

ASSESSMENT PLAN

FISCAL YEAR 2006-2007

Mission

Our mission is to provide quality service and leadership in emerging technologies to enhance the teaching and learning, scholarship, and service mission of the campus.

Goals and Outcomes

Quality service, as stated in the mission, consists of many components some of which are timeliness, accuracy, completeness and convenience. Each of the Information Technology Department's goals addresses one or more of these components of quality service.

Goal 1: To respond quickly to service requests and for the customer's first point of contact to frequently resolve those requests (timeliness).

Outcome 1a: Requests made to the Help Desk will be resolved by the Help Desk 75% of the time.

Goal 2: To perform all work correctly and completely the first time (accuracy and completeness).

Outcome 2a: Lifecycle PC installations will be performed without the need for a return visit to correct or complete the work 90% of the time.

Goal 3: To provide awareness, education and means for customers to access services at a time that best suits their schedule (convenience).

Outcome 3a: 90% of incoming students will setup user accounts without requiring Help Desk assistance and at their convenience by using the online network account creation tools (<http://itaccounts.iu.edu>).

Activity Map

		AREA		
		Help Desk	Computer Services	Student Computing
OUTCOME	1a	✓		
	2a		✓	
	3a			✓

Assessment Activities

All outcomes will be measured during the period of July 1, 2006 to June 30, 2007 using existing tools, principally the logging and analysis tools currently used by the Help Desk. For outcomes 1a and 2a, there will be one measurement reflecting performance for the entire one-year period. Outcome 3a, however, will be measured once for the Fall 2006 semester and again for the Spring 2007 semester.

The population being measured for outcome 1a consists of faculty, staff and students whereas the population for outcome 2a is faculty and staff and the population for outcome 3a is students only.

Please note that the benchmark for each outcome is stated as part of the outcome.

Ongoing Assessment

The Information Technology Department is committed to continuous improvement through an ongoing evaluation and assessment program that establishes standards of performance and measures to determine the degree to which those standards are achieved.

This year the Help Desk, Computer Services and Student Computing Services were included in the assessment plan. In the future, other operating units within the Information Technology Department – specifically, Telecommunications, Audio/Visual, Print Services and Web Services – will also be included in the assessment plan.

It is expected that the assessment plan will evolve over time with new outcomes being added to the existing goals (possibly replacing existing outcomes) and that new goals will be added to the plan (possibly replacing existing goals). These changes will primarily be the result of including additional operating units into the plan and expanding the assessment plan to include measures related to other areas of the Information Technology Department's mission. It is also possible that the operating units represented in this year's plan may wish to make changes based on the results obtained and/or their interest in measuring other areas of their performance.