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## **Program or Service Specific Assessments**

Unit: Information Systems

### **What program or service specific assessment occurred in the current academic year?**

Self-service option, major business process automation, and system integration initiatives were monitored and the 2004-05 goals were exceeded.

The goals of the Banner Coordinating Committee were exceeded. Regular meetings resulted in improved communications and coordination of planning and system management functions.

### **How were the results of the assessment used to improve services or programs?**

Student services are directly enhanced by the deployment of new systems and improved integration of existing systems that support that area. Overall, enhanced efficiency and greater productivity increases the university's ability to attain all of its goals.

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