



student services
TECHNOLOGY & ASSESSMENT

MISSION STATEMENT

Student Services Technology & Assessment provides technical guidance to supported departments through proactive customer-oriented support, consulting, and application development. Through collaboration, we engage appropriate resources and customers to implement effective technology environments.



VISION

Each department has the appropriate technology solutions to operate effectively and achieve their strategic objectives.



VALUES

- Highly Satisfied Customers.
- Central IT Resource Utilization.
- Project Management Approach.
- Systems Management Disciplines.
- Teamwork Environment.
- Professional Development Environment.



OVERVIEW

Student Services Technology staff work collaboratively with ITaP staff and the Student Systems Competency Center (SSCC) staff to maintain enterprise and departmental student information systems. SSTA staff provides a leadership role in many capacities to these systems.



OVERVIEW

Typical responsibilities performed in this capacity are to:

- Prioritize & coordinate changes for business or regulatory needs
- Develop and maintain a business continuation plan in the event of system and building outages
- Manage training development and presentation for staff using these systems
- Ensure appropriate problem resolution & prevention activities occur when system problems happen
- Ensure effective IT problem and change communication to our supported areas
- Ensure effective IT security controls and systems
- Access procedures are in place



OVERVIEW

Additionally, Student Services Technology staff:

- Monitor technology trends in higher education for applicability in our supported areas and as enterprise systems
- Provide workstation support and enhancement for 1000 staff and student workers in our supported areas
- Provide and consult on web design and development
- Develop and consult on departmental databases not supplied by enterprise systems
- Provide general IT and project management consulting
- Administer Purdue-Board content provisioning



OVERVIEW

Student Services Assessment staff:

- Engage in strategic planning and assessment activities
- Lead the annual Student Importance and Satisfaction Survey initiative
- Administer the Student Services Strategic Plan Progress Report
- Lead other assessment activities that include NASPAA Student Affairs Benchmarking Consortium, IPEDS Peer Assessment, Student Importance and Satisfaction Survey, and various self-studies as needed in Student Services.



ASSISTANT VICE PRESIDENT

FOR STUDENT SERVICES TECHNOLOGY & ASSESSMENT

Lee Gordon

- Chief technology advisor to Vice President for Student Services
- Coordinates development and maintenance of strategic plan and assessment for Student Services
- Chairs OnePurdue Student Applications Steering Committee



DIRECTOR

OF STUDENT SERVICES TECHNOLOGY

Steve Baker

- Oversees Technology Consulting & Development Staff
- Oversees Workstation Technology Staff
- Student Services Security Officer Liaison
- Student Services Purdue Security Contact for IT Incidents
- SMARTcomputing Program Oversight Committee



AREAS OF FOCUS

- Data Steward
- Workstation Technology
- Technology Consulting & Development
 - Database Development
 - IT Consulting
 - Web Development
- Assessment



DATA STEWARD

Administrative data is owned by the University and should be shared appropriately to meet the needs of the University and its customers. The Data Steward must participate with IT Data Administration staff, application development teams, and knowledgeable departmental staff on projects creating, maintaining, and using University data.



DATA STEWARD

Data Steward - Dan Whiteley

The Student Services Data Steward is responsible for establishing and communicating appropriate data handling of the University's data, including data protected by FERPA, GLBAA, or HIPAA. The data steward also establishes the business process guidelines for access to student data and appropriate usage and either approves these accesses directly or through a designee.



DATA STEWARD

The Student Services Data Steward participates in the development of data models, data definitions, and data attribute names for their review and approval. The Data Steward also ensures that training is in place for staff who handle student data.



WORKSTATION TECHNOLOGY

Manager – Barbra Steinmetz

Workstation Technology provides technical workstation computing consulting and support to all users in Student Services and other supported departments by working primarily with Departmental Coordinators.



WORKSTATION TECHNOLOGY

Technical Support Administrators

- Andrew Bowen
- Kevin Doerr
- Jeff Duncan
- Susie Kirts
- Paul Targett
- Stacey Wuthrich



WORKSTATION TECHNOLOGY

Workstation Technology supports:

- 1040 Users
- 820 Workstations
- 350 Printers
- Departmental Imaging Scanners
- Checkout Laptop Pool
- Mobil Training LAN



DATABASE DEVELOPMENT

Programmer/Analyst – Shane Bolton

The Database Application Developer creates database solutions with the use of Microsoft Database products, SharePoint, as well as other Web and server development tools.

The Developer also provides consulting services for the database applications.

These services are available for all departments within Student Services.



IT CONSULTING

IT Consultant - Janet Moore

Information Technology Consulting is responsible for the successful initiation and completion of complex administrative computing projects.

These projects provide a product or service to a specified scope and in a timeframe agreed upon with the executive sponsors.



WEB DEVELOPMENT

Web Author - Aaron Smith

The Web Author maintains the Student Services Technology & Assessment and Vice President for Student Services websites.

The Web Author provides consulting, design, and development services for all departments within Student Services.



For more information

Visit the Student Services
Technology & Assessment website at:

<http://www.purdue.edu/SSTA/>

