training: 3 staff members
Crestron System Builder
Conferences Attended:
IOL HD Videoconferencing Shootout
WebCT Texas Conference
Impact - National WebCT Conference
Educause Southwest Conference
AECT - Association of Educational Communication and Technology
SITE - Society for Information Technology and Teacher Education
Campus Techology Summer Conference
Educational Research Exchange - UNT
College Reading and Learning Association
Innovations in Online Learning - UT Telecampus
Interviewing & Hiring - UTD

7.4 Public Service: For the staff that provided information:
UTD Staff Council representation
UTD Staff Council Election Committee
UTD Faculty/Staff Orientations
UTD Freshman, New Student and International Student Orientations
UTD Waterview Move-In
UTD Corporate Challenge
UTD Community Emergency Response Team
UT Systems Multimedia Group
UT Systems Multimedia Technology Group
UT Systems Smart Classroom Group

7.5 Other External Activities: For staff that provided information:
A Link for Life - alternative healthcare providers
AMTGARD - educational medieval reenactment society
Toastmasters
National Kidney Foundation

7.6 Contributions to UTD:
ACUS management and provision of general access computer labs provides computing resources that may not be available to the students elsewhere, provides computing assistance for the completion of academic projects, regardless of departmental membership and societal boundaries. ACUS Instructional Technology and Training provides faculty and staff with the tools they need to enhance the learning experience for the students, provides faculty with the more communication methods to ensure better absorption by the students and assist with new teaching innovations. ACUS Technical Support assists faculty, staff and students to maintain consistency with computing resources whether on-campus, in Waterview or off-campus. This consistency is required for ongoing research opportunities, and future improvements in organizational structure will allows for dynamic changes to happen quickly.

7.7 Top 3 Program / Unit Challenges:
Funding to provide up-to-date computers and software in the general access computer labs. Providing up-to-date training classes in CMS and other software products used by the University. Re-organization of the HelpDesk and Technical Support staff, to provide excellent customer service to the UTD community.

7.8 Detailed Resources Needed to Improve and Fulfill Mission: Maintain funding for computer labs and provide full-time staff for the HelpDesk.