



SR 021579

A Resolution Supporting the Implementation of IT Services Outreach Hours

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Sponsors

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- Whereas:** The stated mission of IT Services is to “support and transform Miami University by providing innovative, reliable and secure technology services for all facets of the University.”
- Whereas:** IT Services’ location in Hoyt Hall makes said technology services inconvenient for and inaccessible to many students.
- Whereas:** In the instances of outages or service failures, students, staff, and faculty often require urgent, hands-on attention that only IT Services can provide.
- Whereas:** This academic year, IT Services has witnessed a decline in tickets submitted via their online support site.
- Whereas:** IT Services’ outreach during Welcome Week significantly influenced this decline in submitted tickets, proving the effectiveness of in-person outreach.
- Whereas:** This decline in tickets enables IT Services to adopt a more active approach in addressing student concerns.
- Whereas:** JP Natale (Vice President for IT & CIO), Troy Travis (Assistant Vice President for Enterprise Operations), Annie Pagura (Assistant Vice

President for End-User Services), Cathy McVey (Senior Director for IT Communications and Customer Advocacy), and Steve Thole (Director of Business Systems and Technology) have all expressed a desire for IT Services to further engage with students, staff, and faculty on an in-person basis.

Whereas: Miami University as a whole benefits from students, staff, and faculty that are aware of and familiar with all available technology.

Therefore be it resolved: Student Senate hereby advocates the implementation of IT Services “Outreach Hours” to address student, staff, and faculty concerns at locations including, but not limited to, residence halls, academic buildings, and Armstrong Student Center and further recommends IT Services investigate their internal means to provide these accommodations.