Section 1. Goals and Accomplishments

Goal 1: Human and infrastructure- Identify and utilize additional resources to recruit and retain quality staff to support optimal work environment.
- Continue to develop as an independent department and identify staffing needs: The Server Support II position was approved and the position was filled.
- Schedule job specific training to enhance performance and highest level of customer service: Staff attended Banner training and cash control classes.
- Administer the Strength Finder Test through Strengths Quest to all staff: Staff completed the Strength Quest test.
- Assist in conversion and implementation of the Banner System to support unification of all division servicing TTU: Began to meet with ID System users to discuss the ID number conversion.
- Assist in conversion and implementation of the Banner System to support unification of all division servicing TTU: Downloaded the Banner ID number into the ID System.

Goal 2: Undergraduate, graduate, professional teaching and learning- The all-in-one ID card facilitates participation in social and educational experiences by allowing access to the user’s services and activities. Services offered such as residence hall access, sporting events, recreation, meals, library services to check out books or printing and copying.
- Provide resources via website showcasing available services: Improved the Raider Card website to make it more user friendly to reduce the traffic in the ID Office.
- Provide resources via website showcasing available services: Placed services offered by the ID Office on the office TV.

Goal 3: Technology- Enhance and upgrade security
- Purchase new more secure equipment and software: Assisted Housing Services with the conversion to the Squadron access system and laundry readers.
- Continue to work with TOSM and the university to secure all confidential information used within the department: Confidentially forms were distributed to the ID System users.
- Continue to work with TOSM and the university to secure all confidential information used within the department: Met with TOSM to discuss moving the Dataguard backup server to an off site location which is a part of the disaster recovery plan.

Goal 4: Support opportunities that contribute to student learning and benefit the local and campus community
- Provide any excess funds for scholarships: The ID Office contributed $7900 to the Raider Relief fund. The money contributed comes from the Raider Card money left in accounts by students who are no longer enrolled with an account balance under $25.

Goal 5: Build strategic partnerships and alliances with all levels of the campus and local community
- Perform in a supportive and professional capacity: Partnered with Student Wellness to pay for half the cost of biometric readers at the student check in counter.
Section 2. Universal Quantitative Data

There are no Universal Quantitative Data for this area/unit.
Section 3a. Quantitative Information

There is No Area Specific Data in Calendar Year Section.
There is No Area Specific Data in Fall Section.
There is No Area Specific Data in Fiscal Year Section.
Section 3b. Qualitative Information.

- Downloaded the Banner ID number to prepare for conversion from social security number to the TechID number
- Met with the Banner implementation team to request access to the Banner oracle tables to obtain student and employee information
- Installed biometric readers at the Rec Center
- Installed readers in the Dean of Students department to determine the feasibility of swiping student ID cards to check whether the students paid the Student Services fee.
- Installed readers at the Art Department computer lab to accept Raider Card
Commentary:

There is no commentary for the current year.

Implementation Plan:

There is no implementation plan for the current year.