

INFORMATION SERVICES & INSTITUTIONAL ASSESSMENT



We provide innovative technology, information, technology training, and assessment resources.



OUR SERVICES

1. *Center for Excellence on Teaching & Learning*
2. *Enterprise Data User Services*
3. *IT Helpdesk*
4. *Institutional Research*
5. *Libraries*
6. *Network Operations*

OUR SERVICE CHARTER

The Service Charter of the Information Services and Institutional Assessment Services component tells you about:

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WHO WE ARE

Information Services and Institutional Assessment (IS&IA) is a component of the University of the Virgin Islands (UVI) established to provide innovative technology, information, technology training and assessment resources to meet the varying needs of the University community, including students, faculty, staff, the wider Virgin Islands community, the region, and the world.

IS&IA is in the business of providing resources and technology support to achieve the mission, vision and strategic objectives of the University of the Virgin Islands, as expressed in its strategic plan. As a component, we are dedicated to service, accountability, and cross-functionality.

Service

Service is at the core of our component's values. We anticipate and assess customer needs to acquire resources and implement services, technologies, and training that meet and exceed expectations. We aim to provide efficient service while demonstrating high-quality work, professionalism, courtesy, technical competence, and innovation. Our goal is to support the University's mission, vision, and strategic objectives.

Accountability

IS&IA is committed to the successful completion of the work of the component, the University, and the general community. In addition to the essential duties and responsibilities of each position, each team member is accountable for demonstrating outstanding communication skills, effective collaboration, personal initiative to overcome obstacles, and the ability to work efficiently to meet deadlines and the needs of our customers.

Cross-Functionality

IS&IA is built on the foundation of cross-functionality to support the needs of university stakeholders. Each team member is required to support the overall mission of the department and the University to enhance and maintain a high-quality delivery of services. As the hub of the component for each campus, the Helpdesk is responsible for providing library information and services, assessment, technology, and help desk support, in addition to meeting room and classroom assistance.

OUR VALUES

We embrace UVI's value system that embodies the principles, ideals, and beliefs of its students, faculty, staff, administrators, and trustees, and forms the foundation for UVI's actions. Our values are:

- Students' Well-Being First
- Learning and Scholarship
- Excellence
- Teamwork
- Collegiality and Shared Governance
- Inclusiveness of Ideas
- Principled Leadership
- Supporting Our Community
- Effective Use of Technology
- Equitable Reward System

WHAT WE DO

Aligned with the university's mission, vision, and strategic objectives, IS&IA is dedicated to fulfilling the technological and informational needs of the institution.

We enable UVI to thrive in a rapidly evolving digital landscape by delivering cutting-edge technology solutions and information resources. We actively contribute to the university's goals and objectives by providing the necessary tools, resources, and systems that support efficient operations and decision-making. Our efforts empower the UVI community to excel in an interconnected world. By facilitating access to information resources and training, we ensure that students, faculty, staff, and stakeholders can effectively collaborate and engage in their pursuits.

IS&IA also strongly emphasizes customer service, ensuring that our users receive the support they need. We strive to deliver exceptional assistance, addressing inquiries, and resolving technical issues promptly and effectively.

IS&IA actively contributes to UVI's accountability and transparency by providing the necessary data and reporting mechanisms to fulfill internal and external requirements. Whether generating reports for data-driven decision-making or completing federally mandated or accreditation reports, we maintain our commitment to institutional effectiveness.

OUR CUSTOMERS

Our customers and stakeholders are the students, faculty, staff, and alumni of the University, the Board of Trustees, federal and regulating bodies, the Virgin Islands, and the broader Caribbean community.

OUR SERVICES

IS&IA is committed to providing reliable, innovative, and effective technology solutions and services that support the University's mission and goals. The following is an overview of the services that our department provides:

Center for Excellence in Teaching and Learning (CETL)

Our CETL unit supports professional development for faculty, staff, and students. Our services include:

- Organizing faculty Roundtables and forums for peer engagement.
- Collaborating within and across schools and colleges, to incorporate technology into their instructional practices.
- Providing opportunities for professional development, and recognizing faculty research and teaching achievements.
- Offering tools and technology training to faculty, students, and staff.

Enterprise Data User Services

Our Enterprise Data User Services unit is responsible for managing and administering the University's enterprise applications and data systems. Our services include:

- Providing secure and reliable access to critical data resources that support the University's mission and goals.
- Ensuring that data is accurate, complete, and up to date.
- Developing and maintaining enterprise applications that support the University's management and administrative operations.
- Offering training and workshops to help users better understand and use the enterprise applications and data systems.

IT Helpdesk

Our IT Helpdesk unit provides a single point of contact for all technology-related issues and inquiries. Our services include:

- Offering timely and effective support services to faculty, staff, and students to ensure technology's efficient and effective use.
- Providing technical support for hardware and software issues, including troubleshooting, installation, and configuration.
- Aiding with account management, including password resets and account creation.
- Offering training and workshops to help users better understand and use the technology resources available to them.

Institutional Research

Our Institutional Research & Assessment unit is responsible for collecting, analyzing, and disseminating data that informs decision-making and supports the University's strategic planning efforts. Our services include:

- Collecting, analyzing, and disseminating data related to student enrollment, retention, and graduation rates.
- Conducting surveys and assessments to gather feedback from students, faculty, and staff.
- Providing data analysis and reporting services to support the University's strategic planning efforts.
- Offering training and workshops to help users better understand and use the available data resources.

Libraries

Our Libraries provide access to a wide range of information resources, both digital and print. Our services include:

- Providing access to electronic databases, digital collections, and print materials.
- Offering expert research assistance and instruction to support the academic and research needs of the University community.
- Providing access to specialized software and equipment to support research and scholarship.

- Offering training and workshops to help users better understand and use the library's resources.

Network Operations (NetOps)

Our Network Operations unit is responsible for designing, implementing, and maintaining the University's network infrastructure. Our services include:

- Providing reliable and secure network services that support the University's teaching, learning, research, and administrative functions.
- Monitoring the network for performance issues and taking proactive measures to prevent or address any problems.
- Providing technical support to users who experience network-related issues.
- Ensuring that the network infrastructure is up to date and meets the changing needs of the University.

IS&IA's unwavering commitment is to deliver exceptional customer service and support, guaranteeing the utmost satisfaction of all users who rely on our cutting-edge technology solutions and services. We prioritize understanding and adapting to the evolving requirements of the University and its stakeholders, ensuring that our offerings consistently meet and exceed their expectations.

OUR COMMITMENT TO OUR CUSTOMERS

At Information Services and Institutional Assessment, we are committed to providing exceptional service to our customers, including:

- **Respect for Customers' Rights:** We will respect the rights of our customers, including the right to review and appeal, lodge a complaint, privacy, and confidentiality, access to information (e.g., Freedom of Information Action – FOIA), and access to services, facilities, and information in a manner that meets our customer's needs.
- **Commitment to Excellence:** We are committed to providing the highest quality service to our customers, and continuously striving to improve our processes and procedures.
- **Timely and Effective Communication:** We will communicate in a clear, concise, and timely manner, keeping our customers informed of any updates or changes to services, facilities, or information.
- **Partnership and Collaboration:** We will work in partnership and collaboration with our customers to understand their needs and expectations, and to provide solutions and support that meet those needs.
- **Focus on Student Success:** We recognize that our primary customers are students, and we are committed to supporting their success through the use of innovative technology, effective data analysis, and responsive customer service.

- **Community Engagement:** We will actively engage with the Virgin Islands community to understand their needs and expectations, and to provide solutions and support that enhance the social and economic transformation of the US Virgin Islands.
- **Inclusiveness and Diversity:** We recognize and embrace the diversity of our customers and are committed to providing an inclusive and welcoming environment for all.
- **Effective Use of Innovative Technology:** We will leverage technology to improve our services, enhance access to information, and support the overall mission and vision of the University.

As a department, we are committed to upholding these values and to providing exceptional service to our customers. We welcome feedback from our customers and will continuously strive to improve our processes and procedures to better serve the needs of the University and the Virgin Islands community.

OUR SERVICE GUARANTEE

We are dedicated to upholding our service guarantee by ensuring our customers receive exceptional support from our highly trained staff. Moreover, we strive to foster an environment of transparency and accountability, where fairness and reasonableness prevail in all customer interactions. Our commitment extends further as we aim to consistently deliver quality service to our valued customers, ensuring their satisfaction remains our top priority.

We will provide our customers with quality service by:

- Introducing ourselves when communicating with customers.
- Making an effort to understand and prioritize our customers' requirements and preferences. We will actively listen and respond promptly to their needs.
- Recognizing and accommodating the unique needs of each customer.
- Treating our customers with utmost respect, courtesy, and confidentiality.
- Providing clear, accurate, timely, and relevant information to our customers, or assisting them in finding the information they seek.
- Conducting our interactions with customers in a transparent and helpful manner, providing clear reasons for any decisions made.
- Safeguarding the confidentiality of personal information and utilizing it only in compliance with applicable laws.
- Approaching our work with care, diligence, honesty, and integrity, adhering to a stringent code of conduct.
- Directing inquiries, we are unable to answer to the appropriate source.
- Presenting our responses to inquiries in a concise and comprehensible manner, using plain language, understandable visuals, or other methods relevant to their needs.
- Maintaining up-to-date recorded telephone and web services.
- Designing our website to be user-friendly and well-organized.
- Ensuring that all our services effectively meet the needs of our customers.

In delivering our services, we promise to honor the University's "Top Seven" Service Promises:

- **To Smile:** We will greet our customers with a friendly and welcoming smile, creating a positive and approachable atmosphere.
- **To Greet Everyone We Meet:** We will extend warm greetings to everyone we encounter, acknowledging their presence and making them feel valued.
- **To Know Our Jobs...And the University:** We will strive to possess a deep understanding of our roles, responsibilities, and the University as a whole. This knowledge will enable us to provide accurate and comprehensive assistance to our customers.
- **To Treat Your Concern as Our Concern:** We consider our customers' concerns and issues as our own. We will listen attentively, empathize with their needs, and work diligently to resolve any problems they may encounter.
- **To Follow Up on Everything:** We recognize the importance of thorough follow-up. We will take proactive measures to ensure that all outstanding matters are addressed promptly and effectively, keeping our customers informed every step of the way.
- **To Treat Our Co-Workers as We Would a Customer:** We value both internal and external customers equally. We will treat our colleagues with the same respect, responsiveness, and dedication that we extend to our external customers.
- **To Always Remember That Communication Courtesy Matters:** We understand the significance of courteous communication. We will maintain a professional and respectful demeanor in all our interactions, using clear and concise language to convey information effectively.

OUR SERVICE STANDARDS

This Charter outlines our primary services and the methods we employ to gauge their efficacy. The subsequent table delineates the metrics we employ to evaluate our performance in providing our core services to our valued customers.

Our Services	Measures of effectiveness
Provide library resources and services.	<p>The libraries are accessible, and our service desks are staffed during the following hours: Monday-Thursday from 8 am to 8 pm, Friday from 8 am to 4 pm, Saturday from 12 pm to 5 pm, and Sunday from 1 pm to 6 pm, while classes are in session.</p> <p>We are committed to promptly and efficiently processing interlibrary loans, giving high priority to delivering requested materials to our customers within the specified timeframes. Furthermore, we will ensure that our customers are well informed about the progress of their interlibrary loan requests, providing regular updates to maintain transparency and open communication throughout the entire process.</p>

<p>Provide instruction in the use of technology and library resources.</p>	<p>Reference services will be available face to face, via telephone, email, and online chat during the library's normal operating hours.</p> <p>All students in Freshman Development Seminar classes will receive training in information literacy skills and library use. Training is available for all classes upon the request of faculty.</p> <p>We will offer monthly training sessions in information and technology resources to faculty and staff.</p>
<p>Provide a reliable and stable network.</p>	<p>Scheduled maintenance will be announced at least one week in advance and will be performed during low-use hours.</p>
<p>Provide high-quality customer service to our clients and stakeholders (customers).</p>	<p>Upon identifying a problem with our technology, we will promptly notify the University students, staff, faculty, and community via email within 60 minutes. In the unlikely event that email is not functional, we will utilize the University's emergency notification system to ensure timely notification and keep our customers informed.</p> <p>To enhance efficiency, we aim to resolve at least 30% of helpdesk requests during the initial call, providing immediate solutions whenever possible. Voicemails left for us will be responded to within a 24-hour period. For any voicemails received outside of our regular business hours, we will address and respond to them promptly on the following business day.</p>

	<p>We will ensure that customers receive regular feedback on the progress of their helpdesk tickets every business day until their requests are successfully completed. For projects, scheduling will be determined based on the required time and support.</p> <p>Regarding approved projects outlined in the technology plan, we will inform our customers at least thirty (30) days in advance of their execution.</p> <p>We will continue to publish our newsletter three times annually to keep our customers informed about various updates and developments.</p>
<p>Provide technology resources and solutions that effectively support teaching and learning activities.</p>	<p>Rooms equipped with technology will be prepared and made ready for use at the start of confirmed events scheduled through our Event Management Systems (EMS).</p> <p>To ensure the smooth functioning of our facilities, we will conduct weekly scheduled reviews of classrooms and computer labs. These reviews will aim to identify any existing problems or potential service issues and promptly resolve them.</p>
<p>Provide technology solutions that effectively support management and administrative operations, as well as University-wide application software.</p>	<p>We will provide assistance in the assessment, development, and implementation of information systems within the University.</p>
<p>Provide leadership in data collection, analysis, and reporting.</p>	<p>Five examples per year of proactive contacts with various components or university-wide activities.</p>

Provide timely and accurate information to internal and external constituents in support of data-driven decision-making.	Responses are dependent on one variable will be provided within 0 - 24 hours. (e.g., Enrollment). Complex queries involving tracing several variables over several years and involving complex data analysis will be completed within three days to three weeks depending on the complexity of the request.
Provide compliance with federal and Middle States Commission of Higher Education regulations.	100% of all federal and accrediting bodies will be completed in an accurate and timely manner as indicated by documented due dates and submission dates.
Provide comparative data for UVI.	Timely comparative data from peer institutions will be made available upon request.

The tables presented below outline our processing time service standards for our customer interactions. We will ensure that we follow the established customer interaction protocols when communicating with internal and external customers. Our goal is to process 75% of cases within these service standards. It is important to note that while we strive to meet these standards, individual case resolutions may occasionally require more time due to various factors, individual circumstances, and the complexity of each case. These service standards serve as a general guideline for our operations.

Telephone

Service Principles	Service Standards
We will ensure that our telephones are answered promptly, providing timely assistance to our callers.	We are committed to answering queued calls to our Helpdesk within a maximum of two (2) minutes.
We will be courteous, professional, and helpful.	When answering the telephone, we will provide the caller with our name and work area.
	When we call our customers, we will provide our name, work area, and the reason why we are
We will be accessible by telephone during business hours.	We will provide coverage to all departments within IS&IA through the Helpdesk (693-1466), the St. Thomas Library (693-1367), and the St. Croix Library (692-4130).
	We will respond to customers' telephone messages within one (1) business day.
	Our recorded messages will be current and give appropriate contact details during absences.

In-person

Service Principles	Service Standards
We will assist customers promptly.	<p>We will serve customers within ten (10) minutes of their arrival, based on availability.</p> <p>We are committed to informing customers in advance about any unforeseen delays in attending to their needs, ensuring transparency, and managing their expectations effectively.</p>
We will be courteous, professional, and helpful.	<p>Our staff will maintain a neat and well-presented appearance, reflecting professionalism and attention to detail.</p> <p>We will provide in-person service options, allowing customers the opportunity to receive assistance and support directly from our knowledgeable staff members, when applicable and appropriate.</p>
We will be accessible	We will maintain clean and comfortable office spaces for our customers, ensuring a pleasant and welcoming environment. Clear signage will be prominently displayed to help customers navigate our facilities effectively. We will ensure that all displayed information is current, relevant, and readily accessible, providing customers with the most up-to-date and helpful information they need.

Electronic Communication

Service Principles	Service Standards
We will ensure that we respond to customers' correspondence promptly, prioritizing timely and efficient communication to address their inquiries, concerns, or requests in a	We will respond to all correspondence in a timely manner, utilizing the most suitable contact method, which may include online chat or email, to ensure effective communication and prompt assistance.

<p>timely manner.</p>	<p>We are committed to acknowledging Teams and email requests within one (1) business day of receiving them. Additionally, we will provide a timeframe for our full response, ensuring transparency and managing expectations.</p> <p>We will promptly acknowledge Helpdesk or Library chats within three (3) minutes of receipt</p>
<p>We will consistently maintain a courteous, professional, and helpful demeanor in all our interactions with customers.</p>	<p>We are committed to providing accurate, helpful, and timely responses that are relevant to our customers' specific needs. Our aim is to address their inquiries, concerns, or requests with utmost accuracy, usefulness, and timeliness, ensuring their satisfaction and successful resolution of their issues.</p> <hr/> <p>In our correspondence, we will clearly identify ourselves and provide our contact details, ensuring that customers have the necessary information to reach us for further communication or assistance.</p>
<p>We will ensure transparency regarding our availability</p>	<p>When we are away from the office, we will utilize out-of-office email messages to inform senders about our absence. These messages will include alternative contact details, ensuring that individuals can reach us or receive assistance during our absence.</p>

Our Information

Service Principles	Service Standards
<p>We will provide clear, accurate, helpful, and consistent information</p>	<p>We will conduct regular reviews of information to ensure its currency and alignment with our customers' needs and expectations. We are committed to keeping our content up to date, making necessary updates, and continuously improving to meet the evolving needs of our customers.</p>

Your feedback

Service Principles	Service Standards
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We value compliments, complaints, and suggestions	We will actively seek and welcome feedback from our clients, recognizing its value in improving our services. We will ensure that appropriate contact details are provided in our client information, enabling clients to easily reach out to us with their feedback, suggestions, or concerns.
	We will acknowledge customer feedback within one (1) business day.
	We understand the importance of addressing customer concerns in a timely manner and will prioritize prompt resolution to ensure customer satisfaction.
We will use customer feedback to improve our services	We will actively monitor and thoroughly consider all feedback received from our customers. This feedback will be instrumental in our continuous efforts to review, assess, and enhance our services. We value the input of our customers and will utilize their feedback to drive improvements and deliver an even better experience.

HOW WE WILL BE ACCOUNTABLE

We are committed to:

- Monitor our performance against the standards set out in this Charter, our project plan, and our assessment activities.
- Customer and public feedback, which is essential for us to improve our performance and deliver the best possible programs and services. To this end, we welcome suggestions for improvement and will make annual adjustments based on the feedback we receive. We value openness to constructive criticism and new ideas.
- Review information showing overall levels of satisfaction or dissatisfaction with our programs and services.
- Address feedback and finding ways to improve the service or related program.
- Ensure our services meet acceptable standards of quality, timeliness, or accuracy by reviewing our requests and procedures frequently and making updates to programs and services as deemed necessary.
- Formally review the standards set out in this Charter once a year and make modifications where appropriate, considering customer comments and in response to ongoing changes.
- Independently review our Charter at least every three years by inviting comments from customers, stakeholders, and staff as part of the monitoring and review process.

HOW OUR CUSTOMERS CAN HELP US

- We welcome customer views and comments as a vital ingredient in helping us to improve the quality of our service to the community.
- We will consider all suggestions fully and promptly in our planning for service improvement and, wherever possible, we will respond immediately.
- We will seek input through surveys on how the community perceives our services and solicit suggestions to provide the best quality of service.
- We encourage our customers to review and share our newsletters.
- We recommend telling us if you have special needs so we can accommodate them.
- Treat our staff with courtesy and respect.
- Attend scheduled meetings punctually or notify of conflicts.
- Provide timely responses to requests, which can greatly aid us in resolving any issues with accuracy and thoroughness.
- Contact our IT Helpdesk at 340-693-1466 or via email at helpdesk@uvi.edu for assistance related to technology, library resources, or assessments.
- Use Events Management Services (EMS) to schedule rooms with technology.
- Let us know if we fail to meet your expectations. We value your feedback. Our team will thoroughly investigate your complaint and provide you with information on the actions we have taken.
- Share any suggestions you may have for improvement so that we can make your experience a better one.
- Your satisfaction is our top priority, and we strive to address any complaints as quickly and effectively as possible. To better address the complaint, please provide us with detailed information to include relevant facts, people involved, and dates, when submitting a complaint. You may share your complaint at any of our drop box locations (at each campus library front desk), at any kiosk around campus, or share your experience via the [UVI Customer Satisfaction Survey \(surveymonkeys.com\)](https://surveymonkeys.com).

INFORMATION ABOUT THE COMPONENT

You can get information about Information Services & Institutional Assessment, including its programs and services, from its website, <https://www.uvi.edu/administration/its/index.html>. The University's strategic plan and the most recent annual reports are available through the University's home page.

HOW TO CONTACT US

For all reference inquiries, comments, and complaints:



2 John Brewers Bay
St. Thomas, VI 00802



<https://www.uvi.edu/administration/its/index.html>

IT Helpdesk



340-693-1466



helpdesk@uvi.edu



[Ask an IT Technician](#)

UVI Libraries

OEK: 340-693-1367

AAS: 340-692-4130

library@uvi.edu

[Ask a Librarian](#)