

Site Review Team Report

Introduction

The Delaware State University Student Affairs Technology Department (SAT) conducted a program review during spring, 2018. A program review is a comprehensive department evaluation with several goals: to insure that the department is providing high-quality, effective programs and services, to continually strive to improve Delaware State University Division of Student Affairs programs and services, to demonstrate alignment with the University and Division mission statements, to create action plans and

SAT effectively uses student employees, particularly in the student computer labs and testing centers. All other units of SAT use student employees. In lieu of funding for full-time staff positions, the department needs to hire more student employees, particularly as desktop support STAs. Supervisors who have enough time to train and oversee student employees can greatly increase their unit's productivity and customer satisfaction by employing more students.

3. Desktop Support

Providing quality desktop support enables much of the Division to accomplish their department and personal goals. Division employees report that they are generally happy with the support being received, although some employees noted that the support was not as timely as they would like. Specific issues or problem types were not identified. It is recommended that SAT develop metrics to determine the type of support employees need and want, define what support they can provide, track the quality of desktop support, including time to resolution, periodically review these metrics, and create action plans to resolve less than acceptable desktop support services.

5. Metrics and Tracking

SAT does a considerable amount of high quality work in technology, of which they, the Division, and the University should be proud. Among SAT employees, there is considerable pride in what they do and how it is done, but in some cases the rest of the university does not recognize the value of this department. We recommend that SAT determine metrics or key performance indicators to track that will demonstrate the value of these services to the Division and the University. Include this data in annual reports and make it available in discussions about space utilization and funding for computer labs, testing center services, etc.

6. Communication Marketing Advocacy

Similar to the suggestion above, we feel that the staff of SAT should put more emphasis on sharing their successes with campus, and that they sometimes need advocates in administration to make sure that their issues are addressed in university level discussions. For example, the needs of the SAT department ought to be included in conversations about student technology needs, building space allocations, and policy writing. The SAT Director can work with division administrators to develop advocacy strategies. Such advocacy begins when the SAT Director functions as the interface between SAT employees and Division leadership.

The SAT Mission Goals statement states that SAT is responsible for supporting all technology used in the Student Affairs Division. It is recommended that the Division formally centralize technology support within SAT and that departments be discouraged from developing their own solutions independent of SAT. In one case, departments build their own labs but then rely on SAT to support them. This may be a method to get money from the student fee board. With their limited resources that appear to always

services after a serious interruption or complete destruction of these services. Development of a disaster recovery plan is often easier when done in conjunction with other campus technology services. Additionally, it is very important for all participants to test and adjust their business continuity and disaster recovery plans.

Conclusion

The SAT Department has built an effective foundation for Student Affairs technology services. Many of their activities and services could be classified as excellent. Areas for improvement are identified, and such improvements will elevate SAT to an even higher level of quality and commitment. Given the desire of the Division of Student Affairs to continually improve student services, and the focus of SAT on supporting student services, it is probable that technology will do even more for Student Affairs in the future.