



FRANCIS MARION UNIVERSITY
OFFICE OF Desktop Support Services (DSS)
IE DEPARTMENTAL ASSESSMENT PLAN

ASSESSMENT PLAN PERIOD: July 1, 2018 - June 30, 2019

Goals	Desired Outcomes	Assessment Methods and Procedures	Results	Planned Improvements Based on Assessment Results
1. The Helpdesk will improve the quality of service provided to endusers in support of desktop services.	Achieve a 70% increase approval rating on delivered services	A three question survey will be left behind by each desktop technician when making service calls. There is no current baseline, however the benchmark for 2018-2019 is 70% with a target of 85%.	Establish a baseline from which to work to achieve a 30% increase in approval rating on delivered services. <u>One-hundred percent responded positively to all three questions on the survey. Target of 85% was exceeded.</u>	While establishing a baseline from which to work did not result in a realistic way to measure our ongoing success, and we only used the cards for the remaining two months of the IE measuring year, we will continue to use the survey questions for one more year. If we continue to have achieve a 100% rating, we will change the questions to measure a higher level of customer service in 2020-21.
2. The Helpdesk will ensure that lab and classroom instructor machines support an uninterrupted learning environment.	Utilize current campus wide inventory to ensure that all devices are replaced in accordance with the refresh cycle.	Refreshing classroom technology reduces the down time of aging computers. Therefore in accordance with the refresh cycle, 13 classrooms and one computer lab (13 PCs & 12 Macs as baseline) with five year old computers as the baseline will be refreshed. The benchmark will be May 30, 2019 to be 50% replaced and the target is 100% by June 30, 2019.	Refreshed for this academic year based on the needs of the University. Thirteen classrooms and one 12-computer lab were refreshed and completed on June 27, 2019. While the benchmark was met, the target was not met.	Determine why the equipment was not ordered as quickly as expected and place the orders earlier next year.
3. The Helpdesk will reduce the number of incoming service requests by providing web-based training and/or materials to the end-users about using FMU technologies resulting in a more effective and efficient Help Desk operation providing all levels of support to the FMU computing community.	Reduce the number of service requests by 30% in academic year 2018-2019 through the application of self help documentation and additional trainings.	A baseline of 25.27% was established in 2017-2018 by increasing the number of completed work order tickets from 621 to 30% . The target is decreased by 50% and the benchmark is 30%.	The number of service requests increased by 57%. The target was missed due to the fact that email accounts began to be moved from the on-premise Exchange server to Office 365 Cloud as well as upgrading all campus PCs from Windows 7 to Windows 10 Our target of 30% was NOT achieved.	Assess training materials in order to determine deficiencies, and work to maintain decreased ticket levels. Due to the rapid and frequent changes in the technology field, it was discovered that reducing the number of service requests is not realistic. Therefore, more attention will be paid in subsequent years to the percentage of closed tickets each year.
4. The Helpdesk will improve the the efficiency of service each year by completing as many service requests as they can.	Complete 90% of all service requests each year.	A baseline has not been established. The target is completing 90% of all service requests each year.	For Academic year 2018-2019 there were 926 (31 carryover from previous year+895 new service requests for 2018-2019 academic year) service requests and 872 were closed for a 94% closing rate. The target was exceeded by 4%.	Continue to complete 90% of service calls or better.
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