**Northern Michigan University**

**OUTCOMES ASSESSMENT PLAN/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, 2011 to June 30, 2012 | | | Date Submitted: | 11-16-2012 |
| 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) |

**Functions within the University:**

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| In addition to being part of NMU’s continuous improvement process, outcomes assessment plays a direct role with the AQIP Systems Portfolio (100-page document submitted every four years). To increase awareness and help gather Portfolio information, **please type “X” for all AQIP categories directly related to your unit’s core mission**. Some functions appear in more than one category. This is a first round collection of this information so do the best you can with the selection; if you want help, ask S. Poindexter. (Note: this section of the form is short-term; it will be deleted once functions have been mapped between units and the Systems Portfolio.)  **X** AQIP Category 1: Helping Students Learn documents the curricular and co-curricular processes and student learning support.  **X** AQIP 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.  **🞎** AQIP 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.  **🞎** AQIP Category 4: Valuing People documents NMU personnel recruitment, training, satisfaction, services and programs.  **🞎** AQIP Category 5: Leading and Communicating documents processes that guide NMU in setting directions, making decisions, seeking future opportunities, and communicating decisions and actions.  **X** AQIP Category 6: Supporting Institutional Operations documents student and administrative support services, safety, and facilities.  **X** AQIP 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.  **🞎** AQIP Category 8: Planning Continuous Improvement documents NMU’s strategic and administrative planning processes.  **🞎** AQIP 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 tab.) |

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| **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.)* |  | **Means/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.* |  | *Analyze our work order database. 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.*  *Additional analysis will be done on work orders requiring 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 problems, and what communication customers should receive about problems to expedite faster solutions.* |
| **Summary of Data Collected** *(Provide trend data and summarize)* |  | **Describe how results were used to improve services** |
| *The HelpDesk resolved 21,754 requests in the 2011-*  *2012 Academic Year, a 22.5% drop in the number of requests from the previous year. The first year to see a drop in the total number of requests resolved by the HelpDesk. The total number of all requests resolved by all departments (HelpDesk, Micro Repair, CITE, and Information Technology) was also down by about the same percentage (19.8%) from the previous year.*  *The decrease in the total number of requests may primarily be due to having 2 Faculty/Staff computer replacements in the 2010-2011 academic year and none in 2011-2012, one outcome of changing from a 2 year to 3 year computer replacement cycle. The 2011-2012 academic year was also relatively free of software hotfixes and major outages in network services compared to previous years. A significant drop was also seen in the number of general information requests the HelpDesk received. This may indicate better online and self-help solutions and/or a more technology savvy customer population.*  *In the 2011-2012 Academic Year, 87.5% of requests were completed in 45 minutes or less. This is a slight improvement over last year’s 86.9% but still short of the objective of 90%. The data also shows 73.5% were completed within 15 minutes and 89.8% of requests were completed within 1 hour. This information is in a chart included at the end of this report.*  *In comparing the 2010-2011 and 2011-2012 Academic years for all work orders completed by the HelpDesk, the following 3 areas had negative impacts to the goal of 90% of the requests completed with 45 minutes:*  *1. Longer re-imaging times with Windows 7 and using External USB drives instead of drive caddies.*  *2. More software installations now take longer than 45 minutes (ArcGIS, SPSS, AutoCad, Solidworks, and Photoshop).*  *3. A higher percentage of all NMU issued computers have the Windows 7 operating system. A majority of the software problems taking longer than 45 minutes to resolve were Windows 7 related. Staff learning the new operating system was listed as one possible cause last year but this is the second year for NMU with Windows 7, so it doesn’t’ appear to be the root cause of the longer resolution times.* |  | *The objective of completing 90% of HelpDesk requests in 45 minutes was not met. The objective is still an important and attainable measure. We should continue to use to this objective to identify areas to improve HelpDesk services but the objective also appears to be elusive.*  *None of the 3 negative impacts identified were something the HelpDesk could do much to improve. Since the tendency is for software applications to become larger with more complicated features there may be little that can be done to improve resolution times. For the requests taking longer to complete it might take upgrades in hard drives used in re-imaging, upgrades in servers and network connections at the HelpDesk used for software installs, and finding better tools to troubleshoot and resolve software problems that will have the greatest impact on the longer resolution times.*  *For these reasons the requests that take longer to complete could be removed and analyzed separately from the requests used in evaluating the objective.*  *The decrease in the total number of requests is a positive note to the overall statistics but it may take a year or 2 to see if this is a growing trend or if this year’s results are primarily based on no faculty/staff computer replacements and fewer systemic problems with network services and software images. Decreasing the total number of HelpDesk requests should be considered as an objective. But any negative effects it may have as an objective should also be considered since it would encourage staff to not record requests and potentially create inefficiencies that would be harder to identify.*  *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.* |
| **Administrative Objective #2** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for Objective** |

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| *Improve proactive customer assistance, including assistance in using software and the campus network, through improvements in the Help section of the current Academic Computing Services website,* [*www.acs.nmu.edu*](http://www.acs.nmu.edu)  *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):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). If yes, type the related Road Map codes here*: **ML-3, CA-2** |  | *Describe timetable plans to achieve objective.*  *a. Use tools available within the ACS website server and Google Analytics monthly to identify requested content not found on the ACS Help pages and add or change content as identified. Results will be reviewed and recommended modifications will be made by a small group selected from HelpDesk full time and student staff. Changes will be logged and dated. - Ongoing.*  *b. Work towards changing the current ACS Help page feedback system to encourage visitors to provide feedback for a better understanding of how content can be improved. The feedback system will be changed by 1/15/11.*  *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 requests related to the specific problems referenced in the modified self-help webpages.*  *Results 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 is a continuation of an ongoing objective from previous AQIP Assessment cycles.* |
| **Summary of Data Collected** (*Summarize the evidence)* |  | **Use of Results to Improve Unit Services** |
| *In June 2011 the Help section of the www.acs.nmu.edu web site had 1,282,730 individual visits in 877 days averaging about 1,462 visits per day. The page with the highest number of views or hits in a search was 40,043 or about 3%. The average number of views for pages was 7,560, about half a percent.*  *At the end of June 2012 the Help section had 1,495,738 individual visits in 1282 days, averaging about 1166 visits per day. The page with the highest number of views or hits in a search was 56,350, still about 3.7%. The average number of views for pages was 10,485, about seven tenth of a percent. Average page views had increased from 7,560 to 10,485, above a previous objective of 8,000 average page views. This appears to be a cumulative number, growing with the number of days the site is online, but the increase from 7,560 to 10,485 is substantially greater than the increase from last year.*    *Help section pages are rated by the visitors with a scale of ‘1’ equaling ‘completely useless’ and ‘5’ equaling ‘most valuable.’ In June 2011, 6% of the 186 rated pages were rated at ‘1’ and 5.4% were rated at ‘5’. The average page rating was about 2.5. By June 2012, 14% of the 107 rated pages are rated at ‘1’ and 8.4% were rated at ‘5’. The average page rating was about the same at 2.5.*  *Not all of the 288 currently active pages have been rated. Those rated have typically only been rated a few times over the course of several years with no reference of when the ratings occurred. The website also contains inactive pages, pages still on the system but no viewable by visitors.* |  | *It is difficult to say if the objective has been based on the criteria identified.*  *The rating system currently in place is used very little and the results can’t be associated with changes over the last year. For these reasons we don’t plan to use the ratings to evaluate pages in the future.*  *The increased average page views and the fewer number of total requests at the HelpDesk referenced in the previous objective may indicate a positive trend toward providing improved self-help support but this statistic alone doesn’t necessarily indicate meeting the objective.*  *For these reasons we are looking to modify the objective for next year to identify the top 5 visited pages, determine which 2 of the top 5 could be improved, and improving them.*  *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.* |
| **Administrative Objective #3** *(State a 1-2 year objective intended to improve a unit process, service, or output.)* |  | **Means/Evidence of Assessment for 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):  *Does this objective relate to a Road Map goal? (Refer to last page for the Road Map goals). 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 10/1/11.*  *b. Identify training and certifications related to the type of tasks done at the HelpDesk by 11/1/11.*  *c. Establish a timeline for each full time staff member to complete training and possible certifications by 12/1/11.*  *Success will be to have each full time staff member start training and possibly working towards certifications by 7/1/12.* |
| **Summary of Data Collected (**Summarize the evidence) |  | **Use of Results to Improve Unit Services** |
| *Training was reviewed but the most appropriate training for the HelpDesk full time staff, A+ Certification Training, was outdated and only covered an earlier operating system (Windows XP) during the first half of the academic year.*  *Later, after January 1st of this year, The A+ Certification Training was updated to cover Windows 7, the most current operating system supported by the NMU HelpDesk. At that point the commitment was made to enroll the 3 full time staff members into the classes. To date 2 of the staff have completed the class and the last person will complete the class by 7/13/12.* |  | *Attending the A+ Certification training has improved the confidence of the full time staff. It has also given them a broader and deeper knowledge of the technological problems they are resolving at the HelpDesk.*  *Completing the class is only part of the recommended steps for completing the A+ Certification. Hands on experience and a more indepth review of the course material offered in the class is also recommended. This would be a good objective to be completed in the next year.*  *Further review of the A+ Certification process, benefits and costs should be done to consider offering full time staff the option to acquire the A+ Certification.*  *Other training opportunities as well as possibly attending conferences for HelpDesk professionals should also be reviewed and considered for HelpDesk full time staff over the coming year.* |

Many service units already use an evaluative measure and this approach is now more common in assessment theory– not everything we try works out the way as hoped and creating a target and/or success/bail out threshold is appropriate. In cases where this is a new approach for a unit, in the 2011-12 Plan consider how you *might* measure the added value of an objective; however, it is not yet a requirement. The OA committee will provide suggestions in its feedback for this year. During the year, dialogues, additional resources, one-on-one meetings and/or seminars will be held to evolve our OA process.

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

Some unit objectives may address specific operational issues. Other unit objectives are strategic initiatives that align with goals in the University strategic plan - Road Map to 2015. These latter unit objectives are potential AQIP Action Projects – giving a little more recognition to unit efforts. 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. |

HelpDesk Requests from 7-1-11 to 7-1-12

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| Criteria | Number of Requests | Total | Percent Completed |
| 15 min or less | 15984 | 15984 | 73.5 |
| 30 min or less | 2173 | 18157 | 83.5 |
| 45 min or less | 886 | 19043 | 87.5 |
| 1 hour or less | 482 | 19525 | 89.8 |
| 2 hours or less | 712 | 20237 | 93.0 |
| 3 hours or less | 224 | 20461 | 94.1 |
| 4 hours or less | 128 | 20589 | 94.6 |
| over 4 hours | 1165 | 21754 | 100.0 |