Student Learning Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

SLO 4: Provide new and updated applications and services to students
New and updated applications and services available to general student population such as Office, Moodle, Windows 8, wireless and mobile apps and services. Student-worker training sessions in customer service, troubleshooting skills, and improved service efficiency.

Related Measures

M 8: Student-worker training assessments
Student-worker training assessments
Source of Evidence: Evaluations
Target: 80% minimum score for student worker training assessments

M 9: Maintain documentation for user support
Maintain/update print and Web- based documentation for general user support and services.
Source of Evidence: Administrative measure - other
Target: Number of print documentation brochures delivered

M 10: Tally web hits
Coordinate dissemination of information with Orientation and Admissions departments. Number of documented Web hits.
Source of Evidence: Activity volume

Other Outcomes/Objectives, with Any Associations and Related Measures, Targets, Findings, and Action Plans

O/O 1: UTS: computing services, training, support
To provide the University community with high quality computing services, training, and support for user systems including academic software and administrative end-user applications and services.

Related Measures

M 1: Customer satisfaction surveys
Analysis of data collected from random help desk and desktop support customer satisfaction surveys and annual UCC customer satisfaction survey of all faculty, staff and students
Source of Evidence: Client satisfaction survey (student, faculty)
Target: Maintain a 75% level of customer satisfaction

M 2: Support call report analysis
Analysis of reports and data collected from HEAT Service and Support software to monitor number of support calls closed on first-contact and to maintain the number of open service tickets assigned to desktop support to an average of 20 per week during off-peak semester times
Source of Evidence: Efficiency
Target: Increase the number of service support calls closed on first-contact by 10% from previous year. Reduce the number of open service tickets assigned to desktop support to an average of 20 per week during off-peak semester times.

M 3: Analysis of SCCM and lab usage reports
Analysis of Microsoft System Center Configuration Manager (SCCM) logs and reports. Analysis of student lab usage reports.
Source of Evidence: Activity volume

O/O 2: ACS: support for core, shared administrative applications
To provide the University community with high quality support for core, shared administrative IT applications systems including support for Accounting Services, Admissions, Financial Aid, Human Resources, Payroll, Purchasing, Records, Registration, and other essential University administrative functions. This includes performance of database upgrades, maintenance, and security patching of applications software.

Related Measures

M 4: Analysis of logs, records and reports
Analysis of log records and system tools to monitor and improve software. Analysis of reports and data collected from Service and Support tracking system. Analysis of Microsoft System Center Configuration Manager (SCCM) logs and reports.
**Source of Evidence:** Administrative measure - other

**Target:**
Perform software and database updates at least quarterly

**M 5: Annual UCC customer satisfaction survey**
Annual UCC customer satisfaction survey of all faculty, staff and students.

**Source of Evidence:** Client satisfaction survey (student, faculty)

**Target:**
Maintain a 75% level of customer satisfaction

**O/O 3: ES and EN: support for core shared servers, networks, systems**
To provide the University community with high quality support for core shared servers, networks, and communication systems including the University's critical academic and administrative IT systems: Exchange, File Server, Moodle, PeopleSoft Financial and Campus Solutions SharePoint, Wired/Wireless Network, and Web.

**Related Measures**

**M 6: Analysis of logs, records, and reports**
Analysis of log records and system tools to monitor and improve methods for updates of network infrastructure systems; server system upgrades; and monthly maintenance and security patching of servers and infrastructure applications. Analysis of reports and data collected from HEAT Service and Support software. Analysis of Microsoft System Center Configuration Manager (SCCM) logs and reports.

**Source of Evidence:** Administrative measure - other

**Target:**
Maintain 99% system uptime

**M 7: Annual UCC customer satisfaction survey**
Annual UCC customer satisfaction survey of all faculty, staff and students

**Source of Evidence:** Client satisfaction survey (student, faculty)

**Target:**
Maintain a 75% level of customer satisfaction

**O/O 5: Provide new and updated applications and services available to faculty and staff**
New and updated applications and services available to staff and faculty such as Office, Moodle, Windows 8, SharePoint, academic software, UNO computing technologies, wireless and mobile apps and services.

**Related Measures**

**M 11: Documentation for support of math and stats software systems**
Create and update print and Web documentation for support of mathematical and statistical software systems.

**Source of Evidence:** Administrative measure - other

**Target:**
Number of print documentation brochures delivered

**M 12: Maintain user support applications and services**
Maintain Faculty/Staff Resource Center and PeopleSoft support Websites. Maintain/update print and Web- based documentation for general user support applications and services.

**Source of Evidence:** Administrative measure - other

**Target:**
Number of documented Web hits