

FY2015 Techqual+ Summary and Action Plans

For the 2015 Techqual+ survey, 1,517 participants initiated responses and 910 completed the entire survey resulting in a 60% completion rate. Highlights of demographic frequency counts include:

- Staff had higher response rates than faculty or students with 76%, 74%, and 70%, respectively. 4% of respondents chose not to declare their university role.
- The completion rate among males was higher than females (76% vs. 71%) although higher numbers of females participated than males (591 completions vs. 295 completions). 7% declined to declare gender.
- By age group, completion rates for those who declared their age were lowest among participants aged 0-24 (69%) and highest among those aged 45-54 (82%). 22% of participants declined to declare their age.

5 items were found to be statistically significant ($p < .05$) (Note: Statistical significance is reported here for consistency with the attached Techqual+ report. However, care must be taken in assigning relevance to statistical significance since we did not utilize sampling as indicated in the Techqual+ protocol.):

- "Receiving communications regarding technology services that I can understand" exceeded minimum expectations.
- "Having an Internet service that operates reliably" did not meet minimum expectations.
- "Having an Internet service that provides adequate capacity or speed" did not meet minimum expectations.
- "Having an Internet service that provides adequate Wi-Fi coverage" did not meet minimum expectations.
- "Having Web sites and online services that are easy to use" did not meet minimum expectations.

Additional information can be found within the final 2015 Techqual+ report.

Techqual+ Item	Analysis Comments	Owner(s)	Action Plan(s)	Follow-up (on actions we took) Completed by June 2016
1. Having an Internet service that operates reliably.	a. Most customer responses used Internet service and WiFi interchangeably.	Mark Reavis	1a. Ask the developer and owner of Tech Qual to clearly define the difference between hard-wired and WiFi connections so that the questions on the next survey will be more easily understood.	1a. Emailed survey developer suggesting clarification of some questions.
	b. Most customer responses stated satisfaction with hard-wired internet connections on campuses.		1b. Keep monitoring wired connections on campus and make adjustments as needed to ensure that customers continue to be satisfied with the connectivity.	1b. Purchased Netbrain software to assist with analyzing the network and troubleshooting network problems.
	c. Most customers stated very poor reliability of WiFi throughout the campuses.	Mark Reavis	1c. Setup better monitoring real time tools. As congested areas are identified by new monitoring tools, add more WiFi units for better performance. 1c. Add additional Engineer on staff that is focused mainly on wireless issues.	1c. Upgraded to Cisco Prime Infrastructure Software to help monitor the wireless network better. 1c. Job was posted in Spring of 2016. The new employee's start date is July 1 st 2016.
2. Having an Internet service that provides adequate capacity or speed.	a. In general, customers reported dissatisfaction with the speed associated with WiFi and downloading on hard-wired computers.	Mark Reavis	2a. Change out older model WiFi units to the latest models for better speeds and capacity. Some funding has been allocated for changing out some older model WiFi units and network switches.	2a. The following buildings were part of regular wireless upgrades: Hyde Hall, Law School Auditoriums, Law School and UC outdoor areas. These following buildings were part of a funded project for wireless improvements: South Hall, Rawls Hall, 255 Tiger Paw, Fieldhouse, UC 1 st floor, FedEx Institute, Psychology auditorium, Art and Communications Building auditoriums, Tiger Den, and McWherter Library.
	b. Slow or no WiFi was the major complaint. Customer comments indicated that bandwidth capacity for WiFi, especially in classes, is unacceptable.	Mark Reavis	2b. As congested areas are identified by new monitoring tools, add more WiFi units for better performance. As funding permits, cover more areas that have no WiFi.	2b. Started providing a weekly report of the access points that have the highest usage. The report was just implemented in June of 2016 and more adjustments will be needed to the process.

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<p>3. Having an Internet service that provides adequate Wi-Fi coverage.</p>	<p>a. Customers expect strong WiFi signals and speed inside buildings and throughout the grounds of the campuses. Responses voiced unacceptable coverage and speed.</p> <p>b. Basements of buildings have the worst WiFi coverage.</p>	<p>Mark Reavis</p>	<p>3a. Replace older WiFi units with newer models. As problem locations are identified by new monitoring tools, add more WiFi units for better performance. For FY16, \$75K has been allocated for changing out some older model WiFi units and network switches.</p> <p>3b. Use new monitoring tools to monitor basement of all buildings and adjust as needed. Setup automated monitoring reports that will be reviewed regularly by a network engineer who will document adjustments.</p>	<p>3a. The following buildings were part of regular wireless upgrades: Hyde Hall, Law School Auditoriums, Law School and UC outdoor areas.</p> <p>These buildings were part of a funded project for wireless improvements: South Hall, Rawls Hall, 255 Tiger Paw, Fieldhouse, UC 1st floor, FedEx Institute,</p> <p>Psychology auditorium, Art and Communications Building auditoriums, Tiger Den, and McWherter Library.</p> <p>3b. Upgraded to Cisco Prime Infrastructure Software to help monitor the wireless network better. Started providing a weekly report of the access points that have the highest usage. The report was just implemented in June of 2016 and more adjustments will be needed to the process.</p>
<p>4. Having adequate cellular (or mobile) coverage throughout campus.</p>	<p>a. Many of the customer responses used cellular and campus WiFi interchangeably.</p> <p>b. Remarks related to specific cellular providers indicated that providers needed more cell towers.</p> <p>c. Cellular provider services do not penetrate all areas of the campus or certain portions of buildings.</p>	<p>Mark Reavis</p> <p>Mark Reavis</p> <p>Mark Reavis</p>	<p>4a. Ask the developer and owner of Tech Qual to clearly define the difference between cellular and campus WiFi connections so that the questions on the next survey will be more easily understood.</p> <p>4b. Ask cellular providers to add or increase their number of towers and coverage on campus. NS requests to providers will be recorded and documented and reported for FY16.</p> <p>4c. The cellular user will be instructed to open a ticket with their provider by Network Services when problem areas are reported. Network Services will document problem areas and also report it to cellular provider.</p>	<p>4a. Emailed survey developer suggesting clarification of some questions.</p> <p>4b. Verizon has completed a survey of the main campus. AT&T has been out to look at cell phone coverage for Centennial Place. Another vendor has been out and provided cost estimate for a DAS system that is not a vendor specific solution.</p> <p>4c. Network services may have received a few calls early part of fall semester. There have been no meetings or discussions with cellular providers for the spring 2016 semester. Network Services has not been contacted by any carriers stating that they have tried to improve coverage around campus.</p>

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<p>5. Having websites and online services that are easy to use.</p>	<p>a. Content on websites is often out-dated.</p> <p>b. e-Courseware (Desire 2 Learn) not customer friendly.</p> <p>c. Faculty need training on how to upload syllabi to e-Courseware.</p> <p>d. Internet Explorer no longer works well with online services.</p> <p>e. My Memphis portal layout needs updating; it is difficult to navigate.</p> <p>f. Need training on how to update web content.</p> <p>g. The room reservation system is very user unfriendly.</p>	<p>Rob Stalder</p> <p>Shundra White</p> <p>Adam Sugg</p> <p>Rob Stalder</p> <p>Rob Stalder</p> <p>Rob Stalder</p>	<p>5a. Consult/collaborate with Web Development and Marketing teams to urge them to keep websites up to date. Will work with Marketing to ensure that the Web Development team's meeting minutes are published either via email and/or the wiki.</p> <p>5b&c. Center for Teaching & Learning (CTL) will host weekly training session on D2L focusing on faculty navigation, course set up and all other faculty training requests.</p> <p>5b&c. CTL will provide on-demand training videos and documentation for D2L support for faculty.</p> <p>5b&c. CTL will provide weekly, virtual office hours for faculty support.</p> <p>5d. Desktop Support will upgrade older versions of Internet Explorer to the latest version during the Spring Semester 2016. The newest updates have proved to be more stable to most online services. In addition to actively updating machines, we will continue to make alternative access options available. These can include Citrix enabled apps through umapps.memphis.edu to mitigate the need for browser-based versions of applications if problems exist with such. We continue to support multiple browser installations on desktop machines including Google Chrome, Apple Safari and in some cases Firefox.</p> <p>5e. Upgrade the myMemphis portal from Luminis 4 to Luminis</p> <p>5f. Conduct periodic OU Campus training sessions for the webdevgroup. We will send out emails, and ask for people to register in Learning Curve to track who is coming to the sessions.</p> <p>5g. Deploy latest upgrades to EMS, and also collaborate with UofM Conference Services on how to improve EMS useability. Will document decisions on the wiki.</p>	<p>5a. Worked with Marketing to have content owners set up reminders within OU Campus to update their content periodically. Marketing has been sending out meeting minutes via email after each WebDev meeting.</p> <p>5b&c. The CTL has created over 50 on-demand videos to help with the "friendliness" of eCourseware (Desire 2 Learn). In addition, we've begun to market/advertise more openly using various communication tools (i.e. weekly emails from "This Week", as a tag line in the team's email correspondence, and a scrolling message in the ticketing system) publishing virtual office hours and encouraging clients to reach out for assistance. As a result, we have 126 requests for additional support in eCourseware.</p> <p>5d. We upgraded to Internet Explorer Version 11 this year. Not only was this to remedy this finding, but this was to meet current security needs as IE 11 is the only support version. We have continued to support additional third party browsers. We also put Matrix and Test Banner in UMapps/Citrix to accommodate version compatibility issues that existed previously.</p> <p>5e. Upgraded Luminis from version 4 to version 5, and implemented changes in response to feedback during launch.</p> <p>5f. Conducted approximately 8-10 training sessions on OU Campus, and also implemented registration via LearningCurve.</p> <p>5g. EMS was upgraded on 6/24/2016.</p>
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<p>6. Having online services that enhance the teaching and learning experience.</p>	<p>a. Some faculty and students want lecture capture.</p> <p>b. Many students asked that faculty be required to use e-Courseware.</p> <p>c. Faculty need training on how to use all the components of e-Courseware.</p> <p>d. Faculty want more features in e-Courseware.</p> <p>e. Some students are unaware of file/data storage available at the UofM.</p> <p>f. Customers do not know where to locate opportunities to enhance teaching and learning through online services.</p>	<p>Shundra White</p> <p>Shundra White</p> <p>Robert Jackson</p> <p>Rob Stalder</p> <p>Shundra White</p> <p>Shundra White</p>	<p>6a & b. Smart Technology Services (STS) will obtain quotes and request funding for outfitting one recording studio to be used for lecture capture.</p> <p>6b & c. CTL hosts group trainings and individual consultations. These consultations will enhance faculty training of all components of D2L.</p> <p>6c. CIO will meet with the Dean of each college to find appropriate times and space to offer e-Courseware training for faculty.</p> <p>6d. Deploy next major version upgrade of Desire2Learn, and investigate implementation of Desire2Learn's Pulse (or similar) mobile application.</p> <p>6e. The Service Desk, in collaboration with all other ITS areas, will redesign the Service Catalog to enhance awareness of teaching and learning with technology training opportunities.</p> <p>6f. CTL will advertise the Service Catalog on UMem, Week In Review, CIO's Blog.</p> <p>6f. CTL will expand its distribution of the semester newsletter to staff who are key schedulers of classes.</p>	<p>6a&b. STS has obtained a quote to outfit one space (TBD) as a recording studio to be used for lecture capture. The cost to outfit a space is \$40K. This dollar amount has been approved for one space in the upcoming year.</p> <p>6b&c. CTL has hosted 4 group/department trainings and 38 individual consultations.</p> <p>6c. The interim CIO met with Deans of each college and offered additional support and/or training for their faculty.</p> <p>6d. Upgraded Desire2Learn to version 10.5.7. Determined that the Pulse mobile application would probably not deliver significant value to the UofM. CTL will continue to work with TLAC (Teaching & Learning Advisor Committee) to implement new features in eCourseware. Currently released features include: enhancements to Discussions, Gradebook, Enrollment, Dropbox, Quizzes tool, New Content and Accessibility.</p> <p>6e. The Service Catalog has been redesigned. The new version was launched March 29, 2016.</p> <p>6f. The advertisement of the Service Catalog appeared in This Week on 3 occasions; posted on the CIO blog, was a featured article on the umTech website and homepage and is now a static option on the sidebar of the umTech site. In addition, CTL has expanded its semester newsletter distribution to the following offices: Registrar, Teaching & Learning Advisory Committee, Department Aids, Admin staff of Deans' offices.</p>
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<p>7. Having technology services that allow me to collaborate effectively with others.</p>	<p>a. Several customers are dissatisfied with umDrive.</p> <p>b. Some customers want a messenger service.</p> <p>c. Several students want faculty to be required to understand the technology being used in the classrooms.</p> <p>d. A number of faculty and students indicated that they do not know what "services" ITS provides.</p>	<p>Rob Stalder</p> <p>Jon Weber</p> <p>Adam Sugg</p> <p>ShundraWhite</p> <p>Adam Sugg</p> <p>Robert Jackson</p> <p>Sue Hull-Toye</p> <p>ShundraWhite</p> <p>Robert Jackson</p>	<p>7a. Conduct a proof of concept on Sharepoint or another TBD intranet platform.</p> <p>7a. Increase use and promotion of OneDrive. Identify current needs and products on campus surrounding storage. And analyze these and determine where efficiencies can occur. Promotion of OneDrive as an alternativetoundrivecanbegin immediately.</p> <p>7a. In additiontosupportforOneDrive, investigate other storage / collaboration platforms that users are already accustomed to, such as Dropbox, Box, and / or Google Drive.</p> <p>7b. Increase promotion of Office 365 over this year. Expand Skype for Business as a messenger service to staff after additional testing and expand to faculty after that.</p> <p>7c. Communicate this request to TLAC, TAF, ITPPC, and to the Provost Office. Adam and Shundra will report this request in visits with departments, deans, and faculty and to TLAC. Robert and Sue will communicate request to Faculty Senate, Provost, and ITPPC.</p> <p>7d. The Service Desk, in collaboration with all other ITS areas, will redesign the Service Catalog to enhance awareness of services offered by ITS.</p> <p>7d. The CIO will introduce the Service Catalog to the President's Council.</p>	<p>7a. Initiated discussions with CITL on using Sharepoint to track development of online programs.</p> <p>7a. Investigation of security of OneDrive ongoing. Feedback received from some units that OneDrive was not completely adequate for their usage. Promotion pending.</p> <p>7a. Investigation of other storage platforms begun. Initial discussions held with Dropbox to examine service.Newprojectwill examine cloud storage platforms in relation to usage of existing platforms such asITNASand UMdrive.</p> <p>7b. ITS has established a strategy to deal annually with Office 365. Beginning this summer, an ITS team comprising of members of each unit will review current O365 offerings, and make a written recommendation that will then be reviewed by ESAC and TLAC for implementation approval. Skype for Business has been installed on Staff computers in Academic Affairs and Business and Finance as part of the Summer 2016 preventative maintenance.</p> <p>7c. TLAC, TAF, and the Provost Office have been made aware of the request that faculty take advantage of opportunities to better understand the technology being used in the classroom. Each semester, classroom training sessions are made available and published through Learning Curve, in CTL's Fall Newsletter and during the August meetings of TLAC and TAF.</p> <p>7d. The Service Catalog has been redesigned. The new versions was launched March 29, 2016.</p>
<p>8. Having systems that provide timely access to data that informs decision-making.</p>	<p>a. The University has too many disparate systems that do not communicate with each other.</p> <p>b. The University does not have BI tools, only difficult to use reporting tools.</p> <p>c. Research dashboard is often out-of-date.</p> <p>d. All classes should be required to use e-Courseware and all of its components.</p>	<p>Rob Stalder</p> <p>Rob Stalder</p> <p>Rob Stalder</p> <p>Ed Koshland</p> <p>Sue Hull-Toye</p>	<p>8a. Roll out new SRI tab on the myMemphis portal.</p> <p>8b. Assist UofM OIRwithdevelopmentofadditional dashboards in SAS Visual Analytics.</p> <p>8b. Explore opportunities for sharing data knowledge from Data Stewards team.</p> <p>8c. Consult/collaborate with UofM Research Administration to see what can be done to get the data updated more often.</p> <p>8d. Robert and Sue will communicate this request to the Provost.</p>	<p>8a. Implemented new SRI tab on myMemphis portal.</p> <p>8b. Upgraded SAS Visual Analytics to version 7.3.</p> <p>8c. The Research office is aware of the problem and a solution will be one of their priorities in FY 2017.</p> <p>8d.Vice-Provost Irwin is working with faculty to encourage the use of e-Courseware and all its components.</p>

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<p>9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</p>	<p>a. Furniture in most classrooms needs to be replaced and new furniture should be portable for different configurations of collaboration.</p> <p>b. Would like all classrooms to have the same equipment, including smart boards and document cameras.</p> <p>c. Students want more collaboration spaces like the ones in the UC Tech Hub.</p> <p>d. Classrooms are not always unlocked before the 8:00 a.m. classes begin.</p> <p>e. Computers take too long to boot in classrooms.</p> <p>f. Classroom and lab equipment need to be replaced more frequently.</p> <p>g. Departmental computer labs need to be open all day and into the evening.</p> <p>h. Many faculty do not know how to use the technology in the classrooms.</p>	<p>Shundra White</p> <p>Shundra White</p> <p>Shundra White</p> <p>Sue Hull-Toye</p> <p>Adam Sugg</p> <p>Adam Sugg</p> <p>Sue Hull-Toye</p> <p>Adam Sugg</p> <p>Shundra White</p>	<p>9a. Smart Technology Services (STS) will collaborate with Physical Plant Space Planning and Design to request more furniture replacements.</p> <p>9b. Smart Technology Services (STS) will conduct a survey to learn what equipment all TAF classrooms should include. We will outfit the rooms with the technology that can be purchased for all rooms considering infrastructure, budget/costs and most requested technology from survey.</p> <p>9c. Smart Technology Services (STS) will collaborate with Physical Plant Space Planning and Design to request more collaboration spaces for students.</p> <p>9d. Sue will communicate with the Provost, Deans, and Chairs before classes start, reminding everyone that the departments own the responsibility of opening and locking classrooms as needed. The same information will be posted on CIO Blog.</p> <p>9e. Aging smart classroom pcs have been identified to take longer to boot. These items are schedule to be replaced with TAF rollout.</p> <p>9e. Also the image used for all desktop builds will continue to be analyzed for efficiencies, not only to the boot process, but application responsiveness.</p> <p>9f. ITS will continue to advise and support the Deans' TAF Committee on the most cost effective investments that meet the needs of the classrooms and labs.</p> <p>9g. We will continue collecting feedback from departmental staff in response to hours and ensure those are posted on the university's website and LSPs can spot check rooms for compliance. If discrepancies are found in posted hours, these can be reported to the departmental chairs.</p> <p>9h. The CTL and Smart Technology team will provide in-room documentation and per semester training in the use of classroom technology.</p>	<p>9a. STS met with Space and Planning. In general purpose classrooms an ongoing list of projects is done annually, building by building, by Space and Planning. If there is a critical need, Space and Planning will address it.</p> <p>9b. STS published a survey on desired smart classroom equipment and experience. We posted a flyer with a QR code to access the survey. The survey was available for 2 weeks. During this time, 25 students and 12 faculty answered the survey. The survey did not identify any particular item or desired experience. Therefore, ITS will look at industry standards and new technologies being introduced to classrooms in higher education.</p> <p>9c. Survey results showed interest in having more spaces in the UC and other campus locations. There are no known available spaces for this use in any of the buildings, according to Space and Planning.</p> <p>9d. Deans were emailed at the beginning of the Fall Semester to remind faculty to obtain keys and alarm codes for rooms in which they will be teaching.</p> <p>9e. TAF computer rollout resumed this year which included replacements in many labs and smart classrooms across campus. This year's roll out included the replacement of 400 computers. These machines have been in place since Summer 2016. In addition to new hardware, this year's Lab image continues to streamline services and make efficiency to the login process.</p> <p>9f. Falling TAF revenues did not allow for replacement of all labs. Labs with the lowest usage statistics did not have equipment replaced.</p> <p>9g. Hours have been updated at the beginning of the Fall semester on TRL, however feedback continues to be limited for departments. We have also included a listing of labs on map.memphis.edu at the request of the SGA.</p> <p>9h. STS has provided classroom documentation in all 218 smart classrooms. CTL has hosted 7 on-site smart classroom training opportunities.</p>
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<p>10. Getting timely resolution of technology problems that I am experiencing.</p>	<p>a. The University does not have enough skilled technical people.</p>	<p>Mark Reavis Adam Sugg Shundra White Jon Weber</p> <p>10 a. NS will hire an additional network Engineer and cross train network staff in the group for better and more proactive network trouble responses.</p> <p>10 a. Cross training between Desktop Support teams and professional development will continue to occur in FY16. Areas of development that will be concentrated on are security, Windows 10, Mac training and customer service.</p> <p>10a. Service Desk Tier 1 staff will be trained and tested on features of a service or technology monthly.</p> <p>10a & c. EIS will participate in cross-training with other units to increase knowledge sharing with the goal of helping Tier 1 and 2 staff to more quickly resolve problems. Training occurrences will be tracked and feedback from support staff will be used to determine effectiveness of efforts.</p> <p>10b.The new ticket system will be used to better monitor ticket responsiveness. Areas in Desktop Support where shortcomings are found will have support restructurings if needed.</p>	<p>10 a. This FY Desktop support has participated official Windows 10 training at New Horizons, several staff members were selected to attend official Mac OSX training for the second year in a row. We have also participated at Fall Creek Falls and Educause. Members of the team have attended trade conventions of InfoComm and HDI and reported experiences back to the team. Desktop Support attended Microsoft Ignite's inaugural convention this year which has increased leadership when addressing item 7b.In addition as we have begun streamlining our Mac OSX offerings across campus, we have also attended the JAMF Casper conference which is the industry leader if Mac management.</p> <p>10a continued. The Call Center staff have been required to participate in 10 training sessions. These training sessions are both weekly and monthly. The trainings have focused on eCourseware, BlueJeans, iPrint, Remedyforce (ticketing system), color printing, Software Anytime/Anywhere (Citrix), Alumni, Qualtrics, basic computer support and SETEs. The Call Center will continue to provide additional trainings on new and updated services to better serve faculty, staff, and students and to enhance technical skills.</p> <p>10b. This FY has seen the widespread adoption and use the new RemedyForce ticket system. In addition, the reporting features of aided in the creation of a realtime dashboard to monitor current open and stale tickets (greater than 14 days). These statistics have been used to justify the restructuring of personal within the Desktop Support unit to bolster support in Education and the College of Fine Arts, where two LSP1 positions were assigned.</p> <p>In addition, the Service Desk support all ITS Teams by monitoring the daily open tickets report and the "reopened ticket" notifications. Service requests that need updates or response are escalated to the team's Director, and Directors have been monitoring the emails being generated as tickets are assigned to their respective teams. Directors have also been periodically reminding their teams to update the status of each ticket with comments as the work is being performed to keep customers informed.</p> <p>10c. The Service Desk ticketing system is continuing to make enhancements. We have reviewed the ability to populate the system with current affiliates. We are working and testing this to ensure we remain in compliance with our licensing structure. In the meantime, we've updated the call script to allow agents to get to resolving the problem.</p>
	<p>b. Some reported having to wait weeks to give problems resolved.</p>	<p>Adam Sugg, Jon Weber, Mark Reavis , Rob, Shundra</p> <p>10c. Service Desk ticketing system enhancements are ongoing.</p>	<p>10d. The Service Desk Call Center has implemented a transfer method to encourage immediate assistance between faculty and CTL staff. In addition, the Call Center, CTL and LSP teams meet monthly to identify, test and adopt new ways to get immediate support to clients.</p>
	<p>c. Help Desk ticketing system should automatically populate, too much time spent on getting name and addressbeforeproblemcanbe discussed.</p>	<p>Shundra White</p> <p>10d. The Service Desk will work in collaboration with CTL (faculty support) Desktop Services (faculty/staff) to identify ways to help clients immediately.</p>	
	<p>d. Getting in-person technical help immediately is not usually possible.</p>	<p>Shundra White, Adam Sugg</p>	

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<p>11. Technology support staff who have the knowledge to answer my questions.</p>	<p>a. Long-term employees are viewed as more knowledgeable and personable.</p> <p>b. Newer employees do not have the required skill set to solve problems on the first or second attempt.</p> <p>c. Need more technical staff who can address MAC support issues.</p> <p>d. Would like student staff to be trained to be more technically proficient.</p>	<p>Mark Reavis</p> <p>Adam Sugg</p> <p>Jon Weber</p> <p>Rob Stalder</p> <p>Shundra White</p> <p>Shundra White</p> <p>Jon Weber</p> <p>Adam Sugg</p> <p>Shundra White</p>	<p>11 a. Add additional experienced network engineer.</p> <p>11 a & b. Veteran staff are typically more knowledgeable; desktop support restructuring will allow senior staff to have additional time to train and mentor those new employees.</p> <p>11a. Acknowledge skill development and expertise for long term personnel on their annual reviews.</p> <p>11b. The Service Desk will ensure that long term staff mentor and train new employees to help strengthen the knowledge share.</p> <p>11b & d. EIS will participate in cross-training with other units to increase knowledge sharing with the goal of helping Tier 1 and 2 staff to more quickly resolve problems. Training occurrences will be tracked and feedback from support staff will be solicited and used to determine effectiveness of efforts.</p> <p>11 c. On site mac training of the latest Apple Operating Systems will be offered to new staff again this year.</p> <p>11d. Service Desk Tier 1 staff will be trained and tested on features of a service or technology monthly.</p>	<p>11a. Service Desk team members have been commended on their skill development, commitment and dedication to the University and its affiliates by documentation on annual performance evaluations.</p> <p>11b. The Service Desk Call Center has implemented a new way of tracking the progress of new student workers. Student workers also go through a mentor program during their first semester as a Technical Assistant.</p> <p>11c. As mentioned in 10a, this year utilized approx 10k dollars in the training of LSP personal in the latest Mac Operating systems. An Apple representative provided 3 day onsite training to our staff.</p> <p>11d. The Call Center staff have been required to participate in 10 training sessions. These training sessions are both weekly and monthly. The trainings have focused on eCourseware, BlueJeans, iPrint, Remedyforce (ticketing system), color printing, Software Anytime/Anywhere (Citrix), Alumni, Qualtrics, basic computer support and SETEs. After training, the staff are tested and must accomplish a minimum score. The Call Center will continue to provide additional trainings on new and updated services to better serve faculty, staff, and students and to enhance technical skills.</p>
<p>12. Receiving communications regarding technology services that I can understand.</p>	<p>a. Faculty and students who do not receive ITIRS do not know when outages occur.</p> <p>b. Training should be geared to multiple learning styles and include more multimedia.</p> <p>c. Need better communication on ITS services offered.</p>	<p>Ed Koshland</p> <p>Shundra White</p> <p>Shundra White</p> <p>Shundra White</p>	<p>12a. All HPC related Impact Reports will also be sent to the hpc-users group which includes all HPC users.</p> <p>12a. Service Desk will leverage RemedyForce and umTech website to communicate information about ITIRs.</p> <p>12b. CTL will provide on-demand training videos and documentation for enterprise, high visibility/use services like D2L, the Service Desk ticketing system and the Portal. This is in addition to online documentation, in-person consultations, virtual office hours, classroom training, on-campus (departmental), and video conference training opportunities. In addition, CTL will provide announcements about service interruptions for these systems at either the login or home pages.</p> <p>12c. The Service Desk, in collaboration with all other ITS areas will redesign the Service Catalog to enhance awareness of services offered by ITS.</p> <p>12c. CTL will collaborate with Marketing to get feedback on best practices in communicating available opportunities to enhance teaching and learning through online services.</p>	<p>12a. All Impact Reports that have an HPC impact have also been emailed to the HPC Users group and this practice will continue.</p> <p>12a continued. The Service Desk uses Remedyforce (ticketing system) live feed ticker to communicate information about service interruptions.</p> <p>12b. The CTL has created over 50 on-demand videos to help with high visibility/use services like eCourseware, ticketing system and myMemphis Portal.</p> <p>12c. The Service Catalog has been redesigned. The new versions was launched March 29, 2016.</p> <p>12c. After collaboration with Marketing, CTL has begun marketing/advertising more openly using various communication tools (i.e. weekly emails from "This Week", as a tag line in the team's email correspondence, and a scrolling message in the ticketing system) publishing virtual office hours and encouraging clients to reach out for assistance.</p>

