Definition of Unit

Mission Statement

Reporting Year: 2017-2018

Providing Department: Eagle Card System

Department/Unit Contact: Sandra Bohannon, Marc Burnett

Mission/Vision/Goal Statement:

The Eagle Card office is committed to providing a quality and effective service to the University which results in enhancing the academic, as well as administrative, experience at TTU. In addition to serving as the official ID card of the University, the card provides students, faculty, and staff with appropriate identification, access, and debit services. This mission is related to the flight plan focus area Improve Undergraduate Student Experience.

Goal/Objective/Outcome

Goal 1

Define Goal:

Goal 1. To provide a quality card service to faculty, staff, and students

Intended Outcomes / Objectives:

Goal 1. Intended Outcome and Objectives

a. Ensure that all faculty, staff, and students have an opportunity to receive an Eagle Card

b. Provide information to faculty, staff, and students regarding benefits of the ID card

via office staff, flyers, and website.

Goal 2

Define Goal:

To continue installing Eagle Card access modules to increase security and reduce risks

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

Type of Tool: Survey

Frequency of Assessment: Annually

Rationale:

A Customer Service Survey will be used for assessment for 2018-2019

Rationale

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

Results

Survey Results

Goal/Objective/Outcome Number: 1 and 3

Results:

Attachments: Attached Files

📄 Eagle Card 2019 Results Charts.pptx