Intended Outcomes / Objectives:

a. Provide, in conjunction with ITS, information to departments regarding costs benefits and requirements of adding access modules which will increase security by restricting access to only individuals (students, faculty, staff) who need it.

b. To provide reports which will enable departments to analyze the effectiveness of the card system relative to access facilities.

Goal 3

Define Goal:

To provide quality customer service for faculty, staff, and students

Intended Outcomes / Objectives:

a. Provide training to new staff via training manual and modules as well as intensive hands on training by senior office staff.

b. Continue to respond efficiently and professionally to student, faculty, and staff questions or concerns.

c. Continue to update the Eagle Card website with any new or updated information regarding the ID card and how faculty, staff, and students may use the card for maximum benefits.

Assessment Tools

Assessment 1

Goal/ Outcome/ Objective: Goal 2

Type of Tool: Other

Frequency of Assessment: Per request of department

Rationale:

Development and tracking of access modules can monitor and track usage of any space which is accessible by card swipe.

Rationale

Eagle Card System Reporting monitors traffic and usage in specific rooms per request of department/unit.

Assessment 2

Goal/ Outcome/ Objective: Goals 1 and 3