

Source for CS 3.8.2

Lynn Hanson

From: "Jon Baltzell" <JBaltzell@FMARION.EDU>
To: "Hanson, Lynn" <LHanson@FMARION.EDU>
Sent: Thursday, September 07, 2006 10:15 AM
Subject: Academic Computer Services - SACS Compliance Report

Lynn, your questions to me are echoed below and a line of ===== separates your question from my answer.

What are the regular hours of operation?
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The office is open and staffed with full time employees 8 a.m. to 5 p.m., Monday through Friday. Staff schedules are staggered and each has various duties leading to staff in attendance from 7 a.m. through 5:30 p.m.

During academic terms, the main lab and Help Desk operate from 8 a.m. through 11 p.m., Monday through Thursday. Friday opens the same but closes at 5. Saturday hours are 1 -5 and Sundays, 3 through 11.

How many staff members work for ACS?
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Including the director, ACS has eight full time employees.

How many staff members are typically on hand at any given time to address "clients'" needs?
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Three staff members have jobs singularly involved with user services either within the Help Desk or Dispatch services and these services employ 12-16 student workers each term. All eight staff members receive client requests at times and the scheduling of their work day and breaks assures the office typically has no less than four on hand at a time.

What do usage records indicate?
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The database used to log Help Desk requests and Dispatched services indicates nearly 1,500 requests are serviced in busy terms. The resolutions provided are fairly equally divided among 1) on line/phone consultation, 2) person dispatched to office/classroom for remedy and 3) referred to specialized staff, e.g. black board system admin.

What do satisfaction surveys indicate?
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Survey responses over time have indicated when operational hours might

need to be changed, what new resources are desired, and how service may be improved. These surveys use these open ended questions.

- 1.How might the hours of operation be modified to improve your access to the Center?
- 2.How might we change the physical and computing facilities to be more adequate to your needs?
- 3.How might we improve the assistance and/or training you receive from the staff of the Center?
- 4.Please offer any other concerns, problems, or suggestions you may have.