OAKLAND UNIVERSITY™

Thursday, August 29, 2002

IT Department to improve its services

*By **Jeff Samoray**, OU Web Writer*

Oakland University's **Information and Technology Department** is taking steps to improve its services as a response to feedback OU faculty and staff provided in a recent online survey.

"We found that overall people are satisfied with our services. But problem areas are resolution time and the expectations of resolution time," said Andrea Tanner Zsigo, manager of the Helpdesk and desktop applications. "We have established priority levels that people don't always understand. One of our goals is to take another look at those priority levels and educate those who use our services."

The IT Department launched its online survey last March to reach the maximum number of faculty members, staff and students before the end of winter semester. Tanner Zsigo said 117 people responded to the survey.

"We wanted to get an idea of how we're perceived and what areas we need to work on," Tanner Zsigo said. "The online format worked well because people could reveal their opinions anonymously."

The survey findings also have prompted the IT Department to seek ways to improve consistency among those who staff the Helpdesk and shorten turnaround times for problem resolution. About 7-12 student workers make up the Helpdesk staff. Each normally works about 20 hours per week.

"We'd like to improve our training of our Helpdesk staff, and our respondents noted a lack of consistency," Tanner Zsigo said. "Our students workers change from semester to semester and they eventually leave when they graduate. A lot of respondents want us to use more full-time staff at the Helpdesk, and we're working on a budget request to address that. We also experience ups and downs all semester – the mid-term and finals times are when we are busiest and shortest on staff. We don't want to eliminate student staffing, but rather improve our service by having more consistent, full-time staff.

"Another item we need to improve upon is out e-mail and voice-mail response times. We do check our voice-mail every 30 minutes, but we know that we really have to watch our e-mail."

The IT Department also will try to further help campus employees by providing information on hard drive backups to prevent inadvertent data loss, Tanner Zsigo said.

"The survey responses indicated that a lot of people don't back up their computer data," Tanner Zsigo said. "We want to launch an initiative for people to back up their data, including their e-mail and attachments. We're writing documentation for that plan now."

The **Information Technology Department** posts information on its home page on a daily basis to inform the campus community of any technology related issues. For those who experience any computer or network problems, the IT Helpdesk can be contacted at (248) 370-HELP (4357). Any comments or questions about the IT survey or other IT services can be directed to Andrea Tanner Zsigo at (248) 370-4555 or **tanner@oakland.edu**.

SUMMARY
Oakland University's Information and Technology Department is taking steps to improve its services as a response to feedback OU faculty and staff provided in a recent online survey.

Created by CareTech Administrator (webservices@caretechsolutions.com) on Thursday, August 29, 2002
Modified by CareTech Administrator (webservices@caretechsolutions.com) on Thursday, August 29, 2002
Article Start Date: Monday, January 23, 2006