HACC Assessment Record

Department/Campus: ITS

Assessment Start Date:	December 2012
Goal: *(Campus, department or unit)*	**Goal 1: Realign and strengthen ITS functional areas to improve operational effectiveness, provide necessary expertise, and improve customer service.**
Objective: *(Measurable)*	**Objective 2: Expand IT Help Desk services to provide more timely resolution of end-user issues through realigned staffing assignments to the help desk, expanded hours, and additional training and resources for technicians.** **Objective 3: Conduct project management and team building training for IT personnel so that end-users at any location will receive seamless service and more-effectively run projects.**
Alignment to Strategic Plan: **ITS-to-Strategic Plan Matrix**	**SP Goal I: Teaching and Learning Excellence** Objective 1: Create a comprehensive plan to maximize enrollment Objective 7: Expand innovative use of technology to improve teaching and learning. **SP Goal II: Organizational Excellence** Objective 9: Continuously improve the organization structure. Objective 11: Increase access to and support for professional development and training. **SP Goal III: Operational Excellence** Objective 13: Adopt best practices in higher education for financial planning and management Objective 14: Enhance Virtual College operations Objective 17: Identify, implement, support and evaluate innovative use of technologies

Sources of Evidence to be used:
(Measures that would point to achievement of goal/objective. Examples: databases, focus group feedback, surveys. See p. 10 of Guide.)
	• *HACC Information Technology Review and Recommendations*, conducted by Celeste Schwartz, VP for Information Technology and College Services, and Joseph Mancini, Executive Director, Technology Services. Montgomery County Community College. [December 21, 2012]
	   o Interviews and focus groups of ITS department staff, as well as external stakeholders, include faculty, staff, and students. [See pp. 38 – 39 of Report.]
	   o Document Review:
	      ▪ *Datatel+SGHE: Digital Campus Health Check Findings for HACC*, February 24, 2012
	      ▪ *Technology Review: Findings and Recommendations,* December, 2011
	      ▪ *Clifton Larson Allen Financial Audit,* October,

	2012
	• Independent Validation conducted by Interim CIO. [January 2013]
	o Consultations with key stakeholders, leaders of affinity groups (app. 40 of 60), Instructional Designers, Campus VP's
	o Observations over 6 weeks
	o Study of Project Priorities and Statuses
	o Informal Interviews
Type of Assessment : • **Information– Gathering** *(needs assessments, inventories, establishing baselines)* • **Performance–Evaluating** *(How well are we doing? Have we improved?)*	Information-Gathering

	*IF ASSESSMENT IS PERFORMANCE-EVALUATING:		
*Benchmarks and Performance Targets are critical when evaluating performance. They may or may not be as critical when gathering information, although a rubric may be developed to organize categories under consideration.	**Benchmarks or Standards** (See pp. 11 – 13 of Guide)		**Performance Target** (See pp. 13 – 17 of Guide)
	NA		NA
Findings: *(What did we learn from this assessment? What did the evidence say?)*	o There were high levels of complaints, and anecdotal evidence that many were not using the Help Desk because they didn't experience resolution. o There was a lack of metrics. o There was no existing protocol to establish priorities. o Service-level guidelines did not exist. o More than 100 tickets were not closed. o There were no Standard Operating Practices. o There was no oversight of Help Desk operations.		
Decision-Making: *(What changes of practice are indicated? What budget priorities are established? What accomplishments should be celebrated and showcased?)*	o A new Help-Desk Coordinator has been appointed. o A priority-system is being developed. o Service-level guidelines are being articulated detailing priority actions and response timelines. o New groups for call triage are being established. o Phone menus have been changed. o All job descriptions for user support technicians have been rewritten, emphasizing customer services and addressing and closing process footprints. o Help Desk hours have been expanded from M – F, 8 am – 5 pm to M – R, 8 am - 8 pm, and F, 8 am – 5 pm to better serve evening classes and needs.		
Assessment Closing Date:	March 1, 2013		

Notes:	Supporting Documentation:
	• [Celeste Schwartz Report and Recommendations](#) To be reassessed in approximately one year. Metrics need to be considered, identified, tracked, and gathered throughout the year.