

## **Unit Missions**

### **OIT Mission**

#### **Mission statement**

Information Technology supports Delta State University's mission by serving students, the campus community and external entities with leadership, resources and support to enhance opportunities for communication, collaboration, improved efficiency, and engagement.

#### **Related Items**

*There are no related items.*

## **User Outcomes**

### **OIT 01: Increase Technology Awareness**

**Start:** 7/1/2014

**End:** 6/30/2015

#### **User Outcome**

Technology awareness and training is vital to increasing efficiencies and effectiveness in the workplace. By provided technology training the number of computer issues can be reduced and the efficiency of employees can be increased.

#### **Data Collection (Evidence)**

1. The Service NOW online service desk system will track all service requests to the IT department and help identify potential areas for training, as well as, the number of tickets created by staff, faculty, and students.
2. OIT tracks the number of trainings offered to faculty, staff and students
3. Surveys are emailed to faculty, staff and students after cases are closed
4. Data is analyzed based on technician, request type, service issue, customer service, and timeliness. Recommendations for improvement and training are based on this data set

#### **Results of Evaluation**

#### **Use of Results and Recommendations**

#### **Related Items**

*There are no related items.*

**Section IV.a**  
**Brief Description**  
**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.b**  
**Comparative data**

Enrollment, CHP, majors, graduation rates, expenditures, trends, etc.

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.c**  
**Diversity Compliance Initiatives and Progress**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.d**  
**Economic Development Initiatives and Progress**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.e**  
**Grants, Contracts, Partnerships, Other Accomplishments**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.f**  
**Service Learning Data**

List of projects, number of students involved, total service learning hours, number of classes, faculty involved, accomplishments.

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.g**  
**Strategic Plan Data**

Only use this section if you have strategic plan info to report that is not covered in other areas of your report

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section IV.h**  
**Committees Reporting To Unit**

Each unit includes in the annual plan and report a list of the committees whose work impacts that unit or any other aspect of the university; along with the list will be a notation documenting the repository location of the committee files and records. Committee actions affecting the unit's goals may be noted in other applicable sections of the annual reports. Not required to be included in the unit's annual plan and report, but required to be maintained in the repository location, will be a committee file that includes, for each committee: Mission and by-laws, Membership, Process, Minutes.

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section V.a**  
**Faculty (Accomplishments)**

Noteworthy activities and accomplishments

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section V.b**  
**Staff (Accomplishments)**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section V.c**  
**Administrators (accomplishments)**

**Judgment**

Meets Standards    Does Not Meet Standards    Not Applicable

**Narrative**

**Section V.d**

**Position(s) requested/replaced with justification**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section V.e**

**Recommended Change(s) of Status**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

**Section VI.a**

**Changes Made in the Past Year**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**

Changes made in the past year:

Recommended changes for the coming year(s):

**Section VI.b**

**Recommended Changes for the Coming Year**

**Judgment**

- Meets Standards     Does Not Meet Standards     Not Applicable

**Narrative**