Student Affairs IT Services

Student Fees Advisory Committee (SFAC)
Program Questionnaire for FY 2015 -2016

UNIVERSITY of
HOUSTON
STUDENT AFFAIRS INFORMATION TECHNOLOGY SERVICES

1. **Please provide a one-page executive summary of your questionnaire responses. This summary should include, in brief terms: your unit's mission, how you accomplish your unit's mission, and a justification of your unit's student fee allocation in terms of benefits for students.**

The Division of Student Affairs and Enrollment Services, made the decision to centralize the Information Technology (IT) function throughout the Division, following recommendations provided by the University Information Technology (UIT) Department as a result of a comprehensive technology assessment process.

The Student Affairs IT Services department supports Information Technology needs for 19 DSAES departments and 10 Fee-funded Student Organizations.

Mission
Student Affairs IT Services (SAITS) is committed to providing reliable support and innovative technology solutions for department services, programs and resources that sustain an environment dedicated to student success.
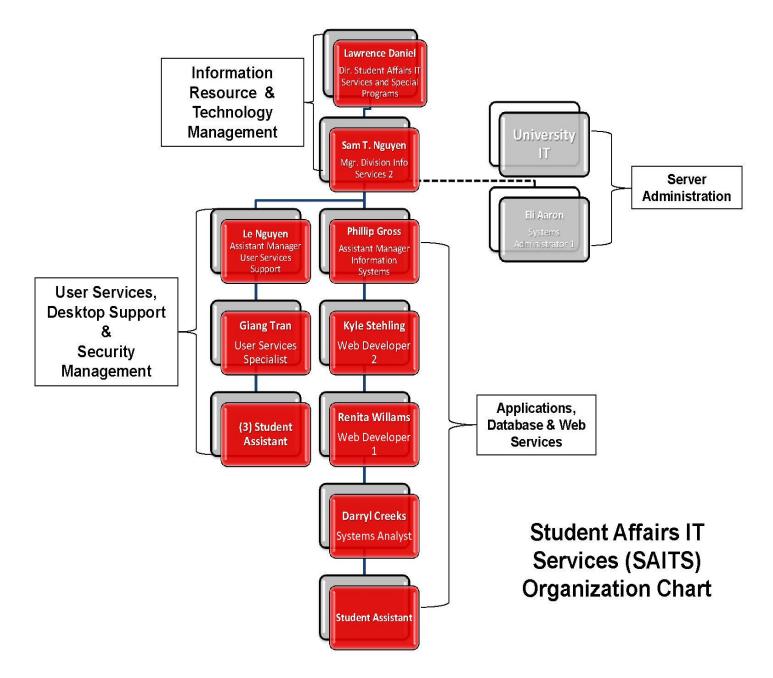
Vision
Working collaboratively, Student Affairs IT Services will maintain an efficient and proactive information technology environment that provides seamless support, elevates staff productivity, and supports Tier
One programs, while seeking to contribute to increased student retention and graduation rates.

Currently, Student Affairs IT Services (SAITS) receives a direct allocation from the Student Fees Advisory Committee. However, the Division of Student Affairs and Enrollment Services leadership provided additional funding from the departments served by re-directing funds on a $/FTE basis to provide SAITS permanent funding. This also included personnel who were previously housed/funded in departments across the Division. Our direct Student Service Fee allocated funding is used for the purpose of providing support of IT functions related to DSAES department services, programs and resources that work to sustain an environment dedicated to student success.

Along with supporting fee-funded student organizations and department computers and websites, we maintain support for computer labs, kiosks, databases and other dedicated IT resources for the Division of Student Affairs and Enrollment Services. Our student staff positions continue to provide an experiential learning environment that will be beneficial in lives of future IT professionals and for those looking to learn more about the Information Technology field.

2. **Provide an organization chart of your unit. Large units may need to have an overview chart and then more specific charts for each program. Where you have multiple staff in the same position (e.g. counselor, advisor, etc.), note this on your chart. Student employees should be cited on the chart and identified as students.**

Information Resource & Technology Management

Lawrence Daniel
Dir. Student Affairs IT Services and Special Programs

Sam T. Nguyen
Mgr. Division Info Services 2

University IT

Eli Aaron
Systems Administrator 1

Server Administration

Le Nguyen
Assistant Manager User Services Support

Phillip Gross
Assistant Manager Information Systems

User Services, Desktop Support & Security Management

Giang Tran
User Services Specialist

Kyle Stehling
Web Developer 2

(3) Student Assistant

Renita Willams
Web Developer 1

Applications, Database & Web Services

Darryl Creeks
Systems Analyst

Student Assistant

Student Affairs IT Services (SAITS) Organization Chart

3. List your unit's strategic initiatives and action steps identified for the 2013-2014 academic year and cite the specific Division of Student Affairs and Enrollment Services (DSAES) Strategic Initiatives and University of Houston Strategic Goals to which they relate (links below). Please comment on your success in achieving these strategic initiatives/action steps. If a strategic initiative/action step changed during the year, please note this and explain. Also, list any new strategic initiatives/action steps, the rationale for the addition, and comment on your success in achieving these items.

DSAES Plan: (http://www.uh.edu/dsa/about_student_affairs/strategic_plan.html)

UH Goals: (http://www.uh.edu/president/vision-priorities/)

1. Establish an efficient, responsive, and customer service oriented IT department.
   (DSAES- 2e) (UH 8)
   a. Create protocols related to day-to-day customer service needs
      i. Create Department service email
         o **Status:** Complete, email addresses were created to provide DSAES staff members with direction on IT needs, whether it be for web, tech, or data support.
            a. saits@uh.edu, saitstech@uh.edu, saitsweb@uh.edu

      ii. Launch SAITS website
         o **Status:** Complete, www.uh.edu/saits was launched as an information page.

      iii. Create an IT Resource Management Guide to help establish IT policy and procedures that are reflective of the SAITS mission and UIT policy and procedures
         o **Status:** Complete, The IT Resource Management Plan was created and approved in July 2014 by University IT and is available on the DSAES website. (http://www.uh.edu/dsa/resources/pdf/saits_irm_plan.pdf?2).

   b. Complete transition of all Student Affairs servers to the University IT (UIT) virtual server environment.
      o **Status:** Complete, All but one department server was transitioned to the University IT Virtual environment or phased out as part of new platform implementations (i.e. UH Health Center, CAPS, and UH Career Services). The UH Recreation server will be reevaluated this year as part of a possible transition to a new support platform.

2. Assess Student Affairs IT needs by department and develop a fiscally responsible budget for FY14, FY15 and beyond. **(DSAES- 2b,6e) (UH 8)**
   a. Outline a priority list for software/ hardware replacement and upgrades for each department
      o **Status**: On-Going, The new Assistant Manager for Information Services, who was hired in August 2014, is leading these efforts. In collaboration

with UIT, to continue Division wide efforts to replace and upgrade software.

b. Based on job function and department specific need, establish standardized tiered computer configurations (i.e. general, mid-level, advanced), which will assure that all software and hardware are consistent.
   o **Status**: On-Going/Complete, We have replaced most critical computers throughout the Division. The Student Affairs IRM plan was approved by University IT and will be updated to reflect any changes related department and divisional IT needs

c. Transfer all IT inventory to the SAITS department
   o **Status**: On-Going, As computers were replaced throughout FY14, most older computers were transitioned out. Inventory is being currently updated to reflect these changes and should be completed by end of Fall 2014.

3. Working with UIT, establish division-wide remote desktop support and coverage. **(DSAES- 2e) (UH 8)**
   a. Cross-train the SAITS staff on all function of the remote desktop support system.
      o **Status**: On-Going, Working with University IT, the Center for Student Involvement has served as the test group for the new CSSM Microsoft remote desktop system. The system has not come out of testing yet and has not been approved to use division-wide as of August 2014.

   b. Create a plan for installation and training for each department supported by SAITS.
      o **Status**: On-Going, Working with University IT, once the new CSSM Microsoft remote desktop system comes out of testing a plan will be created and implemented throughout the division.

4. Establish evaluation and assessment measures that assist with the development of the SAITS department. **(DSAES- 2e) (UH 8)**
   a. Create a customer service assessment provide feedback on SAITS' level of service, response to specific IT needs, and suggested opportunities for growth.
      o **Status**: Complete/On-going, two customer service related assessments were created and used throughout the year. Highlights are listed below in section 7.

   b. Create performance development plans for all members of the SAITS team.
      o **Status**: On-going, with all of the duties related to the transition of staff to a centralized IT, offices that relied on their former IT staff members still relied on that colleague to close functions related to their former responsibilities. Going into year this will become an internal priority.

5. Provide support and assistance for third–party database procurement and system upgrades. **(DSAES- 6e) (UH 8)**
    a. Work with departments that currently have third-party database services to outline function, support, and current status as it relates to future usage (i.e. current satisfaction, contract length, upgrade eligibility).
        o **Status**: Complete, New systems were launched or are in the midst of testing in University Career Services, Health Center, and CAPS. SAITS staff was a big part of implementing these new system upgrades.
            i. In August 2014, University Career Services launched Simplicity and retired its database. This new database will improve the connection between students searching for careers in their fields of study with employers locally and nationally. Additionally, it will connect Career Services with all colleges on-campus that use the same system. SAITS staff assisted with maintaining the old database, simplicity trainings and implementation prior to launch.
            ii. In August 2014, the Health Center launched Electronic Medical Records (EMR), which moved all student medical records to an electronic format. This improved the quality of record keeping and increased the level of security to all medical records. SAITS worked with the Health Center staff through the server testing phase and were involved with initiation and launch.
            iii. During summer 2014, Counseling and Psychological Services (CAPS) integrated their records to a new PCI network, which preserves sensitive student information in a secure virtual environment. SAITS was there to provide support for this transition and tested this integration before it was executed earlier this fall.

    b. Ensure that SAITS staff members are involved with any new third-party database implementation.
        o **Status**: On-Going, Our new Assistant Manager for Information System has been in discussions with departments wishing to move forward with new technology related to establishing databases. This will be an on-going process each year as technology trends, needs, and expectations change.

4. Please discuss the means that you are utilizing to evaluate both your success in achieving the aforementioned strategic initiatives and/or action steps and their importance as compared to others that you might pursue. Where data exist, discuss the number of persons served by each of your programs and any assessment measures and/or learning outcomes used to evaluate program success. Please provide the method for collecting these data.

Assessment Highlights 2013 -2014:
SAITS initiated three assessments this year. Two were focused on Customer Service and the other on Student Staff Development. As a new department this year our focus was to optimize the Division IT support and learning more about each department's IT needs. Customer service and student staff development was on the forefront. The SAITS progress card was submitted for review August 2014.

Assessment Projects (listed by project)

i. **SAITS Customer Service Satisfaction (DSAES Department Directors)**
This assessment helped determine whether IT support needs were met from a DSAES departmental perspective. The feedback provides suggested improvements to support functions, policies, and technology needs on behalf of each department supported by SAITS.

ii. **SAITS Customer Service Satisfaction (DSAES Staff Users)**
This assessment helped determine whether IT support needs were met from an individual DSAES staff perspective. Additionally, it provided suggestions for improvement to personal desktop support functions and technology needs.

iii. **SAITS Student Staff Assessment**
In an effort to maximize our student staff's experience and ensure that they truly gained technical knowledge related to IT services, this assessment focused on a Student Life Learning Outcome. 6) Employ personal, organizational, and academic goals that promote overall achievement and degree attainment. (Practical Competence, Persistence and Academic Achievement)

Major Results/Findings
  i. **SAITS Customer Service Satisfaction (DSAES Department Directors)**
- Service Satisfaction Rate: 72.73% Very Satisfied, 18.8% Somewhat Satisfied, 9.09% Somewhat Dissatisfied,
- Email IT Service Request Response Rate: 72.73% Agree strongly, 18.8% Agree Somewhat, Disagree Somewhat 9.09%
- Evaluation & Resolution of issue: 54.55% Agree Strongly, 27.27% Agree Somewhat, 18.18% Disagree Somewhat

  ii. **SAITS Customer Service Satisfaction (DSAES Staff Users)**
- Service Satisfaction Rate: 76% Extremely Satisfied, 24% Satisfied
- Problem Solved: 100%
- Resolved after first request: 100%

  iii. **SAITS Student Staff Assessment**
- We learned that desktop support was a strong skill set amongst our Student Staff
- 75% of the student staff reported that Information Technology would be a career they would like to pursue after graduation
- 100% of our student staff reported that they would want to pursue or receive additional training as it relates to database and website support

Planned actions based on assessment results/findings
  i. **SAITS Customer Service Satisfaction (DSAES Department Directors)**
- SAITS has learned a lot about each department's daily IT support needs. We will continue to assess and adjust our services to meet each department's specific need.

  ii. **SAITS Customer Service Satisfaction (DSAES Staff Users)**
- SAITS will work to educate and make staff users aware of the IT services our department offers.

  iii. **SAITS Student Staff Assessment**
- SAITS will focus on enhancing the Student Staff experience and look into providing additional support for trainings and professional development.

2. **Utilizations Reports (include progress card reporting data)**
 i. Numbers
- **Customer Service Stats**
  - 356 Service Calls since September 2013 – December 2013
    - 851 Service calls from January 2014 – August 2014 FY2014 Total: 1207

- **Computers Replacement**
    - 63 Computers replaced – September 2013 - December 2013– (date reflects when SFAC budgets for replacement were approved in December)
    - 270 Computers replaced January 2014 – August 2014
    - FY 2014 total: 333 computers replaced
      SFAC approved the purchase of 393 computers for FY2014. This included the purchase of 29 MAC computers. However, the university has catered most of its latest software and hardware support to Microsoft products. As a cost saving and to promote technical sustainability, SAITS was able to purchase an additional 80 PC computers, while only purchasing 2 MAC computers.

      The total SFAC approved computers; purchases are listed with updates below.

	Desktop	Laptop	MAC	Total
SFAC Approved Total computer purchased	295	69	29	**393**
Actual Number of Computers Purchased	375	60	2	**437**

5. Please discuss any budget or organizational changes experienced since your last (FY2015) SFAC request, their impact on your programs, and your reason for implementing them. SFAC recognizes that some programs did not receive the funds that they requested, that some programs were impacted by additional expenses after the conclusion of the budget cycle, and that some programs may be ahead of or behind their self-generated income projections. In addition, if your unit concluded FY2014 with a Fund 3 addition to Fund Equity, please describe the conditions which caused the addition. SFAC Q, p.2.

Personnel Updates/Achievements

i. **Staff Changes/ Promotions**

As part of the creation of the Student Affairs IT Services Department the following staff members were given new titles as of September 1, 2013.

- Lawrence Daniel - Director, Student Affairs Information Technology Services and Special Programs
  Sam Nguyen - Mgr, Coll/Division Info Services
  Le Nguyen - Asst Mgr. User Services Support
  Kyle Stehling - Web Developer 2
  Darryl Creeks - Systems Analyst
  Renita Williams- Web Developer
  Eli Aaron - System Administrator 1 - *transferred to report to UIT Enterprise Systems to support all Student Affairs servers and systems at site lab.*

ii. **New Staff members**

- Giang Tran, User Services Specialist- started September 3, 2013
- Phillip Gross, Asst. Mgr. Information Systems – started August 4, 2014

Budget Adjustments

During FY2014, as part of the transition period related to centralizing the SAITS budget. Full allocations, as noted in the SFAC FY2014 Approved budget were not processed. A total of **$137,021** in adjustments was made to the budget related to department budget and salary transfers.

- Salaries and fringe benefits for System Administrator 1
  $78,433 (**line 120 of budget sheet)**

- FY2014 DSAIT restructure year end Transfers due to FY14 being a transition period to consolidate the DSAIT budget.
  $58,588 (**line 121 of budget sheet)**

Salaries and fringe benefits	$78,433	line 120 of budget sheet
Year End Transfers	$58,588	line 121 of budget sheet
Total:	**$137,021**	

6. Please list your 2015-2016 strategic initiatives and action steps in priority order and cite the specific Division of Student Affairs and Enrollment Services Strategic Initiatives and University of Houston Strategic Goals to which they relate. Larger units may wish to group responses by subprogram. Under each strategic initiative, please state the specific action steps (programs, activities, services, policies/procedures, etc.) that you intend to implement to accomplish your stated initiative.

SAITS Strategic Initiatives 2015-2016

Strategic Initiative: Review SAITS work flow processes to ensure that IT support and service are being delivered efficiently and effectively.   **(DSAES- 2 &4) (UH 8)**

    Action Steps: Establish a division-wide IT support workflow guide that details all SAITS offerings and processes related IT Service Requests.

    Action Steps: Promote all SAITS offerings to create awareness of all services provided.

    Action Steps: Review current electronic work flow processes to ensure that all offerings are being managed appropriately and all work orders are being processed efficiently

Strategic Initiative: Provide support and assistance for third–party database procurement and system upgrades across the division. **(DSAES- 2, 4 &6) (UH 8)**

    Action Steps: Working with the Director of Campus Recreation, establish a Procurement Committee that will include members from the UH Community representing PeopleSoft, UIT Enterprise, and other representatives from the Division of Student Affairs & Enrollment Services.

    Action Steps: On behalf of the department of Campus Recreation, assist with the research and beta testing of components related to the implementation of a new comprehensive recreation management system in preparation for launch in fall 2015.

    Action Steps: Working with the Department of Campus Recreation, assist with the full scope of implementation, launch, and support for their new application and data management system.

    Actions Steps: In collaboration with University IT (UIT) and Business Services solidify online credit card payment support, security, and reconciliation policies that support a sustainable online payment process for the Division of Student Affairs and Enrollment Services

Strategic Initiative: Establish new assessment measures related to usage and satisfaction of Student IT resource areas supported by Student Affairs IT Services. **(DSAES – 2, 4, 6) (UH 8)**

> **Action Steps:** In collaboration with University IT, evaluate the strength of wireless connections and complete upgrades where needed in all student common areas in DSAES buildings, which include but are not limited to lounge areas, food courts, class rooms, computer labs, service lobbies, workout areas, and offices.

> **Action Steps:** Identify space availability and need in DSAES buildings to for addition of student printing kiosks and or computer labs/docking stations.

Strategic Initiative: Support Student Affairs IT Services Staff by providing opportunities for professional development. **(DSAES- 2) (UH 6)**

> **Action Steps:** Support the attendance of trainings, conferences, and workshops related to Information Technology Management by members of the Student Affairs IT Services staff to attend.

> **Action Steps:** In collaboration with University IT, identify training opportunities related to university-wide technology changes and enhancements.

Strategic Initiative: Working with UIT, establish division-wide remote desktop support and coverage. **(DSAES – 2, 4, 6) (UH 8)**

> **Action Steps:** Cross-train the SAITS staff on all function of the remote desktop support system.

> **Action Steps:** Manage and continue to refine training for each department supported by SAITS.

7. What are the other possible sources of funding available to your unit and what efforts are being made to access them (e.g. grants, donations, etc.)? If you receive funds from other sources, please briefly describe the source, purpose, and duration of the funding and report the amounts received in the appropriate rows/columns on the SFAC Spreadsheet.

the Division of Student Affairs and Enrollment Services leadership provided additional funding from the departments served by Student Affairs IT Services (SAITS) by re-directing funds on a $/FTE basis to provide SAITS permanent funding. This also included personnel who were previously housed/funded in departments across the Division. This support has been permanently moved to the SAITS budget. The list of departments supported is listed below.

- A.D. Bruce Religion Center
- Campus Recreation
- Center for Diversity and Inclusion
- Center for Students with Disabilities
- Center for Fraternity & Sorority Life
- Center for Student Involvement
- Center for Student Media
- Children's Learning Centers
- Counseling and Psychological Services
- Dean of Students Office
- LGBT Resource Center
- Health Center
- Office of the Vice Chancellor/Vice President for Student Affairs and Enrollment Services
- University Career Services
- Women's Resource Center
- University Centers
- Urban Experience Program
- UH Wellness
- Veterans' Services

Student Affairs IT Services (SAITS) also received a small amount of funding for the Division of Student Affairs and Enrollment Services to support technology enhancements (approximately $37,500 annually).

8. Please describe any services that are similar to yours and/or any overlap

There are not any services that overlap between what University IT can offer versus what Student Affairs IT Services provides. Through Service Level Agreements, University IT currently supports Student Housing and Residential Life and other departments within the Enrollment Services area.

However, Student Affairs IT Services provides direct support to 19 Departments and 10 Fee-Funded organizations.