



OE ASSESSMENT PLAN

IT PRODUCTIVITY SUITE

METRIC CATEGORY	SPECIFIC METRIC	MEASURE BASIS	DATA COLLECTION METHOD	DATA COLLECTION FREQUENCY	FUNCTIONAL OWNER OF DATA COLLECTION	LARGER GOAL TO WHICH METRIC RELATES
FINANCIAL PERFORMANCE						
Lower unit cost for the productivity software- Adobe, Microsoft	Average Price	Per item	Ledger report	Anually	Sian Shumway	Financial stability Everyone on campus have a common set of tools, at the lowest cost to promote communications and collaboration. Secondary savings of less paper use, storage, and others by everyone on campus able to access and work with files in shared spaces (cloud and networks).
OPERATIONAL PERFORMANCE						
Campus use of Google Apps	% of campus using Google Apps	User	Table of users	QTR	Tom Tsai	Common Platform – Campus wide communications and collaboration User Adaption
PRODUCT/ SERVICE QUALITY						
Uptime of the platform/features	Meets user needs	Satisfaction scale	On-Line Questionnaire	QTR	Tom Tsai & Sian Shumway	Continuous Improvement of service to campus User Adaption
SUPPLIER PERFORMANCE						
Data Security	# of incidents	Per event and severity	Log/Resolution Report	QTR	Tom Tsai	Data Security and Privacy are critical for the campus reputation, on-going research, and to and to avoid financial risks
CUSTOMER SATISFACTION						
PUBLIC RESPONSIBILITY						