**Improvement Plan Feedback 2012**

**For Computing HelpDesk Department**

This Improvement Plan is reviewed and approved. The committee appreciates your efforts at continuous improvement. The Committee decided to *not* use the “SS,” “S,” “O,” “OO” scoring approach this year. The checklist and comments below are intended to make the evaluation process a little more transparent.

Two things happen now:

1. It will be posted, without committee comments, to the NMU AQIP website under “Assessment,” “Service Unit Plans/Rpts”.

2. A new procedure for selecting future AQIP Action Projects is now in place. Each year one Service unit objectives with wide impact or directly tie to Systems Portfolio areas of need will be proposed as an AQIP Action Project. The potential list is developed in October of each year, after all Plans have been reviewed. If one of your objectives were suitable, you will be contacted before it is placed on the list. Being designated an AQIP Action Project adds some institutional leverage to your already planned activities.

3. When the matching Report is submitted next year, the committee will review these objectives in light of the data results and usage.

*Service Assessment Committee*

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| **Effective Objectives meet the following criteria** | Obj #1  Met? | Obj #2  Met? | Obj #3 Met? |
| Identifies a measured goal (target statistic) or process development (impact and purpose) or study (scope and purpose) | Y | Y | Y |
| Objective wording is one simple and straightforward goal. Avoids “and.” Uses an active verb (create, present, review, collect, analyze, interpret, recommend, solve, design, explain, etc. in defining the objective) | Y | Y | Y |
| States a rationale aligned with objective | Y | Y | Y |
| Identifies AQIP Portfolio category this objective will improve or Road Map for an initiative | Y | Y | Y |

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| **Effective Means of Assessment meet the following criteria** (Do not rely solely on indirect methods, e.g. satisfaction surveys, for all objectives) | Obj #1  Met? | Obj #2  Met? | Obj #3 Met? |
| For a measured goal, the data collection and analysis processes are described | Y | Y | Y |
| For a process or product development or a study, a timeline is given with interim milestones, assigned unit responsibilities and dates to ensure that the objective will stay on track and get completed. |
| For a survey, indicates the implementation steps and survey methods and expected participants |
| Measures (2 are preferred) are given that will be used by the unit (in next year’s report) to evaluate whether the goal was actually achieved, i.e. did the intervention work. | Y | Y | Y |
| Ties or aligns with objective, i.e. the plan appears to be a rational approach for achieving the objective. | Y | Y | Y |

(Your Plan and detailed comments begin on the next page)

**Northern Michigan University**

**Improvement Plan / Assessment Report Form**

**Administrative or Educational Support Unit**

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| Name of Department or Unit | | Academic Information Services, Computing HelpDesk | | | |
| This document is the | 🗹 PLAN or 🞎 REPORT for July 1, 2012 to June 30, 2013 | | | Date Submitted: | 12-11-2012 |
| Submitted by (Unit Representative) | | | Chris Wagner, HelpDesk Manager | | |

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| **Department or Unit Mission Statement: Was this mission statement revised this year? Yes \_X\_ No** |
| **Unit Mission Statement**  AIS Mission Academic Information Services supports teaching, learning, scholarship, and community outreach activities by providing information resources, access to educational technology, and instructional services to help students and employees acquire information and technology skills that contribute to lifelong learning and productive citizenship. (Revised 2/5/09)  **Computing HelpDesk**  The Computing HelpDesk contributes to the mission of Academic Information Services and to the university’s teaching, learning, communication, and scholarship efforts by providing support for campus computing activities. The Computing HelpDesk serves as the front-line support for software, hardware, and network questions and provides consultations to students, faculty, staff, and retirees regarding the campus computing environment and policies. (Revised 10/05/10) |

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| **Improvement Plan** |  |  | |
| **Administrative Objective #1** *(State an ongoing goal by which the unit gauges its overall performance in a key role year after year, i.e. your “bottom line” measure.)* |  | **Action Plan/Evidence of Assessment for Objective** *(Describe the statistic or criteria that measures success in achieving this goal. What is the desired and/or minimum target you expect*? *What method is used to collect the data for the statistic*?) | |
| *Provide software assistance, including assistance in using the campus network, in a timely and consistent manner to the university community.*  *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action X Efficiency/cost action  Compliance issue X Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address?* ***7***   *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **ML-3, CA-2** |  | *Success will be measured by being able to provide the assistance required by our customers in 45 minutes or less for 90% of our customers. This is a continuation of an ongoing objective from previous AQIP Assessment cycles.*  *Data collection and analysis will be done with data in our customer request database. The types of customer requests will be separated into 2 categories; those the HelpDesk can improve and those requests taking longer than 45 minutes where the HelpDesk has little control over how long the process takes (i.e. Re-imaging a computer, Software installations, and troubleshooting more complicated Windows problems).*    *Additional analysis will be done on customer requests for the fiscal year (June 1st to June 1st) between 30 and 45 minutes and those taking longer than 45 minutes. Analysis will include the types of problems identified, whether assistance times can be reduced for any of the requests, and what communication customers should receive about problems to expedite faster solutions.*  *This data and analysis will be shared with HelpDesk staff on a weekly basis. It will also be shared with AIS and IT administrators, and the ETRPC and TLC committees, on at least a yearly basis as a way to get feedback that will help the HelpDesk meet this objective.* | |
| **Assessment Report** |  |  | |
| **Summary of Data Collected** *(Provide trend data and summary)* |  | **Description of how results were used to improve services** *(Offers conclusions or interpretation and explains how data was used to make changes for improvement as related to the objective)* | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  | |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Improve proactive customer assistance, including assistance in using software and the campus network, through improvements in the Help section of the current Information Technology website, it.nmu.edu.*  *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action X Efficiency/cost action  Compliance issue X Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address?* ***7*** 2. *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **ML-3, CA-2** |  | *a. Use the tools available within the IT website server and Google Analytics each semester to identify the top 5 requested content on the IT Help pages and select 2 pages to add or change content to address the requested content. Changes will be logged and dated. - Ongoing.*  *Success will be measured by evidence of increased number and percent of help requests from the self-help webpages compared to face-to-face and phone support request counts reported and related to the specific problems referenced in the modified self-help webpages.*  *Results and counts will also be compared from last year and next year as part of ongoing improvements. An improved website in theory should increase the self-help segment and equate to a reduced number of phone calls and face-to-face visits to the Helpdesk.*  *This data and analysis will be shared with AIS and IT administrators and the ETRPC and TLC committees as a way to get feedback that will help the HelpDesk meet this objective.*  *This is a continuation of an ongoing objective from previous AQIP Assessment cycles. This objective should also be a part of the objectives of the IT department since it is a shared objective and requires their cooperation to be successful.* | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #2** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |
| **Improvement Plan** |  |  |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Action Plan/Evidence of Assessment for Objective** | |
| *Objective*: *Provide professional training to HelpDesk full time staff to enhance expertise leading to more effective and higher quality customer support.*  *Rationale (Why you are setting this objective; mark with “X”)*:  X Effectiveness/quality action Efficiency/cost action  Compliance issue Satisfaction measure Create baseline  Other (explain):  *Alignment (Refer to last pages)*   1. *Which AQIP category does this address?* ***4***   *Does this objective relate to a Road Map goal? If yes, type the related Road Map codes here*: **ML-3, CA-2** |  | *a. Survey training and certifications available and expected to be available in the near future by 11/1/12.*  *b. Identify training, conferences and certifications related to the type of tasks currently done and anticipated at the HelpDesk by 12/1/12.*  *c. Establish a timeline for each full time staff member to complete training, conferences and possible certifications by 1/1/13.*  *Success will be to have goals for each full time staff member for training, conferences and possibly working towards certifications by 7/1/13 on an ongoing, yearly basis.*  *Success will be measured by having each consultant keep a weekly count of their requests where the training they received was used and had a positive impact. A weekly summary of their request statistics will also be used as an objective measure to see if resolution times have improved after training was completed.* | |
| **Assessment Report** |  |  |
| **Summary of Data Collected #3** (*Summarize the evidence)* |  | **Description of how results were used to improve services** | |
| (Fill this cell only for the REPORT at the end of the year.) |  | (Fill this cell only for the REPORT at the end of the year.) | |

**AQIP Functions within the University:**

Some unit objectives address specific operational issues directly related to AQIP reporting. Listed below are AQIP categories. Use these category numbers to describe the context of each objective, i.e. which category does that objective address?  
 (A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

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| ***AQIP Categories*** | |
| Category 1 | Helping Students Learn documents the curricular and co-curricular processes and student learning support. |
| Category 2 | Accomplishing Other Distinctive Objectives documents the key non-curricular functions by which NMU serves the region, e.g. community engagement initiatives of students and employees, and department outreach. |
| Category 3 | Understanding Students’ and Other Stakeholders’ Needs documents how NMU builds relationships with students, alumni and employers and identifies, targets and meets their needs. |
| Category 4 | Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs. |
| Category 5 | Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions. |
| Category 6 | Supporting Institutional Operations documents student and administrative support services, safety, and facilities. |
| Category 7 | Measuring Effectiveness documents IT systems and institutional research NMU employs to collect, analyze, and distribute, and how departments use them to manage improvement, e.g. use of charts, “cubes,” dashboards. |
| Category 8 | Planning Continuous Improvement documents NMU’s strategic and administrative planning processes. |
| Category 9 | Building Collaborative Relationships documents how NMU works with external organizations from which we receive students (school systems) or goods and services (vendors and utilities), send our graduates (schools and employers), and support or regulate our programs (agencies). |

(A full description of the Portfolio’s categories and its detailed topics are available at [www.nmu.edu/aqip](http://www.nmu.edu/aqip) under the Current Document

**Road Map Codes to Tie to Unit Objectives**

Some unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. Listed below are Road Map categories and goals, preceded with a code. Use these codes when describing Objectives #2 and #3. (Note: Even if your objective is not an exactly itemized as a Road Map priority, still use the code if it applies to that goal.) The full Road Map is at [www.nmu.edu/roadmap2015](http://www.nmu.edu/roadmap2015).

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| ***Road Map to 2015 Goals*** | |
| ***Code*** | ***Innovation Goals*** |
| **I-1** | Balance successful programs with new offerings |
| **I-2** | Professional development program that rewards innovation and collaboration |
| **I-3** | A growing portfolio of corporate collaborations that exploit NMU’s technical expertise, enhance academic programs and facilitate global engagement for students and faculty both on campus and abroad |
| **I-4** | Develop the financial resources to support innovation and student success |
|  | ***Meaningful Lives Goals*** |
| **ML-1** | A Liberal Studies Program that provides students with the abilities and knowledge necessary for lifelong learning and effective citizenship in a challenging and rapidly changing world |
| **ML-2** | Develop a new academic advising system that integrates the advising assets of academic departments and student services to contribute to a new, effective retention management network—similar to our enrollment management network |
| **ML-3** | Integrate the highest possible level of information technology skills and competencies throughout the university |
|  | ***Campus Attributes Goals*** |
| **CA-1** | Utilize the Campus Master Plan and related initiatives to continue to build and develop a greener and more learner-centered campus |
| **CA-2** | Enhance processes throughout campus operations to guide the use of resources and inform resource allocation |
| **CA-3** | Enhance the portfolio of academic programs, research and other activities that leverage the university’s location |
| **CA-4** | Be a model community for sustainable education and practices |
|  | ***Community Engagement Goals*** |
| **CE-1** | Include all units of the campus in the process of community engagement for the mutually beneficial exchange of knowledge and resources in a context of partnership and reciprocity. |
| **CE-2** | Increase faculty, staff and student involvement in the Superior Edge program, academic service learning and other community engagement and leadership development initiatives. |
| **CE-3** | Put into action a commitment to be an inclusive community where differences are recognized as assets of the institution, respected attributes of the person and a valuable part of the university experience |
| **CE-4** | Increase collaboration with local communities, schools, governments, development groups and other partners to enhance community and economic development in the Upper Peninsula. |