

## Survey response rate high; OIT summarizes reports

In November 2008, OIT conducted two comprehensive technology surveys. The sample response rates exceeded expectations at 33% (930) for employees and 12% (775) for students. OIT staff have analyzed open-ended questions, summarized results, and written goals and objectives. Full reports will be discussed with constituents in April, but staff have already begun addressing respondent concerns. They have researched solutions for expanding wireless, established methods for improving information on OIT's website, and more.

### Student Opinion:

Overall, the technology provided by UNLV supports my academic needs.

	Response Total	Response Percent
Strongly Agree	205	27%
Agree	403	53%
Neutral	78	10%
Disagree	38	5%
Strongly Disagree	17	2%
Other, please specify	20	3%

### Employee Opinion

Overall, UNLV provides the technology services I need to be a successful UNLV employee.

	Response Total	Response Percent
Strongly Agree	245	27%
Agree	519	57%
Neutral	95	10%
Disagree	44	5%
Strongly Disagree	11	1%

## WebCampus use & updates

During fall 2009, 3,902 UNLV course sections (54%) were activated in WebCampus, a number that was increased by nearly 1,000 sections due to the implementation of the mid-semester grades project. In addition, UNLV had 25,438 active accounts and our consortium partner, Nevada State College, had 336 active sections with 2,408 active accounts during the fall semester.

Assisting with assessment efforts, OIT inserted a column in all 100 and 200 level sections for mid-semester grades and produced reports with this data for colleges and advising centers. Approximately 30% of sections within the project group provided mid-semester grades through WebCampus. In addition, WebCampus experts Wonda Yuhasz and Yvette Aqui demonstrated quiz, survey and assignment features in WebCampus at campus assessment symposiums.

The Course Management System Coordination Committee is working on procedures to assess campus needs for a course management system and determine how best to meet those needs. In OIT's survey, an initial scan of the results show that students value the convenience of WebCampus and the ability to access course materials online at any time of day. Faculty survey responses indicate a lower level of satisfaction with WebCampus than that of students, and has prompted deeper evaluation into the satisfaction rates.

## Fall 2008 Statistics

### 72% Technology-Enhanced Classrooms (TEC)

72% (122/166) of general use classrooms are Technology-Enhanced Classrooms. BEH is now fully TEC'd. OIT is in the process of converting MPE. This spring, five new TECs will be available in Greenspun Hall and seven in the Science, Engineering & Technology Building. OIT continues to convert classrooms as resources become available at an average cost of \$40,000 per room.

### Classroom Technology & Media Services delivered

219 media carts, per week, to classrooms around campus. Media carts are like TECs on wheels. They carry a computer and projector for multimedia presentations. According to survey results, the percentage of faculty requesting media carts matches the percentage of classrooms remaining to convert to TECs, 25%.

### Rebelmail usage & changes

As of fall 2008, 26% of enrolled students directly access Rebelmail, 30% forward, and 93% have at least activated their accounts; 2% both forward and access Rebelmail directly. UNLV can, at maximum, reach 56% of students through e-mail communications. OIT plans to work with the campus to select communication systems that better meet campus needs. The Student Technology Advisory Board discussed elements students prefer in an e-mail system. System Computing Services has asked all NSHE institutions to select new e-mail systems by fall 2009.

**1,000** The Student Help Desk activated 1,000 student accounts at the "Taking Care of Business" booth at orientation this past August.

## Cognos business intelligence software in production

Employees who crunch numbers may be interested in software OIT launched this year, Cognos. Called business intelligence software, the online application allows customers to create reports dynamically once the product is connected to a database, such as UNLV's Oracle Data Warehouse.

For example, several campus entities wanted to know facts about student use of Rebelmail. OIT requested a spreadsheet of logins and L-numbers from System Computing Services, imported it into Cognos, and then matched the L-numbers with student enrollment data in SIS. OIT filtered the data through Cognos and exported charts and data.

Cognos was also used to merge mid-semester grades input by faculty into reports for colleges, departments and advising centers.

Although OIT has limited resources to support Cognos, please contact the IT Help Desk to learn more.



Funding for the Academic Affairs Computer Replacement Program (AACRP) was postponed this year but OIT will distribute 120 machines left from last year's program to academic departments.

## COMING IN APRIL..

An enhanced version of **Lotus Notes**

## iNtegrate

The first group of students scheduled to apply to UNLV on the new student information system will begin in fall 2009 with 2010's freshman class. Below are OIT's recent activities related to the project.

- Continued interactions with CedarCrestone consultants for design and reviewed modifications requested for individual modules.
- Continued ongoing formal Oracle training for employees to learn PeopleTools and Security; along with that, they created a "sandbox" environment for testing and learning.

## Infrastructure development

OIT continues to expand and improve UNLV's technology infrastructure:

- Completed the network design and installation in six new buildings and deployed battery backup systems for network equipment in all campus buildings.
- Continued to support the expansion of the Shadow Lane campus with University of Nevada School of Medicine (UNSOM), Nevada State College and UNLV's nursing program.
- Prepared for several new computer labs to open spring 2009: two Mac-based journalism and media studies labs and a PC-based environmental studies lab in Greenspun Hall. These labs will include audio-visual technology and teacher stations for instructional use.
- Renovated approximately 50 instructor lecterns on campus,

a generous service provided by Marshall Furniture. They also gave OIT ideas on how to improve future lectern designs, which was a concern faculty raised in their survey responses this past fall.

- Continued work with Student Affairs Technology to implement an easier computer lab printing process for students that is based upon the Rebelcard system.

## OIT requests feedback to improve customer satisfaction

OIT concludes every fifth help request submitted through its help desks by asking customers to assess their satisfaction levels related to the services provided. This feedback is solicited electronically for services provided over the phone and by "orange cards" when resolutions require an on-site visit. Customer perceptions of our service delivery performance are invaluable to OIT as we strive to meet campus needs.

## Customers find time frames in Service Catalog

Have you ever been surprised that a computer delivery took two months instead of two weeks? Not sure what to expect when you ask for help? Consult the new Service Catalog, available at OIT's website. It describes our services and estimates the time it takes for technicians to respond to requests. For example, new e-mail account requests are completed in fewer than three business days. Critical network hardware repairs usually take one business day.

The Service Catalog provides contact information for the manager responsible for each service, as well as methods for accessing more information, and links to relevant websites.

View the Service Catalog at:  
[oit.unlv.edu/about-us/servicecatalog.html](http://oit.unlv.edu/about-us/servicecatalog.html)

# Websites designed with students & employees in mind

Are you interested in clickers, wireless, or computer labs? Websites about these services have been updated with you in mind. Our staff interview students in labs and test websites with employees to ensure that they are easy to find and use. These new websites demonstrate OIT's ongoing effort to create customer-centered designs. If you find it difficult to locate information, please click on the "feedback" link at the bottom of any OIT webpage. Our employees view those responses and make changes as quickly as possible to suit your needs.

An example of the development from our old (below) computer labs site to our new one (right) at [oit.unlv.edu/labsclassrooms/computerlabs.html](http://oit.unlv.edu/labsclassrooms/computerlabs.html)

Lab Location	Type of Lab	Mon-Thurs. Hours	Fri. Hours	Sat. Hours	Sun. Hours
ARC 152	Mixed instructional use	Teaching Lab - Open 2 pm - 10 pm	Teaching Lab - Open 3 pm - 5 pm	Open 10 am - 7 pm	Open 10 am - 7 pm
ARC 172	Mixed instructional use	Teaching Lab - 2 pm - 10 pm	Teaching Lab - 3 pm - 5pm	10 am - 7 pm	10 am - 7 pm
ARC 179	Mixed instructional use	Teaching Lab - 2 pm - 10 pm	Teaching Lab - 3 pm - 5pm	10 am - 7 pm	10 am - 7 pm
BDC 113	Computer Teaching Lab	Ask department	Ask department	Ask department	Ask department
BEH 114	General Use	7 am - 11 pm	7 am - 5 pm	12 pm - 6 pm	12 pm - 6 pm
BEH 235	General Use	8 am - 7 pm	8 am - 5 pm	Closed	Closed
BEH 239	Mixed instructional use	10 am - 7 pm	10 am - 3 pm	Closed	Closed
BHS 200	General Use	9am - 5pm	9am - 5pm	Closed	Closed

Students can find labs based on operating systems.

Software links go to labs with that software.

Types of labs are listed with brief descriptions.

TAKE A LOOK AT A FEW MORE NEW OR REVISED SITES:  
 Wireless – [wireless.unlv.edu](http://wireless.unlv.edu)  
 Clickers – [oit.unlv.edu/clickers/](http://oit.unlv.edu/clickers/)  
 New Accounts – [newuser.unlv.edu](http://newuser.unlv.edu)

## COMPUTER LABS

The UNLV Office of Information Technology (OIT) maintains over 50 computer labs with some 1,500 computers available for academic use.

The labs provide access to the technology required by faculty and students in pursuit of teaching, learning and research. A [Computer Lab Account](#) is required for access.



**Find a computer lab**

**Locations**

[View all labs and open hours](#)

Select lab by building  Search

**Hardware**

The UNLV computer labs offer hardware running [Windows](#), [Mac](#), and [Linux](#) operating systems.

**Software**

Each computer lab offers standard software packages such as [Microsoft Office](#) and [Adobe Creative Suite](#).

Many labs also offer specialized software such as [ArcGIS](#), [AutoCAD](#), [AVID](#), [Final Cut Pro](#), and [SPSS](#).

Select lab by software  Search

**Types of Labs**

[General Use Labs](#)  
Labs open to all enrolled students.

[Specialized Use Labs](#)  
Labs with prioritized use and specialized software/hardware specific to a particular discipline.

[Mixed Instructional Use Labs](#)  
Labs which have specialized software/hardware and can be scheduled for classroom instruction.

[Computer Teaching Labs](#)  
Labs which are used strictly for instruction and are typically dedicated to a department or College.

**Policies**

[UNLV Computer Lab Rules](#)

**Printing**

Each computer lab is equipped with color and black and white laser printers.

- When your account is created, you are given a \$1 credit for printing. Black and white prints cost 2 cents each. Color prints cost 25 cents.
- To add print credit to your print account, you need to have funds on your [RebelCard account](#). Visit one of our lab monitors to transfer funds from your RebelCash account to your print account.
- Funds transferred to your printing account are non-refundable, but you may transfer funds to another students' account

**Scanning**

Each computer lab is equipped with scanners. Scanning instructions are attached to each scanner lid.

# More infrastructure, same staff

Like all departments at UNLV, OIT is challenged by additional support demands with little staffing relief. As these statistics demonstrate, OIT supports 92% more network ports and 46% more Technology-Enhanced Classrooms in 2009 than it did in 2006. Meanwhile, FTE staffing remains virtually the same. To combat these numbers, we are seeking more ways to be efficient, such as providing better web information so that customers may better support themselves rather than rely upon technicians. We recently adopted new knowledgebase software which allows help desk employees to find answers to caller questions more quickly.

	FY08	FY07	FY06
<b>OIT staff, full-time employees &amp; interns</b>	86	87	85
<b>Student employees (avg. number per semester)</b>	104	102	100
<b>Student employees (equivalent FTE)</b>	52	48	38
<b>UNLV employees</b>	3,470	3,392	3,085
<b>UNLV students (headcounts)</b>	27,988	27,912	28,104
<b>Network ports (active &amp; non-active)</b>	25,000	18,000	13,000
<b>Technology-Enhanced Classrooms (TECs)</b>	95	81	65

**Need an account?**  
 Go to [newuser.unlv.edu](http://newuser.unlv.edu)

# Tech Forum gathers campus technicians

In October, OIT reestablished Tech Forum, a monthly meeting for college and department campus IT staff that serve in technical roles. The meeting is an opportunity to share technical information, provide updates on projects and share resources. It is also an opportunity to discuss support structures, clarify roles and responsibilities, processes and

procedures with a goal of working more effectively and efficiently together

Attendees this fall discussed wireless guest access on campus and also learned how to set up smart phones with Lotus Notes and were introduced to OIT's Service Catalog.

Campus technicians are encouraged to join the group and to subscribe to the "Techinfo" listserv. To get more info, e-mail [techinfo@unlv.edu](mailto:techinfo@unlv.edu) with "Subscribe" in the subject line.

Hector Ibarra (right) holds an orange survey card, used to collect customer feedback. He also coordinates Tech Forum.



## Budget Analysis for FY06 to FY08

The analysis of OIT's expenditures below does not include expenses related to one-time purchases, construction projects, or other special funds allocated for renovations. Data compiled as of September 2008 by Georgia Stergios, OIT Budget Officer.

	FY08	%	FY07	%	FY06	%
<b>USE OF FUNDS:</b>						
<b>Salary Costs, Full-Time Staff</b>	\$6,063,629	58%	\$5,723,954	59%	\$5,523,788	58%
<b>Salary Costs, Student Employees</b>	\$765,153	7%	\$741,260	8%	\$652,937	7%
<b>OIT Staff Development &amp; Desktops</b>	\$295,959	3%	\$327,445	3%	\$325,740	3%
<b>OIT Departmental Operating Expenses</b>	\$382,302	4%	\$383,099	4%	\$324,201	3%
<b>Campus Equipment &amp; Operating Expenses</b>						
Software Licenses & Service Maintenance	\$1,461,217	14%	\$1,309,427	14%	\$614,064	6%
Computers & Classroom Technology	\$954,108	9%	\$762,495	8%	\$1,091,159	11%
Other Equipment & Expenses	\$508,629	5%	\$398,038	4%	\$961,285	10%
<b>Total Campus-Related Expenditures</b>	<b>\$2,923,954</b>	<b>28%</b>	<b>\$2,469,960</b>	<b>26%</b>	<b>\$2,666,508</b>	<b>28%</b>
<b>Total Expenditures</b>	<b>\$10,430,996</b>	<b>100%</b>	<b>\$9,645,718</b>	<b>100%</b>	<b>\$9,493,173</b>	<b>100%</b>
Recharge or Pass-Through Expenses	\$(1,511,409)		\$(1,079,116)		\$(1,143,929)	
<b>Total Use of Funds</b>	<b>\$8,919,587</b>		<b>\$8,566,602</b>		<b>\$8,349,244</b>	
<b>SOURCE OF FUNDS:</b>						
State Base Budgets	\$5,773,058	65%	\$5,618,996	66%	\$5,661,230	68%
Student Fees	\$2,697,395	30%	\$2,156,057	25%	\$2,464,335	30%
Recharged/Other Soft Funds	\$449,134	5%	\$791,549	9%	\$223,679	3%
<b>Total Funds Available - Ongoing/Base Budgets</b>	<b>\$8,919,587</b>	<b>100%</b>	<b>\$8,566,602</b>	<b>100%</b>	<b>\$8,349,244</b>	<b>100%</b>