



Co-curricular Assessment Report

Program/Department Name: Help Desk
Year of CAR Completion: 2016-17
CAR Cycle: 2014-15 to 2016-17

Co-curricular Assessment Report

Organization of Program Review Materials:

- ◆ Component I: Response to Previous Co-curricular Assessment Report
- ◆ Component II: Review of Assessment Data
- ◆ Component III: Criteria for Co-curricular Assessment Report
- ◆ Component IV: Recommendations and Executive Summary
- ◆ Appendix A: Co-curricular Program/Department Summary Work Plan

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

Component I

Response to Previous Co-curricular Assessment Report

Based on your previous CAR review, identify strengths, areas of improvement, opportunities, threats, and progress to date. *(Please enter NA in these areas if this is your first CAR.)* ****If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.**

Program/Department: **Help Desk Services**

Strengths:

- Knowledgeable full time staff provides IT support services to students, faculty and staff.
- Provide a central point of contact for all level 1 and level 2 support.
- Level one support is provided immediately and we provide fast escalation to level 2 support.
- We collaborate well with other departments to provide help and training.
- Online self-help is consistent in the look and delivery methods.
- IT has a high profile at the College because it is involved in the different aspects and areas where IT provides a service.
- All classrooms using IT equipment (computers, printers, etc.) are under a systematic renewal plan.
- We support events, equipment, and software that is up to date and in good condition.

Areas of improvement:

- IT Help Desk Services student brochure is sent to all new students when they are accepted, and included the IT Help Desk Services information in the new employee orientation packets.
- The Help Desk Services manager continues to update and market the materials to Human Resources and Admissions to include in their materials.
- The Help Desk Services manager participates in new employee orientation and highlights the use of the Help Desk and its online help.
- The Help Desk tab was redesigned with added functionality to accommodate different types of use. The redesign was received with high praise and overall utilization was higher.

- High capacity printers with additional paper trays were utilized resulting in less labor to keep paper in the public lab printers.
- When answering calls on the Help Desk phone line, students were directed to the online help resulting in shorter call times and more calls handled during peak times.
- The Help Desk needs to monitor level two help to keep the parties better informed as to the progress toward resolution for their ticket.

Opportunities:

- Distinguish among the users the difference between the Information Center, and the Help Desk Services.
- Distinguish among the users the difference between level one help and level two help.
- Let students know in other ways besides orientation that there is additional online help they may reference at any time.

Threats:

- Part time help leaves us with a high staff turnover rate thus providing a constantly changing level of support services.
- Lack of awareness by other departments of what we do, how we do it and what we provide. The employees and the students are not aware of the 24/7 Online Help available.
- Perception that IT Help Desk Services is all of IT.
- The two IT departments have different procedures, and management.
- Two departments result in information silos within the IT departments, and some projects impact each other's areas and the Help Desk gets the calls resulting from the fallout.
- Changing technology in the IT field and our ability to support it in a timely manner.
- Need for Professional Development to learn new innovations in the IT service area and to keep up with the changing systems that we support.

Progress to Date:

Help Desk Staff & Student Assistant Turnover

The high turnover rate for the part time staff remains. The Help Desk Specialists that are part time move to a full time position for various reasons; complete College degree, full time

elsewhere, move to full time in another department. The benefits eligible position has been reduced to no benefits which has resulted in the position becoming a stepping stone to a full time position. The student turnover rate will remain consistent because of the nature of a two-year College.

Awareness & Perception of Help Desk Services

The advisors for new student orientation, review the Help Desk Services available during the orientation. We send emails to all the Faculty and staff announcing new services or features. Previously, there was confusion distinguishing the different IT departments for Administrative Computer Services and Academic Computing. In 2016 the two separate departments were combined. The centralization allows the Help Desk to monitor as well as follow up on all calls to ensure a timely resolution. All of the Network Computer Technicians and Network Analysts are under one manager and the all the programmers are under one director. The information silos no longer exist because of department bimonthly meetings to review what is current, and the progress to date, as well as what is coming up and how to prepare for the change. This allows each area to adjust their timelines for projects accordingly to address and any other issues as they arise.

Component II

Review of Previous Assessment Data

*****If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

- 1. What changes have been recommended that have had a positive effect on your program's outcomes? (Please be specific.)**

One recommendation for high capacity network printers, led to a reduction in printer support personnel, thus utilizing the labor cost to use in other areas.

The recommendation to include the Help Desk information, and where to find the Online 24/7 Help Desk information in the portal, was given during orientations to new students and new employees and resulted in less calls to the Help Desk line.

Transferring Event Support to the Help Desk Services area centralized the information and training across the department instead of just one person. This has offered better support for events and support for more than one event a time.

2. What changes to your program/department were made based on findings from the previous CAR?

We implemented the following changes based on the findings from the previous CAR.

- Replaced the high capacity public lab printers with superior high capacity printers which resulted in less labor costs to maintain the printers due to printer errors that were frequent with the previous printers.
- The Computer Services level two agents started to monitor their tickets resulting in shorter resolution times.
- By increasing awareness of our Online 24/7 Self-help in the portal to new students and new employees, it resulted in less calls to the Help Desk for general account and computing information.
- Transferred our SSC Event support management to Help Desk Services.
- Added one additional full time staff position to days via the transfer of the SSC Event support to the Help Desk Services area.
- Continued the use of the same format though out the Online 24/7 help because it was received well by employees.
- Adjusted the Help Desk Student Assistant hours two weeks prior to the start of fall and spring semesters to accommodate the cyclical call pattern.
- Attuned the Help Desk Student Assistant Training to reinforce attaching help aids and referencing videos with the user to resolve the ticket, thus resulting in handling more calls during peak periods.

Component III

Criteria for Co-curricular Assessment Report

Criterion 1.0 Mission, Values and Goals

Mission: Helpdesk Services provides high-quality technical and information support services to the Stark State community through dynamic and flexible delivery methods. We are committed to continuous improvement to our quality of service.

Values: NA

Goals: To provide high-quality technical and information support services to students, faculty, and staff.

*Goals should align with current SSC Strategic Plan.

***Note if any changes have been made to the mission, values, and/or goals since the last CAR.**

Criterion 2.0 Baseline Data

1.) What baseline data has your Program/Department collected during this CAR term?

Baseline data are collected by several different methods to evaluate the different types of help given to accommodate individual learning styles. We developed qualitative and quantitative criteria to assess whether we are meeting our goal.

Data are collected each day and reported on a monthly basis in the *Help Desk Overview Statistics* report. The number of calls and the number of tickets are recorded daily.

The overall satisfaction with how the Help Desk solved a patron's problem is measured by a point of service survey. The survey link is embedded within the ticket resolution emailed to every patron.

The faculty and staff survey is given to evaluate the overall satisfaction with the different support areas within the College. The Help Desk has specific questions on the survey that are used to measure specific aspects of our service.

The content, presentation, and navigation of the online Help Desk Services presence is evaluated by holding focus groups that comprise a cross section of the employees at the College.

2.) How is that data used to evaluate the Program/Department?

The baseline data for each measure is used to evaluate patterns or cycles.

Criterion 2.0 Program/ Departmental Assessment Procedure and Action Plan

Program/Department Name: Help Desk Services
Individual Completing Report: Robin Snedden
Individual(s) Reviewing Report: Jeff Lash
Date: May 2017

Program/ Departmental Assessment Procedure and Action Plan

Purpose:

To self-identify the status of Program/Department in the outcomes assessment process as well as the action-steps and timetable for the development of assessment processes.

Procedure:

All programs and departments must complete the assessment process. A follow-up assessment report on the implementation of the assessment plan will be due at the end of the following academic year. Programs meeting effective assessment standards will be required to submit an assessment report on a three-year cycle (two years of assessment and one year of implementation).

Directions:

Mark the appropriate response to the Yes/No items with an X. Provide a brief summary of action steps to meet the Criteria (for example, the department will meet twice a month over the next term to develop goals). Please note that it is critical that due diligence is given to the development of goals and associated outcome measures.

Assessment Criteria

Goals:

Does the Department have specific student learning or academic/ student service goals which reflect the discipline or service area professional standards? Yes.

We have one goal and that is to provide high-quality technical support and information support services to student, faculty, and staff.

Each person has individual *Satisfaction Statistics* available to him or her on a daily basis. When a Help Desk agent logs on to the Help Desk Services Zendesk platform, the satisfaction statistics results are displayed showing the overall average rating for all tickets they solved in the last 60

days. The personal rating is compared to the overall satisfaction rating for all the Help Desk agents over the past 60 days. To gather the data for the rating, each ticket has a link for the end user (patron) to rate the service they received from the Help Desk.

Yes No

Outcome Measures:

Are direct and indirect outcome measures identified for each goal?

Yes No

Research:

Is research systematically conducted to evaluate success or failure in achieving outcomes?

Yes No

Findings:

Are research results analyzed and interpreted and findings determined?

Yes No

Review Process:

Are findings discussed and reviewed by appropriate groups and individuals and recommendations made for action?

Yes No

If no, what are the proposed action steps to meet the Criteria?

Proposed Actions:

Are recommendations acted upon?

Yes No

If no, what are the proposed action steps to meet the Criteria?

What is the proposed timetable for the action steps?

Improvements:

Have actions resulted in documented improvements in student learning or academic/ student services?

Yes No

If no, what are the proposed action steps to meet the Criteria?

What is the proposed timetable for the action steps?

Assessment Measures Inventory

***The matrix should contain all goals as they pertain to the CAR.**

Assessment Measures for Goals (Outcome measures from assessment report)	Is trend data available for the measure? (Yes, No, NA)	Has a performance benchmark(s) been identified for the measure? (Yes, No, NA)	Type of performance benchmark - SSC (internal), State-level (OACC, OBR, Etc.), National (Professional Org., accrediting group, etc.) <i>List all that apply</i>
Goal 1, Zendesk Monthly volume report:	Yes	NA	SSC
Goal 1, Zendesk Monthly Overview Satisfaction Rating	Yes	Yes	SSC
Goal 1, Faculty/Staff Service Survey	Yes	Yes	SSC
Goal 1, Point-of-service survey (online - web link)	Yes	Yes	SSC
Goal 1, Help Tab content review (focus groups)	Yes	Yes	SSC

Criterion 3.0: Assessment Results Report

Purpose:

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic/student service or learning goals of the Program/Department on an annual basis. As an historical record of assessment activities, the report provides for and supports the *systematic* assessment of academic support outcomes.

Instructions:

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Program/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

Goal 1: To provide high-quality technical ad information support services to students, faculty, and staff.

Outcome Measure 1: Zendesk Monthly Volume Report

Terms of Assessment: Fall _____ Spring _____ Annual X _____

Findings:

- The volume of work tickets remains cyclical, as shown in Chart 1 below. The number of tickets increase directly prior to the start of each semester and during the first few weeks and at the end of each semester.
- When new technology such as software upgrades, new software, new desktop or software platforms are implemented, the number of tickets spike due to questions regarding the new technology. Once the learning curve is achieved, the number of tickets resumes at approximately the previous level.
- The number of tickets has declined with the increase use of the Online 24/7 help.
- Tickets declined previously when enrollment was down and increased when enrollment went up.
- The past 3 years the volume of tickets and the cyclical pattern has remained consistent.

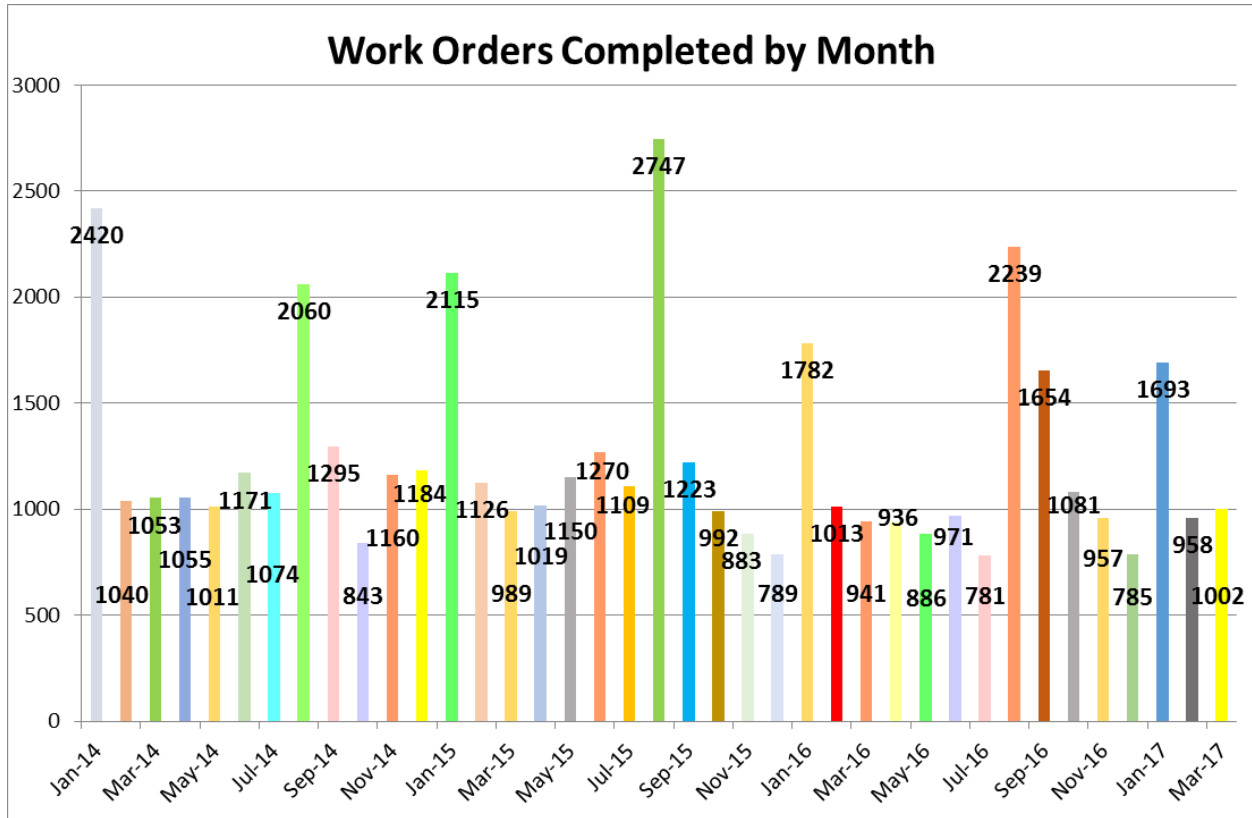


Chart 1. Completed ticket over a three year period, 2014 – 2016, partial 2017.

Review Committee/Review Process:

Reviewed by Help Desk Manager and discussed with Help Desk Staff, and Student Help Desk Assistants.

Improvements:

The student worker Help Desk Assistant schedules are adjusted to accommodate the additional volume of tickets at the beginning of every semester.

Outcome Measure 2: Total Calls Handled by Month/Year

Terms of Assessment: Fall _____ Spring _____ Annual X

Findings:

- The volume of calls remains cyclical, as shown in Chart 2 below. The number of calls increase directly prior to the start of each semester and during the first few weeks and at the end of each semester.
- In comparing the number of tickets and the number of calls, not all calls result in tickets (reference Chart 1 and Chart 2).
- In comparing the number of tickets and the number of calls, the discrepancies in numbers are explained by the users submitting tickets online and by email.
- The user online ticket submission and calls to the Help Desk resulting in tickets, average out to be around the same amount of tickets in many months.

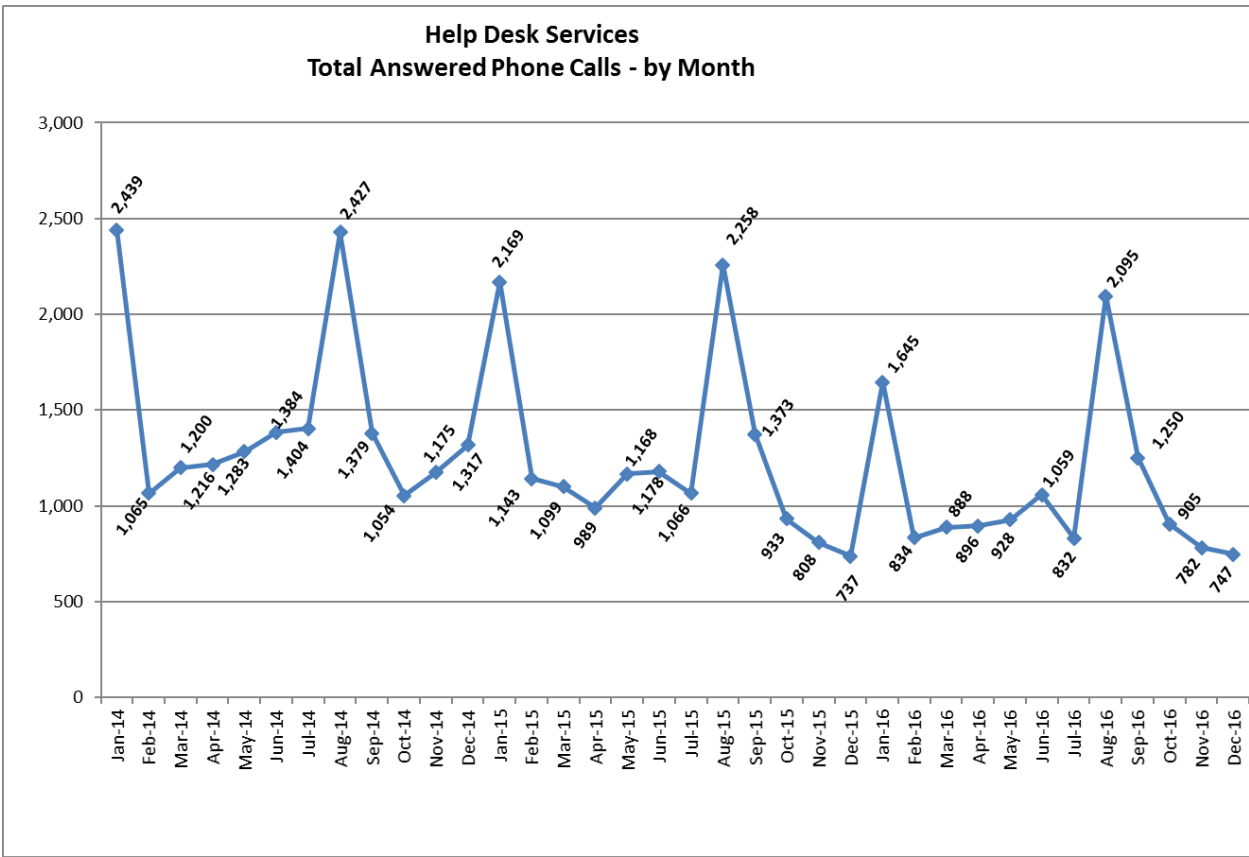


Chart 2. Completed calls over a three year period, 2014 – 2016.

Review Committee/Review Process:

The tickets and calls are reviewed daily by all Help Desk staff and discussed with the Student Help Desk Assistants.

Improvements:

If trends in the type of tickets are apparent, macros are created to help with the volume of tickets and to work more efficiently.

Outcome Measure 3: Zendesk Monthly Overview Satisfaction Rating

Terms of Assessment: Fall _____ Spring _____ Annual X

Findings:

- The level one support satisfaction results for how a patron’s ticket or issue was resolved remain consistently in the range of 97% to 100% satisfied over the last three academic years as shown in Table 1 – 3 below.
- The Help Desk satisfaction ratings have improved the last two academic years.
- At the beginning and end of the semester when the most tickets come in, the results drop by 1 %, and then go back up to where they were previously (reference Table 1 – 3). It is difficult to find concrete evidence that the drop is due to being busier. It may be due to the learning curve for new students to learn the College’s specific technology.

- The questions are somewhat different from fall start up to spring startup but the rating go down and back up in a cyclical manner.

Satisfaction Statistics for Level 1 support	
Academic Year--2013--2014	
60-day-time-frame	Overall Rating
Sept./Oct.2013	99.0%
Nov./Dec.2013	97.0%
Jan./Feb.2014	97.0%
Mar./Apr.2014	98.0%
May/Jun.2014	99.0%
July-/Aug.2014	98.00%
Average for Year 2013/2014	98.00%

Table 1.

Satisfaction Statistics for Level 1 support	
Academic Year--2015--2016	
60-day-time-frame	Overall Rating
Sept./Oct.2015	98.0%
Nov./Dec.2015	99.0%
Jan./Feb.2016	98.0%
Mar./Apr.2016	100.0%
May/Jun.2016	99.0%
July/Aug.2016	98.0%
Average for Year 2015/2016	98.66%

Table 2.

Review Committee/Review Process:

Reviewed by Help Desk Manager and discussed with Help Desk Staff, and Student Help Desk Assistants.

Improvements:

We have remained above our goal of at least an 85% satisfaction rating with overall service.

Satisfaction Statistics for Level 1 support	
Academic Year--2016--2017	
60-day-time-frame	Overall Rating
Sept./Oct.2016	99.0%
Nov./Dec.2016	99.0%
Jan./Feb.2017	98.0%
Mar./Apr.2017	98.0%
May/Jun.2017	Not Available
July/Aug.2017	Not Available
Average for Year 2016/2017	Not Available

Table 3.

Outcome Measure 3: Faculty/Staff Service Survey

Terms of Assessment: Fall _____ Spring X Annual _____

Findings:

- Exceeded the College requirement of a “C” (3.0) in all areas the questions polled as shown in Table 4 below.
- Continued to improve in all 8 areas from 2014 to 2016.
- Scores place Help Desk as one of the top service areas of the College, along with the Digital Library and Disability Support Services.

Table 4. Grade Point Average per Item by Department

		Meets personally with you	Speaks by phone with you	Provides help when needed	Exhibits solid understanding of issues	Provides accurate, helpful information	Shows courtesy and respect	Demonstrates appropriate level of confidentiality	Responds in timely manner
Business Affairs	2012	3.27	3.4	3.38	3.27	3.32	3.45	3.49	3.22
	2014	3.43	3.52	3.59	3.48	3.57	3.54	3.66	3.58
	2016	3.38	3.46	3.60	3.51	3.56	3.59	3.73	3.54
IT	2012	3.43	3.52	3.59	3.52	3.49	3.47	3.68	3.46
	2014	3.08	3.35	3.43	3.31	3.32	3.28	3.47	3.34
	2016	3.42	3.47	3.44	3.42	3.45	3.45	3.65	3.49
Digital Library	2012	3.55	3.52	3.59	3.64	3.65	3.66	3.59	3.57
	2014	3.60	3.65	3.74	3.66	3.70	3.76	3.75	3.69
	2016	3.68	3.71	3.74	3.71	3.74	3.79	3.83	3.77
Disability Support Services	2012	3.46	3.51	3.58	3.51	3.51	3.63	3.70	3.54
	2014	3.62	3.63	3.66	3.64	3.66	3.70	3.76	3.64
	2016	3.72	3.71	3.75	3.60	3.69	3.71	3.79	3.69
Help Desk	2012	3.47	3.60	3.61	3.38	3.48	3.62	3.63	3.58
	2014	3.39	3.71	3.63	3.47	3.51	3.67	3.71	3.60
	2016	3.55	3.73	3.71	3.57	3.58	3.76	3.79	3.65
Inst. Research & Planning	2012	3.53	3.57	3.51	3.58	3.54	3.53	3.64	3.48
	2014	3.23	3.36	3.34	3.30	3.31	3.42	3.51	3.39
	2016	3.33	3.35	3.37	3.34	3.33	3.48	3.58	3.38
Maint./ Grounds	2012	3.43	3.44	3.54	3.54	3.55	3.69	3.63	3.41
	2014	3.68	3.65	3.69	3.69	3.73	3.74	3.76	3.66
	2016	3.62	3.63	3.71	3.71	3.75	3.79	3.75	3.72
Marketing & Comm.	2012	3.32	3.41	3.22	3.22	3.29	3.35	3.52	3.38
	2014	3.26	3.36	3.08	2.88	3.08	3.06	3.46	3.24
	2016	3.49	3.58	3.47	3.31	3.37	3.66	3.69	3.48
Strategic Grants	2012	3.41	3.38	3.37	3.29	3.29	3.41	3.45	3.24
	2014	3.04	3.11	3.16	3.18	3.10	3.27	3.24	3.16
	2016	3.04	3.04	2.98	2.97	3.05	3.14	3.21	3.20

Review Committee/Review Process:

Review with the Director of Research and Planning and the Director of Information Technology.

Improvements:

Continue to review quality customer service characteristics and best practices with all Help Desk staff.

Outcome Measure 4: Point-of-service survey (online - web link)

Terms of Assessment: Fall _____ Spring _____ Annual X

Findings:

Preferred Method of Contact

- The preferred mode of contact remains by phone as shown in Chart 3 – 6, and this has been consistent since we opened the Help Desk in 2005.

- Submitting one’s own Help Desk ticket has increased gradually from 2014 to 2016 as shown in Chart 3 – 6.
- Contact at the Help Desk counter peaked in the 2014 – 2015 academic year and gradually decreased in 2016.

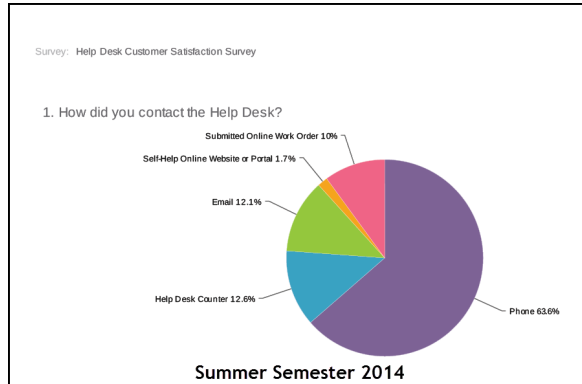


Chart 3

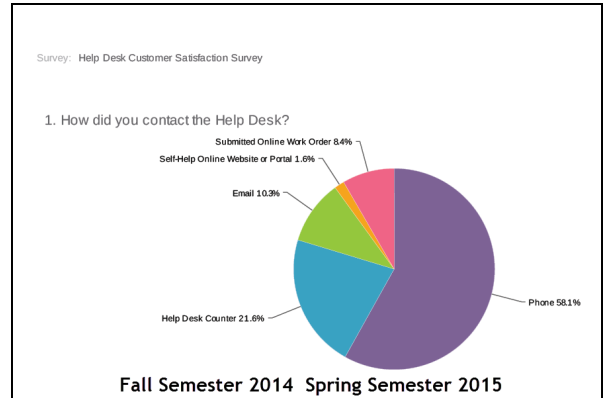


Chart 4

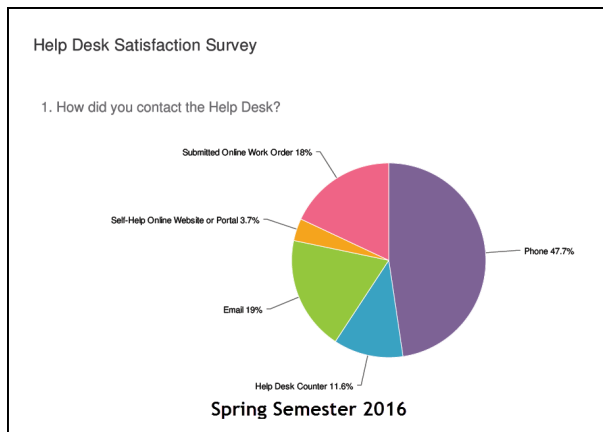


Chart 5

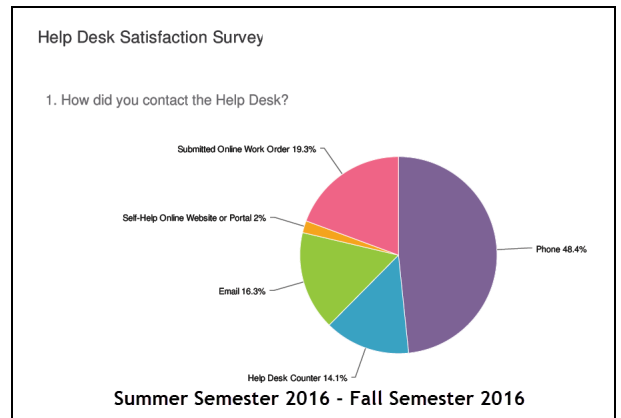


Chart 6

Aware of Online Self-Help

- Those aware or using the Online Self-Help gradually increased from 2014 to 2016 as shown in Charts 7 – 10 below.

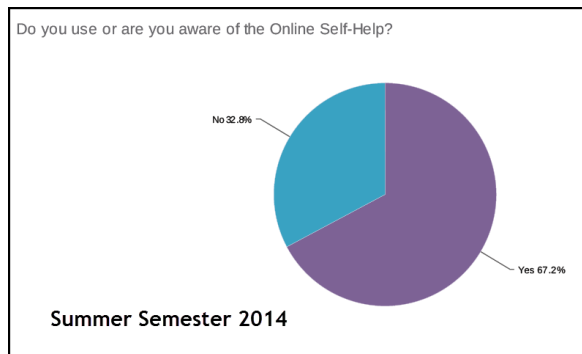


Chart 7

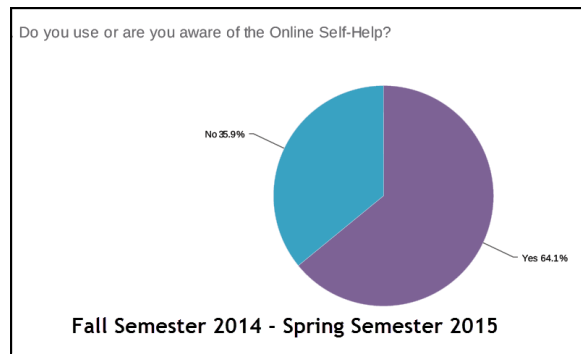


Chart 8

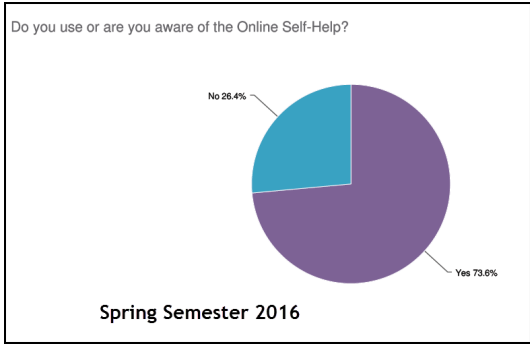


Chart 9

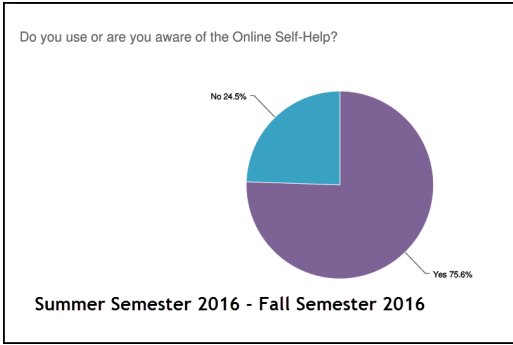


Chart 10

Knowledge of the Help Desk Staff

- The perception of the end user is that the Help Desk staff is very knowledgeable as shown in Charts 11 – 14 below.
- The percent of those responding with “very knowledgeable rose steadily from 89% in the summer of 2014 to 94.1 % in the fall of 2016 as shown in Charts 11 – 14 below.

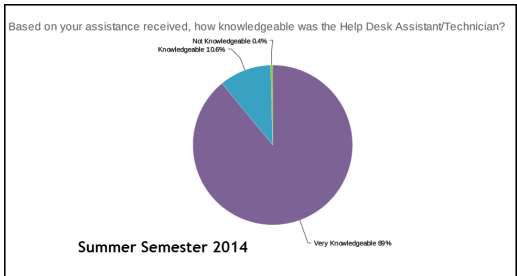


Chart 11

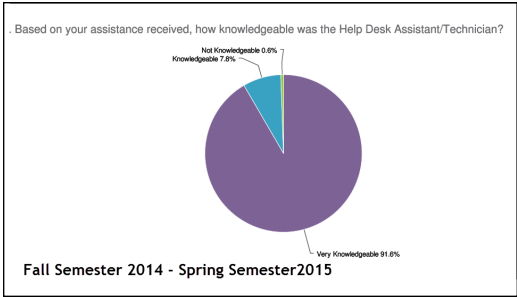


Chart 12

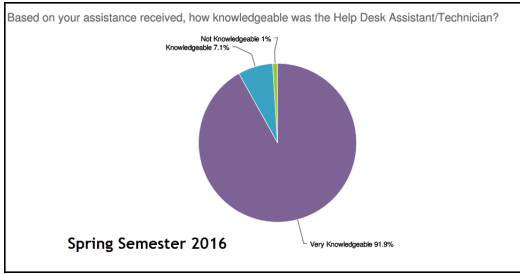


Chart 13

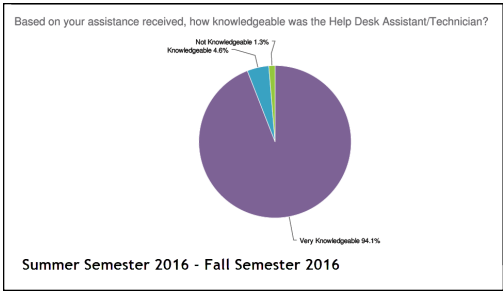


Chart 14

Issue resolved to your satisfaction

- Over 97% of respondents in 2014 to 2016 indicated that their issue was resolved to their satisfaction.

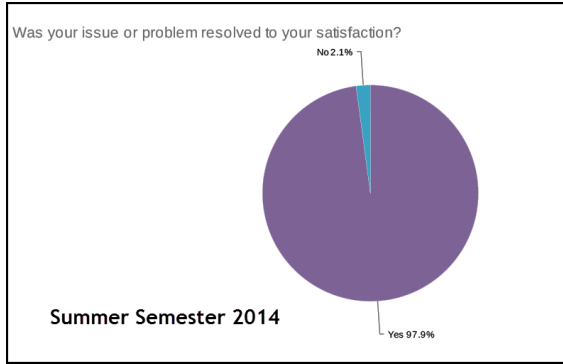


Chart 15

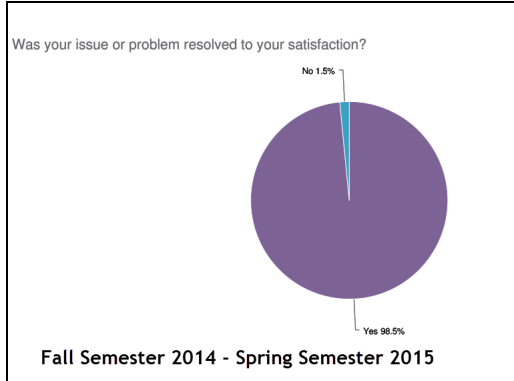


Chart 16

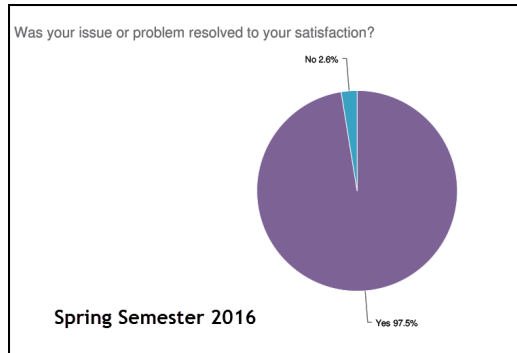


Chart 17

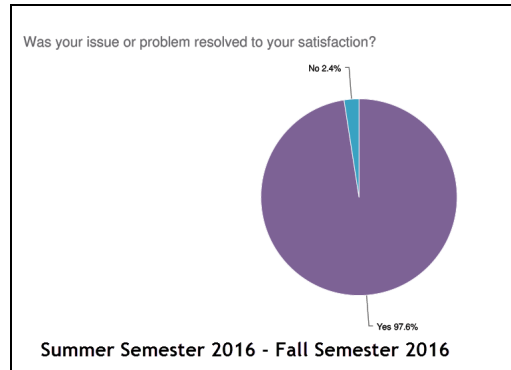


Chart 18

Review Committee/Review Process:

Reviewed by all Help Desk staff and student assistants. Reviewed with the Director of IT.

Improvements:

- Review the Point-of-service survey with the Help Desk personnel and incorporate best practices into training.
- Review best practices once a year to keep it fresh.
- Create and update macros used to submit and resolve tickets.
- Keep the information used in macros uniform.

Outcome Measure 5: Help Desk Focus Group for review of portal web content

Terms of Assessment: Fall _____ Spring X Annual _____

Findings:

- Employees are not aware of the help available to students and don't know how to find it or direct students to it. All but two of the participants specified that they were not aware of the help available to students.
- The Help Desk videos and help aids are presented in a good format that are easy to follow.
- The naming conventions and the technical nomenclature are confusing to some. The help and video names are part of the part of the actual name but it is not apparent which is the text and which is the video.

- It is difficult, clunky and confusing to navigate the documents section of the Help Desk tab. There is too much scrolling and clicking to find what you need on the Help Desk tab. The “go back” and “up” icons are too small, hard to find, and in different places. The navigation of the Help Desk tab is disliked by all.
- The search does not return all the documents available, and the search tags do not work as intended. The search area is difficult to locate.
- Using Room at a Glance is not user friendly as it could be and the exact opposite was discussed that using it is user friendly. Room at a Glance remains one of the top reasons people go to the Help Desk tab. Some would like it expanded to include offices and other service areas.
- Providing a “Table of Contents” would be a good idea and it was suggested to make the a Table of Contents with hyperlinks. The information needs grouped better.
- The presentation of the information on the Help Desk tab needs the spacing fixed with the buttons in each portlet. It is hard to read and hard to find stuff.
- Suggested that the Help Desk have its own website and blog as estarkstate does.
- It would be nice to have a “chat” feature.
- Announce each semester by email what the Help Desk tab is and include a FAQ.
- The Help Desk tab needs better promotion of the “unknown” information available.
- Track what is used the most and create a button to take you to the top items.

Review Committee/Review Process:

The findings are reviewed by the Help Desk manager and discussed with the Help Desk staff to get their input on how we can address the issues with the Help Desk tab.

Improvements:

The top issues for the Help Desk tab are the navigation limitations and the search compatibilities available in the portal. These two factors are limitations of the actual portal platform. The software does not support the former format for organizing the help documents and videos and the search feature searches all documents for keywords and returns irrelevant files. To respond to the limitations, a color coded Table of Contents was created and put at top of the file structure for the student help and the faculty/staff help. The colors correlate with the nested folder structure. Tags are associated with each document to accommodate better search results. The search does not work as intended. To make the help immediately available within the portal, buttons were created on different tabs for each task a student performs. The help aid and video are attached to each task button.

To resolve the navigation issues, a new platform has been implemented in the form of a new Help Center. The platform allows easy access and download of files and videos without the navigation issues present in the portal. The platform has a working search function. We returned to the former format that the SSC community liked for the organization of the information on

large blocks for each major area. The platform supports a “recent activity” function that will be implemented at a later date.

The Help Desk tab in the portal has been introduced in the new student orientation to make students aware that it is there.

An announcement will be made each semester in the announcement section of mystarkstate to make students and employees aware of the Help Center.

Criterion 4.0 Program/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Program/Department.

Yes	No	DNA		
		X	4.1	Employee (full-time and part-time) credentials meet the program, college, state, and national accreditation requirements.
X			4.2	Annual Employee Performance Evaluations are on record in Human Resources.
X			4.3	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other scholarly works.
X			4.4	Employees are involved in the development of program/department initiatives that support the College Mission.

3. Additional Comments: (Please explain any “No” selections.)

Reflective Narrative Questions:

1. Describe how Performance Evaluations are being used to enhance the Program/Department. During the course of the annual evaluation, the staff are encouraged to specify and set a goal for the upcoming year that will enhance their understanding or performance as a Help Desk employee. The following year we review the progress of meeting the goal and set new goals.

2. Describe how professional development benefits the program. Employees participate in the professional development offered by the College to faculty and staff. This brings new ideas and a new perspective to how we perform our daily activities.

3. Describe how employees are involved in the development of program/department initiatives that support the College Mission. Each staff member has their own area of expertise and they keep to date with the latest methodologies in their area and share it with others. Each person has a backup person to perform

their duties and know how they function should someone be gone. By providing consistent, reliable and up to date help for the different areas of the College, we support the Colleges mission to enable everyone to be successful in their pursuit of education.

Criterion 5.0 Program/Department is responsive to changes in current technology and adequate resources.

Yes	No	DNA		
X			5.1	Program/Department changes are consistent with technological and scientific advances, and Program/Department content incorporates new developments in the field.
X			5.2	Employees work with supervisors to ensure adequate and current resources available for the Program/Department.
X			5.3	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any “No” selections.)

Reflective Narrative Questions:

1. Explain the changing conditions within the field.

Technology is constantly changing and SSC is dedicated to keeping up with the latest trends in offering a quality education. The Help Desk support all of the new technology and helps to ensure that employees know how to utilize and use the latest tools provided by SSC.

2. How are these changing conditions addressed within the Program/Department?

The Help Desk supports all new technology initiatives, and therefore, we have to learn and train on the new platforms to support the employees and the students.

1. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.

The Help Desk is the first point of contact for all of the College’s IT initiatives and we work with other areas in IT to provide support.

Component IV

Recommendations and Executive Summary

Based on the results of this current CAR, list your strengths, areas of improvement, opportunities, threats, and recommendations.

Program/Department: Help Desk Services

Strengths:

- Knowledgeable and dedicated staff provides IT support services to students, faculty and staff.
- Provide a central point of contact for all level 1 and level 2 support thus providing tracking of all tickets and the progress toward the ticket resolution.
- We directly support all requests for IT support and track all progress toward the resolution.
- We have low staff turnover providing a solid foundation for support services.
- We collaborate with other departments to develop the help and training to support new technology.
- We provide a new platform for Online self-help that is easy to navigate and search.
- We have a high profile because we support IT.
- All areas using IT equipment (computers, printers, etc.) are under a systematic renewal plan providing up to date resources.
- We support events, equipment, and software that is up to date and in good condition.

Areas of improvement:

- Improved the awareness of Help Desk Services by providing the help aids and videos beside the task button in the portal.
- Keep the IT Help Desk Services brochures up to date with the latest information.
- Advertised the IT Help Desk Services student brochures by providing them in the orientation packets and by discussing during the onsite orientation where to find help.
- Include IT Help Desk Services information in the new employee orientation packet.
- Combined the two IT departments into one department thus providing consistent procedures, tracking of tickets to resolution, prevented information silos within the IT departments, and provides for combined project preparation to know how it impacts the other areas.
- The administrative, faculty and staff offices are under a systematic IT equipment renewal plan that is consistent and makes it easier to provide support.

Opportunities:

- Distinguish among the users the difference between the Information Center (Call Center), the Help Desk Services online in portal, and on the website, the Help Desk walk in counter, and the online Help Center.
- Develop our Chat channel to better handle high traffic time during the cyclical cycles.

- Market the help that has been developed for other areas such as estarkstate and registration and financial aid.
- Market the new Help Center.
- Provide refresher training to prepare our student assistants to better handle a more diverse set of IT problems.
- Provide online training for employees and “in person” online training to assist if questions arise.

Threats:

- Lack of awareness by other departments of what we do, how we do it and what we provide.
- Decrease in enrollment has resulted in fewer calls and contacts with the Help Desk.
- Functionality of the self-help in mystarkstate is cumbersome for the help aids not associated with tasks.
- Perception that Student Services Information Center (Call Center) is IT Help Desk Services.
- Changing technology in the IT field and our ability to support it in a timely manner.
- Need for Professional Development to learn new innovations in the IT service area and to keep up with the changing systems that we support.

Progress to Date:

Awareness & Perception Help Desk Services

Marketing has put announcements in the portal regarding Help Desk Services, and emailed all students about Help Desk Services. We have sent emails to all the Faculty and staff announcing the new format for the portal. The Help Desk has reached out to the Assistant Director of Admissions & Enrollment Services to make new students aware of our services and they review the Help Desk tab in the portal new student orientation. Previously, there was confusion distinguishing the IT departments for Administrative Computer Services and Academic Computing. In 2016 the two separate departments were combined. The centralization allows the Help Desk to monitor as well as follow up on all call to ensure a timely resolution.

Help Desk Call Decline

With the decline in enrollment and the new Gateway Center opening, we have fewer calls, and this has allowed us to develop more online content. After reviewing the success of the Information Center’s roll out of Chat, we have implemented a Chat pilot to explore responding to users using a highly preferred and effective method. The Help Desk personnel have worked with and developed help for more of the College’s functional department areas. We are learning how some of the different departmental administrative areas use Banner and SSB to provide backup for the Training Technology & Services department, who provides training to new employees.

Functionality of help in mystarkstate

We have implemented a new online Help Center outside the portal to address navigation and search issues. The new Help Center is organized in the previous way (the preferred method). The task orientated help aids have been attached to the task buttons in mystarkstate to provide immediate access and this is a huge improvement.

Changing Technology & Professional Development

Training refreshers are being developed to review the help we currently have and will be provided to all staff (full time and part time) prior to each semester and presented online for employee training at their own pace.

Researching the different tasks each area and group of employees in the college performs has led to understanding the type of help that needs documented and developed for the functional areas of the college.

Priority Recommendations: *(For each area listed below, please number all recommendations as they will be prioritized on the [Summary Work Plan - Appendix A](#). Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

Additional Information. On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc. All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations.