Online Assessment Tracking Database

Sam Houston State University (SHSU)
2014 - 2015

IT, Vice President

Goal   **Quality Service Delivery Experience** 🔑

Students, faculty and staff will perceive the services delivered by IT are quality and aid their University related functions.

Objective (P)   **Deliver Service In A Helpful And Knowledge Manner** 🔑

IT Units will continuously improve perceptions of the IT service-delivery experience by the students, faculty, staff, alumni and recruits.

KPI Performance Indicator   **Client Satisfaction** 🔑

Surveys representative of critical services will be conducted and client satisfaction levels will reach target goals.

There are no actions for this objective.

Goal   **Provide Quality Information Technology Resources** 🔑

Consistent with the University mission, technology resources provided by IT will meet resource type needs, be reliable and be available when and where needed by the University.

Objective (P)   **Improve Technology Resources** 🔑

IT units will continuously improve the types, delivery and availability of services to the students, faculty, staff, and alumni consistent with common expectations for the service.

KPI Performance Indicator   **Service Accessibility Satisfaction** 🔑

Units will evaluate the satisfaction of clients with the manner and/or medium resources are delivered. The intuitive convenience and efficiency of resource utilization and access should be considered in evaluation.

KPI Performance Indicator   **Resource Availability** 🔑

Units will establish target goals for core resource availability.

KPI Performance Indicator   **Project Delivery Satisfaction** 🔑

Units will collaborate with campus to determine success with project delivery. This should include consideration of process as well as the client's satisfaction with the final product delivered.

There are no actions for this objective.

Goal	Provide Optimal Services Through Efficient Processes 🔑

IT Units will continuously analyze and as needed, redesign critical processes to increase campus efficiency in one or more of the following areas: costs, operations, and communications.

Objective (P)　**Continually Analyze Critical Process Efficiency** 🔑

Each unit will review at least one critical process and provide data showing efficiency improvements or affirmation of efficiency of the current process.

KPI Performance Indicator　**Demonstrable Process Reviews** 🔑

Success will be achieved if each unit provides documentation of one or more unit process reviews resulting in findings that demonstrate optimal efficiency exists or steps taken to improve efficiency.

There are no actions for this objective.

Goal	Quality Professional Development 🔑

Staff satisfaction, staff value to the institution and overall divisional service delivery will be increased by staff completing quality professional development.

Objective (P)　**Provide Staff Development Opportunities** 🔑

IT Units will provide high quality professional development opportunities for their staff that will enhance staff value to the students, faculty, staff, and alumni.

KPI Performance Indicator　**Service Improvement Through Professional Development** 🔑

Success will be achieved if each unit meets its target goal for staff to receive professional development and provides demonstrable evidence of service or operational improvements related to this development.

There are no actions for this objective.