| | By:beverly.bergman@mga.edu |
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| For which department or area are you reporting? | Enterprise Information Systems |

What is the name and MGA email address the person responsible for this report?

Beverly Bergman
beverly.bergman@mga.edu

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| | 2. Provide prompt and courteous support to the end users. |

## Objectives

Each year, every department should identify objectives the department hopes to accomplish in the next year. These should align with departmental goals and the MGA strategic plan. In the next section you will be reporting on the objectives you set and whether or not you achieved them in FY 18. Later in the document yo

Objective 2

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| Objective 2: What was this department's second objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | End-users will be satisfied with the services received by EIS. |
| Objective 2: How did your department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | Satisfaction survey |
| Objective 2: What was your target outcome for this objective? (1.e. 80% partipation, 5% enrollment growth, 7% change in engagement) | 80% of respondents will indicate satisfaction |
| Objective 2: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | 0% |
| Objective 2: Did your department meet this objective? | The department did not meet this objective. |
| Objective 2: What did your department learn from working toward this objective? What changes will you make based on this effort next year? | The Office of EIS has been very busy becoming hosted and working on Banner 9 and keeping up with helpdesk tickets.  Creating a survey was not a top priority,  Other jobs kept taking precedence so the survey never got done. |

Objective 3

| Objective 3: What was this department's third objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | N/A |
|---|---|
| Objective 3: How did your department measure the objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | N/A |

Objective 3: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment

Objective 4

| Objective 4: What was this department's fourth objective for this fiscal year? Objectives should be specific, measurable, and achievable within one year. | N/A |
|---|---|
| Objective 4: How did you department measure this objective? (Survey, budget number, number of participants, jobs completed, measurable time and/or effort) | N/A |
| Objective 4: What was your target outcome for this objective? (1.e. 80% participation, 5% enrollment growth, 7% change in engagement) | N/A |
| Objective 4: At what level did the department/area achieve on this objective? (This should be a number, i.e. 82%, 6%, 345 attendees, 75% engagement) | N/A |

Objective 4: Did your department meet this objective?

## Future Plans

Please identify at least four measurable objectives for the next fiscal year. In listing the objectives, please use the format shown in these examples.1)
The Department of X will improve services levels by 5% as measured by our satisfaction survey. 2) The department to X will provide training in ABC for at least 73 MGA faculty and staff.

1) The Department of EIS will complete tickets und the Banner Support category within 3 business days of the request.

2) The Department of EIS will have a satisfaction

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