

## Administrative Unit Review 2021-2022 Plan

### Department Overview

<b>Administrative Department</b>	<b>ITS Student Technology Services</b>
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<b>Report Submitted to</b>	Laura Boehme

#### 1. Mission Fulfillment

ITS Student Technology Services promotes student success and learning outcomes by enhancing student access to technology services and helping students overcome technological barriers in order to achieve their educational goals.

#### 2. Department Purpose

ITS Student Technology Services collaborates with Student Services, Instruction, eLearning, Library Services, branch campuses, and other ITS teams to identify student technology needs and develop resources to address those needs in a professional, customer-friendly, and educationally-centered manner.

ITS Student Technology Services manages computer labs on the Bend campus and partners with branch campus leadership to deliver computer lab services at Redmond, Madras and Prineville. Redmond services will evolve as the new RTEC Student Commons plan matures during CY 2022.

Comprehensive student technology support is provided through a student self-service website and a multi-channel, assisted support model (website, support portal, chat, email, phone, in-person). This model delivers in-person and remote, virtual services by ITS Student Technology Services staff. Students receive real-time, live support during normal business hours and asynchronous responses to email and support tickets submitted after hours.

ITS Student Technology Services has two (2) FTE employees, augmented by part-time students on Federal Work Study or irregular wage appointments, providing employment and learning opportunities for COCC students.

FY 2021-22 General Fund budget [11001-564] is \$312,983. Computer Lab Printers [61597-551] expense budget is \$28,000.

### 3. Department Strengths

**Tech Support Staff:** ITS Student Technology Services staff are technically fluent and student focused, providing Student Tech Support in a professional, customer-friendly, and educationally-centered manner.

**Collaboration:** ITS collaborated with other departments across COCC to establish a new model for Student Tech Support. The Student Technology Services Work Group (represented by ITS, eLearning, Library Services, Student Affairs, and Branch Campuses) prioritized opportunities to better support student technology and identified the need for a centralized, direct path for students to get help.

**Student Tech Support:** Student Tech Support was “Student-Ready” for Fall term 2021. We launched a new website with a simple URL: [cocc.edu/tech-help](http://cocc.edu/tech-help). We developed a Student Support Portal on the new IT Service Desk system. Students can now chat with Tech Support in real-time using Microsoft Teams, or they can send an email to [techhelp@cocc.edu](mailto:techhelp@cocc.edu) for asynchronous support. For live assistance, students can call Student Tech Support 541-383-7716 or visit a Drop-in Computer Lab in Bend, Redmond, Madras, and Prineville.

**Improved Phone Support:** Students who call 541-383-7716 for phone support no longer have to listen to a pre-recorded phone tree telling them to Press 1 for email accounts, Office 365, or Mobile questions, Press 2 for assistance with their Bobcat Web account, and so forth. Students no longer have to choose one (1) of six (6) options and wait to be transferred to another number. Today a live person answers the phone when a student calls. We strive to provide a “One Stop” live service for help with technology questions.

**Residence Hall Technology Support:** Student Technology Services provides first level technology support for Wickiup Hall residents, predominantly wired and wireless network access. If needed, tickets are escalated to ITS Network Services for Tier 2 support (e.g., network configuration for unauthenticated devices such as PlayStation, Roku, etc.).

### 4. Department Challenges

**Hiring and Retaining Staff:** [Internal] Student Technology Services are delivered by two (2) FTE employees, augmented by part-time students on Federal Work Study or irregular wage contract. Fall 2021 saw few new student-employee applicants, while experienced staff left for better paying opportunities.

**Distributed Model for Student Services:** [External] While we acknowledge and appreciate the strong collaboration across college departments, some student technology services are delivered and supported by others besides ITS (e.g., eLearning LMS, Library technology lending, branch

campus computer labs). How to best simplify the student experience and facilitate student access to distributed technology resources remains a work-in-progress.

**Shifting Technology Needs:** [External] Technology usage continues to shift from dedicated computer labs with desktop computers to mobile platforms with wireless connections. Expanded technology lending (laptops, hotspots) further underscores the need for remote, virtual support.

## 5. Department Outcomes

**Goal 1:** Collaborate with other units of the college regarding student-facing technology support, and continually assess and improve student technology programs and services.

**Outcome 1:** Student Technology Services has a clear set of priorities, vetted by a cross-functional working group chartered to promote student success and learning outcomes by enhancing student access to technology services. The Student Technology Services Work Group meets at least once per quarter to review current performance, reassess priorities, and recommend actions to improve student technology services.

**Goal 2:** Develop and deliver “One Stop” Student Tech Support, including a comprehensive student help desk system, knowledge base, website, and documentation.

**Outcome 2:** Student Tech Support is “Student-Ready” for Fall term 2021:

- a) New website with a simple URL: [cocc.edu/tech-help](http://cocc.edu/tech-help).
- b) Student Support Portal on the new IT Service Desk system (SysAid).
- c) Chat with Tech Support in real-time using Microsoft Teams.
- d) Email to [techhelp@cocc.edu](mailto:techhelp@cocc.edu) for asynchronous support.
- e) Live phone support 541-383-7716 (real person, not recorded phone tree).
- f) Drop-in Computer Labs in Bend, Redmond, Madras,\* and Prineville.\*  
(\* managed by branch campus)

**Goal 3:** Under the new student-ready model, manage and direct the COCC computer labs and employees for the Bend campus; coordinate with the Redmond, Prineville and Madras campuses for consistent services.

**Outcome 3:** Student Technicians (aka Lab Attendants) are recruited, hired, trained, and assigned shifts to open Computer Labs and provide in-person and virtual support of student technology.

## 6. Measurement Tools and Timeline

**Measurement for Outcome 1:** Student Technology Services priorities and plans are peer-reviewed semi-annually for feedback by Student Services, Instruction, eLearning, Library Services, branch campuses, and other ITS teams. CIO endorses priorities and plans, and plans are shared with SLT annually. Refer to <N:\Dept\ITS\Student Technology Services> for AUR, work group, committee, and other documentation regarding Student Technology Services.

**Measurement for Outcome 2:** Comprehensive student technology support is provided through a student self-service website and a multi-channel, assisted support model (website, support portal, chat, email, phone, in-person) by Fall 2021. Subsequent plan years show improvements over baseline performance metrics as measured by Student Service Desk (SysAid) ticket types and trends (e.g., open/closed tickets).

**Measurement for Outcome 3:** Trained Student Technicians are scheduled to cover Computer Lab open hours and virtual, remote support shifts. Shift schedules are maintained on [COCC Computer Lab - Home \(sharepoint.com\)](COCC Computer Lab - Home (sharepoint.com)) showing number of hours covered by Student Technicians.