![Stark State College logo]

Co-curricular Assessment Report

Office/Department Name: Help Desk Services

Year of CAR Completion: 2018-2020

CAR Cycle: 2017-2018 to 2019-2020

Co-curricular Assessment Report

Organization of Program Review Materials:

- Component I: Response to Previous Co-curricular Assessment Report
- Component II: Review of Assessment Data
- Component III: Criteria for Co-curricular Assessment Report
- Component IV: Recommendations and Executive Summary
- Appendix A: Co-curricular Office/Department Summary Work Plan
- Appendix B: Assessment Council Review Form

NOTE: Please spell out any acronym the first time it is used.

NOTE: Whenever possible, link answers to supplemental documentation that you are providing.

Component I

Response to Previous Co-curricular Assessment Report

Based on your previous CAR review, identify strengths, areas of improvement, opportunities, threats, and progress to date. ***If you are referring to supplemental documentation that you are including in this CAR, please identify that documentation clearly in your answers below.***

Office/Department: Help Desk Services

Strengths:
- Knowledgeable and dedicated staff provides Information Technology (IT) support services to students, faculty and staff.
- Provide a central point of contact for all level 1 and level 2 IT support.
- Track all tickets and the progress toward resolution.
- Our collaboration with other departments to develop the help and training to support new technology.
- All areas using IT equipment (computers, printers, etc.) are under a systematic renewal plan providing up-to-date resources that makes it easier to support.
- The Help Desk Services Center website makes it easier for students and employees to find and navigate the help and training.
- Help Desk videos and help aids are presented by categories and a new naming scheme designates the category as part of the title name.
- The Help Desk Services Center website is cloud based and provides 24/7 access to help and there is no down time due to Stark State College (SSC) IT system maintenance schedules.
- The Room at a Glance/Tech Docs program provides one program for all the information on classroom and office statistics including number of seats, number of computers, types of equipment (printers, multimedia projectors, etc.) all software loaded on the computers, type of computers and the specific stats the technicians use to configure the computers.
- In the mystarkstate portal, the task oriented buttons have the help attached to the button for ease of use.
- Chat is used as another channel of support for Level 2 IT support to the Student Services Help Center's chat feature.
- Recent Activity section in the Help Desk Services Center (HDSC) presents FAQ's by category.
- New employees receive a *Welcome email* with the Help Desk Services information thus providing immediate contact and access to accurate information.
- The IT Help Desk Services information is included in the new employee orientation packet distributed by Human Resources.
- A cyclical training refresher is emailed monthly to our student workers reviewing what cyclical issues are coming up for the month, what macros may be used to assist with the issues and the specific help aids to reference.

Weaknesses:
- Faculty and staff do not know how to direct students to the Help Desk Services website.
- Faculty and staff do not know there is a difference between faculty/staff help and student help and it leads to misinformation.
- Our Chat channel is not direct to the Help Desk Services personnel but is forwarded by Registration, Financial Aid, and the Admissions offices which limits issues for chat.
- Only three full time employees for all coverage leaving us understaffed during vacations, and sick time.

Opportunities:
- Use SSC Marketing to better promote Help Desk Services and the Help Desk Services website.
- Distinguish between IT Help Desk Services and the Help Center for Registration, Financial Aid and Admissions (Student Services).
- Have true single-sign-on (SSO) capabilities for all IT accounts.
- Offer "Forgot Password" link to end user to reset their passwords unassisted.
- Provide accurate information for Help Desk Services and the Help Desk Services Center (website).

Threats:
- Employees and students do not know what Help Desk Services specifically does.
- Employees in other areas give out incorrect information about Help Desk Services.
- Employees and students do not know we have a 24/7 Help Desk Services website.
- Changing technology in the IT field and our ability to support it in a timely manner.
- Need for Professional Development to learn new innovations in the IT service area and to keep up with the changing systems supported.
- Decline of Help Desk Services calls.
- Reduction in full time staff.

Progress to Date:
Awareness & Perception of Help Desk Services
Low student and employee awareness of what the Help Desk does and the Help Desk Services resources available remains a problem.

In the most recent survey only 4.3 percent knew there was a Help Desk Services website. Currently, the following has been done to raise awareness:
- An announcement in the mystarkstate portal each semester,
- Display six large pull-up banners around the College,
- Email is sent to all students about Help Desk Services,
- Quarter page desk top flyers are displayed in the student public lab areas,
- A flyer is displayed on the College TV monitors,
- Information is included in the HR materials new employees receive,
- New Employee Orientation presents information for Help Desk Services.

Doing the above bulleted items, has increased awareness but marginally. Our current methods of advertising have not made a negligible difference.

The Help Desk has previously reached out to the Assistant Director of Admissions & Enrollment Services to make new students aware of our services. They do the following:

- Include information about Help Desk Services in their new student orientation,
- Include our brochure for student accounts and IT resources with the new student acceptance letters.

The Help Desk has reached out to our Marketing department for help in spreading awareness about the Help Desk Services Center website and what the Help Desk does. Our hope is that Marketing can come up with an awareness campaign that would target both students and employees. It would work to make everyone more educated on what we do and how to find the Help Desk Services website. They have said they will do the following:

- Semester start-up email to students (sent the week before classes begin each semester, including 2nd 8 weeks)
- Stark Stater student email during the second week of classes (there tends to be so much content that first week, things get passed over)
- SSC Snapshot email to faculty/staff during start up week each semester (and reminders throughout the year)
- Social media informational reminders sporadically throughout the semester.

Single-sign-on capabilities for all IT accounts

IT has evaluated the current front runner applications that offer true single sign-on to determine what works with all of our different accounts. They have narrowed it down to one software package and a recommendation has been presented to Executive Council. It is their decision on whether or not to fund an investment in this type of software.

Forgot Password link

Offer "Forgot Password" link to end user to reset their passwords unassisted. This feature is part of the Single-Sign-On application software.

Changing Technology & Professional Development

IT training for new employees is on our website. They follow a self-paced video and guide. The new employee is emailed the information to sign in to the Help Desk Services Center and directed to the New Employee Training link. The training for our Banner platform is included on our website and any new system training is developed and put on our website. Training is an ongoing development process that never ends as systems are updated and new technology is adopted.

Help Desk Website

The Help Desk Services Center website is located at https://helpdesk.starkstate.edu. It requires one to sign in and the material is presented to use based on your user role. Users may setup an account, get a password if they have an account, and reset their password if they have forgotten it. Currently, all new employees have an account created when they are hired and users who call

in to the Help Desk get an account created if they do not have one. Student users are imported each semester. All training for new employees is located here.

Decline in Full-Time Staff
In our last CAR, the turnover rate for part-time staff remained an issue. In response to not filling the part-time positions when they became vacant, an additional full-time Media Technician was assigned to our department; however, our full-time staff was decreased by one this past year.

This was in response to the increased need for a Computer Network technician at the Akron campus. The Media Technician was transferred to the IT department.
The impact has been felt the most if someone is on sick or vacation, or in a meeting. The full-time position took the place of two part-time positions. It solved the continual problem with part-time turn over.

The result of the transfer is our projects take longer to complete and our clients have to wait to be served or receive a call back the Help Desk personnel are busy. We have increased our student worker numbers to offset the loss of one full-time Help Desk Media Technician. This transfer has moved us back to an earlier staffing model where we used two to three Help Desk Student Assistants to each Help Desk Specialist to support.

Component II

Review of Previous Assessment Data

***If you are referring to supplemental documentation that you are including in this CAR,
please identify that documentation clearly in your answers below.***

**1. What changes have been recommended that have had a positive effect on your
outcomes? (Please be specific.)**
We conducted two different focus groups, the first in 2017, to evaluate the mystarkstate portal
help and second in 2019, to evaluate the changes made based on the previous 2017 focus group's
recommendations.

We received opinions on what worked and what did not work during the 2017 focus groups.
Specifically, mystarkstate users did not like mystarkstate navigation after the major update was
made to the Luminis platform. The search function never worked in the portal. The end users
considered the navigation of help aids and videos (on the Help Desk tab), in the document
repository as a hindrance to using the online help.
To resolve the issues, we setup a different platform that we already licensed for Help Desk ticket
tracking. We setup the Help Desk Services Center (our website). We returned to the previous
presentation that was received well. It made navigation easy and the search function works. We
used the platform to create our own website that we maintain and present in a user friendly
format. We also attached the help to task oriented buttons in mystarkstate so that they were
readily available.

The focus groups conducted in 2019 evaluated the Help Desk Services Center website. We had
positive feedback from the end users regarding ease of use, navigation and the search feature.
The number one comment made was they did not know the website existed or that there was that
much help available. Previously, in mystarkstate the users did not navigate to view what help
was available because of the difficulty.
When we rolled out the website on the Zendesk platform, emails were sent to all faculty and staff
mailboxes and student mailboxes. We added the information to the Student Brochure that is sent
to all students upon acceptance to the College. I sent information to those involved with
presenting the new student orientation as well.

We have tried to raise awareness about the Help Desk Services Center website since the 2019
focus groups. This past year we instituted a new naming convention format for help aids and
videos that makes it easier to find the help because it is grouped together by category. The
category is included as part of the title name for all help of a specific type. This groups the help
together by the same category starting. This makes it easier to find all help for a particular
subject. We have made the naming convention the same across all platforms.
In the follow up focus group in 2019, the changes were received well.

**2. What changes to your office/department were made based on findings from the previous
CAR?**
Previously, we had an issue with users confusing us with the Information Center. We started

working with the Information Center as a level two IT resource for them and they may escalate their Chat tickets to us. This reinforces with the user that they are now chatting with an IT Help Desk Specialist or Technician and not the Information Center. We developed canned responses to use during Chat with the IT Help Desk and the Information Center has access to these as well. This helps the Information Desk to better understand the different types of help we offer and the different accounts and when to transfer Chats and calls to the Help Desk. This has greatly reduced confusion over what department a user is interacting with.

To further distinguish between departments when assigning tickets to the Help Desk from level one to level two help, we list in the ticket that their issue is being assigned to the group (level two) by name. When speaking with an end user, we tell them when we are assigning their ticket over to a level two group. We also tell the user to check their email for correspondence on the ticket. This lets the end user know that another IT area is going to handle their issue.

The Help Desk took over training since our last CAR. We made changes to the former employee face-to-face training offered through-out the semester. All Training for our Banner ERP system was developed to be offered online. Presenting easy to follow videos with user guides to accompany the videos, allows for users to work at their own pace. Overall, the new method was accepted and adopted seamlessly. When a major upgrade was completed to the Banner system, we still offered six face-to-face navigation training sessions in addition to the online training. The face to face training was not utilized as heavily as one would think with a new major upgrade. Only two of the face-to-face classes were attended well (10 – 12) and none filled to capacity (15). The online training was received well and preferred over the face-to-face training.

With the training being transferred to the Help Desk Services department, we were also able address training new hires. We have put a program into place identifies all new hires and notifies them via email with a welcome from Help Desk Services and points out that our training is online and directs them to our website and to start with the *New Employee– Start Here Video*. The video gives one a short run down of the different IT resources available and where to get more in depth information. To reinforce where to get IT information and resources, we present a short overview of Help Desk Services at the New Faculty Orientation each semester.

We have expanded our Help Desk Student Assistant training to include a monthly training reminder emailed to them reviewing the important information that they will need during the month. The dates for tasks (faculty entering grades or student registering for classes) that are coming up are reviewed and the help aids, videos and macros that pertain to the tasks are reviewed and listed. The student assistants are required to read it and reply to questions regarding the information contained in the refresher. This allows the Help Desk Student Assistant to know what is coming up and the resources they have available to assist with calls and tickets. It makes them more efficient and they can handle more calls.

With our Media Technician being transferred to Computer Network technicians, more of the technicians are cross-trained to respond to events taking place at the College.

Since our last CAR, the two different departments in Information Technology have combined under one director. This has facilitated the communication between departments and eliminated

the information silos that occurred because we were not unified under one director. The two departments now operate with the same procedures and processes across all of Information Technology.

Component III

Criteria for Co-curricular Assessment Report

Criterion 1.0 Mission, Values and Goals

Mission: Help Desk Services provides high-quality technical information and training support services to the Stark State community through dynamic and flexible delivery methods. We are committed to continuous improvement to our quality of service.

Vision: To be recognized as the single point of contact for providing clear, concise, and accurate technical information and training for the College's computing resources and systems.

Values: We strive to provide excellent service to the Stark State College community with accuracy and to provide it in different environments that include and accommodate all learning styles.

Goals: To provide high-quality technical and training information support services to students, faculty, and staff.

*Our mission, vision, and goals were updated to include technical training.

*Note if any changes have been made to the mission, vision, values, and/or goals since the last CAR.

Criterion 2.0 Longitudinal Data

1.) What longitudinal data has your Office/Department collected during this CAR term?
The longitudinal data are collected by several different methods to evaluate the different types of help given to accommodate individual learning styles. We developed qualitative and quantitative criteria to assess whether we are meeting our goal.

The *Help Desk Overview Statistics* report is done monthly from data collected each day for the number of tickets and number of calls and the average for everyone's individual satisfaction rating of good or bad (see below).

Satisfaction is measured also by a point of service survey emailed once a ticket is completed to gauge if a patron is satisfied with the response to their individual ticket. A simple good or bad rating is presented for each ticket and reported back to the agent who solved the ticket. The statistic is averaged for those that respond to the email survey for an overall Help Desk Services satisfaction rating for the past sixty-day time period.

An additional point of service survey link is embedded within the ticket solution emailed to every patron when the ticket is closed. The link takes the patron to a detailed survey asking five key questions. The data is collected monthly from those that respond to the survey and reported each semester. The survey includes a comments box at the end of the survey and we review all the comments at the end of each six month period.

The faculty and staff are given a *Support Services Effectiveness Survey* each year to provide their input concerning the quality of service for the key support areas at the College. The survey collects the grades for eight questions that encompass the overall satisfaction with each support service The report statistics are provided for a three-year period to provide a comparison. In addition to this each support area has several specific questions they may ask with in the survey. The report is published each year.

Focus groups are held every few years to evaluate the online content provided by Help Desk Services. A short survey is sent to each participant prior to the focus group meeting that has the participant actually go to the online content and find help and look at it. It then collects the responses get feedback on content, presentation, and navigation. of the online help provided.

2.) How is that data used to evaluate the Office/Department?
The data for each measure is used to evaluate patterns or cycles and how well a specific type of help is providing the end user with what they require. It is also used to determine what and how we present online content and how we setup our Zendesk Help Desk platform. The data determines what we provide macros for and what chat responses we have, and many other aspects such as staffing. It influences how and what we train our Help Desk Student Assistants to prepare them for working at the Help Desk. We set service standards and look at our ratings to ensure we are meeting the standards.

Criterion 3.0 Assessment Measures Inventory

*The matrix should contain all goals as they pertain to the CAR.

Assessment Measures for Goals (Outcome measures from assessment report)	**Is trend data available for the measure?** (Yes or No)	**Has a performance benchmark(s) been identified for the measure?** (Yes or No)	**Type of performance benchmark** (Mark Internal, State-level [OACC, OBR, etc.], and/or National [Professional org., accrediting group, etc.])
Goal 1: To provide high-quality technical and training information support services to students, faculty, and staff.			
Help Desk Monthly Volume report	Yes	Yes	Internal
Help Desk Monthly Satisfaction report	Yes	Yes	Internal
Support Effectiveness Survey	Yes	Yes	Internal
Point of Service Survey (embedded link in ticket)	Yes	Yes	Internal
Help Desk Services Center content review (focus groups)	Yes	Yes	Internal

Criterion 4.0: Assessment Results Report

Office/Department Name: Information Technology – Help Desk Services
Individual Completing Report: Robin Snedden
Individual(s) Reviewing Report: Jeff Lash
Date: Feb 7, 2020

Purpose:

The report is a summary compilation of key assessment methods, findings, review processes, actions, and improvements related to the academic, student service, or learning goals of the Office/Department.

A follow-up assessment report on the implementation of the assessment plan will be due at the end of the following academic year. Offices/Departments meeting effective assessment standards will be required to submit an assessment report on a three-year cycle.

Instructions:

Enter the outcome measure in the space provided. Please note that for each goal it is expected that a mix of quantitative and qualitative as well as direct and indirect measures are employed.

Provide a brief summary of baseline data collected by the Office/Department and how that data has been used during the current CAR cycle.

Provide a brief summary of *key findings*, either as bulleted points or in short paragraph form.

Provide a brief summary on the review committee/review process (for example, Findings are reviewed by the Director and staff on a per term basis and recommendations are forward to the VP for further review).

Provide a brief summary of any proposed actions for the next term/CAR cycle. Please note that not all findings result in actions.

Provide a brief summary of any improvements from the previous CAR cycle (this does not apply to new measures the first year).

Goal 1: To provide high-quality technical and training information support services to students, faculty, and staff.

Outcome Measure 1: Help Desk Monthly Volume Report for *Completed Tickets* and *Completed Calls*

Terms of Assessment: Fall _X__   Spring _X___   Summer _X__   Annual _____
Findings:
- The volume of Help Desk tickets and calls remain cyclical as shown over the years in Figure 1 and Figure 2 below.
- The number of tickets and calls increase prior to the start of each semester and during the first few weeks of the semester and at the end of the semester as shown in Figure 1 and Figure 2 below
- When new technology such as software upgrades, new software, new desktop or software

platforms are implemented, the number of tickets and calls spike due to questions regarding the new technology. Once the learning curve is achieved, the number of tickets and calls resume at approximately the previous level if enrollment is static.

- Tickets and calls declined when enrollment was down and increased as enrollment numbers went up.
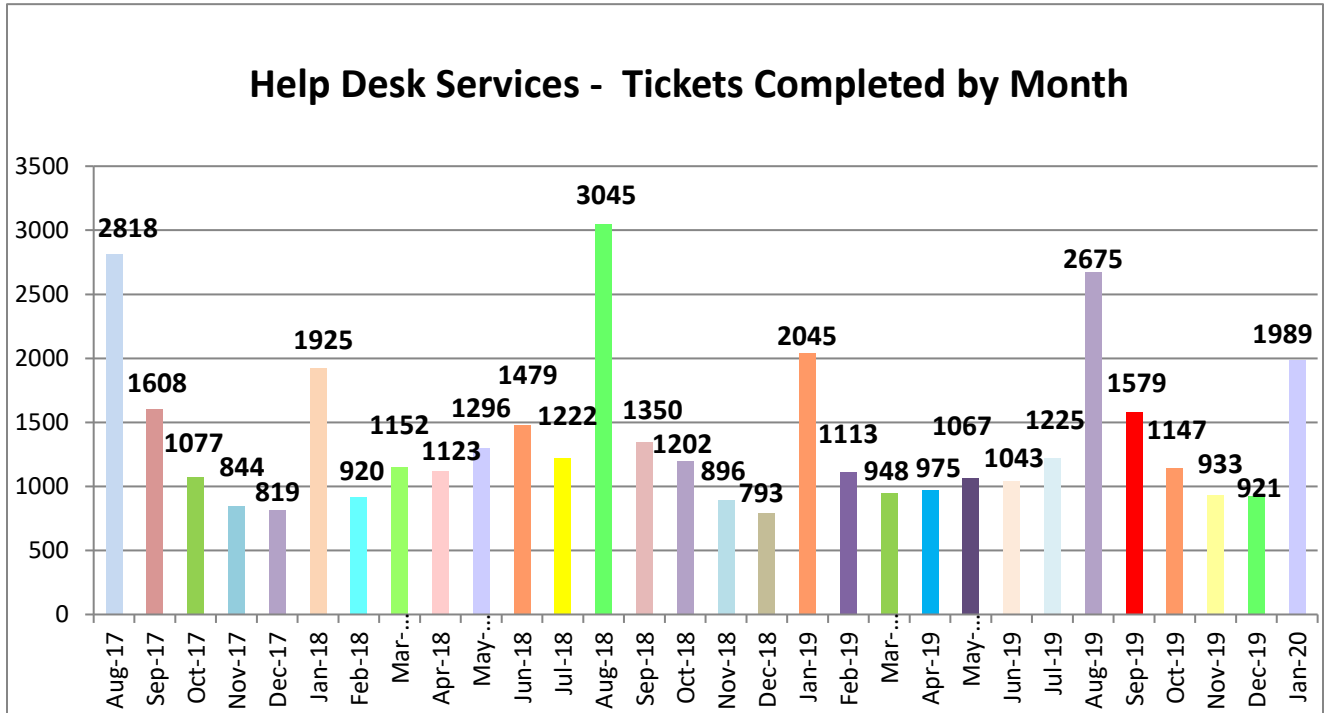

Figure 1. Monthly number of tickets for academic years 2017/2018, 2018/2019, & 2019/2020
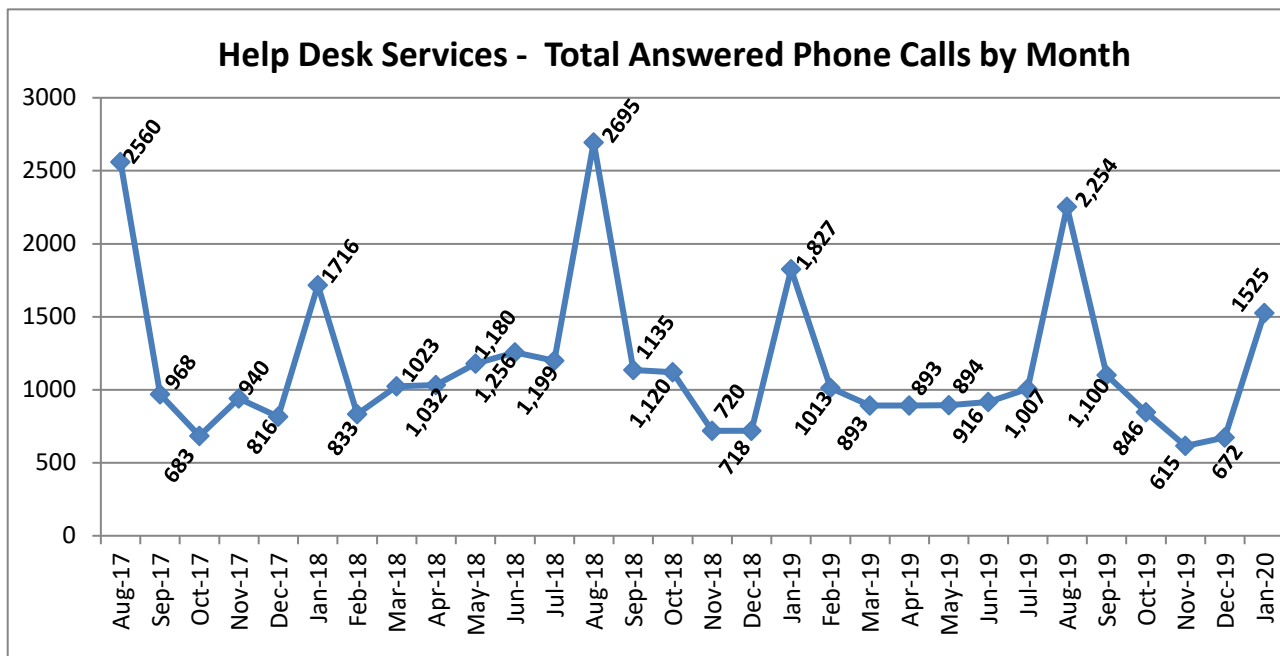

Figure 2. Monthly number of calls for academic years 2017/2018, 2018/2019, & 2019/2020

- The satisfaction rate declines when it is the start of fall semester and this correlates with when the Help Desk is the busiest.
- The ratings have a cyclical semester pattern.
- Ratings are the highest when we are not busy.
- Ratings declined when we started using more student workers as Help Desk Assistants instead of full time staff.

Review Committee/Review Process:

The Satisfaction Report is derived from the average of all the individual level one and two support responses to the individual ticket responses. The response is emailed directly to the person resolving the ticket at that time it is completed. It is also available in the Zendesk platform for agents to review each time they sign in.

The Help Desk Manager reviews tickets and ratings to determine if the correct information and help is being used.

Documented Improvements:

- Review and change specific macros that consistently not getting good ratings.
- Develop macros for reoccurring problem using the steps for resolutions that have received good ratings.
- Have an intervention to speak directly with an agent that is not getting good ratings.

Satisfaction Statistics for Level 1 & 2 support	
Academic Year - 2017 - 2018	
60 day time frame	Overall Rating
Aug. /Sept. 2017	98.00%
Oct./Nov. 2017	98.00%
Nov./Dec. 2017	99.00%
Jan./Feb. 2018	98.00%
Mar./Apr. 2018	98.00%
May/June	97.00%
July/ Aug -60 day	97.00%
Average for Year 2017/2018	**97.86%**
Satisfaction Statistics for Level 1 &2 support	
Academic Year - 2018 - 2019	
60 day time frame	Overall Rating
Aug. /Sept. 2018	97.00%
Oct./Nov. 2018	98.00%
Dec./Jan. 2019	99.00%
Feb./Mar. 2019	98.00%
Apr./May 2019	99.00%
Jun./Jul./2019	97.00%
July/ Aug -2019	97.00%
Average for Year 2018 - 2019	**97.86%**
Satisfaction Statistics for Level 1 & 2 support	
Academic Year - 2019 - 2020	
60 day time frame	Overall Rating
Aug. /Sept. 2019	96.00%
Oct./Nov. 2019	95.00%
Dec./Jan. 2020	98.00%
Feb./Mar. 2019	
Apr./May 2020	
Jun./Jul./2020	
July/ Aug -2020	
Average for Year 2019/2020	**96.33%**

Table 1. Satisfaction ratings for academic years 2017/2018 - 2019/2020

Outcome Measure 3: Support Effectiveness Survey

Terms of Assessment: Fall _____   Spring __X___   Annual _____

Findings:

- Only one third of faculty and staff who responded to the survey use the help on the *Help Desk* tab in the mystarkstate portal as shown in Table 2 below.

- Slightly over one quarter of faculty and staff who responded to the survey, use the training and help instructions in the Help Desk Services Center (the website using the Zendesk application) as shown in Table 2 below.

- More than half of faculty and staff who responded to the survey use the *Room at a Glance/Tech Docs* application (reference Table 2).

Use online self-help on the Help Desk tab on the portal Daily/Weekly	244	33%
Use online training & instructions available on ZenDesk Sometimes/Often	240	27%
Use Room at a Glance on the Help Desk tab Sometimes/Often	243	53%

Table 2. Additional Scaled Help Desk Questions

- The Help Desk Services staff consistently get high grades from those who responded to the survey as shown in Table 3 and table 4 below.
- The Help Desk has improved since 2014; the 2016 and 2018 scores were A- or above (reference Table 4).

		Meets personally with you	Speaks by phone with you	Provides help when needed	Exhibits solid understanding of issues	Provides accurate, helpful information	Shows courtesy and respect	Demonstrates appropriate level of confidentiality	Responds in timely manner
Help Desk	2014	3.39	3.71	3.63	3.47	3.51	3.67	3.71	3.60
	2016	3.55	3.73	3.71	3.57	3.58	3.76	3.79	3.65
	2018	3.51	3.66	3.66	3.51	3.56	3.62	3.65	3.63

Table 3. Grade Point Average per Item for Help Desk

		Meets personally with you	Speaks by phone with you	Provides help when needed	Exhibits solid understanding of issues	Provides accurate, helpful information	Shows courtesy and respect	Demonstrates appropriate level of confidentiality	Responds in timely manner
Help Desk	2014	B+	A-	A-	B+	A-	A-	A-	A-
	2016	A-	A-	A-	A-	A-	A	A	A-
	2018	A-	A-	A-	A-	A-	A-	A-	A-

Table 4. Help Desk Grade per Item

- The most frequent comments from those who responded to the survey were that the Help Desk was helpful/excellent and outstanding as shown in Table 5 below.

Review Committee/Review Process:

		Helpful/Excellent	Outstanding	Process Issues
Help Desk	N = 22	(n = 7)	(n = 6)	(n = 2)

Table 5. Help Desk Most Frequent Summarized Additional Comments

Review with the Director of Research and Planning, the Director of Information Technology and the Help Desk Services Staff.

Documented Improvements:

The *Room at a Glance/Tech Docs* application is updated consistently at the beginning of each semester. The pictures have been updated to reflect the change in computer technology and the reduction of classroom computers.

Outcome Measure 4: Point of Service Survey (embedded link in ticket)

Terms of Assessment: Fall _____X__   Spring __X___   Summer __X__   Annual _____

Findings:

- Those responding to the survey indicated the most popular mode of contact is by phone (reference figure 3).

- Those responding to the survey indicated submitting tickets online and by email are the second most popular modes of contact and are similar in percentages using either method (reference figure 3).

- Walking in to the Help Desk counter for help is used by 12% or less (reference figure 3).

- Using the Self Help online has never reached above 6% (reference figure 3).

How did you contact the Help Desk?

Pink = Submitted Online   Orange = Self-Help website or portal   Green = Email

Blue = Walk-in Counter   Purple = phone
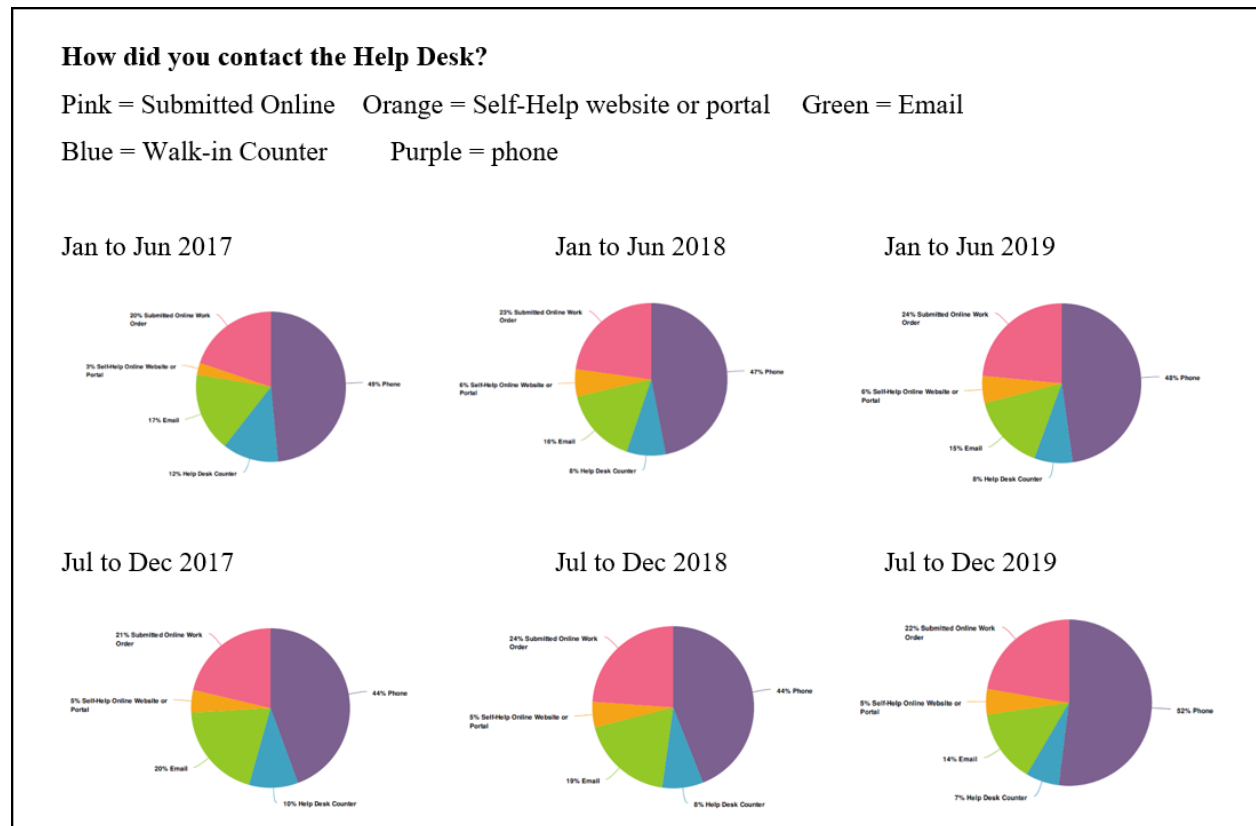
Figure 3. Mode of Contact Pie Chart

- Less than a third of respondents are aware of the Online Self-Help (reference figure 4).

- Comparing the orange results in figure 3, for how many use the Online Self-Help and the blue results in figure 4 for how many are aware of or use the Online Self-Help, of the respondents who are aware, and it is evident that not many use it.

- Up until this past semester, more than **t**hree quarters of the respondents did not know about or do not use the Online Self-help (reference figure 4).

Do you use or are you aware of the Online Self-Help?

Blue = No   Purple = Yes

Jan to Jun 2017	Jan to Jun 2018	Jan to Jun 2019
24% No / 76% Yes	16% No / 84% Yes	21% No / 79% Yes

Jul to Dec 2017	Jul to Dec 2018	July to Dec 2019
22% No / 78% Yes	18% No / 82% Yes	29% No / 71% Yes

Figure 4. Pie Charts for Aware of Online Self-Help?

- The majority (over 90%) of respondents consistently rated the person who help them as *Very Satisfied*, for helpfulness, courteousness, and professionalism (reference Table 6 tables below).
- Very few respondents were *Neutral* about the person that help them (reference Table 6 tables below).
- Less than 1% were *Very Dissatisfied* with the person who helped them, and an additional 1.2% or less were *Dissatisfied* (reference Table 6 below).
- 95% or more were *Very Satisfied* or *Satisfied* with the person who helped them (reference Table 6 tables below).
- The percentages highlighted in Figure 6 below are consistent with the overall Satisfaction average ratings in Table 1 above.

How would you characterize the person who helped you?

Jan to Jun 2017

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	368	16	7	1	3	4	399
Row %	92.2%	4.0%	1.8%	0.3%	0.8%	1.0%	
Courteousness							
Count	359	14	4	2	1	6	386
Row %	93.0%	3.6%	1.0%	0.5%	0.3%	1.6%	
Professionalism							
Count	350	12	4	3	1	4	374
Row %	93.6%	3.2%	1.1%	0.8%	0.3%	1.1%	
Totals							
Total Responses							399

Jul to Dec 2017

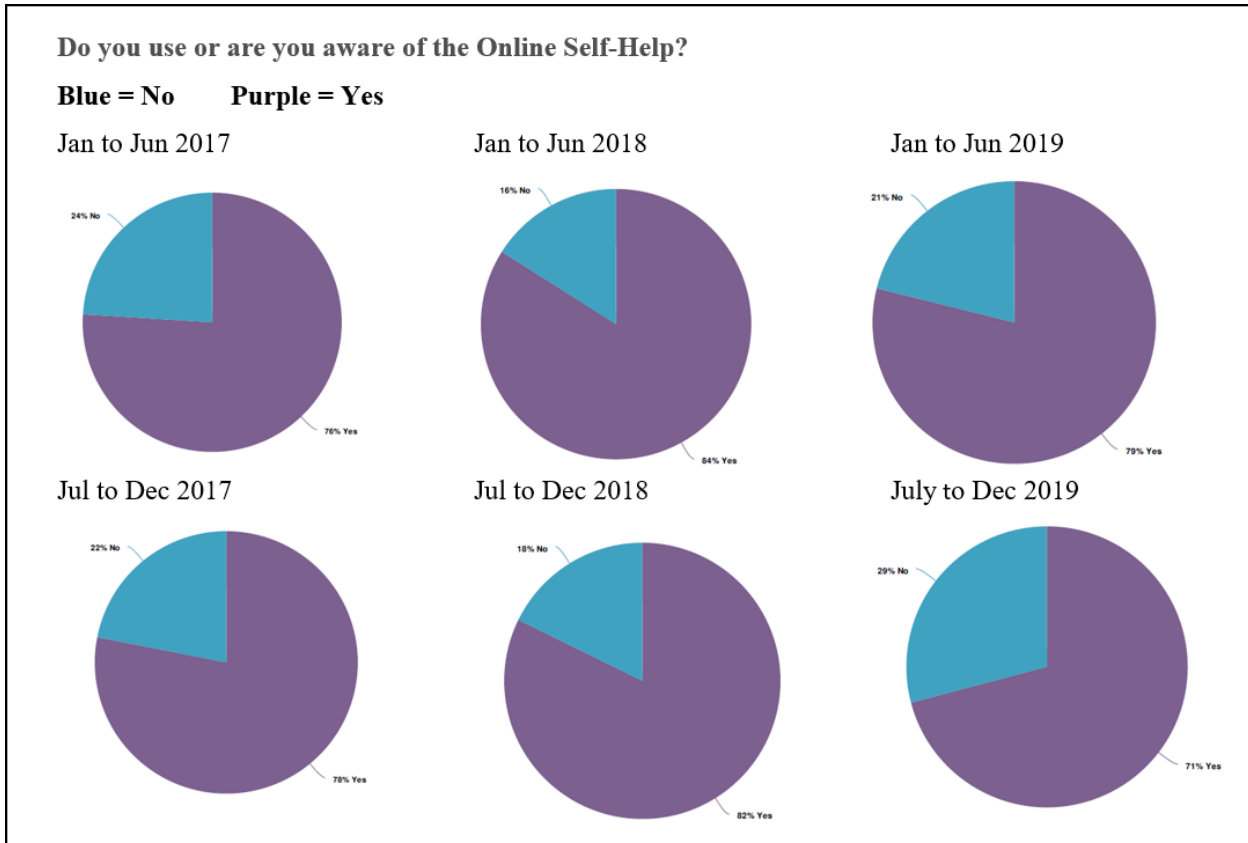|	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	399	17	3	4	4	7	434
Row %	91.9%	3.9%	0.7%	0.9%	0.9%	1.6%	
Courteousness							
Count	398	15	4	2	3	8	430
Row %	92.6%	3.5%	0.9%	0.5%	0.7%	1.9%	
Professionalism							
Count	392	17	4	3	2	8	426
Row %	92.0%	4.0%	0.9%	0.7%	0.5%	1.9%	
Totals							
Total Responses							434

Jan to Jun 2018

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	337	18	4	2	3	0	364
Row %	92.6%	4.9%	1.1%	0.5%	0.8%	0.0%	
Courteousness							
Count	331	19	3	1	2	1	357
Row %	92.7%	5.3%	0.8%	0.3%	0.6%	0.3%	
Professionalism							
Count	332	18	5	0	1	1	357
Row %	93.0%	5.0%	1.4%	0.0%	0.3%	0.3%	
Totals							
Total Responses							364

Jul to Dec 2018

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	354	24	4	4	5	2	393
Row %	90.1%	6.1%	1.0%	1.0%	1.3%	0.5%	
Courteousness							
Count	355	17	5	0	3	5	385
Row %	92.2%	4.4%	1.3%	0.0%	0.8%	1.3%	
Professionalism							
Count	356	18	5	0	3	2	384
Row %	92.7%	4.7%	1.3%	0.0%	0.8%	0.5%	
Totals							
Total Responses							393

Jan to Jun 2019

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	320	14	4	2	2	5	347
Row %	92.2%	4.0%	1.2%	0.6%	0.6%	1.4%	
Courteousness							
Count	318	13	3	0	2	6	342
Row %	93.0%	3.8%	0.9%	0.0%	0.6%	1.8%	
Professionalism							
Count	311	14	3	1	1	6	336
Row %	92.6%	4.2%	0.9%	0.3%	0.3%	1.8%	
Totals							
Total Responses							347

Jul to Dec 2019

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Responses
Helpfulness							
Count	299	16	4	4	3	2	328
Row %	91.2%	4.9%	1.2%	1.2%	0.9%	0.6%	
Courteousness							
Count	297	19	0	3	2	4	325
Row %	91.4%	5.8%	0.0%	0.9%	0.6%	1.2%	
Professionalism							
Count	291	21	0	3	2	2	319
Row %	91.2%	6.6%	0.0%	0.9%	0.6%	0.6%	
Totals							
Total Responses							328

Table 6. Rating of person helping them.

- 89% or more respondents found the Help Desk Assistant or Technician to be *Very Knowledgeable* over the span of the last three years as shown in Figure 5 below.
- The perception of the end-user is that the Help Desk staff is very knowledgeable/knowledgeable based on the charts in Figure 5 below.
- The months prior to fall startup and through the fall semester have slightly lower percentage of end-users who found the Help Desk staff to be knowledgeable or very knowledgeable (reference figure 5).

Based on your assistance received, how knowledgeable was the Help Desk Assistant/Technician?

Purple: Very Knowledgeable   Blue: Knowledgeable   Green: Not Knowledgeable

Jan to Jun 2017 — 1.0%, 9.4%, 89.6%

Jan to Jun 2018 — 1.1%, 7.6%, 91.3%

Jan to Jun 2019 — 1.7%, 5.2%, 93.0%

Jul to Dec 2017 — 1.9%, 8.2%, 89.2%

Jul to Dec 2018 — 1.6%, 8.8%, 89.6%

Jul to Dec 2019 — 3%, 8%, 89%
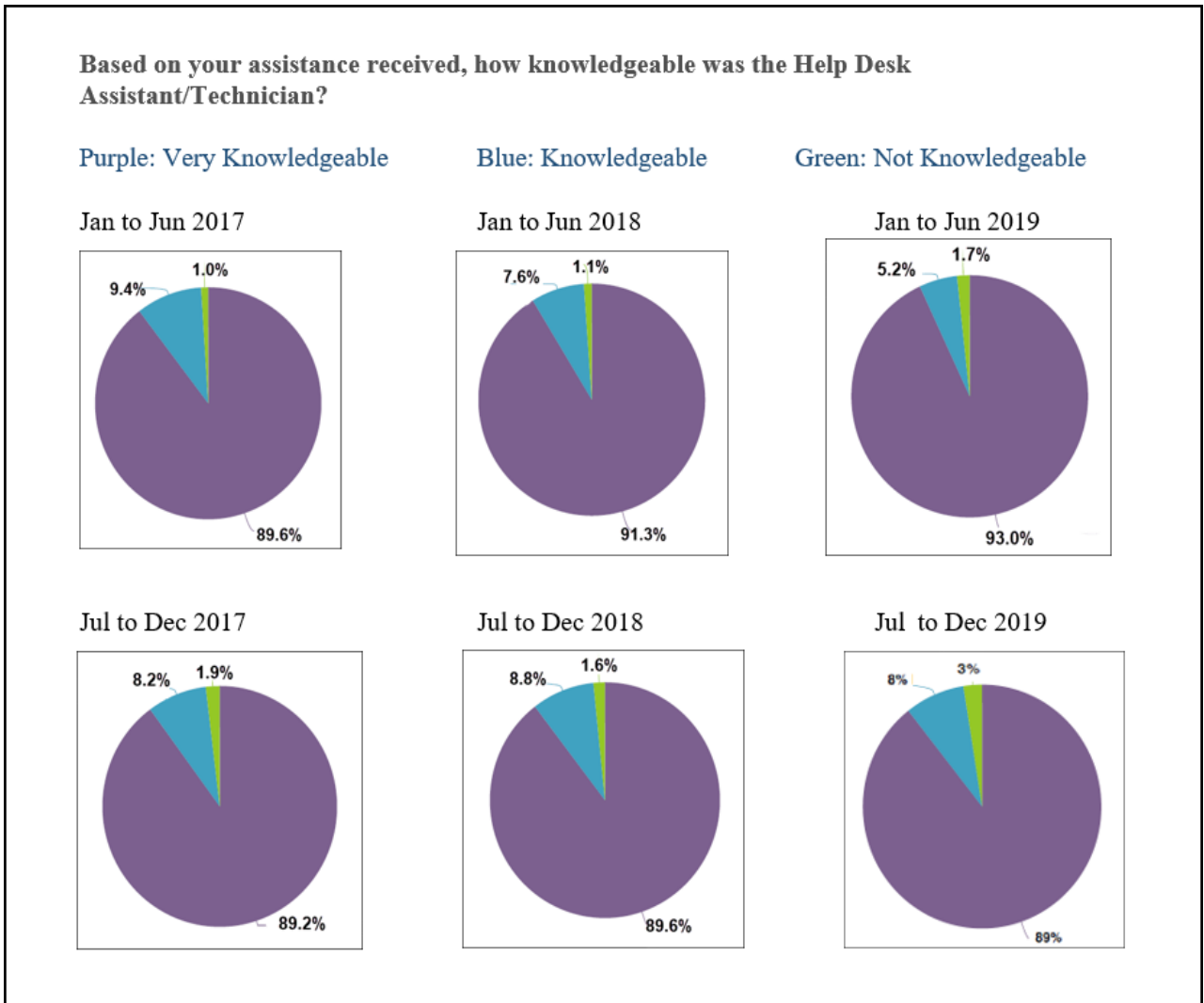
Figure 5. Pie charts show how knowledgeable the respondent found the Help Desk personal that assistant them.

- Consistently solve issues to the respondents' satisfaction as shown in the pie charts in Figure 6 below.
- 95% or more of the respondents were satisfied during the three-year period (reference Figure 6).
- From those who responded to the survey, the spring semester and the fall semester have very similar satisfaction percentage ratings (reference Figure 6 below).

Was your issue or problem resolved to your satisfaction?

Purple = Yes   **Blue = No**

Jan to Jun 2017	Jan to Jun 2018	Jan to Jun 2019
2% No	5% No	3% No
98% Yes	95% Yes	97% Yes

Jul to Dec 2017	Jul t o Dec 2018	Jul to Dec 2019
4% No	3% No	4% No
96% Yes	97% Yes	97% Yes

Figure 6. Pie Charts showing respondents satisfied with issue resolution.

- Survey respondents are very satisfied with the response time (reference Table 7).
- Response time satisfaction remains static year after year as shown in Table 7 below.
- *Neutral*, *Dissatisfied* and *Very Dissatisfied* respondents are less than .5% for year 2017, 2018 and 2019 (reference Table 7).

How satisfied were you with the response time?
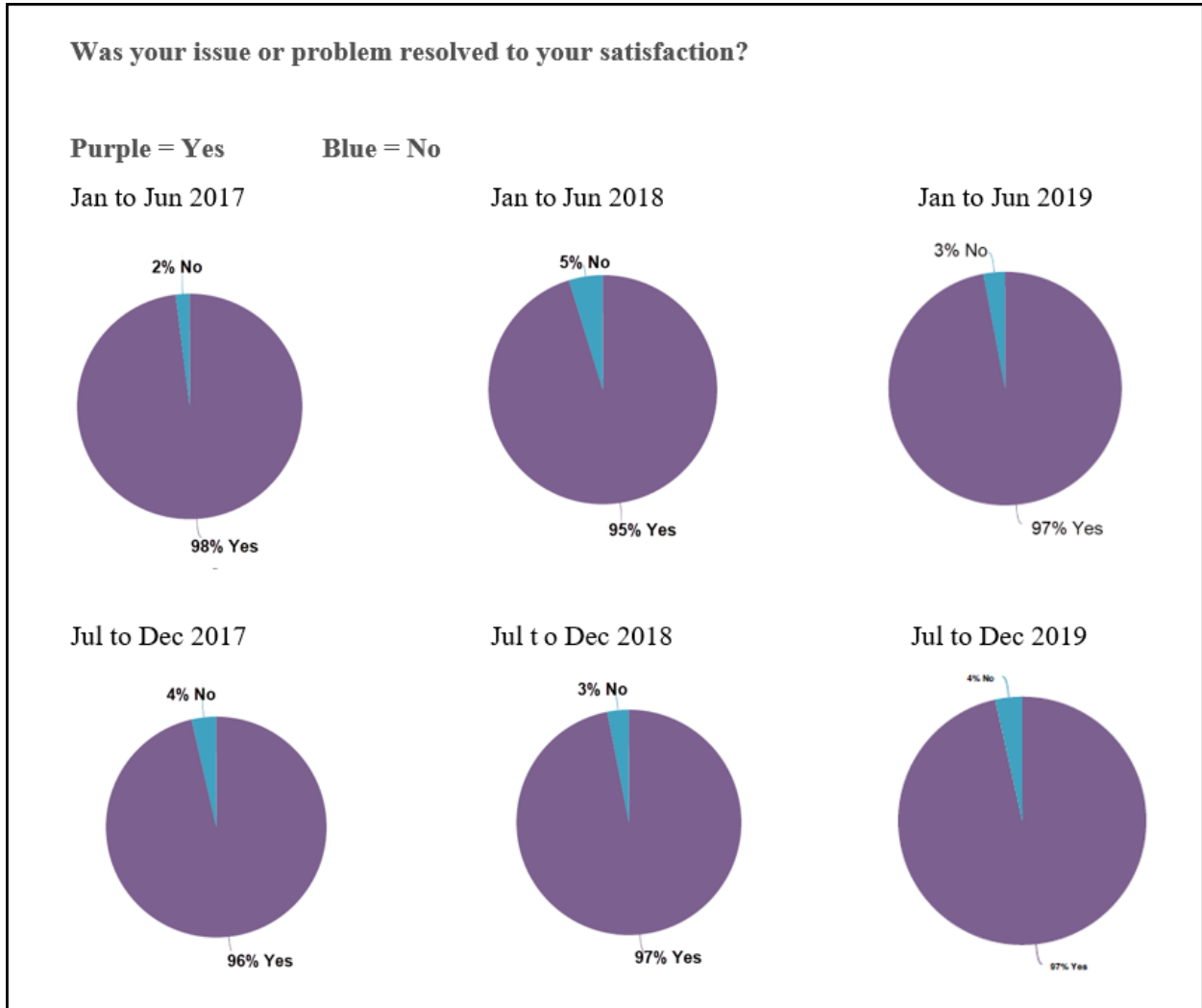
Purple = Very Satisfied **Blue = Satisfied** **Green = Neutral**

Pink = Dissatisfied **Orange = Very Dissatisfied**

Jan to Jun 2017

Value		Percent	Responses
Very Satisfied		89.9%	346
Satisfied		8.1%	31
Neutral		0.8%	3
Dissatisfied		0.8%	3
Very Dissatisfied		0.5%	2
			Totals: 385

Jul to Dec 2017

Value		Percent	Responses
Very Satisfied		88.2%	373
Satisfied		7.6%	32
Neutral		3.1%	13
Dissatisfied		0.7%	3
Very Dissatisfied		0.5%	2
			Totals: 423

Jan to Jun 2018

Value		Percent	Responses
Very Satisfied		89.9%	346
Satisfied		8.1%	31
Neutral		0.8%	3
Dissatisfied		0.8%	3
Very Dissatisfied		0.5%	2
			Totals: 385

Jul to Dec 2018

Value		Percent	Responses
Very Satisfied		88.5%	340
Satisfied		9.1%	35
Neutral		1.0%	4
Dissatisfied		0.8%	3
Very Dissatisfied		0.5%	2
			Totals: 384

Jan to Jun 2019

Value		Percent	Responses
Very Satisfied		92.3%	310
Satisfied		5.7%	19
Neutral		1.2%	4
Dissatisfied		0.3%	1
Very Dissatisfied		0.6%	2
			Totals: 336

Jul to Dec 2019

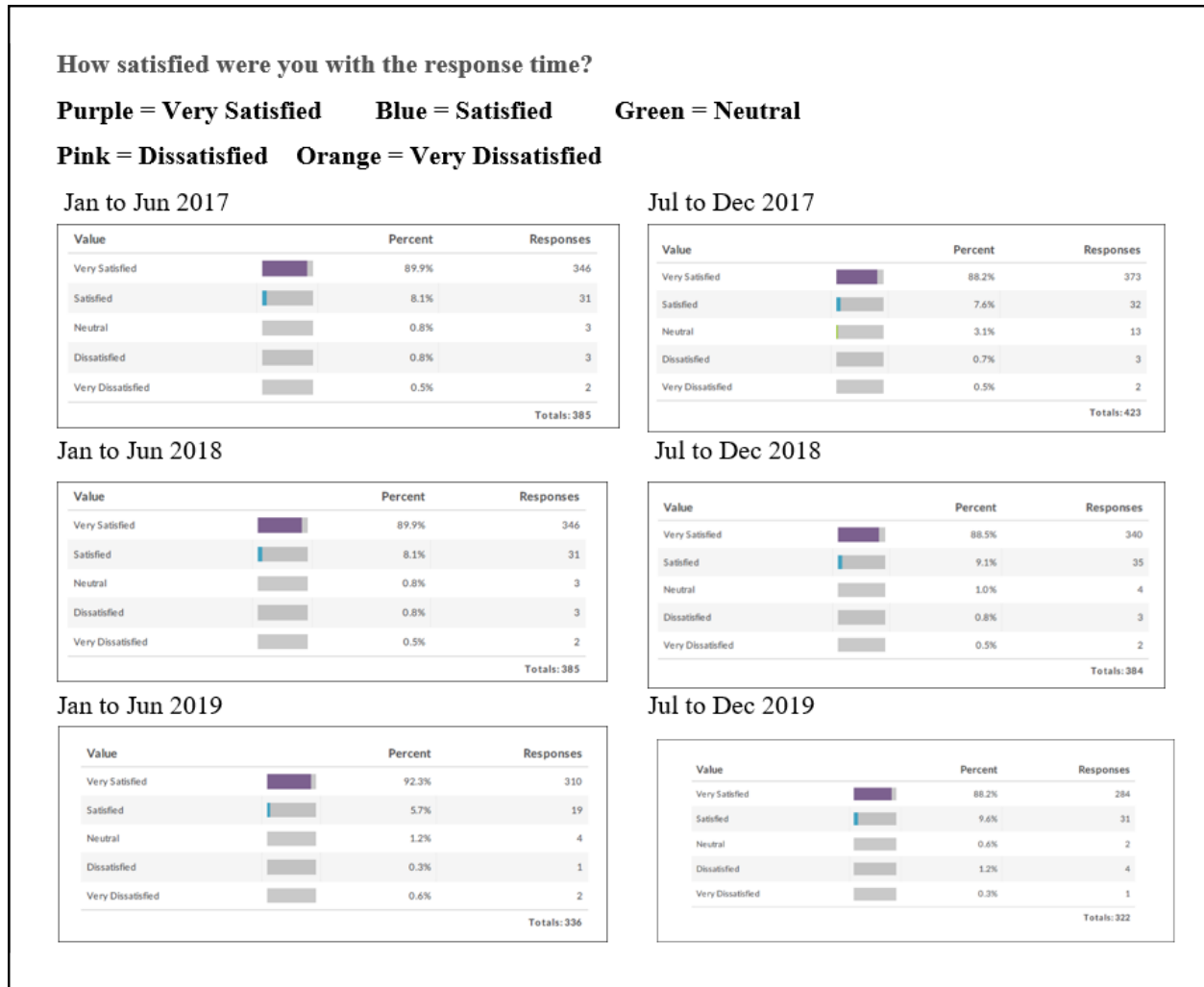| Value		Percent	Responses
Very Satisfied		88.2%	284
Satisfied		9.6%	31
Neutral		0.6%	2
Dissatisfied		1.2%	4
Very Dissatisfied		0.3%	1
			Totals: 322

Table 7. Satisfied with Response time.

- An overwhelming majority who responded to the survey indicated they were very satisfied with the service overall as shown in Table 8 below.
- 96% or more of the respondents indicated their overall satisfaction was very satisfied or satisfied (reference Table 8).
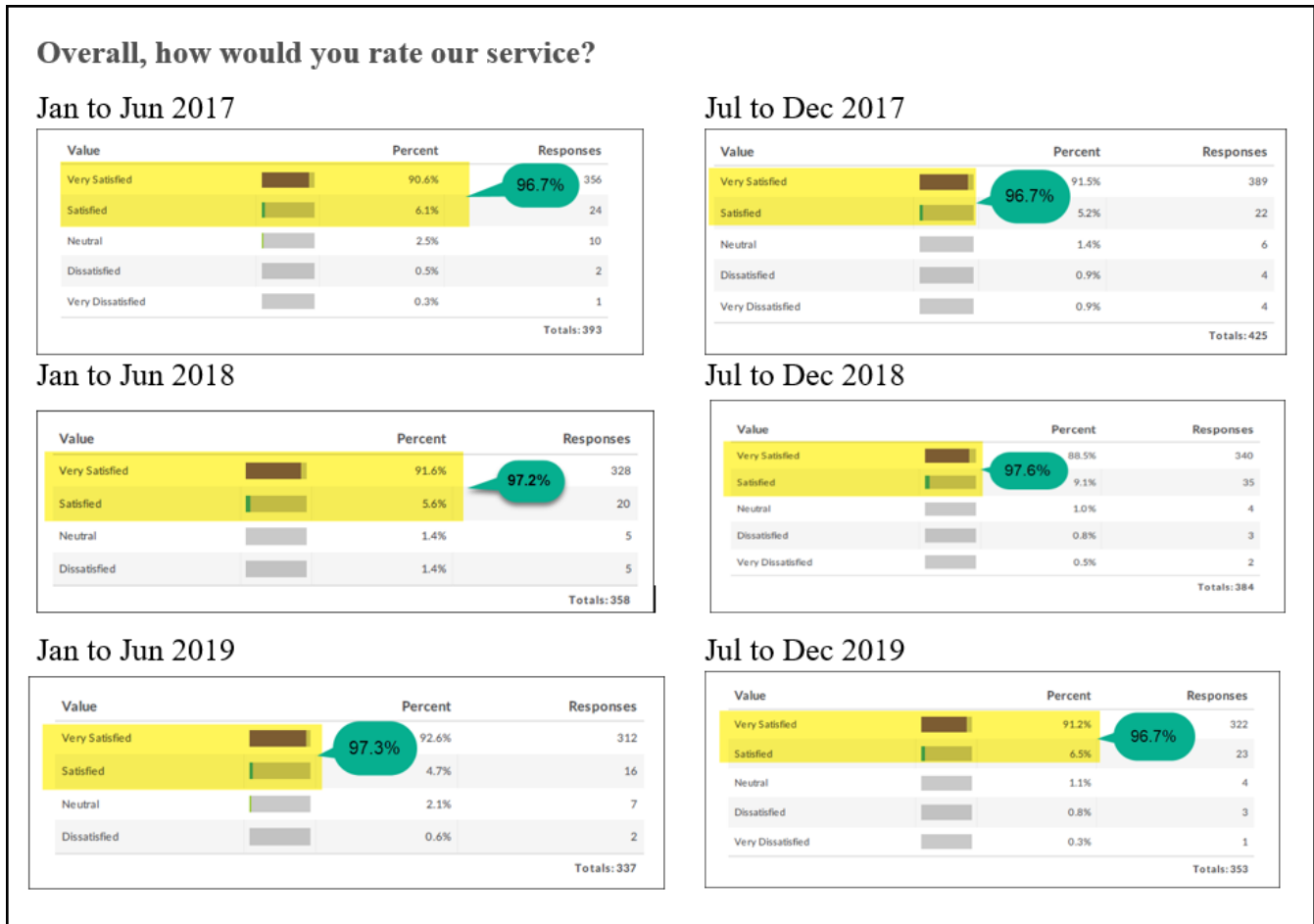
Overall, how would you rate our service?

Jan to Jun 2017

Value		Percent	Responses
Very Satisfied		90.6%	356
Satisfied		6.1%	24
Neutral		2.5%	10
Dissatisfied		0.5%	2
Very Dissatisfied		0.3%	1
			Totals: 393

96.7%

Jul to Dec 2017

Value		Percent	Responses
Very Satisfied		91.5%	389
Satisfied		5.2%	22
Neutral		1.4%	6
Dissatisfied		0.9%	4
Very Dissatisfied		0.9%	4
			Totals: 425

96.7%

Jan to Jun 2018

Value		Percent	Responses
Very Satisfied		91.6%	328
Satisfied		5.6%	20
Neutral		1.4%	5
Dissatisfied		1.4%	5
			Totals: 358

97.2%

Jul to Dec 2018

Value		Percent	Responses
Very Satisfied		88.5%	340
Satisfied		9.1%	35
Neutral		1.0%	4
Dissatisfied		0.8%	3
Very Dissatisfied		0.5%	2
			Totals: 384

97.6%

Jan to Jun 2019

Value		Percent	Responses
Very Satisfied		92.6%	312
Satisfied		4.7%	16
Neutral		2.1%	7
Dissatisfied		0.6%	2
			Totals: 337

97.3%

Jul to Dec 2019

Value		Percent	Responses
Very Satisfied		91.2%	322
Satisfied		6.5%	23
Neutral		1.1%	4
Dissatisfied		0.8%	3
Very Dissatisfied		0.3%	1
			Totals: 353

96.7%

Table 8. Respondents indicating, they were very satisfied or satisfied with their overall service

Review Committee/Review Process:
Review with the Director of Research and Planning, the Director of Information Technology.

Documented Improvements:
Help Desk Student Assistant training incorporates how one should treat a customer who is asking for help. Gives suggestions for line of questioning, how to respond. The training also includes how to deal with difficult customers.
Macros available to all to use and they make the help given consistent. It gives the Help Desk Student Assistants more resources that are available to them.

Outcome Measure 5: mystarkstate Help Desk tab and Help Desk Services Center content review (focus groups)

Terms of Assessment: Fall _____   Spring __X___   Bi-annual __X___

Findings:
Two different focus groups reviews were conducted; one took place in the spring of 2017 and it evaluated the content on the Help Desk tab in mystarkstate.
The second focus group took place in the spring of 2019 and it evaluated the content in the Help Desk Services Center (website).
Two focus groups were held for each year and the findings were combined. As part of the focus group a preliminary survey was sent to each individual to complete prior to the focus group meeting. The survey contained 9-10 questions that the participant answered by using the Help Desk tab in mystarkstate (2107) and the Help Desk Services Center (2019). The preliminary surveys were collected at the time of the face-to-face survey. A combination of full-time and part-time staff and full-time and part-time faculty were in each group. The comments and surveys were used to evaluate the content and how the content was presented.
The findings from the 2017 focus groups were used to make changes and the 2019 focus groups evaluated those changes.

2017 Focus Groups – Evaluated the help presented in the *Help Desk* tab in the mystarkstate portal.
- The #1 problem mentioned in all the surveys and in the face-to-face focus groups was the navigation of the document repository is difficult.
- Navigating is cumbersome; not able to navigate without step by step instructions for where the location of the help is located.
- Navigation in the different panes is not the same.
- Can't find what they want.
- Not aware that there is a *table of contents* to see what is in the document repository.
- Too much scrolling.
- Slow to load videos.
- Not aware of all the help that is in mystarkstate.
- Frustrating to use.
- Hard to download to read once you find what you are looking for.
- Search function doesn't work or not user friendly.
- Does not use terms they would use to search.
- *Room at a Glance* is utilized and found to be the most useful thing on the Help Desk tab.
- The button *Submit a ticket* to the Help Desk found to helpful.
- Employees don't know that they can view the student *version* of help.

The participants gave many suggestions to improve the way help is presented and for the navigation and search function on the *Help Desk* tab in mystarkstate. The suggestions were good, however, they were not possible with the Luminis platform used for mystarkstate.
Previously it was suggested that the help be attached to task button for each access and this feature was well received but it was not apparent to some of the users that the question mark at the end of the task button were to the help links.

Because of the limitations of the mystarkstate portal's Luminis platform, it was decided to use the interface available with our Help Desk ticketing application called Zendesk to present the help and videos in a more user-friendly format to navigate, find and download. The Zendesk interface for end-users allowed the suggestions and comments for easier navigation and search function to be acted on and implemented. The end-user interface was a platform we already had access to through the Zendesk platform. The format to organize and present the content was similar to what was previously used in the mystarkstate portal and well received. Through a major upgrade to the portal application we lost that format. We used former format to setup and organize the content and the navigation in the current Help Desk Services Center website.

Once the Zendesk platform was setup, and tested, we made it available to all current employees, current students, and new students accepted to the College.

The next round of focus groups in 2019 was used to evaluate the new Help Desk website. We named it the *Help Desk Services Center* to differentiate it from the *Help Desk* tab. The same process as above for the 2017 focus groups was followed and the content and presentation of the *Help Desk Services Center* website was evaluated. Below are the findings.

2019 Focus Groups – Evaluate the help presented in the Help Desk Services Center website.

- *Room at a Glance* remains one of the top reasons users go to the online help. All room pictures were updated this semester.
- Faculty and staff do not know where the *Banner Training* is located.
- The majority of faculty and staff do not know how to get to the *Help Desk Services Center*.
- Faculty and staff do not know how to get to the *Student Help.*
- Faculty and staff do not know or were not aware that there is student help available.
- Faculty and staff do not know how to direct students to the *Student Help*.
- Faculty and staff do not know that the *Student Help* is was different than their help.
- Many wanted to have the look or what items such as buttons are called changed.
- Did not know the Help Desk Services Center existed or had that much help.
- Navigation is much easier than using mystarkstate to view and find help.
- Did not know what "Web Checkout Patron Portal" button means.
- Did not know what "My Activities" button means.
- The search feature works!
- Like the videos because it is faster to watch a video than read through all the steps.
- Create help to explain that the attributes feature is only available in an advanced search using Self Service Banner and add what the different class attributes are and what they mean in the instructions.
- Create help for where to locate my advisor for students.
- Make names for help aids and videos consistent and clear.

Review Committee/Review Process:
Reviewed the findings with the Director of Institutional Research, Planning, and Assessment.

Documented Improvements:

Navigation was improved greatly by setting up the *Help Desk Services Center* for all our help aids, videos, and training. We used a format that was received well on an old platform we used for the Help Desk tab when we used HTML for the Help Desk tab in the mystarkstate portal.

Brochure updates to the *Students Getting Started* for new students' emphases the Help Desk Services Center for online help instead of mystarkstate.
The New Employee Orientation directs the employees to the Help Desk Services Center for their help and training.

A new naming convention was adapted that uses the *category* at the beginning of the file name, help aid name and video name. This allows for one to know and view what the document is stored under for future reference. The help aids, videos, and file name are all the same name with *video* designated at the end of the name for all videos. The names stay consistent across mystarkstate and the Help Desk Services Center.

All new employees have a Help Desk Services Center account created. All Students are imported into Zendesk each semester. This makes for easy access. Users just need to click on a link to create their password.

We rebranded the *Web Checkout Patron Portal* to *Equipment Reservations*. The link is more self-explanatory and it has led to an increase in equipment reservations.

The *Registration – Search Courses* help and video were updated to include that the attributes feature is only available in an advanced search and included how to do advanced searches using class attributes. Examples as well as a list of attributes the more common attributes were added to the help aid and video.

Created help aid for student to find the location of their advisor in MAP and Self Service Banner. It is called *Registration – Find Advisor*.

Contacted Marketing to come up with a campaign to get students and employees aware of the Help Desk Services Center.

Criterion 5.0 Office/Department members are qualified by professional background, experience, and continuing professional development and meet the needs of the Office/Department.

Yes	No	DNA		
X			**5.1**	Employee (full-time and part-time) credentials meet college requirements.
X			**5.2**	Annual Employee Performance Evaluations are on record in Human Resources.
X			**5.3**	Employees (full-time and part-time) are involved in professional organizations, presentations, and/or other professional works.
X			**5.4**	Employees are involved in the development of initiatives that support the College Mission.

3. Additional Comments: (Please explain any "No" selections.)
Not applicable.

Reflective Narrative Questions:
1. Describe how Performance Evaluations are being used to enhance the Office/Department.
This process was changed this year and we are in the process of getting trained and coached to use a new model for the Performance Evaluations. Up until this change the Performance Evaluations were used to discuss with the employee how they contributed to the department the past year, what were their accomplishments, and if they met the goals they set the previous year. We discuss what they were going to do to make their contribution to the department for the upcoming year. Together we look at their performance and discuss where improvements could be made if needed and what goals they are setting to enhance their performance as part of the Help Desk Services team.

2. Describe how professional development benefits the Office/Department.
Employees participate in the professional development offered by the College to faculty and staff. This brings new ideas and a new perspective to how we perform our daily activities.

3. Describe how employees are involved in the development of initiatives that support the College Mission.
We serve on various committees that are part of self-governance for the College. We work to improve the processes and make it easier for students to be successful. We provide consistent, reliable and up to date help for the different areas of the College, and by doing so we support the Colleges mission to enable everyone to be successful in their pursuit of education.

Criterion 6.0 The Office/Department is responsive to changes in current technology and has adequate resources.

Yes	No	DNA		
X			**6.1**	Office/Department changes are consistent with technological and scientific advances, and Office/Department content incorporates new developments in the field.
X			**6.2**	Employees work with supervisors to ensure adequate and current resources available to provide services.
X			**6.3**	Employees work with information technology staff to ensure availability of appropriate software and hardware components.

Additional Comments: (Please explain any "No" selections.)
Not applicable.

Reflective Narrative Questions:

1. Explain the changing conditions within the field.
SSC is dedicated to keeping up with the latest trends in technology to offer a quality education. The Help Desk supports all of the new technology and works toward making the transitions for employees easier when we adopt new technology. We help to ensure that employees know how to utilize and use the latest tools provided by SSC.

2. How are these changing conditions addressed within the Office/Department?
As we are aware of what new technologies are being adopted, we each look at what those changes will be and how we are going to support them. We explore and learn what will be required to pass on the upcoming changes and make the transitions easier for faculty and staff to adapt to the changes.

3. Explain how employees work with information technology staff to ensure availability of appropriate software and hardware components.
The Help Desk is the first point of contact for all of the College's IT initiatives and we work with other areas in IT to provide the support that will be required to bring everyone onboard. We create the training, help, and support documentation.

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Component IV

Recommendations and Executive Summary

</div>

Based on the results of this current CAR, list your strengths, areas of improvement, opportunities, threats, and recommendations.

Office/Department: Help Desk Services

Strengths:
- Knowledgeable and dedicated staff provides IT support services to students, faculty and staff.
- Provide a central point of contact for all level 1 and level 2 support.
- We provide tracking of all tickets and the progress toward the ticket resolution.
- We directly support all requests for IT support and track all progress toward the resolution.
- We have low staff turnover providing a solid foundation for support services.
- We collaborate with other departments to develop the help and training to support new technology.
- We provide a stable easy to navigate platform for online help and training.
- We have a high profile because we provide all level one support for IT, and document and assign tickets to other areas for level two IT support.
- All areas using IT equipment (computers, printers, etc.) are under a systematic renewal plan providing up to date resources.
- We provide support for other areas that are implementing new technology and we help to provide the support that is required.
- We provide level two account support for Registration, Financial Aid, and Admissions.
- Keep our Help Desk Services Center website up to date.
- We have a monthly Help Desk Refresher emailed to all the Student Help Desk Assistants that reviews what is coming up and the help associated with it.

Weaknesses:
- Lack of awareness by other departments of what we do, how we do it and what we provide.
- Working with Marketing has not provided the same awareness for Help Desk Services as it has for other areas.
- Must sign in to the Help Desk Services Center and the first time to sign in one must get a password for their account from the link.
- The Help Desk Services account may have a different password from other accounts.
- Our *Chat* is only through reassignment by the SSC operator or Student Services.
- Other areas provide incorrect information or help instead of our help.
- Our Student Help Desk Assistants have a high turnover rate.
- Training and keeping the Student Help Desk Assistants up to date with all the changes is difficult because of complexity and turnover.

Opportunities:
- Market Help Desk Services the same as other areas such as estarkstate and Registration and Financial Aid. The current plan has not provided an increase in awareness.
- Work with new student orientation personnel to provide them with correct account information and where to sign in to our website.

Threats:
- Decreases in enrollment results in fewer calls and contacts with Help Desk Services.
- Changing technology in the IT field and our ability to support it in a timely manner.
- The continued use by employees to use mystarkstate with its cumbersome functionality to get to the help instead of the Help Desk Services Center for easy navigation.
- Less staff does not provide time to update help and create new help in a timely manner.

Priority Recommendations: *(For each area listed below, please number all recommendations as they will be prioritized on the Summary Work Plan - Appendix A. Sufficient support for the recommendations must be included, either by reference to responses in the components or specific Criterion or by additional information included with this program review.)*

Additional Information. On occasion, some programs may have additional documents that they feel should be included to complete the self-study. Supporting documents may include such things as program self-study reports, case study reports, survey statistics, focus group data, etc. All supporting documentation must be dated within this CAR period. Please list below the additional documents that you will be adding to this CAR in support of your recommendations.