STUDENT AFFAIRS INFORMATION TECHNOLOGY (SA-IT)

Who We Are

The Student Affairs Information Technology Team provides technical support for departments within the Division of Student Affairs.

Areas

(Academic Year: 2018-2019)

- **Tech Support** *is responsible for technical support of computer hardware and software throughout the Student Affairs departments.*

Support Tickets Completed

68	**311**
Printer Support	Computer Support

Service Tickets Processed (N=3803)

1,821	**440**	**1,542**
Technology	Web	Imaging

- **Imaging** *is responsible for scanning, uploading and indexing documents into OnBase imaging system and receiving and entering transfer credit for all external transcripts.*

12,057	**64,258**	**166,321**
Transfer credit data entry	Transcripts received and processed	Documents processed

- **OnBase** *analyzes current Student Affairs business processes and creates innovative and efficient solutions using OnBase.*

- **Web** *oversees web development and design for the websites of Student Affairs.*
  - *Supports **66** websites (each website consists of **2-8** web pages)*

Support Team

	Fall 2018		Spring 2019	
	Staff	Student Assistants	Staff	Student Assistants
Tech Support	3	5	3	5
Imaging	3	5	3	5
OnBase	2	0	1	0
Web	1	3	1	2
Total	*9*	*13*	*8*	*12*