## 2013 Techqual+ Summary and Action Plans

The action plans and follow-up actions are indicated in the table below (items in the table below were extracted from the FY14-FY15 ITS Strategic Plan):

<table>
<thead>
<tr>
<th>Techqual+ Item(s)</th>
<th>Analysis Comments</th>
<th>Owner(s)*</th>
<th>Action Plan(s)</th>
<th>Follow-up Completed by June 2014</th>
</tr>
</thead>
</table>
| (1) Having a campus Internet service that is reliable and that operates consistently across campus. | The survey respondents indicated that this service area adequately met their service expectations. These two areas showed a positive improvement over last year’s survey.                                           | Mark Reavis, Steve Terry | 1. During the survey period, (late Fall 2012) the final pieces of the Network Access Controller (NAC) were still being implemented. Phase 1 of the NAC implementation has now been completed.  
2. ITD will physically test all wireless access points on campus to see if there is an unknown anomaly with the wireless network and supporting infrastructure. | 1. Tested wireless throughout campus; enhanced wireless access points (e.g., South Hall)  
2. Added fiber optics along Central Avenue                                                                                   |
| (2) Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads | Wireless coverage and service met the respondents’ service expectations. Some users still desired additional wireless coverage and wanted wireless checked in specific locations on campus. For example, during the time the survey was open, wireless coverage for the entire South Campus married student housing facilities had not yet been completed. | Mark Reavis, Steve Terry | 1. Phase 2 of the NAC (Network Access Controller) will begin in the summer and be completed by Fall 2013.  
2. Completion of the new wireless network for South Campus housing was completed in early Spring 2013.  
3. High capacity wireless access controllers were added to newly constructed BYOD classrooms at the start of the Spring 2013 semester.  
4. On the ground testing will begin during the Spring 2013 semester to test wireless in every building on campus. | 1. New wireless network for South Campus completed Spring 2013  
2. Purchased new equipment to support wireless for BYOD classrooms  
3. Wireless tested in every building during Spring 2013                                                                 |
| (3) Having wireless Internet coverage in all of the places that are important to me on campus. | This was one of two service areas that did not meet the minimum expectations of the respondents. This item fell below service expectations for the following reasons: the UoM rolled out a new responsive web-design at start of the Spring 2013 semester, and the UoM web search capabilities were also cited as not meeting the desired service expectations. | Rob Stalder          | 1. As mentioned, the new responsive web design was implemented at the start of the Spring 2013 semester. This new web design was simply different and employs a responsive web design which will enable UoM content to be properly displayed over a variety of mobile devices. Continuous development for the UoM’s website will take place during the next 12 months.  
2. In the summer of 2013, the UoM will procure and implement a new web-based search engine, to improve local web search capabilities. | 1. Phased roll-outs of new responsive web design are on-going  
2. Upgraded our web-based search engine appliance from “Google Mini” to “Google Custom Search”  
3. New responsive web design template was implemented for all “Tier 1” webpages on the university website, which includes the main page plus the 22 top level sites connected to the main page. |
1. Accessing important campus Web sites and online services from my tablet or other mobile device.

2. Having campus technology services available that improve and enhance my collaboration with others.

3. Having technology within classrooms or other meeting areas that enhances the presentation and sharing of information.

The prevailing comments surrounded having the myMemphis portal content available via a mobile app. Additionally, respondents requested the ability to use newer collaboration tools.

| Rob Stalder | 1. The Mobile Development Task Force (MDTF) group will continue to meet and begin to set additional priorities for the current UoM mobile app.
| Steve Terry | 2. The UoM mobile web development team is moving to a new mobile app framework during the summer. This new mobile framework will give the UoM greater variety and speed in developing new components.
| Sandy Schaeffer | 3. The UoM will pilot new desktop video conferencing software during the Summer and Fall 2013 semesters. | 1. New UoM Mobile app was launched and moved to support and maintenance phase.
2. Seevogh was deployed in Fall 2013.
3. Adobe Connect support was continued.
4. New product (Blue Jeans) under review. |
Many of the suggestions mentioned the lack of depth of knowledge of the average (student-based) help desk support personnel. Most of these responses also recognized that it is probably unreasonable to expect that entry level support personnel would have the deep skill sets that many faculty and staff might require. Except in a couple of specific instances, respondents showed no distinction between ITD and LSP support personnel.

(9) Technology support staff who are consistently courteous and thoughtful.

Sue Hull-Toye
Shundra White

1. ITD will continue to work with the Help Desk (HD) staff, LSPs and the ALC to improve support opportunities for our students, faculty and staff.
2. ITD will work with other IT support units at the UoM to explore alternative support models.

(10) Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

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(11) Getting timely resolutions to problems I am experiencing with technology services at my University

This service issue continues to fall below the minimum service expectation. As indicated in last year’s survey, this service shortcoming is shared by almost every support unit on campus. The respondents desire faster contact and more timely resolutions to issues.

Steve Terry
Sue Hull-Toye
Shundra White
Adam Sugg

1. ITD will continue to work with the LSP community to conduct training and to continue the monthly ITD/LSP meetings.
2. ITD will work with other divisions, departments and their respective LSPs to review outstanding and nonresponsive HD ticket processes.

1. University technical staff were merged to form ITS
2. Continual improvement initiatives have begun to strengthen standards and support
3. The Service Desk has reviewed and revised its training procedures. This includes requiring all Tier I staff to participate in a training course using the Learning Management System to track success in learning the customer service and support material. In addition, the following have been made to improve support:
   • New website created to post information about technology for students
   • All Tier I employees have a mentor that reviews their work for accuracy
   • Hired a Quality Assurance Lead to monitor and review all interactions between Service Desk employees and clients
   • Providing Chat service to help get faster answers to general questions
   • Provide opportunity for International clients to receive account and password support through Skype.
   • Created online, on-demand videos for students about D2L
   • Identified additional training opportunities to reach students such as New Student Orientation, TRIO and handing out umTech Services pamphlets/flyers.
   • Provided 43 online, on-demand training opportunities for faculty
   • Created 11 webinars for faculty
   • Coming Summer/Fall 2014, we will provide Technology Coaches for each student classification (http://memphis.edu/umtech/students/techcoaches/index.php)
   • Revised the Department Aide role to better support faculty in other departments and colleges
   • Reviewing the mission and goals of the Teaching and Learning Advisory Committee to help with access and knowledge of available technology.
   • Provided 7 distance training opportunities for faculty
1. LSP meetings are still occurring between ITS and those campus technology staff who are not part of ITS
2. ITS desktop support staff meet regularly to review technologies, standards, etc.
3. ITS is working with other units to improve response rates of other campus technology staff.
| (12) Receiving timely communications regarding campus technology services, explained in a relevant and easy-to-understand form. | Shundra White | 1. Explore creating a TechBlog or some type of self-service documentation that enables technology content to be easily discovered and utilized.  
2. Develop a new technology services web design to simplify/streamline access to technology services, whether located in ITD or other units on campus.  
3. Continue to utilize the TechQual+ survey results and action plans each year and to publish the survey results with accompanying action plans.  
4. Share the results of other national technology surveys that ITD participates in with the larger UoM community.  
5. ITS has begun recording “just in time” videos.  
6. TechQual+ results and action plans included in 2013 Strategic Planning document posted on the ITS website.  
7. The Service Desk has been committed to submitting monthly newsletter articles to both Parent News and the Weekly e-News when new or updated information needed to be shared. In addition, the Service Desk communicates with faculty and staff who are members of the Teaching & Learning Advisory Committee, Department Aides, and the Center for Innovation on new and changing technology. Updates on technology can also be found on the umTech and ITS websites.  
8. Documentation improvements and standardization are on-going. | Sue Hull-Toye  
Steve Terry  
Robert Jackson | |
| (13) Getting access to training or other self-help information that can enable me to become more effective in my use of campus technology services. | | |

*In light of staff changes, multiple owners for the same action plan components may be listed.*