Mission / Purpose

University Computing and Communications (UCC) is an integrated Information Technology service organization whose mission is to provide comprehensive and synergistic IT support to enable and enhance UNO's urban mission for teaching and learning, inquiry, exploration, and research, and outreach and development for the city, state, and the region.

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.

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.

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.

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.

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.