

UNIT REPORT

IT, Vice President  
SACSCOC REPORT

IT, Vice President

Provide Optimal Services Through Efficient Processes

Goal Description:

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.

RELATED ITEMS

RELATED ITEM LEVEL 1

Continually Analyze Critical Process Efficiency

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Demonstrable Process Reviews

KPI Description:

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.

Results Description:

This KPI was achieved.

The three IT units responding in Campuslabs documented processes were reviewed within their units and adjustments were made as necessary for efficiency improvement.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

Provide Quality Information Technology Resources

Goal Description:

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.

RELATED ITEMS

RELATED ITEM LEVEL 1

Improve Technology Resources

Performance Objective Description:

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.

RELATED ITEM LEVEL 2

Project Delivery Satisfaction

KPI Description:

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.

Results Description:

This KPI was not achieved.

Client Services and Enterprise Services failed to provide an assessment point for this goal, so data supporting success of this goal cannot be determined for the units.

Infrastructure Services collected data, but failed to meet their target satisfaction goal.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

RELATED ITEM LEVEL 2

Resource Availability

KPI Description:

Units will establish target goals for core resource availability.

Results Description:

This KPI was achieved.

The three IT units responding in Campuslabs documented established target goals for resource availability and achieved those goals.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

RELATED ITEM LEVEL 2

Service Accessibility Satisfaction

KPI Description:

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.

Results Description:

This KPI was not achieved.

Of the three IT units responding in Campuslabs one of the units failed to establish a goal for this KPI, so no data is available to confirm success.

Client Service did not include a goal for this item.

Enterprise Services and Infrastructure Services met their goals.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

Quality Professional Development

Goal Description:

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

RELATED ITEMS - - - - -

RELATED ITEM LEVEL 1

Provide Staff Development Opportunities

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Service Improvement Through Professional Development

KPI Description:

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.

Results Description:

This KPI was achieved.

The three IT units responding in Campuslabs established and met their goals for professional development.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

Quality Service Delivery Experience

Goal Description:

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

RELATED ITEMS -----

RELATED ITEM LEVEL 1

Deliver Service In A Helpful And Knowledge Manner

Performance Objective Description:

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

RELATED ITEM LEVEL 2

Client Satisfaction

KPI Description:

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

Results Description:

This KPI was not achieved.

The three IT units responding in Campuslabs did not all achieve their survey satisfaction goals.

Client Services and Enterprise services met their goals.

Infrastructure and Support Services failed to meet their target satisfaction goals.

Project Management did not have a department head during this evaluation period and did not enter data, so will be excluded from consideration in data points.

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