

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Unit: Admissions

Critical Issue #3: Integrating Technology

Outcome 4: Increase effective use of available technologies.

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 4.1: Staff demonstrates proficiency and effective use of all technologies that are required to successfully perform their job by 9/08																									
A. Staff technology use needs are identified.																									
B. Individual staff technology training plan is developed and implemented.																									
C. Progress in technology use evaluated.																									
D. Data collection and analysis.																									

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Unit: Financial Aid

Critical Challenge 1: *Customer Service, Training, and Communications*

Outcome 1: *Increase the level of confidentiality, accessibility, and efficiency of office and staff.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08
Obj. 1.1: Work space is redesigned by July 2008.																								
A. Review office space redesign plan in terms of meeting privacy, confidentiality, and accessibility requirements.																								
B. Review and revise (if necessary) redesign cost estimate.																								
C. Document the need to Administration (i.e., ADA compliance, proven noise level, visual privacy, student feedback, etc.).																								
D. Present recommendations to Provost's Ofc.																								
E. Data collection and analysis.																								

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Unit: Financial Aid

Critical Challenge 1: *Customer Service, Training, and Communications*

Outcome 1: *Increase the level of confidentiality, accessibility, and efficiency of office and staff.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 1.2: A survey measures customer satisfaction with financial aid services beginning 7/07.																									
A. Identify a university resource to conduct the survey.																									
B. Implement response to survey findings.																									
C. Data collection and analysis.																									

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Unit: Financial Aid

Critical Challenge 1: *Customer Service, Training and Communications*

Outcome 1: *Increase the level of confidentiality, accessibility, and efficiency of office and staff.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 1.3: All staff are trained and equipped for future roles. Ongoing.																									
A. Compare staff-to-student ratio and other capacity indicators with other colleges and universities using Banner.																									
B. Create a plan to reallocate staff to meet shifting demands as needed.																									
C. Identify future skill sets required for each position.																									
D. Identify training needs of each staff member.																									
E. Develop and implement individual staff training plans.																									
F. Data collection and analysis.																									

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Unit: Financial Aid

Critical Challenge 2: *Meeting Students' Financial Need*

Outcome 2: *Increase awareness of Executive Officers of the need for their support for need-based financial aid and student wage funding.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 2.1: Advocacy and documentation justifies the request for increased institutional funds to support students with financial need. Ongoing.																									
A. Measure unmet financial need (including size of financial gap, level of demand, size of student debt, etc.).																									
B. Prepare and present annual budget requests.																									
C. Data collection and analysis.																									

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Unit: Information Technology

Critical Challenge 1: *Staff Resources, Alignment, and Training*

Outcome 1: *Increase and align staff capability to meet the university's IT needs.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 1.1: All staff are assigned and trained commensurate to their abilities and the IT Unit's needs. Ongoing.																									
A. Identify training needs.																									
B. Send staff to training.																									
C. Reassign staff as appropriate.																									
D. Data collection and analysis.																									

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Unit: Information Technology

Critical Challenge 1: *Staff Resources, Alignment, and Training*

Outcome 1: *Increase and align staff capability to meet the university's IT needs.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 1.2: Tools to improve speed and efficiency are implemented. Ongoing.																									
A. Analyze identified needs (from staff or users), for software, hardware, cost, (ROI).																									
B. Create acquisition plan.																									
C. Implement plan.																									
D. Review and evaluate process.																									
E. Data collection and analysis.																									

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Unit: Office of Records & Registration

Critical Challenge 1: *Ensuring Responsive Customer Service*

Outcome 1: *Maintain peak customer service satisfaction.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 1.1: Expand customer information and web-based services. Ongoing.																									
A. Develop and implement a plan to increase distribution of information and services through existing vehicles (web, printed and electronic media).																									
B. Conduct multiple user surveys.																									
C. Convert in person services to online 24/7 access.																									
D. Data collection and analysis.																									

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Office of Records & Registration

Critical Challenge #2: *Integrating Technology*

Outcome #2: *Optimize use of available and future technology.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 2.1: Identify the technology requirements for each position. December 2008.																									
A. Identify all available technology.																									
B. Review and revise the qualifications, skills, tasks and duties required in each position.																									
C. Align each position with the available technology necessary to successfully fulfill the position's requirements.																									
D. Data collection and analysis.																									

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Office of Records & Registration

Critical Challenge #2: *Integrating Technology*

Outcome #2: *Optimize use of available and future technology.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 2.2: Staff use of technology is evaluated regularly. December 2008.																									
A. Add the specific technology requirements to each position's Professional Development Plan.																									
B. Implement revised Professional Development Plans.																									
C. Data collection and analysis.																									

ASSESSMENT PLAN OVERVIEW – DIVISION OF ACADEMIC SERVICES & IT – Attachment A

Office of Records & Registration

Critical Challenge #3: *Aligning and Maximizing Staff Resources*

Outcome #3: *Optimize staff resources.*

Task	9/06	10/06	11/06	12/06	1/07	2/07	3/07	4/07	5/07	6/07	7/07	8/07	9/07	10/07	11/07	12/07	1/08	2/08	3/08	4/08	5/08	6/08	7/08	8/08	
Obj. 3.1: All staff are trained and prepared to assume a variety of functions. January 2008.																									
A. Develop and implement a plan to increase cross-unit support.																									
B. Develop and use an assessment tool for determining staff proficiency in higher level service tasks.																									
C. Develop and use individualized staff training which may include personal and professional dev't plans. 12/08																									
D. Data collection and analysis.																									