Changes to the
Office of Technology Services
College of Health Professions

Following is a list of changes to the CHP Office of Technology Services, sorted by the proposed effective date of implementation.

Effective May 15, 2015

1. In order to ensure compliance with Higher Learning Commission (HLC) requirements for exam proctoring:
   a. Discontinue on-line exam proctoring. Proctor-U is the WSU recommended method of choice. A second choice is the WSU Counseling & Testing Center.
   b. Discontinue paper/pencil exam proctoring. Traditional paper examinations should be administered and proctored by the instructor. A second choice is the WSU Counseling & Testing Center.
   c. Discontinue proctored make-up exams. Make-up examinations should be administered and proctored by the instructor. A second choice is the WSU Counseling & Testing Center.

2. Begin the process of slowly replacing the 60 outdated laptops in rooms 114 and 100A, by purchasing 30 all-in-one desktop computers. This would fully equip 1 of the 2 computer classrooms.

3. A 1-page flyer has been developed, clearly summarizing most student and instructor services available in rooms 114, 100A, 100 commons area, and 104 (master classroom). This flyer should be distributed college-wide.

4. Room 104 (a master classroom) should be widely advertised to all departments that it is available for single-day/time use, or for recurring use by scheduled classes or workshops. It seats 30 students.

5. The attached “Best Practices” should be widely distributed, college-wide.

6. Remove all reference to the “old” name, and use only the “Office of Technology Services.” This will include:
   a. How the phone is answered
   b. New business cards
c. New name tags
d. New signage
e. An all-new web page

7. Widely advertise how to contact the CHP Office of Technology Services
   a. One phone number (316-978-3608)
   b. One email (OTS@wichita.edu)
   c. One web site (www.wichita.edu/ots)
   d. One location for all work tickets (For all desktop support requests, we utilize the Unified Desktop Support ticketing system, available online at https://techhelp.wichita.edu)

8. Finalize development of and widely advertise a “Priority Task List for Desktop Support Tickets.” The WSU Helpdesk (part of Information Technology Services), has already developed this, and it is recommend that we simply adopt this for CHP.

9. Work more closely with the WSU Helpdesk (part of Information Technology Services) in terms of sharing information, ensuring that services are appropriately provided (while not duplicating effort except where appropriate), establishing compatible policies, procedures, and best practices, and to ensure that consistent messages are sent to all “customers.”

**Ongoing (No Changes)**

1. Rooms 114 and 100A should continue to be available to all instructors (with advance reservations) either for single-day/time use, or for recurring use by scheduled classes or workshops.

2. All computers in rooms 114 and 100A should be made available for general student use on a first-come, first-served basis (when not in use by scheduled classes or workshops) as an “open computer lab.”

3. Continue maintaining the 6 computer work stations in the room 100 commons area on a first-come, first-served basis, primarily for printing (for a fee).

4. Current student employees in the ISL working the front desk should continue to be involved with: laptop checkouts, maintain utilization statistics, serve as computer lab monitors, assist with all multimedia issues that arise in any of the 3 classrooms/labs, oversee multimedia library checkout, coordinate room reservations, answer the phone, update laptops, assist with poster printing, provide evening classroom/lab support, and assist with desktop support as appropriate.

5. Continually strive to improve customer service.