FY2016 Techqual+ Summary and Completed Action Plans

For the 2016 Techqual+ survey, 1,185 participants initiated responses and 691 completed the entire survey resulting in a 58% completion rate. Highlights of demographic frequency counts include:

- Faculty and staff had higher response rates than staff or students with 78%, 78%, and 60%, respectively. Only 2% of responses failed to declare their university role.
- The completion rate among males was higher than females (74% vs. 71%) although higher numbers of females participated than males (438 completions vs. 224 completions). 10% declined to declare gender.
- By age group, completion rates for those who declared their age were lowest among participants aged 35-44 (67%) and highest among those aged 55 & Above (79%). 23% of participants declined to declare their age.

Four 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" did not meet minimum expectations.
- "Having campus Web sites and online services that are easy to use" did not meet minimum expectations.
- "Having systems that provide timely access to data that informs decision-making" did not meet minimum expectations.
- "Availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience" did not meet minimum expectations.

Additional information can be found within the final 2016 Techqual+ report.
5. Having Web sites and online services that are easy to use.

|   | 1. Many faculty & staff are upset that the website is now marketing & student oriented, and want it to be used for both external & internal purposes.  
  |   | 2. Both faculty and students mention the difficulties experienced when using eCourseware.  
  | 1. Rob  
  | 2. Shundra  
  | 1. Provide UofM Marketing with all of the appropriate website comments from TechQual, and work with them & S2N Design on next steps.  
  | 2. Center for Teaching & Learning will market and provide an Infographic for faculty and students explaining each major feature of eCourseware.  
  | 1. Implemented new Prospective Student website template for UofM Admissions.  
  | 2. CTL has created and posted a total of 6 infographics to explain major features of eCourseware for faculty and students. They are D2L, Binder, Brightspace Pulse, D2L Dropbox, D2L Grades, D2L Quizzes, and D2L Discussions.  

6. Having online services that enhance the teaching and learning experience.

|   | 1. Many users are frustrated with the Desire2Learn platform in general.  
  |   | 2. Both faculty and students mention difficulties in navigation and using interactive features in eCourseware.  
  | 1. Rob  
  | 2. Rob  
  | 3. Shundra  
  | 1. Implement "near real time" Desire2Learn/Banner integration for course registrations and grades.  
  | 2. Roll out Daylight version of the new responsive user interface from Desire2Learn.  
  | 3. Center for Teaching & Learning will provide more opportunities for on-site and online training for students. We will leverage our partnership with Student Affairs to communicate these opportunities through hosted events and other suggested communication efforts.  
  | 1. Implemented D2L/Banner integration for course registrations. Grades integration coming soon.  
  | 2. Looked at Daylight UI in test environment, but determined it is still not ready for production rollout.  
  | 3. CTL has partnered with Student Affairs to communicate upcoming events about training opportunities within their "This Week" newsletter. CTL also communicated with Facebook Live events via the umTech Service Desk page and with Student Affairs. There has been 5 posted videos with a total of 133 views on topics related to MAC, registration, and D2L.  

7. Having technology services that allow me to collaborate effectively with others.

|   | 1. The main UofM website has been redesigned for mostly external purposes, and the umWiki & umDrive don't satisfy internal collaboration requirements.  
  |   | 2. Desire for access to instant messaging increases.  
  |   | 3. Comments mentioning challenges in distance learning and collaboration within class groups, difficulty using current products (BlueJeans, Adobe Connect, eCourseware, etc.)  
  | 1. Rob  
  | 2. Adam  
  | 3. Shundra  
  | 1. Initiate rollout of SharePoint 365 with at least one pilot.  
  | 2. Initiate rollout of Microsoft Skype for Business.  
  | 3. Service Desk team will identify opportunities to meet/visit distant campuses, continue to collaborate with UM3D on enhancements through online courses and review current collaboration tools for ease of use.  
  | 1. Investigated two opportunities to utilize SharePoint, but neither went beyond initial investigation stage.  
  | 2. Rollout of Skype for Business has been completed in ITS, our business units and the Library.  
  | 3. Service Desk has met with UM3D and collaborated with them on LUL Research and Implementation which discussed enhancements through online courses.  

8. Having systems that provide timely access to data that informs decision-making.

|   | 1. A few people want the Data Warehouse to be updated more than once, before it is resolved.  
  |   | 2. Less than 4 percent (3.7) of these calls are transferred, that remains pivotal in the identification of space utilization.  
  | 1. Rob  
  | 1. Implement a Data Stage-like technology that would replicate data between Banner and the Data Warehouse in "near real time."  
  | 1. Identified Oracle's Active Data Guard technology to deliver on this, but have not been able to get funding yet.  

9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

|   | 1. Some comments mention the inconsistency of upgrades and/or functioning hardware in classrooms, making it unavailable for video conference.  
  |   | 2. Some students mention the lack of available, physical meeting spaces for collaboration.  
  | 1. Adam  
  | 2. Adam  
  | 1. Smart Technology Services will begin to use signage in TAF Smart Classrooms that denote the room's latest upgrade status and its feasibility for collaboration and video conference.  
  | 2. Smart Technology Services will meet with representatives from Space & Planning to discuss and identify available spaces, with technology, for student use.  
  | 1. With the availability of TAF funding, Smart classrooms pcs were updated during the Summer of 2017. And nearly all systems have been standardized on digital projection. In addition, new pc models were purchased with the inclusion of webcams to facilitate video conference calls. Documentation in this area continues to be updated throughout the summer as renovations complete.  
  | 2. STS maintains a strong relationship with Space and Planning that remains pivotal in the identification of space utilization.  

10. Getting timely resolution of technology problems that I am experiencing.

|   | 1. There are comments that report the timing of the resolution is delayed because there is a delay in getting the problem to the SME.  
  | 1. Shundra  
  | 1. The Service Desk will use the ticketing system to identify the number of "hops" or transfers a ticket takes before it is resolved.  
  | 1. Over the fiscal year, the Service Desk handles over 30,000 calls. Less than 4 percent (3.7) of these calls are transferred, more than once, before it is resolved.  

11. Technology support staff who have the knowledge to answer my questions.

|   | 1. Mac knowledge is still below acceptable levels.  
  |   | 2. Comments mention the knowledge level of call center staff and the staff who assist in remote areas like UC and Library.  
  | 1. Adam  
  | 2. Shundra  
  | 1. Provide more professional development centered on the Mac OS.  
  | 2. The Call Center staff will continue build robust weekly and monthly training opportunities for the students who assist in the identified areas.  
  | 1. An instructor-led two day training event will be held on June 13th and June 14th.  
  | 2. Weekly and monthly training opportunities are given in the Technical Assistants course through the eLearning system. There are 22 topics that range from Policy Reminders to Grade Appeals to Troubleshooting.
12. Receiving communications regarding technology services that I can understand.

| 1. ITS will enhance communication by using regular group-based publications (i.e. This Week (staff), eParent News and Student eNews). | 1. All Student eNews. |
| 2. Comments suggest that responders want communication about technology more often with less technical jargon. | 2. Shundra |

1. ITS Leadership will review potential articles weekly and submit these articles to the suggested media streams.  
2. The Service Desk will continue to participate in the Social Media Group on campus. We will also use available student, faculty and staff volunteers to assist with reducing the tech-speak.  

1. The Service Desk has submitted technical news and updates in ThisWeek throughout the year.  
2. The Service Desk has attended Social Media scheduled meetings, while also reducing the tech-speak on the umTech Service Desk page about upcoming hosted events and service maintenance.

13. Getting access to training or other self-help information that increases my effectiveness with technology.

| 1. Comments from students question the availability of training and suggest that offering training would be a benefit. | 1. Shundra |
| 2. Some comments mention training opportunities for those at distance locations (Lambuth, Collierville, Millington, etc.) |  |

1. Center for Teaching & Learning will provide training opportunities for students. In addition, we will provide infographics and/or QR codes for easy to read and easy to access training.  
2. Center for Teaching & Learning will collaborate with coordinators of events at distance campuses and request, if available, opportunities for training or education on technology.  

1. CTL has created and posted a total of 6 infographics to explain major features of eCourseware for faculty and students. They are D2L Binder, Brightspace Pulse, D2L Dropbox, D2L Grades, D2L Quizzes, and D2L Discussions.  
2. There was a collaborating effort between CTL, CITL, and distance campuses. Unfortunately, the event was canceled.