
Program or Service Specific Assessments

Unit: Telecommunications

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

Telecommunications held three user forums to notify the community of the upcoming PBX project and to provide a conduit for feedback on what current communications features were essential to keep and which additional features were important to acquire, fund and implement as part of the project

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

The feedback was used to develop the RFP to include necessary functions ie., unified messaging, mobile voice communications, access codes for long distance, more display phones and automatic call distribution. Some convenience features were also requested ie., presence, third party phone support, basic video conferencing and call billing records available real-time on the web.
