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Plans for Distance Education >> 2013 - 2014 Distance Education District Program Review

Name : 2013 - 2014 Distance Education District Program Review

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Type: District Program Review

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Instructions

1. Mission

- a. Assume the reader knows nothing about your unit. Please describe concisely its mission.

Support the learning process through educational technology training and administration.

2. Description

- a. Please describe concisely the following characteristics of your unit. Feel free to use both narrative and quantitative information.
 - i. Purpose
 - ii. Functions or services
 - iii. Clientele(s)
 - iv. Value of your services to the clientele(s), the Colleges, and the District
 - v. Organizational structure and number of personnel by function
 - vi. Annual budget by object code for the last three years
 - vii. Hours of operation, location, and other pertinent service characteristics

Assessment Method: Blackboard Managed Hosting Reports and SLA agreements
Results: 99% Uptime

Measure 2

Service Outcome or Objective: Customer satisfaction with training will improve.

Measure: Percent of surveyed customers to whom the question is applicable will be "satisfied or very satisfied" at least 85% satisfied.

Assessment Method: District Operations Survey.

Results: Of the respondents to the District Operations Survey, 53.8% were "Satisfied or very satisfied" with training provided based on a 1-5 rating scale.

Measure 3

Service Outcome or Objective: Customer satisfaction with service and response times with our technical assistance will improve.

Measure: Percent of surveyed customers to whom the question is applicable will be "satisfied or very satisfied" at least 85% satisfied.

Assessment Method: District Operations Survey.

Results: Of the respondents to the District Operations Survey, 65.4% were "Satisfied or very satisfied" with the Timeliness of initial response to their issues/needs. 59.6% were "Satisfied or very satisfied" with the Timeliness of final resolution to their issues/needs.

Measure 4

Service Outcome or Objective: Response times with our technical assistance will improve.

Measure: At least 80% of tickets will be closed within 5 days.

Assessment Method: Help-desk reports.

Results: For the time period Jan 2013 - Dec 2013, there were 86 help desk tickets closed by the DE department. On average the time to close tickets were 6 days 10 hours. Days to close increased from previous year due to not having full-time support for the majority of the year. In addition, some tickets are initially routed to the wrong TESS area, which increased the days to resolution. Also, since the help desk handles the majority of minor, level 1 incidents, tickets sent to the DE reflect tickets having a higher level of complexity to resolve.

Measure 5

Service Outcome or Objective: Customer satisfaction with type of technology offered by Distributed Education will improve.

Measure: Percent of surveyed customers to whom the question is applicable will be "satisfied or very satisfied" at least 85% satisfied.

Assessment Method: District Operations Survey

Results: Based on the District Operations Survey, 59.6% were satisfied or very satisfied overall the department's services during the past 12 months.