

Administrative and Educational Support Report

Academic Computing

Annual Action Plan Annual Assessment Report

June 2006 – May 2007



Annual Action Plan: June 1, 2006–May 31, 2007

Unit: Academic Services

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:** Janie Palacios

Unit Mission: Provide quality computational services and a varied set of facilities to the university community, and to support these areas.

University Goal: Provide students with a quality educational experience that enables them to complete their educational goals in a timely fashion.

Division Objective: Provide students a technology rich environment similar to the one in which they will live and work.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Increase IT Support Services. (1)	Train Call Center staff on applications used by students.	Set up six training sessions.	Hold six training sessions by May 31, 2007.	None.
	Use technology that permits easy backup of “my docs.”	Provide clients with universal access to online storage	Review the customer feedback and evaluations of the on-line storage system by May of 2007. 90% of the customers will express satisfaction with the online access to storage.	Servers, software, personnel

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Expand licensed software offerings and promote free distribution.	Provide free online access to MSFT UT System license, antivirus license, and other software to all students, staff and faculty.	Review the customer feedback and evaluations of the on-line access by May of 2007. 90% of the customers will express satisfaction with the online access to software.	None.
	Improve delivery of information about IT during student orientations.	Improve the services to orientation, providing training and communications.	Review the customer feedback and evaluations from ESS and the students related to the service improvement for orientation by May of 2007.	None.
	Provide online tutorials for students.	Provide an on-line tutorial for 100% of the software package that is distributed freely.	Online tutorials for 100% of the free software packages available by May 31, 2007.	Content creation specialist.
	Examine feasibility of providing hardware support (warranty work) for students.	Study the ramifications of providing hardware support and make a decision.	Study the issue and the related ramifications and submit a recommendation by May of 2007.	None.
Enhance student computing experience – on/off campus. (2)	Train lab proctors on software in their assigned areas.	Set up and run 12 training sessions annually.	Hold 12 training sessions by May of 2007.	None.
		Provide up-to-date software and computer resources for students.	100% of the computer labs have up-to-date software and computer resources by May 31, 2007.	None.
	Make computer labs more inviting to students.	Create two alternative labs/student team rooms that are more inviting to students.	Review the student feedback and evaluations of the two alternative labs/student team rooms by May of 2007. Students will express increase satisfaction with the alternative labs.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Implement preventive maintenance program for the labs.	Document preventive maintenance standards and make sure that 95% of the machines are available.	Review repair logs, reports from labs on machine availability to ensure that 95% machine availability is a reality by May of 2007.	None.
	Provide disk space that follows student around – mapped to “my docs.”	Provide 100% of students with 1-2GB storage available through various means, backed up.	Storage is available, accessible from anywhere on the Internet by May of 2007.	Servers, software, personnel.

University Goal:

Enhance UTPA’s engagement with the community to meet challenges and maximize opportunities.

Division Objective:

Showcase IT technologies to the community.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Expand community outreach. (5)				
	Explore options for placing UTPA computer labs in the community to market UTPA.	Create at least one off-campus computer lab.	Lab is created, utilization rates, customer feedback by May of 2007.	None.

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University Goal:

Collaborate with P-12 schools to enlarge the pool of applicants who are personally prepared and academically qualified for higher education.

Division Objective:

Provide IT support for departments and programs that target P-12 schools.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Develop avenues to collaborate with P-12 schools. (6)				None.
	Provide tours.	Provide at least one tour for school students.	Provide the tour by May of 2007.	None.
	Provide tech talks with P-12 schools.	Give at least one tech talk to school students.	Deliver the talk by May of 2007.	None.

University Goal:

Optimize institutional effectiveness and efficiency consistent with high quality organizational standards.

Division Objective:

Deliver basic services effectively and efficiently.

Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
Improve customer service. (8)	Develop formal training program.	Create a training plan for all employees.	<ul style="list-style-type: none"> 100% # of employees attending training by May of 2007. 	None.
	Develop customer feedback system.	Create a set of surveys for each major service area.	Surveys developed and the customer feedback and evaluations from the clients filling out the surveys by May of 2007.	None.

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Unit Objective	Strategy(ies) to Achieve Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	New Resources Needed in FY07
	Conduct program review.	Review is complete. Recommendations for improvement implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Program review report completed and 100%% of recommendations implemented by, FY07 Annual Assessment Report or included in FY08 Annual Action Plan.	None.



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Increase IT Support Services. (1)	Set up six training sessions.	Hold six training sessions by May 31, 2007.	Completed various trainings for staff: 1. Vista Training for all the full time Helpdesk Staff and Senior lab Staff 2. Oracle Subject Matter Expert trainings 3. Oracle Time Entry given to WS and DW employees. 4. Internal training of Bronc	For Vista training, it occurred during Spring Break to minimize number of calls. For SME training, number of staff were trained to be able to answer calls regarding Oracle applications. Trained WS and DW employees and made it a

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			Communicator to Helpdesk staff 5. Internal training of Bronc Communicator to Computer Lab staff 6. Online video for email account	requirement for their jobs to be familiar with it and be able to help others with calls on using Time Entry. Helpdesk staff learned about a new method of communicating-online chat and focused on the answering support questions. Lab staff learned about online chat and focused on learning how to answer support questions and seeing as a new tool to help customers answer questions regarding lab operations. A video was created showing how to setup email account.
	Provide clients with universal access to online storage	Review the customer feedback and evaluations of the on-line storage system by May of 2007. 90% of the customers will express satisfaction with the online access to storage.	Due to changes in management, this was not a priority-new director had different goals.	N/A
	Provide free online access to MSFT UT System license, antivirus license, and other software to all students, staff and faculty.	Review the customer feedback and evaluations of the on-line access by May of 2007. 90% of the customers will express satisfaction with the online access to software.	No surveys were created by the previous Director and current director did not know this was a requirement.	Placed different kinds of software on the download website to all University students, staff, and faculty ability to download software.
	Improve the services to	Review the customer feedback	Current director met with	Made it a requirement for

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	orientation, providing training and communications.	and evaluations from ESS and the students related to the service improvement for orientation by May of 2007.	the interim New Student Orientation coordinator and went over some of the comments given by students regarding orientation.	email activation to be part of orientation and Academic Services Staff were present during the orientations (late spring and current orientations) to facilitate new students being aware of their accounts.
	Provide an on-line tutorial for 100% of the software package that is distributed freely.	Online tutorials for 100% of the free software packages available by May 31, 2007.	No tutorials were created by the previous Director and current director did not know this was a requirement.	N/A
	Study the ramifications of providing hardware support and make a decision.	Study the issue and the related ramifications and submit a recommendation by May of 2007.	Upon investigation, there were various liability issues regarding servicing personal equipment for students, staff, and faculty. We did see a benefit for furthering our Dell certification and going to 2 nd tier support.	Hardware technicians took the Dell certification tests. Currently at 95% completion with 2 nd tier support with Dell-awaiting for lawyers to finalize contract. Other Helpdesk staff will be taking their Dell certification tests. This will allow us to expedite parts/service for university computers.
Enhance student computing experience – on/off campus. (2)	Set up and run 12 training sessions annually.	Hold 12 training sessions by May of 2007.	Assume that this is the same trainings as mentioned above. Not sure why mentioned twice.	N/A
	Provide up-to-date software and computer resources for students.	100% of the computer labs have up-to-date software and computer resources by May 31, 2007.	Labs are constantly updated with new upgrades. We recently completed setting up	Lab Staff have forms available for faculty to complete so when upgrade comes out, lab staff know

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			Office 2007 to co-exist with Office 2003 for a number of labs in ASB and in our boundary labs.	what needs to be installed. During Academic Computing Council Meetings, request input from faculty on needs for labs.
	Create two alternative labs/student team rooms that are more inviting to students.	Review the student feedback and evaluations of the two alternative labs/student team rooms by May of 2007. Students will express increase satisfaction with the alternative labs.	Previous director did not request budget funds for this. Current director has other priorities in place and this was not budgeted for the upcoming year due to the increase costs of campus software (Microsoft and Anti-Virus) and printing costs (paper and toner).	Current director tried to find sponsorship for this type of lab since previous director did not request funding-sponsorship was not sufficient to cover the unallocated costs of renovating the lab.
	Document preventive maintenance standards- and make sure that 95% of the machines are available.	Review repair logs, reports from labs on machine availability to ensure that 95% machine availability is a reality by May of 2007.	Lab staff work closely with hardware staff to ensure computers and printers are functional.	Make mention of equipment needing to be serviced via weekly staff meetings or via a Heat call to hardware technician.
	Provide 100% of students with 1-2GB storage available through various means, backed up.	Storage is available, accessible from anywhere on the Internet by May of 2007.	Previous director did not request budget funds for this. Current director has other priorities in place and this was not budgeted for the upcoming year due to the increase costs of campus software (Microsoft and Anti-Virus) and printing costs (paper and toner).	Alternative for this is hotmail accounts and Oracle Workspaces.

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Expand community outreach. (3)				
	Create at least one off-campus computer lab.	Lab is created, utilization rates, customer feedback by May of 2007.	Funds were set aside to set up an off campus lab.	Computers, server equipment, and server software purchased to set up off campus lab. Waiting for the construction to be complete at the McDonald's location.

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Division Objective:	Provide IT support for departments and programs that target P-12 schools.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Develop avenues to collaborate with P-12 schools. (4)	Provide at least one tour for school students.	Provide the tour by May of 2007.	Due to changes in management, this was not a priority-new director had different goals.	N/A
	Give at least one tech	Deliver the talk by May of 2007.	Due to changes in	N/A

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	talk to school students.		management, this was not a priority-new director had different goals.	

University Goal:

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Division Objective:

Deliver basic services effectively and efficiently.

Unit Objective	Measurable Outcome for Unit Objective	Assessment Criteria, Evaluation Methods for Measurable Outcome	Assessment Results (Use actual data to describe annual performance)	Use of Results (What change was made?)
Improve customer service. (5)	Create a training plan for all employees.	<ul style="list-style-type: none"> 100% # of employees attending training by May of 2007. 		
	Create a set of surveys for each major service area.	Surveys developed and the customer feedback and evaluations from the clients filling out the surveys by May of 2007.	Surveys developed and available.	Changes were made when a Heat Call (service call) is closed, an email is sent to customer with a link to complete the survey with several questions to obtain customer feedback.
	Review is complete. Recommendations for improvement implemented immediately and reported on FY07 Annual Assessment Report and/or included in FY08 Annual Action Plan.	Program review report completed and 100%% of recommendations implemented by, FY07 Annual Assessment Report or included in FY08 Annual Action Plan.		

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