District Office Program Review 2012: Information Technology Services Summary

May 21, 2012

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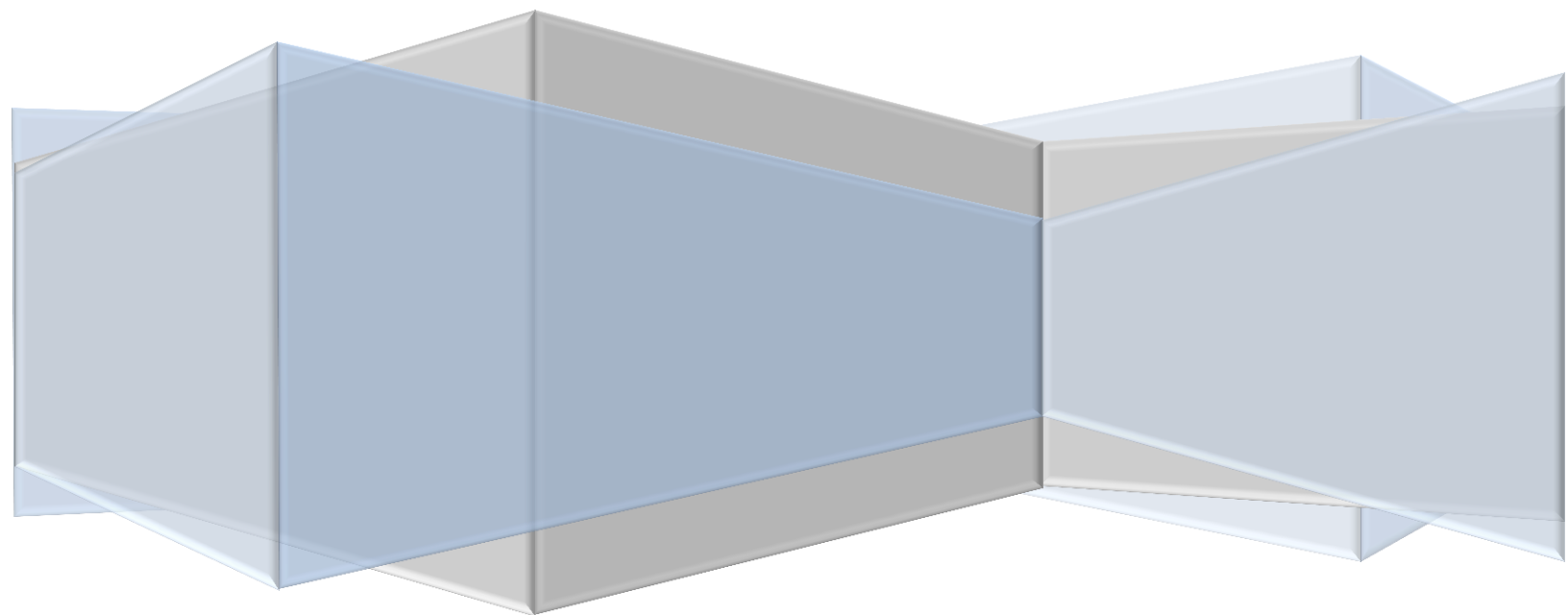
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Document Purpose

In the spring of 2012, as part of District Office Program Review, ITS surveyed all of the faculty and staff of the San Mateo County Community College District about the services and systems we provide. We asked them to rate the perceived quality of our services using a 1-5 scale (where 5 is best). We also asked three questions about our systems: Do you use this system, should ITS provide the system, and does the system meet the users' needs?

This document provides a brief ITS Response of each of our systems. Each page contains metrics about that system. Detailed comments from the surveys can be found in the appendix. It also contains an ITS Response of the ITS actions to improve the system.

Based on the survey responses we have decided to make the following issues a priority for action in the short-term.

- Increased Banner training
- WebXtender training and improve indexing
- DegreeWorks training
- Conducting student survey on IT tools such as student email, WebSMART, webschedule, etc...
- Create an online system for users to give us feedback on wireless reception
- Work with Security and Facilities on the public address system
- Work with DEAC on the long-term strategy for our Course Management System
- Improve the ITS website by adding more tutorials and making it a resource for our users
- Provide better information to employees about connecting to the facstaff wireless network
- Researching and Implementing a new mailing list and survey tool
- Migrating the Skyline, Cañada and District websites from OmniUpdate to Contribute
- More clearly define the roles and responsibilities of SARS/eSars

The following items will be long-term priorites:

- When available from the vendor, roll out Banner 9 functionality that offers dramatic interface enhancements
- Research alternative email spam solutions
- Rebuild the faculty door card system
- Research replacement for Hyperion
- Discuss with the colleges the possibility of phasing out iTunesU
- Find alternatives of solve the existing issues with Sharepoint

Banner

Do You Use This Service?	132	56%
Is it Necessary?	142	60%
Meets Your Needs?	107	45%

ITS Response

Based on the feedback ITS priorities for Banner will be increased training opportunities. In the next few months we will be offering SEP (student education plan) as well as WebXtender training. We are limited by the vendor as far as the user interface design but Banner 9 offers dramatic interface enhancements which we hope to implement as the software becomes available.

Banner Reporting

Do You Use This Service?	91	39%
Is it Necessary?	102	43%
Meets Your Needs?	67	28%

ITS Response

We assume that many of the negative comments are due to lack of training and users are not aware of the wealth of reports available to them. We will create documentation and make it available on the ITS website for users to review.

Cell Phone Reception

Do You Use This Service?	182	77%
Is it Necessary?	173	73%
Meets Your Needs?	114	48%

ITS Response

We will do a more in-depth analysis on which areas of the campus are considered "dead-zones". Based on that data we will attempt to acquire additional funding to add addional cell phone repeaters.

Degree Works

Do You Use This Service?	28	12%
Is it Necessary?	44	19%
Meets Your Needs?	19	8%

ITS Response

Degreeworks is a new service that is slowly being rolled out to the students. We will continue to train counselors and students as we roll out additional features such as the (SEPs) student education plans.

Digital Signage

Do You Use This Service?	65	28%
Is it Necessary?	72	31%
Meets Your Needs?	44	19%

ITS Response

The main issue seems to be over the content of the digital signs and not the technology. The campuses are responsible for the new content process.

Emergency Text Messages

Do You Use This Service?	163	69%
Is it Necessary?	174	74%

Meets Your Needs?	138	58%

ITS Response

The current system "AlertU" is more reliable and delivers messages instantly. We believe some of the comments regarding delayed receipt are in regards to the old system or related to the poor cell coverage on campuses. However we are going to tests the system and continue to verify reliable functionality.

Employee Email

Do You Use This Service?	221	94%
Is it Necessary?	207	88%
Meets Your Needs?	192	81%

ITS Response

ITS recently upgraded the mailbox sizes from 650 MBs to 2GBs. We will evaluate our current spam filtering solution to see if there are better options available at a similar cost.

Faculty Door Cards

Do You Use This Service?	125	53%
Is it Necessary?	124	53%
Meets Your Needs?	97	41%

ITS Response

ITS acknowledges the door card system was created almost a decade ago and is in-need of a redesign. Our long-term goal is to rewrite this system within WebaSMART by customizing baseline code provided in Banner self-service. When redesigning the system we will work directly with the faculty to ensure it meets all their needs from ease of use to printing.

Hyperion Dashboad (Enrollment Reports)

Do You Use This Service?	57	24%
Is it Necessary?	60	25%
Meets Your Needs?	51	22%

ITS Response

ITS acknowledges that users find this system challenging and will begin evaluating other solutions that better fit user needs.

ITS HelpCenter

Do You Use This Service?	220	93%
Is it Necessary?	207	88%
Meets Your Needs?	189	80%

ITS Response

Based on the feedback, people taking the survey confuse ITS Help Center with the overall services provided by ITS. Users seem to be universally delighted by our service level.

iTunesU

Do You Use This Service?	42	18%
Is it Necessary?	51	22%
Meets Your Needs?	34	14%

ITS Response

ITS will discuss with the colleges if this tool is necessary to their college mission and possibly retire the service to make room for other projects.

Lyris (email listserve)

Do You Use This Service?	31	13%
Is it Necessary?	37	16%
Meets Your Needs?	25	11%

ITS Response

ITS acknowledges there is a need for this tool and we have not been marketing it due to lack of resources and funding for additional user licenses. We will research other solutions or hosted services such as Constant Contact. We plan on combining the evaluation process with our search for a better campus survey tool.

OmniUpdate (website content management tool)

Do You Use This Service?	57	24%
Is it Necessary?	59	25%
Meets Your Needs?	42	18%

ITS Response

There seems to be very few users and of those many have a high dissatisfaction rate. We recently engaged in an Adobe License Agreement and are evaluating Adobe Contribute as a solution for updating websites, essentially replacing OmniUpdate for most of our sites.

Phones/Voicemail

Do You Use This Service?	224	95%
Is it Necessary?	207	88%
Meets Your Needs?	190	81%

ITS Response

ITS is currently evaluating new voicemail systems. Although these systems are a significant upgrade to our existing system, they all tend to be complex and will have their own unique challenges. In the meantime ITS will better promote its telephone training materials on the website.

Public Address System

Do You Use This Service?	114	48%
Is it Necessary?	141	60%
Meets Your Needs?	82	35%

ITS Response

ITS will continue to work with campus security to improve coverage. Almost all complaints surrounded an inability to hear announcements in buildings and classrooms.

SARS Grid/Track/Call software

Do You Use This Service?	67	28%
Is it Necessary?	74	31%
Meets Your Needs?	54	23%

ITS Response

ITS will more clearly define the roles and responsibilities of SARS/eSars. There is confusion between what support the vendor provides, what is college responsibility and what ITS involvement should entail.

SharePoint

Do You Use This Service?	129	55%
Is it Necessary?	118	50%
Meets Your Needs?	97	41%

ITS Response

Users seem universally unhappy with SharePoint although there appears to be a need for a good collaborative tool. ITS will look at what other services are available and work with the colleges on selecting and migrating to the new tool.

Smart Classrooms

Do You Use This Service?	134	57%
Is it Necessary?	132	56%
Meets Your Needs?	112	47%

ITS Response

We were surprised by this feedback and feel we need to work with faculty directly on their concerns to see what we can do to ensure the smart classrooms better suite their needs. We may conduct another survey for faculty using smart classrooms.

Student Email

Do You Use This Service?	130	55%
Is it Necessary?	132	56%
Meets Your Needs?	111	47%

ITS Response

ITS feels we need to have a student IT survey and include tools such as student email, Websmart, Webschedule, etc...

Web Schedule of Classes

Do You Use This Service?	181	77%
Is it Necessary?	174	74%
Meets Your Needs?	169	72%

ITS Response

We feel no changes need to be made on this service at this time.

WebAccess/Moodle

Do You Use This Service?	107	45%
Is it Necessary?	100	42%
Meets Your Needs?	80	34%

ITS Response

ITS would like to work with DEAC on researching best LMS solutions for our colleges. Given the dissatisfaction with Moodle, Moodlerooms increasing costs and the recent Blackboard acquisition of Moodlerooms this is the ideal time to re-evaluate this solution.

WebSmart

Do You Use This Service?	232	98%
Is it Necessary?	220	93%
Meets Your Needs?	208	88%

ITS Response

ITS will continue to add services as needed.

Wireless Internet

Do You Use This Service?	210	89%
Is it Necessary?	195	83%
Meets Your Needs?	171	72%

ITS Response

ITS needs to provide better information to employees about the Facstaff (secure) network and will include this information in a FAQs section of the ITS website.

Xtender Imaging System
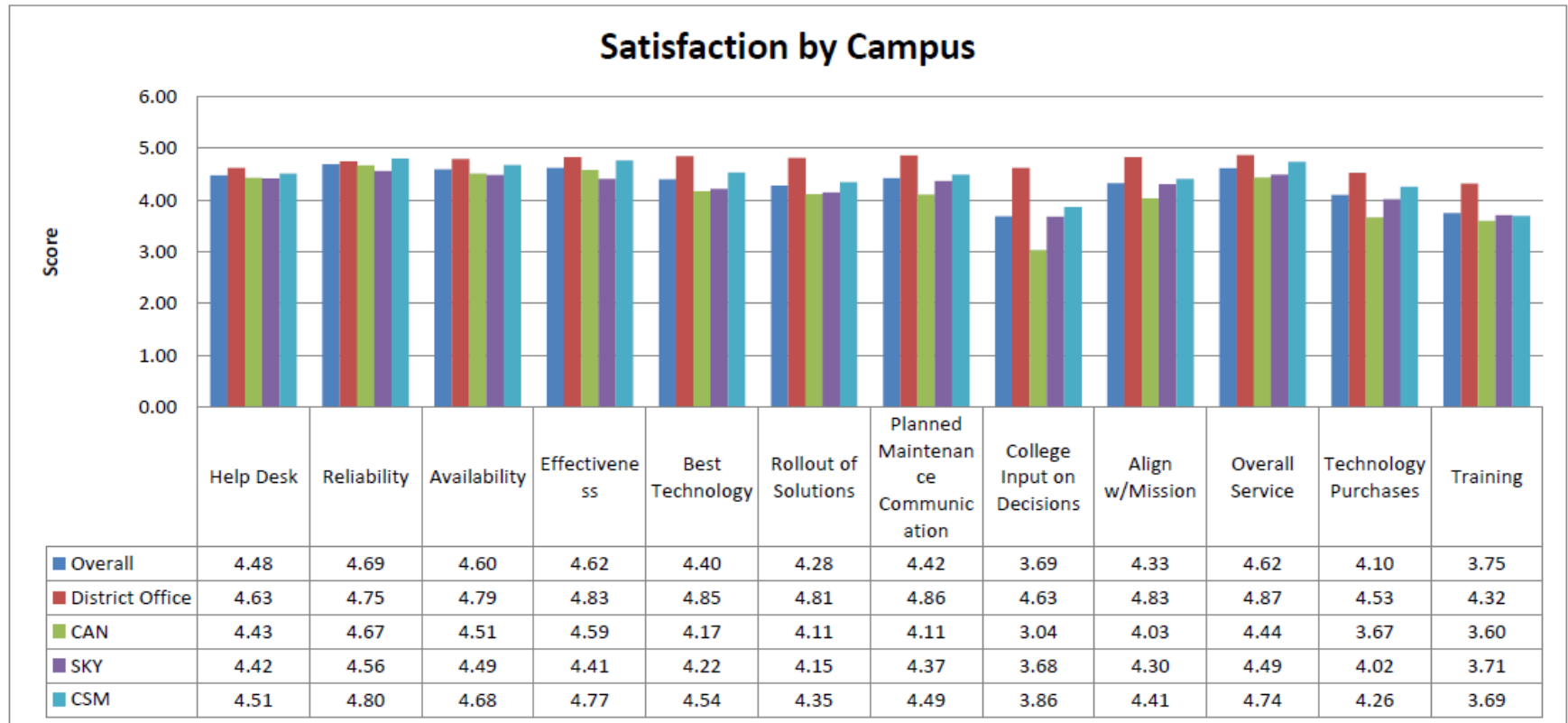
Do You Use This Service?	51	22%
Is it Necessary?	52	22%
Meets Your Needs?	44	19%

ITS Response

ITS has training planned and we are also going to improve indexing technology by purchasing Quick ScanPro.

Charts

Satisfaction by Campus

	Help Desk	Reliability	Availability	Effectiveness	Best Technology	Rollout of Solutions	Planned Maintenance Communication	College Input on Decisions	Align w/Mission	Overall Service	Technology Purchases	Training
Overall	4.48	4.69	4.60	4.62	4.40	4.28	4.42	3.69	4.33	4.62	4.10	3.75
District Office	4.63	4.75	4.79	4.83	4.85	4.81	4.86	4.63	4.83	4.87	4.53	4.32
CAN	4.43	4.67	4.51	4.59	4.17	4.11	4.11	3.04	4.03	4.44	3.67	3.60
SKY	4.42	4.56	4.49	4.41	4.22	4.15	4.37	3.68	4.30	4.49	4.02	3.71
CSM	4.51	4.80	4.68	4.77	4.54	4.35	4.49	3.86	4.41	4.74	4.26	3.69

Overall Satisfaction With The Following Services

	Help Desk	Reliability	Availability	Effectiveness	Best Technology	Rollout of Solutions	Planned Maintenance Communication	College Input on Decisions	Align w/Mission	Overall Service	Technology Purchases	Training
Overall	4.48	4.69	4.60	4.62	4.40	4.28	4.42	3.69	4.33	4.62	4.10	3.75
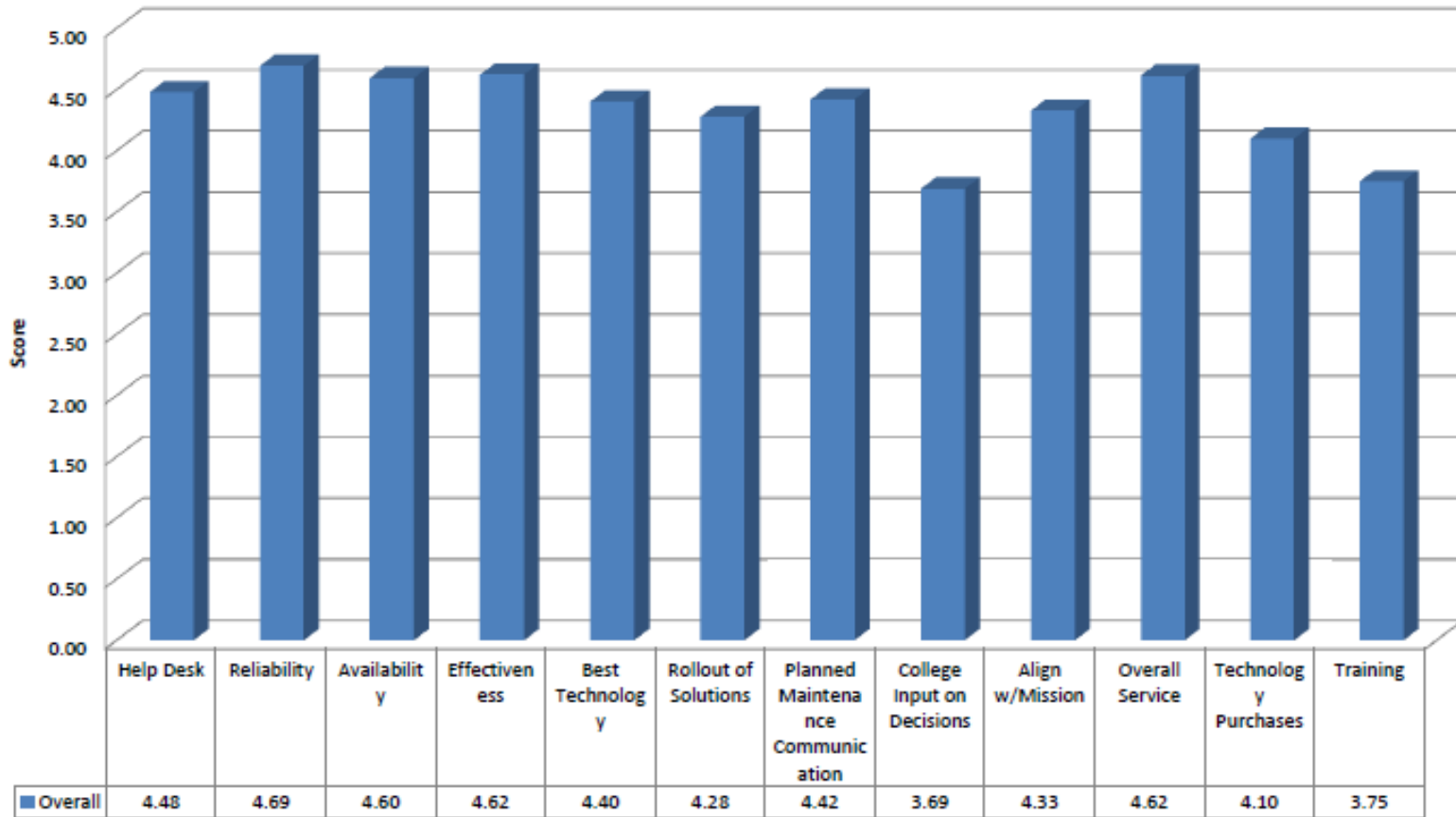
Services by Need
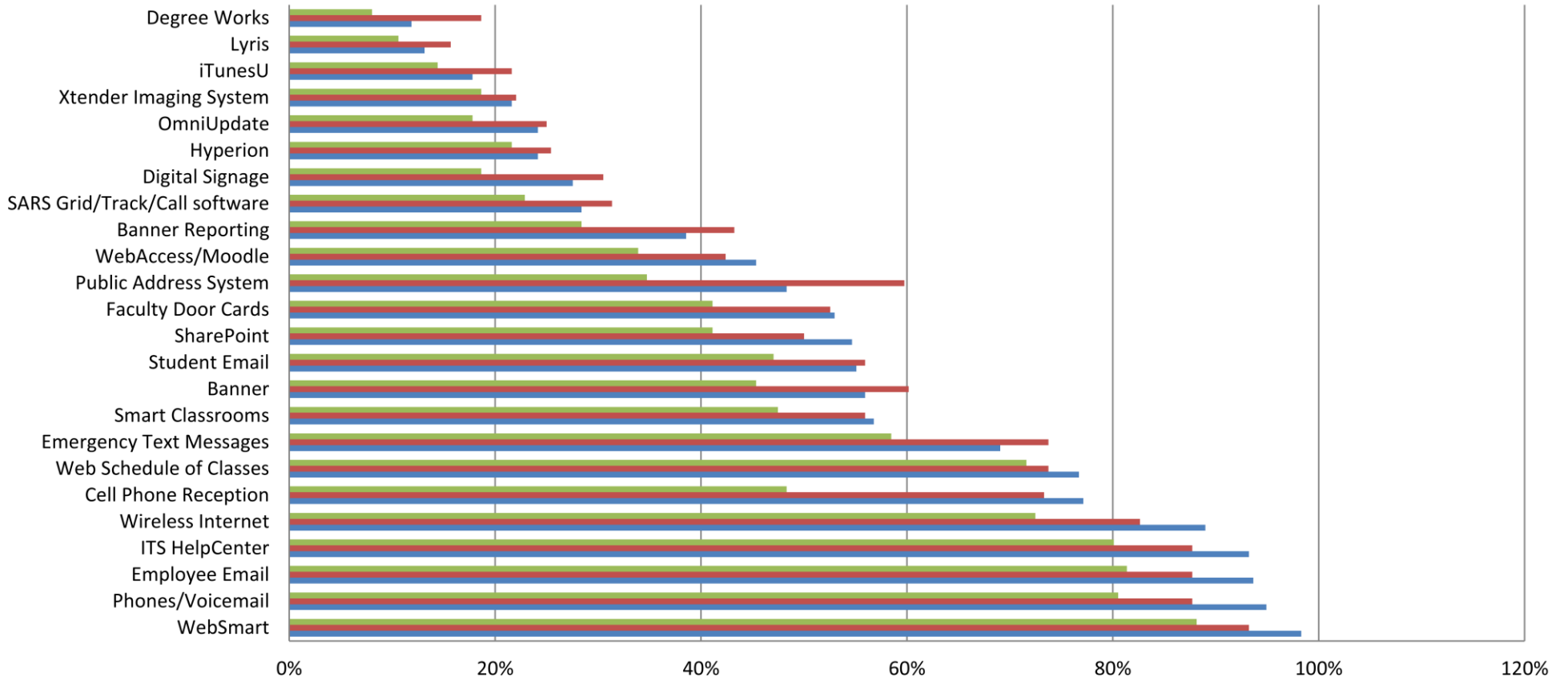
	WebSmart	Phones/Voicemail	Employee Email	ITS HelpCenter	Wireless Internet	Cell Phone Reception	Web Schedule of Classes	Emergency Text Messages	Smart Classrooms	Banner	Student Email	SharePoint	Faculty Door Cards	Public Address System	WebAccess/Moodle	Banner Reporting	SARS Grid/Track/Call software	Digital Signage	Hyperion	OmniUpdate	Xtender Imaging System	iTunesU	Lyris	Degree Works
■ Meets?	88%	81%	81%	80%	72%	48%	72%	58%	47%	45%	47%	41%	41%	35%	34%	28%	23%	19%	22%	18%	19%	14%	11%	8%
■ Needed?	93%	88%	88%	88%	83%	73%	74%	74%	56%	60%	56%	50%	53%	60%	42%	43%	31%	31%	25%	25%	22%	22%	16%	19%
■ Use?	98%	95%	94%	93%	89%	77%	77%	69%	57%	56%	55%	55%	53%	48%	45%	39%	28%	28%	24%	24%	22%	18%	13%	12%