

Administrative and Educational Support Report

Academic Computing

Annual Action Plan Annual Assessment Report

June 2005 – May 2006



Annual Action Plan: June 1, 2005–May 31, 2006

Unit: Academic Computing

UTPA Mission: The University of Texas-Pan American (UTPA) serves the higher education needs of a rapidly growing, international, multicultural population in the South Texas Region. The University preserves, transmits and creates knowledge to serve the cultural, civic, and economic advancement of the region and the state. The University provides students advanced instruction in academic programs offered through innovative delivery systems that lead to professional certification, and baccalaureate, master’s and doctoral degrees. Through teaching, research, creative activity and public service, UTPA prepares students for lifelong learning and leadership roles in the state, nation and world community.

Division: Information Technology **Unit Head:** Anne Toal

Unit Mission: Provide computational services and facilities to the University Community, and to support those areas.

Unit Goal: Provide technical support to staff, faculty and students to support academic excellence, student success and research efforts.

Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Action Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome for Unit Objective (AA-Measurable Objective)	Strategy(ies) to Achieve Expected Outcomes	Assessment Criteria, Evaluation Methods for Expected Outcome	New Resources Needed in FY06
Use technology effectively in support of teaching and learning. (1)	7	Satellite Stations in high traffic locations – library and student union 1 st two weeks of the fall semester.	<ul style="list-style-type: none"> • Provide support for instructional classrooms. • Standardize systems. • Image disks. 	<ul style="list-style-type: none"> • HEAT reports of calls for assistance in instructional classrooms. • Number of disks imaged and distributed to students. 	<ul style="list-style-type: none"> • Hire student employees to assist. • Hire student employees to assist.

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	7	Technical support to dorm students at move in.	<ul style="list-style-type: none"> • Cross reference services with CDL. • Accept IMs in Call Center. • Publicize modes of contact. • Extend hours. • Implement HEAT Self-service front end. • Add Front Range or other web development software to training offerings. 	<ul style="list-style-type: none"> • Percent of IMs compared to other communications. • Web page. • Satisfaction/QA surveys. • HEAT focus groups. • % of self-service activity versus calls. • Number of trainings offered and number of people trained. 	Hire student employees to assist.
Immerse students in a technology rich environment. (2)	7	<ul style="list-style-type: none"> • Re-engineered business processes. 	<ul style="list-style-type: none"> • Configure HEAT to enforce SLAs. • Set standards of performance. 	<ul style="list-style-type: none"> • Use of statistical analysis derived from reorganized HEAT Application • Survey students to determine specialized software needs. 	<ul style="list-style-type: none"> • Upgrade HEAT to latest version. Create new software downloads portal. • Computers, wiring. • Printer hardware, print quota management software.

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			<ul style="list-style-type: none"> • Enhance direct computer support to students at service window and 2020. • Provide special training courses and opportunities for support staff. • Distribute freeware where possible. • Convert ASB 2.164 into a non-teaching lab. • Provide public printers for wireless users campus wide. • Enhance 	<ul style="list-style-type: none"> • Distribute software via website, CD and SMS. • Analysis of printing activity logs to determine level of service needed. 	<ul style="list-style-type: none"> • Alterations to furniture, electrical access, and net access in common areas. • Furnishings, computers, dedicated space. • Mobile computing lab/cart. • None. • None.

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			<p>indoor/outdoor areas to provide an environment that encourages mobile computing.</p> <ul style="list-style-type: none"> • Provide a dedicated non-credit training facility. • Develop and administer 10 short courses. • Provide a mobile lab for training purposes. 		
Provide computing support for research. (3)	7	Innovative uses of existing infrastructure.	<ul style="list-style-type: none"> • Implement grid computing proof of concept utilizing spare CPU cycles in Academic Computing Labs. • Provide research & support to grant-writers seeking funding for High Performance Computing. • Assist researchers with testing. 	Validation of concept from professors involved in grid computing.	None.

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			<ul style="list-style-type: none"> Assist with development of security standards. Supply training for researchers and assistants. Participate in planning process for supporting research networks. 		

Unit Goal:

Improve customer satisfaction

Link to UTPA Goal(s):

3. Improve UTPA's organizational effectiveness

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Deliver basic services better (4)	7	Ability to manage and track trouble calls.	Develop business processes in HEAT for IT Support Service.	Analysis of reports.	None.
	7	Ability for customer to enter own trouble tickets at Help Desk.	Deploy HEAT self service.	Customer satisfaction surveys.	None.
	7	Ability for customer to view status of own trouble tickets.	Deploy HEAT self service.	Customer satisfaction surveys.	None.

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	7	Ability for Support to collect customer satisfaction data at end of each call.	Deploy HEAT self service.	Customer satisfaction surveys.	None.
	7	Ability for customer to make own appointments for various services relating to computers.	Improve computer deployment site.	Customer satisfaction surveys, analysis of reports.	None.
	7	Development of campus support knowledgebase.	Deploy HEAT knowledge base.	Analysis of reports.	None.
	7	Increased ability to manage desktop computers, keeping them patched and up to date with antivirus definitions.	<ul style="list-style-type: none"> • Increase number of managed desktops 55% today and in one year - 75%. • Utilize more remote assistance to assist customers. • Utilize SMS to deploy patches and hotfixes. • Distribute software via website and SMS. 	Declining trend of support incidents caused by unpatched machines or virus infections.	None.
	7	Employees receive more reliable email.	<ul style="list-style-type: none"> • Provide support and train users for 	SMS reports showing whether people are	None.

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			Outlook/Exchange 003 users. <ul style="list-style-type: none"> Migrate employees to Outlook/Exchange 2003 email. 	using computers that are suitable to their tasks.	
	7	Password setting process becomes less cumbersome.	<ul style="list-style-type: none"> Streamline Bronc ID activation. Streamline Password Reset Process. 	Analysis of calls to support center identifying complaints and dissatisfaction with mail system.	None.
	7	New campus bulletin posting service becomes available.	Mitigate effects of on campus unsolicited email.	Meeting with most active users of campus mass email lists.	None.
	7	Faster support response in departments with Liaison Program.	Develop Departmental Liaison Program – 5 departments on board in 12 months.	Analysis of use of broncnotes	None.
	7	Benefits of using HEAT to manage and track appointments and calls are transferred to other areas of IT as well.	Explore potential for HEAT to replace ITSR system.	Survey users on broncnotes effectiveness	None.
	7	Benefits of using HEAT to manage and track appointments and calls are transferred to Computer Labs as well.	Explore potential for HEAT to improve processes in labs.	Creation of Liaison Program	None.

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	7	Staff development.	Provide more training on customer service, technical training, business processes, certifications, help desk institute.	Meeting with most active users of campus mass email lists.	None.
	7	Students receive large inbox, blogging, calendar, online photo album, and instant messaging.	Implement University Hotmail.	Student satisfaction surveys, declining percentage of support calls complaining about present email system.	None.
Promote security. (5)	7	Improved response time for support to servers.	Facilitate three-tiered support structure for servers and databases.	Analysis of reports.	None.
	7	Training that addresses security needs.	Work with IT security to develop training materials.	Meet with individuals involved, assess success.	None.
Foster communication and collaboration. (6)	7	Support and Labs are aware of trends and needs as they appear.	Participate on student IT committee.	Meetings and written communications.	None.
		Improved customer satisfaction.	<ul style="list-style-type: none"> Improve customer satisfaction using HEAT to survey all calls by January 2006. 	<ul style="list-style-type: none"> Customer satisfaction/QA reports. 	None.

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			<ul style="list-style-type: none"> • Conduct customer satisfaction surveys in labs. • Be involved in meetings where customer needs are discussed. • Participate in system wide councils and committees relevant to our area. • Conduct focus groups in support and lab services. • Student employment compensation to reflect performance based on metrics. • Provide infrastructure and operational support to Minority Serving Institutional Research (MSIR). 	<ul style="list-style-type: none"> • Meetings. • Focus group reports. • Discussion with hiring managers regarding retention success. • Meetings with key personnel. 	
Fund IT as a strategic resource. (7)	7	Computers are replaced on a regular basis. Faculty and staff	<ul style="list-style-type: none"> • Provide computer deployment services to 	<ul style="list-style-type: none"> • SMS evaluations to demonstrate whether computers 	None.

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		<p>have access to computing equipment as soon as they come to work here.</p>	<p>implement and support campus-wide deployment plan.</p> <ul style="list-style-type: none"> • Engage embedded techs to assist with all support activities. • Provide research and recommendations for campus-wide replacement plan for desktop computers and departmental servers. 	<p>are capable of performing tasks required with current operating system and software.</p> <ul style="list-style-type: none"> • Meetings with key personnel. 	



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Link to UTPA Goal(s): 3. Improve UTPA’s organizational effectiveness

Unit Objective (Priority: #1 is highest)	Link to UTPA Objective	Expected Outcome	Assessment Criteria, Evaluation Methods	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Use technology effectively in support of teaching and learning. (1)	7	Satellite Stations in high traffic locations – library and student union 1 st two weeks of the semester.	<ul style="list-style-type: none"> • HEAT reports of calls for assistance in instructional classrooms. • Number of disks imaged and distributed to students. 	<p>Approximately 300 students were assisted during the first two weeks of the semester at the satellite locations</p> <p>Over 200 disks were provided to dorm students. Received many verbal thank yous</p>	<p>Will continue to have the satellite stations during 1st two weeks of semester.</p> <p>Will continue program on move in days.</p>

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				for providing this service.	
	7	Technical support to dorm students at move in.	<ul style="list-style-type: none"> • Percent of IMs compared to other communications. • Web page. • Satisfaction/QA surveys. • HEAT focus groups. • % of self-service activity versus calls. • Number of trainings offered and number of people trained. 	<ul style="list-style-type: none"> • Need to provide additional communications re this service. • Consolidation of email support and helpdesk web site into one site. • Conduct more satisfaction/QA surveys and develop semester focus groups • HEAT Self-Service had to be placed on the back burner due to Exchange Migration . 	<ul style="list-style-type: none"> • Will provide more communications via Broncnotes • Will monitor level of questions. • Set up focus groups and develop more satisfaction/QA surveys • Will continue with HEAT self-service by July 15, 2006.
Immerse students in a technology rich environment. (2)	7	<ul style="list-style-type: none"> • Re-engineered business processes. 	<ul style="list-style-type: none"> • Use of statistical analysis derived from reorganized HEAT Application • Survey students to 	<ul style="list-style-type: none"> • Tier - levels in development • Survey under 	<ul style="list-style-type: none"> • Continue to monitor and change program as needed to meet changing needs of students, staff and faculty. • Will continue to

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			determine specialized software needs <ul style="list-style-type: none"> • Distribute software via website, CD and SMS • Analysis of printing activity logs to determine level of service needed • Available positions filled with qualified individuals • Customer satisfaction surveys 	development <ul style="list-style-type: none"> • Tracked number of visits to website, CDs and SMS • Analyzed data gathered. • Filled all but 1 position - a CUSS II position to be filled within the week of June 1. • Survey under development 	monitor <ul style="list-style-type: none"> • Monitor usage • Develop printing recommendations for computing labs. • Maintain full level of staffing. • Will continue to monitor
Provide computing support for research. (3)	7	Innovative uses of existing infrastructure.	Validation of concept from professors involved in grid computing.	Engaged faculty/staff in conversation re grid computing.	Make faculty input a prime focus of academic computing projects.

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Deliver basic services better. (4)	7	Ability to manage and track trouble calls.	Analysis of reports.	Reports are regularly analyzed.	HEAT Application is changed to meet needs of users and to guarantee satisfaction of customers.
	7	Ability for customer to enter own trouble tickets at Help Desk.	Customer satisfaction surveys.	Survey under construction.	Will monitor customer satisfaction levels.
	7	Ability for customer to view status of own trouble tickets.	Customer satisfaction surveys.	Survey under construction.	Will monitor customer satisfaction levels.
	7	Ability for Support to collect customer satisfaction data at end of each call.	Customer satisfaction surveys.	Survey under construction.	Will monitor customer satisfaction levels.
	7	Ability for customer to make own appointments for various services relating to computers.	Customer satisfaction surveys, analysis of reports.	Reports analyzed regularly.	Will monitor customer satisfaction levels.
	7	Development of campus support	Analysis of reports.	Knowledge base is updated regularly.	Monitor usage of appointment tool.

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		knowledgebase.			
	7	Increased ability to manage desktop computers, keeping them patched and up to date with antivirus definitions.	Declining trend of support incidents caused by unpatched machines or virus infections.	Utilized SMS to push patches to machines in a timely manner.	Communicate existence of knowledge base to University community.
	7	Employees receive more reliable email.	SMS reports showing whether people are using computers that are suitable to their tasks	Analyzed reports.	Manage as many desktops as possible.
	7	Password setting process becomes less cumbersome.	Analysis of calls to support center identifying complaints and dissatisfaction with mail system.	Engaged in migration to Exchange 2003 and outlook for all UTPA staff and faculty.	Identified instances where new hardware was needed.
	7	New campus bulletin posting service becomes available.	Meeting with most active users of campus mass email.	Engaged in communications with Systems.	Provided reference guides for Outlook. Training is available.
	7	Faster support response in departments with Liaison Program.	Analysis of use of broncnotes.	Listserv messages have decreased while broncnotes messages have increased.	Development of password change page in process.
	7	Benefits of using HEAT to manage and track appointments and calls are transferred to other areas of IT as well.	Survey users on broncnotes effectiveness.	Survey will be planned.	Continue to monitor and communicate with University community. Continue to make improvements to broncnotes.

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	7	Benefits of using HEAT to manage and track appointments and calls are transferred to Computer Labs as well.	Creation of Liaison Program.	Have identified two users in Social and Behavioral Sciences who will act as liaisons.	Continue to develop program and identify more liaisons in other departments.
	7	Staff development.	Meeting with most active users of campus mass email lists.	Met with all active users of campus mass email lists and conducted training in broncnotes.	Continue to assist users in getting their messages broadcast to the University community.
	7	Students receive large inbox, blogging, calendar, online photo album, and instant messaging.	Student satisfaction surveys, declining percentage of support calls complaining about present email system.	<p>Analyzed trouble tickets Met with embedded techs.</p> <p>Discussions in process.</p> <p>Conduct meetings/lunch meetings/specific trainings.</p> <p>Evaluated course trainings, asked for feedback from meeting participants.</p> <p>Surveys under construction.</p>	<p>Will continue to meet with constituents in participating departments.</p> <p>Will continue to have discussions to formulate a workable plan.</p> <p>Continue to provide staff development training.</p> <p>Will continue to make meetings as effective as possible.</p> <p>Monitor student satisfaction and change as needed.</p>
Promote security. (5)	7	Improved response time for support to	Analysis of reports.	Configure HEAT with time clock to manage	Will continue to make changes to HEAT as

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		servers.		length of time for calls.	needs arise.
	7	Training addresses security needs.	Meet with individuals involved, assess success.	Met with all Support personnel to identify their needs.	Need to prepare a list of core skill requirements for support staff.
Foster communication and collaboration. (6)	7	Support and Labs are aware of trends and needs as they appear.	Meetings and written communications.	Discussions of nontraditional lab space under way.	Will develop nontraditional lab spaces.
	7	Improved customer satisfaction.	Customer satisfaction/QA reports. Meetings. Focus group reports. Discussion with hiring managers regarding retention success.	Survey conducted. Regular meeting conducted on a weekly basis. In planning process. Currently at 70% staffing.	Need to have more knowledgeable lab attendants. Make it easier to reserve labs. Implementing new lab reservation system. Add additional hours/completed. Streamlining procedures for software installs. Used to bring issues to the forefront for resolution. Will monitor and make changes as necessary. In process of hiring individuals. Discussions ongoing

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			Meetings with key personnel.	Conducted as needed.	about increasing their duties to maintain interest in job. Changes made as necessary.
Fund IT as a strategic resource. (7)	7	Computers are replaced on a regular basis. Faculty and staff have access to computing equipment as soon as they come to work here.	SMS evaluations to demonstrate whether computers are capable of performing tasks required with current operating system and software Meetings with key personnel.	Utilized reports to identify machines that need to be replaced. Discussions ongoing	Replaced as many machines as budget allowed Changes made as necessary.