

Assessment of Non-Academic Outcomes (Fall 2003 and Spring 2004)

Please provide the information below about how your unit assesses the extent to which it meets its expected outcomes. If you need assistance, please contact Dr. Virginia Wheelless at 565-2085 or on Groupwise email. This information is due in the Planning Office no later than February 2, 2004 and will be updated annually.

Unit: _____ Chilton Hall Computing Center _____ **Date** 02/02/2004 _____

Person Completing the Information Pattabiraman Muthiah _____ **Email** pm0033@unt.edu _____

Head of the Unit: Dr. Tom Evenson _____ **Email** _____

I. Mission: Provide the mission of the unit and a statement about how it relates to the university's mission.

II. Previous Evaluations of the Unit: Provide a description of the evaluations/assessments conducted in your unit over the last 5 years and changes that have been made based on the results of these assessments.

III. Statement of Expected Outcomes: Provide a brief list of the expected outcomes for your unit for 2002-03 or 2003-04 as of this date. Each outcome listed must be capable of being measured by the means noted in IV below. Please number the outcomes (1 to x). After each outcome, describe how the outcome supports student learning and student development.

IV. Measuring Expected Outcomes: Describe how the unit measures how the outcomes have been achieved and provide a list of methods and/or tools with the following information:

1. Name of assessment method or tool
2. If the method/tool is copyrighted, provide the name of the company who "owns" the tool.
3. Frequency of use - how often is this tool/method used, e.g., every spring semester students, staff, and faculty are surveyed about parking at UNT; customers are asked to complete evaluation forms when services are rendered; or each fall, the Enrollment Management Committee reviews the results of the Graduating Student Survey produced by the IR&A Office.

V. Use of Assessment Results: Describe how the results of the assessments described in IV above are shared with staff in the unit? How are the results used to improve the unit? Help improve student learning? Enhance student development? Meet the university's vision?

VI. Changes Made Based on Assessment Results: Describe how the unit has changed (or why it has not changed) based on the results of the assessment of outcomes. Indicate the year the change was implemented. Please indicate how the expected outcomes have changed if applicable.

Signature of Person Completing the Form: _____

Signature of Unit Head after Reviewing the Form: _____

**Assessment Report
University of North Texas**

Department/Unit: School of Community Service Computing Center:

Person Completing the Form: Ramu Muthiah (Ramu@scs.unt.edu; PH: 940.565.3439)

Department/Unit Head: Dr. Tom Evenson

Date: February 2, 2004

Mission

The mission of the School of Community Service Computing Center (SCSCC) is to provide excellent technical support to all School of Community Service (SCS) faculty, staff and students. The SCSCC mission supports the University of North Texas (UNT) mission by promoting an environment that encourages learning, research and creativity.

Previous Evaluations

System-wide assessments have been conducted by the UNT Computing Center over the last five years. Additionally, the UNT Computing Center conducted a system-wide assessment of student satisfaction with computing resources in December, 2003. The results of the student survey are being tabulated as of February 2004.

Statement of Expected Outcomes

Expected Outcomes	Assessment Tool/Measurement	Assessment Results	Changes Based on Results Taken	How do changes help UNT meet its vision and support student learning?
<p>SCSCC maintains 99% uptime for all supported computer systems and networks.</p>	<p>Server logs were reviewed from Jan 1, 2003 to Dec 31, 2003.</p>	<p>System downtime was less than 0.5% for the period reviewed.</p>	<p>No changes were necessary although the following processes will continue to be followed to ensure future system downtimes of less than 1%:</p> <ol style="list-style-type: none"> 1. If need be, server maintenance and upgrades will only be performed on the last weekend of every month between midnight and 6am (Friday and Saturday). 2. All SCSCC users will be notified 1 week in advance prior to routine server upgrades or maintenance that require short downtimes. 	<p>Although no changes were implemented in this review, minimizing system downtime ensures a high quality of learning and service for faculty and students.</p>
<p>90% of SCS faculty and staff respondents to the SCSCC Satisfaction Survey will grade us as “Excellent” or “Good” in every category measured.</p>	<p>Analysis of the 2004 SCSCC Technical Support Survey.</p>	<p>The SCSCC Technical Support Survey produced 64 respondents. 5 respondents had not requested SCS technical support via email or phone in the last year. As such, the percentages below reflect the combined total of “Excellent” and “Good” grades in each category from 59 respondents:</p> <p>Q1. Ease of reporting a computer problem</p>	<p>No changes were implemented although timeliness of response to computer problems is being improved. At present, tests are being conducted that allow SCS faculty and staff respondents to view their case in “real-time.” This feature is important since it allows SCSCC patrons the ability to view the development of their</p>	<p>Successful adoption of “real-time” case view will reduce the time that SCS faculty and staff spend on investigating computing issues. In turn, this promotes greater productivity.</p>

		<p>via the Internet/email. R1. 93.2%</p> <p>Q2. Ease of reporting a computer problem via the phone. R2. 93.2%</p> <p>Q3. Timeliness of response to the computer problem. R3. 94.9%</p> <p>Q4. Courtesy and professionalism of technicians. R4. 98.3%</p> <p>Q5. Ability of the technicians to fix the problem. R5. 94.9%</p>	<p>case as it progresses, rather than calling on the phone periodically to check its progress.</p>	
<p>SCSCC will ensure that students using the SCS Computer Labs always have access to a computer during peak hours.</p>	<p>Analysis of the Fall 2003 SCS Computer Labs student check-in logs during peak hours (8am – 6pm).</p>	<p>Percentage of usage by month for Fall 2003 during peak hours (8am – 6pm):</p> <p>August (15 days): 24%</p> <p>September: 46%</p> <p>October: 51%</p> <p>November: 67%</p> <p>December: 65%</p>	<p>Due to the high level of student computer usage in November and December 2003, a third lab attendant has been assigned between 10am and 2pm. This ensures that the student employee at the desk is able to handle their duties without being overwhelmed by requests for assistance from lab patrons. An informal discussion with the lab attendants after this implementation proves that the extra help was necessary to balance the workload adequately.</p>	<p>Increasing the number of lab attendants ensured that students were receiving the help they needed in a timely manner. This additional help promotes student learning and development.</p>