

Department/Unit: CaTS
Contact Name: Craig Woolley

Year: 2018
Contact Title: CIO

Unit Overview/Mission/Purpose

CaTS provides a single point of contact for all WSU students, faculty, and staff for technology needs. Having this “one stop” service enables our customers to quickly reach out and receive the help they need to accomplish their work.

CaTS designs, implements, supports and integrates a large percentage of the systems that are mission critical to the operation of the University. Student, faculty and staff are all users and stakeholders in the solutions we provide. We also provide consultative services to both administrative and academic departments to aid in their decision making, vet vendors and solutions and work to minimize duplicative investments.

Staffing

	FY16	FY17	FY18	FY19
# Full Time Staff	105	105	83	86*
# Student Employee FTE				

*3 FTE added as a result of 2018 IT Consolidation (2 Library, 1 RSCOB)

Success Outcome 1:

Customer satisfaction among faculty and staff

KPI 1.1

Data: Annual customer satisfaction surveys are conducted in the spring. Customers are asked to rate their overall satisfaction with the quality of service they receive from CaTS. There are 5 options to choose from: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied. We count a satisfied customer as someone who chose Satisfied or Very Satisfied.

Result: % of satisfied faculty and staff

	FY16	FY17	FY18
Customer Satisfaction Rate (faculty and staff)	91%	95%	97%

Response/Action Plan: After the survey results are compiled and analyzed, the campus community is made aware of the entire survey results and an action plan is developed to address the main themes derived from the survey results. For the FY17 survey, the following action plan to address the main themes of the survey was circulated and completed:

1. **Theme:** Create a "No Talking Lab"
Action Taken: 003 University Hall has been converted into a completely silent computer lab containing four workstations, two of which are in individual offices. This lab is open 24/7, but requires using your Wright1 Card to swipe in.
2. **Theme:** Shorten the Help Desk Phone Prompt
Action Taken: The Help Desk has reduced the initial phone prompt length from 45 seconds down to 6 seconds. The reduction in time allows callers who are contacting the Help Desk to speak to a live technician more quickly without having to wait through an automated message. Callers no longer need to select a number for a specific service as all calls connect directly to a Help Desk analyst.
3. **Theme:** Improve Wireless Connectivity for Students
Action Taken: CaTS sent out a separate survey to all students in the Spring of 2018 in an effort to obtain more detailed information about the wireless concerns. Many of the identified issues have been resolved with the hopes that the remaining issues will be addressed when the entire wireless network is upgraded in the fall of 2018.
4. **Theme:** Offer More Technical Training for Faculty and Staff
Action Taken: The Technical Training team has started developing several new training sessions. These sessions include: Qualtrics, Banner 9 Admin General Navigation, Getting Started with Excel, and Getting Started with Adobe Acrobat. Training will be offered beginning in the fourth quarter of 2017. To view a list of workshops currently available, visit our [IT Workshops website](#). For additional training requests, including one-on-one sessions, email cats-training@wright.edu.
5. **Theme:** Improve Apple Support for Faculty and Staff
Action Taken: In the last 12 months, several technical support staff in CaTS were trained and became certified Apple Support Specialists. CaTS has also implemented Casper, a product that allows for self-service software downloads for university-owned Apple devices. For more information on Casper, visit the [Casper website](#).

Success Outcome 2:

Customer satisfaction among all customers

KPI 2.1

Data: Annual customer satisfaction surveys are conducted in the spring. Customers are asked to rate their overall satisfaction with the quality of service they receive from CaTS. There are 5 options to choose from: Very Dissatisfied, Dissatisfied, Neutral, Satisfied, Very Satisfied. We count a satisfied customer as someone who chose Satisfied or Very Satisfied.

Result: % of satisfied customers (all respondents)

	FY16	FY17	FY18
Overall customer satisfaction rate	84%	85%	89%

Response/Action Plan: See KPI 1.1 above for the detailed action plan that was enacted as a result of the FY17 survey responses.

Concluding Remarks (optional):

Over the last three years, CaTS has been dedicated to improving our services to our customers and measuring the impact of our efforts. We are pleased to see the positive trends of our customer satisfaction survey results. It is important for us to share the entire results and corresponding action plans with the university community in the spirit of transparency.