### FY2014 Techqual+ Summary and Action Plans

1. For the 2014 Techqual+ survey, 1,816 participants initiated responses and 1,081 completed the entire survey resulting in a 60% completion rate. Highlights of demographic frequency counts include:
   - Faculty had higher response rates than staff or students with 82%, 80%, and 69%, respectively. Only 4% of responses failed to declare their university role.
   - The completion rate among males was higher than females (77% vs. 71%) although higher numbers of females participated than males (710 completions vs. 352 completions). 5% declined to declare gender.
   - By age group, completion rates for those who declared their age were lowest among participants aged 0-24 (66%) and highest among those aged 55 & Above (81%). 20% of participants declined to declare their age.

Only 3 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 utilizing sampling as indicated in the Techqual+ protocol.):

- "Having a campus Internet service that is reliable and that operates consistently across campus" exceeded minimum expectations.
- "Technology support staff who are consistently courteous and thoughtful" exceeded minimum expectations.
- "Having campus Web sites and online services that are easy to use" did not meet minimum expectations.

Additional information can be found within the final 2014 Techqual+ report.

<table>
<thead>
<tr>
<th>Techqual+ Item</th>
<th>Analysis Comments</th>
<th>Owner(s)</th>
<th>Action Plan(s)</th>
<th>Follow-up (on actions we took) Completed by September 2015</th>
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| 1. Having a campus Internet service that is reliable and that operates consistently across campus. | - Reliable access in open areas (e.g., between buildings outside, some interior areas).  
   - Some concerns about consistent operation of network (Mitchell, Browning, South Campus Building 48, South Hall)                                                                 | Mark Reavis       | 1. Network Services will continue to monitor performance of the network across the campus and make necessary changes or repairs as needed.  
   2. Network Services will evaluate new technology as it is developed and acquire new technology that will continue to improve the performance of the network. | 1. Network services monitored throughout the year network performance and made equipment changes as needed.  
   2. Network Services looked at many vendors new technology and R & D several products.                                                                                                                                 |
| 2. Having a campus Internet service that is fast and that provides speedy access to Web sites and rapid downloads. | - Some concerns about video-conference throughput during non-peak hours (Skype)  
   - Several positive comments about network speeds but also some concerns about speeds during peak times.  
   - Some concern about appropriate use of bandwidth in labs (e.g., watching movies).                                                                 | Mark Reavis       | 1. Network Services will continue to research ways to increase speed and reliability.  
   2. Network Services will research ways with multiple vendors to continue to increase the Universities total bandwidth. | 1. Network Services worked with Cogent to allow bursting past the paid for bandwidth.                                                                                                                                 |
| 3. Having wireless Internet coverage in all of the places that are important to me on campus. | - Students are requesting wireless coverage in parking lots, parking garages, and outdoor areas anywhere on campus.                                                                                             | Mark Reavis       | 1. Network Services will develop a design and acquire cost estimates for providing wireless coverage to parking lots, parking garages, and outdoor areas | 1. Wireless is being beta tested in Zach Curlin parking garage and several outside units have been added in popular public places.  
   2. Network Services also expanded wireless coverage to the outdoor area in front of the University Center in response to a Fall 2014 survey that solicited input from the University community.                                                                 |
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<th>Statement</th>
<th>Responsible Party</th>
<th>Actions</th>
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| 4. Having adequate cellular coverage in all of the buildings and places that are important to me on campus. | Mark Reavis       | 1. University telecom department will continue to notify cellular providers about complaints in different buildings.  
2. Telecom department will strongly encourage vendors to put in repeaters whenever possible.  
3. Help desk and telecom will continue to encourage users to contact their cellular providers to turn in trouble tickets about coverage area problems  
4. Telecom department did notify multiple vendors when reports would come in about poor cellular coverage.  
5. Started working with Verizon to survey all buildings on campus and possibly install their repeaters. |
| 5. Having campus Web sites and online services that are easy to use.      | Rob Stalder       | 1. Convert remaining university websites to new simplified template as quickly as possible  
2. Collaborate with Marketing to work with schools, colleges, departments, and offices to simplify their content  
3. Upgrade the UoM portal from Luminis 4 to Luminis 5, and simplify the content on each of the tabs  
4. New university website deployment completed, including content changes  
5. Luminis 4 to Luminis 5 upgrade initiated and in progress to be completed by December 2015 |
| 6. Accessing important campus Web sites and online services from my tablet or other mobile device. | Rob Stalder       | 1. Convert remaining university websites to new "responsive design" mobile template as quickly as possible  
2. Investigate implementing Desire2Learn mobile functionality, such as the Mobile Gradebook for faculty  
3. Work with SGA and Police Services to implement a mobile personal emergency capability  
4. Investigate implementing mobile capabilities of UMWiki/Altassian Confluence  
5. Entire university website is now converted to a responsive design template  
6. Current LMS RFP evaluation includes scoring of mobile functionality  
7. SGA has chosen a mobile personal emergency app, but it has not yet been procured and/or implemented  
8. umWiki is mobile enabled through the mobile browser per https://confluence.atlassian.com/display/DOC/Confluence+Mobile |
### University of Memphis Techqual+ Survey

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

| Rob Stalder |
| Shundra White |
| Adam Sugg |

1. Investigate ways to leverage social media as a way to enhance this service.
2. Establish project regarding document collaboration. We need to ensure that document collaboration is occurring within our required policy guidelines. These findings and our recommendations for document collaboration need to be defined for easy faculty reference.
3. Define our recommendations and provide instructions for teleconferencing.
4. Investigate classroom equipment that caters to each academic discipline.

1. The Service Desk is actively engaged on the Social Media team and attends regularly scheduled meetings to ensure that we are compliant with standards prescribed by Marketing and Public Relations.
2. Members of the Smart Technology team attended four conferences (CCUMC, InfoComm and AMX and Creston) to investigate the feasibility of enhanced and/or specialized standard equipment such as projectors and accessible instructor workstations. In addition, we’ve explored the cost of having plug and play cables in the 400+ classrooms along with the ability to manage and secure these cables.
3. We’ve implemented BlueJeans and MediaSite as additional options to Adobe Connect for Video Conferencing and document collaboration. We’ve received positive feedback on the ease of use and the “fit” or “meets expectations” from those who’ve used these options.
4. Desktop Support has worked in collaboration with EIS and the respective colleges and staff to consolidate information to the NAS in the following areas: College of Education, College of Engineering, Academic Affairs, Biology, CAS (excluding Psych), CFA, FCB, LAW, Library, MathSci, Nursing, SPH, Lambuth, and Business and Finance.

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

| Adam Sugg |
| Shundra White |

1. Smart Technology Services (STS) will engage in more technology evaluations to enhance classroom presentation and collaboration.
2. STS will review and update current documentation and classroom instructions for ease of discovery and use.
3. STS will develop and ensure a desktop standard across all labs and smart classrooms.
4. Local Support Providers (LSPs) will be trained to answer first contact question regarding the use of classroom technology.
5. STS and Service Desk will identify new ways to communicate urgent help requests in classrooms.

1. STS has engaged in discussions with vendors at conferences and participated in projects on campus to learn about technology that would enhance classroom presentation. With the opening of the Community Health Building, STS has increased involvement with some of the specialized technology (e.g. Simulation labs, Audio and Video enabled recordings to enhance instructor grading, teaching and student success.
2. Effective 8/6/15, all classroom instruction documentation has been updated and replaced.
3. STS has worked with Desktop Application Support on the desktop standard across all labs and smart classrooms. Due to licensing restrictions, we will continue to have labs that include software based on the needs of individual departments and/or colleges.
4. The Center for Teaching & Learning has provided 3 sessions on Smart Classroom Technology. These sessions were open to both faculty and LSPs.
5. STS and Service Desk have researched 2 software solutions (Twilio, Voxer) to help communicate urgent help requests in classrooms. Neither of these solutions have proven to be suitable as an overall solution.
| 9. Technology support staff who are consistently courteous and thoughtful. | Adam Sugg | 1. The Service Desk has recently revised its customer service goals. We are committed to providing a customer experience that provides consistency, accuracy, follow though, active listening, positive language and ownership of the concerns or issues. |
| | Shundra White | 2. In Desktop Support, regular performance reviews will occur with quarterly updates to ensure customer service goals are being met and corrections/actions are made if needed. |
| | | 3. In Desktop Support, customer service interactions will continue to be highlighted during weekly staff meetings. This will ensure on going training to better support our end users. |
| | | 4. In Desktop Support, oversight by Director and team leads will occur to ensure high customer service standards are being implemented. |
| | | 5. In Desktop Support, annual TechQual survey will be utilized to ensure customer feedback aligns with customer service initiatives. |
| | | 6. In LSP community, an "open door" policy will be utilized where applicable. Action will be taken to reduce the "server/storage" room aspect of LSP offices in order to facilitate an actual open door scenario. |
| | | 7. Contact information for LSP community will be readily available and the ease of access to LSP will continue to be improved where possibilities are found. |
| | | 8. In Desktop Support, teams will be created to provide cross-training support across colleges and unit boundaries. This will provide knowledgeable staff during primary LSP absences. |
| | | 1. The Service Desk has employed eCourseware as a continuing education tool. Customer Service articles and tests are uploaded and staff are required to read material, and pass test with minimum grade. Additional mentoring is also available for new staff. |
| | | 2. The Tier I staff have enhanced training methods for staff who work after normal business hours. In addition, we've made sure to include a senior technical assistant is available from 7am-11pm. We've also recently hired a full time staff person to work late evenings during the week. |
| | | 3. This fiscal year marked the first comprehensive performance review of the LSP community. They were evaluated on their performance over the last 12 months including in-field support, departmental communication, and internal ITS collaboration. Several additional factors were evaluated in addition to these highlights. |
| | | 4. A weekly Desktop support meeting has been utilized for the past year to highlight the week's accomplishments and discuss common issues. This has provided an opportunity to dispel confusion and aide cohesiveness. This meeting has strengthened our in field ability to communicate a unified voice of ITS services. |
| | | 5. Team leads were created to provide leadership, escalation paths and cross training opportunities. Philip Barnett has overseen the DAS team. Dave Parks has lead the Academic Affairs and Business and Finance teams, MJ Garrett has lead the CAS, CFA and EDU teams, and Mike Houston has lead the Engineering, Nurs, CSD, SPH teams respectively. Continued refinement of the team membership occurs as footprint of respective members fluctuates. |
| | | 6. An "Open Door" policy has been enacted. This has precipitated more than simply having an open office door during business hours. This has also resulted in contact information being available by university White Pages, standard signatures on new emails, voicemail and phone extensions for all DSTS members. Physical Open door policies have been slowed in areas where server infrastructure existed in offices. This has been a goal to be reduced during this same period. |
10. Technology support staff who are knowledgeable and can help me resolve problems with campus technology services.

- Several comments on the need for knowledgeable, well trained, courteous staff.
- Comments on delayed response in getting problem resolved.
- Responders try to differentiate between Tiers 1, 2, and 3. Some recognize that the Service Desk is manned by students and that students may not always have comparable knowledge in comparison to full-time staff.
- Several comments on skills and knowledge.

<table>
<thead>
<tr>
<th>Shundra White</th>
<th>1. Continue efforts in selecting staff with necessary knowledge, skills and abilities (KSAs).</th>
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<tbody>
<tr>
<td>Adam Sugg</td>
<td>2. In Desktop Support, training of internal systems will occur for LSP community. Such examples are Ecourseware, Smart classroom and teleconferencing standards. Learning Curve will be utilized to schedule these opportunities.</td>
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<td>3. An understanding of all ITS units and their respective projects and goals will continue to be distributed through regular staff meetings to LSP community.</td>
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<td>4. Desktop Support will continue to standardize desktop services so that support can also be consistent among all LSP support areas. These standards will be documented in the UmWiki space.</td>
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<td>5. Efficiencies in desktop applications and services will continue to be reviewed on an on going basis to ensure no unnecessary complexities exist which could hinder a LSP's abilities.</td>
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<td>6. LSPs will be given access to the latest University policies and standards which will also be reviewed in staff and unit meetings.</td>
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<td>7. Training in FERPA, HIPPA, or PCI will be provided where needed to appropriate technical staff.</td>
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<td>8. New Horizons training will be provided for all Desktop Support staff for the latest operating system functionality.</td>
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<td>9. Professional Development opportunities will be utilized in the form of conference and vendor visits.</td>
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<td>10. The Umwiki website will be utilized for the documentation and standardization of LSP activities. This site will house LSP checklists to ensure all support staff are equally trained and have access to common support tools.</td>
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<td>11. Weekly Desktop Support staff meetings will occur to provide information to staff regarding current university issues and potential remediation.</td>
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1. The Service Desk has employed eCourseware as a continuing education tool. Training and workflow instruction regarding campus technology services are uploaded and staff are required to read material, and pass test with minimum grade. Additional mentoring and shadowing is also available for new staff to ensure accuracy in shared information and consistency in resolving problems.

2. We’ve enhanced the training methods for Tier I staff who work after normal business hours with activities that include hands on involvement in resolutions. In addition, we’ve made sure to include a senior technical assistant is available from 7am-11pm. We've also recently hired a full time staff person to work late evenings during the week.

3. Internal training was made available to LSP community and utilized to train in the areas of Ecourseware, Smartclass room, procurement, System Center management, Citrix management.

4. New Horizons training was utilized by DSTS staff in the areas of Microsoft and CompTia. Members were participated in CompTia A+ training, and security+ training, support and troubleshooting of Windows 7 Enterprise, Advanced Management of SCCM.

5. In addition to professional training opportunities, team leads also attended this year’s HDI 2015, DAS attended the JAMF User Conference (Apple Management), AV members attended InfoComm 2015, and strategic members were invited and attended this year's Microsoft Ignite Conference.

6. On Site Apple training was also arranged and facilitated this year for select members of the Desktop Support community who actively service large numbers of Apple customers. This was a contracted two day on site training event.

7. DSTS members were required to fulfill this years FERPA online training.

8. The Desktop Support wiki space has become a comprehensive listing of all department related documentation, guidelines and project notes that is utilized actively by each team member. The space currently servers greater than 1600 pages of documentation and notes which are organized and searchable.

9. The Desktop Support space has also served as a organizing space for such items as beginning of the year checklists that review the operational status of our labs and classrooms prior to beginning of the fall semester.
| 11. Getting timely resolution to problems that I am experiencing with campus technology services. | Shundra White  Adam Sugg  Mark Reavis  Rob Stalder  Jon Weber  Ed Koshland | 1. Investigate Service Management tools that would enhance the customer experience in ticket submission, escalation and resolution.  
2. Investigate options in self-service tools.  
3. Provide ticket updates at designated intervals (to be determined) until resolution.  
4. In Desktop Support, an appropriate ticket “age” standard will be reviewed and amended as needed. The ability to move tickets to a pending status will also be reviewed and audited on a regular basis. Customer satisfaction will be required as part of the ticket completion process.  
5. Identify areas where training, either using internal personnel knowledge or external provider, can help build active knowledge base among support community.  
6. Monitor all trouble tickets and assign resources as quickly as possible so that the users problem is resolved. | 1. On August 3rd, we implemented a more robust ticketing system known as RemedyForce. We anticipate that this product will be able to grow with our business needs and minimize the time it takes to get problems resolved. We've initially set some parameters to help better manage client's expectations when it comes to response times. We will continue to implement other features of this service as we identify the most appropriate solution.  
2. Our current self service solution is AskTom. There are plans to help merge the self service (knowledge base) into our ticketing system. This will help to make self service easy and streamline to the ticketing system and provides for a one product solution when searching for answers or requesting help.  
3. RemedyForce will be used to provide ticket updates as designated intervals. This feature will be activated during Phase 2 which should begin in or around Spring 2016.  
4. The following guidelines were established in Desktop Support to aide in customer interaction. These items were implemented prior to the recent Remedy Force upgrade and therefore will be adapted accordingly.  
   The following are a set of guidelines to maximize our client interaction through the ticket system.  
   - Tickets are to be moved from unassigned to LSP when reviewing queue. Tickets are not to be left in an unassigned state.  
   - Tickets that require additional time to complete should be placed on Pending status, not On Hold.  
   - All active tickets, aka non pending status, should have updated notes at least every two days until resolution.  
   - Tickets should be entered on client's behalf if needed.  
   - Utilize the note section for technical responses and “behind the scenes” conversation. The formal “reply” fields are reserved for details about resolution progress. |
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<tr>
<td>1. Make continuous improvements in early, accurate communication via Service Mgmt tool, ITIR system or other public notification methods.</td>
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<td>2. Engage focus groups that help communication remain valid and relevant (terminology) to the audience.</td>
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<tr>
<td>3. Make concerted efforts to initiate connections with the campus community at large through cohorts and partnerships.</td>
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1. The Service Desk will use RemedyForce to assist with communication to client's who have communicated trouble with an active ITIR. This feature was released during GoLive week and will us a means to communicate and update those affected by the service outage.

2. Members of the Service Desk have engaged in several campus events like New Student Orientation, New Faculty Orientation, Year of Service and others, to help get feedback from groups on our communication methods. Likewise, we've continued to use focus groups like TLAC (Teaching & Learning Advisory Committee), College & Department Aide members and SGA members to help keep our communication relevant and meaningful.

3. We've made positive strides in connecting with groups on campus. ITS is represented at "New Tiger" events, we've provided resources to all students through our Technology Coach program, we're leading a community eCycle event (August 14) that open to the public, and we've hosted 3 members of Girls Inc. in Summer 2015 in a shadowing program for Girls in Technology. We've also provided free consultation services to faith based groups in the community. These efforts help us to interface with the novice client and sharpen our ability to communicate in easy to understand language.
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| 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. | • Several comments on the need for more training and support for faculty.  
• Respondents want on-demand access to the training and support.  
• It appears faculty want someone available whenever (every day, any time).  
• A few comments on encouraging self-help. | Shundra White  
Adam Sugg | 1. Center for Teaching & Learning will provide a robust menu of training opportunities that will include on-demand offerings for faculty and students.  
2. Monitor performance of newly launched service (Technology Coaches) for students that provides access to training and self-help. | 1. The Center for Teaching and Learning provides at least 2 training sessions weekly that are geared for faculty. In addition, this group is available for walk-in sessions and scheduled consultations. In May, the CTL begin hosting online, weekly open office hour sessions (8am-8pm) entitled, "Meet with a Trainer Tuesday". These are opportunities for faculty to connect with a trainer online, without appointment to get quick answers to questions.  
2. ITS is represented on the newly developed Accessibility Committee.  
3. CTL has begun a series of trainings for Teaching Assistants.  
4. A new series of training for staff and faculty technology services like Microsoft Office Excel, Outlook, Qualtrics and Blogs has been implemented into the monthly schedule.  
5. Department training is also available upon request. |