We asked you, We heard you...

Listed below are key areas of improvement implemented by UNIT as a direct outcome of survey feedback.

UNIT Service Enhancements:

- **New UNIT Website:** [http://www1.villanova.edu/villanova/unit.html](http://www1.villanova.edu/villanova/unit.html)
  - Focus on User-Interface that Flows Freely, allowing users to easily navigate and find what they need quickly and efficiently.
- **Increased Phone Support Hours:** Help Desk Hours until 7PM
  - Monday-Thursday 8AM-7PM & Friday: 8AM-5PM
- **Off Hour Support Expectations Information:** [http://www1.villanova.edu/villanova/unit/helpsupport/off_hours.html](http://www1.villanova.edu/villanova/unit/helpsupport/off_hours.html)
  - Provide information during Off Hours explaining UNIT’s IT emergency support model
- **Launched UNIT FaceBook Website:** [www.facebook.com/unit.techzone](http://www.facebook.com/unit.techzone)
  - Develop Social Media Strategy for UNIT to communicate and share knowledge
- **Created a New Employee Webform:** [http://www1.villanova.edu/villanova/unit/employee_services/newemployeeform.html](http://www1.villanova.edu/villanova/unit/employee_services/newemployeeform.html)
  - We created a ‘New Employee Web Form’ to be filled out by the hiring manager. This form is a ‘1 stop shop’ for the hiring manager to enter IT needs/services for their new employee.
- **Improved Self Service Password Reset:** [https://vusecure.villanova.edu/vusecurity/passwordSelfReset](https://vusecure.villanova.edu/vusecurity/passwordSelfReset)
  - Allow SSPR for Villanova Community including Alumni, Library Card & Courtesy Card Accounts
- **Implemented UNIT Communication Standards:**
  - Upon creating a Help Desk incident, an automatic e-mail notification is processed
  - Upon closing a Help Desk incident, an automatic e-mail notification is processed

However, UNIT’s mission is to continuously improve and enhance University IT service satisfaction with action plans moving us from “good-to-great.” We will keep you informed as more **UNIT IT Service Initiative** improvements evolve.

Thank You,

UNIT IT Service Initiative Team