

Selected Goals from 2004-2005 Annual Reports

Unit: Office of Housing & Residence Life

Strategic Plan Goal	Unit Goal
With which 1 or 2 goals from the 8 current strategic plan goals does your 2004-2005 goal best align?	What were your unit level goals for 2004-2005 as contained in your 2003-2004 Annual Report?
Strategic Goal 5: State of Art Infrastructure	Goal 7: Develop a strategy to address the introduction of computer viruses by students who move into on-campus housing and connect to the University network.

What action did you undertake to achieve this goal?

Following the start of Fall term 2003 during which residential students experienced interruptions in network access, the unit identified this goal in collaboration with Computing Services. Action taken to accomplish this goal included a series work team meetings comprised of representatives from both units. The work team took the following action in support of the goal:

- Establishment of a web page called ResNet to disseminate information to residential students about computer viruses, network privileges and responsibilities;
- Production of an anti-virus CD;
- Purchase of network cables for individual PCs;
- Distribution during residence hall check-in of the cables and CDs to every network port in the residential community;
- On-site help desk resources for residential students the first two weeks of the Fall term;
- Relocation of all residential student computer network connectivity to a network separate from University network;
- Designed a process for informing students of policies via computer registration.

By what means did you assess goal achievement?

Target Performance:

Reduce the amount of time residential students were denied access to the University network as well as the number of individual students denied access as compared to Fall 2003.

Data was obtained from the Computer Services staff and based on the number of contacts to the Help Desk.

Describe the assessment results and the conclusions about goal attainment you inferred from them.

During the Fall term 2004, residential students were never denied access to the University network, as compared to several days of network interruption during Fall 2003. Only 3 students as compared to 128 were removed from the network due to high volume virus traffic.

What continuous improvement resulted from the use of the assessment data?

The unit, in collaboration with Computing Services, determined that this initiative did improve network services to residential students and clearly was an improvement over Fall 2003 in terms of the negative impact on the general University community.
