



Information Technology & Delivery Services

Assessment of a Planning Objective



ITDS strategic planning committee adopts planning objective:

Disseminate information concerning technology throughout the university community in order to increase awareness of services, encourage additional use of those services and provide self-help services during off-hours.

Related to EKU Strategic Directions:

Enhance faculty and staff use of technology.

Increase opportunities for and participation in learning experiences inside and outside the classroom.

Related to ITDS Goals:

Facilitate the use of technology throughout the institution.

Provide professional development and training in the use of technology in order to increase the productivity, efficiency, and communication expertise of students, faculty and staff.

ITDS determines that the following items can provide evidence of increase in visibility:

- Web site updates
- Training sessions/Professional development offered
- Help Desk communications
- Direct customer feedback
- Focus group results (added Fall 2004)

Assessment Process for Focus Group

KPI: A focus group composed of both frequent and infrequent consumers of our services will be convened. They will be asked about awareness of services available as well as additional services that might be needed.

Criterion: The focus group will compile a list of services that are available but not well known. Most items on the list will not reappear at subsequent meetings.

Schedule: The focus group will meet twice a year.

Evaluation Process: ITDS staff will meet in small groups to cross-train on services available and to prepare for focus group meetings. First focus group meeting will occur in Spring 2005.

Anticipated Use of Data: The ITDS staff will use the information compiled to plan a marketing strategy to advertise services as well as to plan for additional services. This will take place twice a year after the focus group meetings.

Assessment Process for Training Sessions

KPI: Number and type of training sessions offered and count of those attending will be kept. User requests for sessions will be tallied.

Criterion: We will increase the number of training sessions offered from year to year. These sessions will be targeted to meet stated user needs.

Schedule: An on-going count will be kept and reported annually.

Evaluation Process: ITDS staff evaluated training requests and current hot topics.

Results: New workshops designed for Summer 2004 to meet user requests. 9 sessions offered during June. 23 sessions offered in July. 19 sessions offered in August.

Use of Results: Based on feedback from workshops offered over the summer, additional workshops have been provided for Fall 2004.

Follow-up: 25 sessions offered in September, 4 sessions offered in October. Additional workshops will be offered during Spring 2005.

Assessment Process for Web Site Updates

KPI: A count of the number and type of informational items added to the web will be kept.

Criterion: We will increase the amount of information available from year to year. Schedule: An on-going count will be kept and reported annually.

Evaluation Process: As services are enhanced or added or when requests for additional information are received, ITDS staff will determine how best to provide information on web site.

Results: In August 2004, the ITDS web site is completely overhauled with a new focus on the use of the services by the intended audience as opposed to a reflection of the administrative structure of the unit.

Use of Results: After analysis of web site usage, further updates to individual area pages put in place. Pages with most used links for students and faculty/staff designed and implemented.

Follow-up: Additional web modules developed for EKUDirect that provide enhanced services are added. These include: updated faculty advising reports, improvements in Summer School Financial Aid Processing, and online book vouchers which provide better control by integrating information about anticipated financial aid.