Mission
The mission of the Administrative Services Technology department is to provide exceptional communication, services, support, and student learning experiences.

Points of Pride
- Provided exceptional service, support, and communication to supported users.
- Reduced duplication of services and improved efficiencies in technology support across multiple divisions.
- Maintained secure systems in a cost effective manner.
- Provided an exceptional student employee experience.
- Provided consultation on new products and services.
- Provided exceptional network and technology support for residence halls.

Departmental Strategic Plan Goals
Provide technology support to the Student Affairs and Finance & Operations divisions to improve the efficiency and effectiveness of business operations, collaborating with Core Technology Services and other campus Information Technology departments as necessary.

Progress & Accomplishments
- Merged Student Affairs Technology and Finance & Operations Technology into Administrative Services Technology to coordinate delivery of IT services to supported departments.
- Continual monitoring of survey results to ensure exceptional technology support.
- Meetings between Administrative Services Technology and department representatives to discuss technology and provide training.
- Successful upgrades to several supported systems.
- Point to point encryption product for the dining point of sale system.
- Coordination of existing inventory systems into single, improved system.
- Network scans conducted across areas to determine security needs.
Program Evaluation Results

• The Director monitored surveys that were sent to users who submitted support tickets.
• Administrative Services Technology implemented a User Group comprised of representatives from departments across all supported divisions in order to provide information and training and to obtain feedback from departments.

Use of Results

• If low scores were received from users, the Director contacted the user to ensure follow-up and service improvement.
• Administrative Services Technology staff have used the feedback from the User Group to determine training needs and opportunities for supported departments.

Challenges

• Restructuring of merged department to coordinate delivery of IT services and provide a high level of support for all supported departments.
• Training of staff on support needs for departments across all supported divisions following department merger.
• Relocation to a new physical space.
• Coordinating IT support with other IT entities on campus.
• Periodic shortage of full time staff.
• Large turnover of student staff requiring training for new student employees.

Priorities for the Future

• Continue to provide exceptional support for all supported divisions.
  ◦ Learn support needs of newly supported departments from division reorganizations.
  ◦ Work to seamlessly transition departments no longer supported by Administrative Services Technology to CILT support.
  ◦ Finish training of staff and students following department merger and new hires.

• Provide timely information concerning purchasing/budget and inventory to users.
  ◦ Continue to improve and refine combined inventory system to provide upgrade recommendations to departments.
  ◦ Continue to work with vendors to provide departments with best pricing and to assist departments with budgeting for technology needs.

Student Learning Outcomes

Assessment Results

• Exit interviews with student employees leaving employment.
• Weekly meetings with all student employees.

Use of Results

• Information is used to determine training and staff support needed for student employees.

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1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied

Survey Results – Overall Satisfaction

1. Very Satisfied
2. Satisfied
3. Neutral
4. Dissatisfied