



University of the Virgin Islands  
Information & Technology Services

PROVIDING THE TECHNOLOGY SOLUTIONS AND THE INFORMATION RESOURCES TO ACHIEVE VISION 2012

2011  
ASSESSMENT RECORD FOR  
DEPARTMENT/UNIT

Technology Customer Service

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(Name of Administrative or Educational Support Department/Unit)

October 1, 2010

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(Assessment Period Covered)

September 30, 2011

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(Date Submitted)

**Submitted By:**

**Cherie Wheatley**

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(Unit Director)



2011  
ASSESSMENT REPORT  
FOR

Technology Customer Service

(Administrative or Educational Support Unit)

October 1, 2010

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Expanded Statement of Institutional Purpose Linkage:

Institutional Mission/Goal(s) Reference:

Educational Excellence- Create a learner centered experience that fosters academic excellence and student success through innovative, effective teaching strategies and high quality academic and student support programs.

Administrative or Educational Support Unit Mission Statement:

Technology Customer Service Unit objective is to focus on the customer and provide excellent customer service to the University Community .This commitment will be demonstrated to our customers' every day in the way we conduct business. The ultimate objective is to exceed the customer expectation by paying close attention to detail and the needs of our customers. Educational excellence will be accomplished in the Customer Services unit by providing the following services:

- ITS Help Desk services
- Provide communication to the university community on technology and information issues
- Conduct annual customer satisfaction survey; continually re-evaluate our services to ensure customer satisfaction.
- ITS Service Desk will provide quality assurance to ensure customer satisfaction with service.
- We will provide consultation and training on the use of technology

Intended Administrative Objectives:

The ITS Service Desk will count the number of persons that enter the St. Thomas Library.



## 2011 ASSESSMENT REPORT FOR

### Technology Customer Service

(Administrative or Educational Support Unit)

October 1, 2010

(Assessment Period Covered)

September 30, 2011

(Date Submitted)

Intended Educational Support Objective:

The ITS Service Desk will count the number of persons that enter the St. Thomas Library.

First Means of Assessment for Objective Identified Above:

1. The ITS Service Desk will keep a quarterly record of the number of customers that come into the St. Thomas Library. We will utilize the electronic counter at the entrance door to do the count.

2. Summary of Assessment Data Collected:

As a means to measure the effectiveness, usage and impact of the library renovations and added services to the St. Thomas campus library, this FY2010/2011 assessment activity focused on tracking the number of students that utilized the libraries and learning villages. To accomplish this task door counters were installed on all major student centers within the St. Thomas campus library. The library main entrance door, the 24/7 student lab and the student tech lounge located in the south west corner of the library.

Location	Assessment Period	Total
Main Entrance	Oct - Sept	11,495
24/7 Student Lab	Jan- Sept	827
Student Tech Lounge	Jan- Sept	8941

Unfortunately, the door counters malfunctioned and stop functioning in May of 2011 and had to be returned to the manufacture for replacement. We did not collect statistics from May 2011 to July 2011. New counters were installed on August 2, 2011.



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3. Use of Results to Improve Unit Services: These results will be used to improve services and determine if the Library has enough resources for the number of customers coming into the library. I am purposing that we repeat this assessment during FY2011/2012 so that we can obtain an accurate account of numbers of people that actually use our facilities at the St. Thomas campus library.

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