

# Objectives for Employee Technology | 2008-2009

Below are the objectives the Office of Information Technology (OIT) will undertake in response to feedback employees provided in a comprehensive technology survey conducted in November 2008. Many items are dependent upon funding. For more information, visit [http://oit.unlv.edu/about\\_us/survey.html](http://oit.unlv.edu/about_us/survey.html)

<i>Key Issue/Insight</i>	<i>Objective</i>	<i>Method</i>	<i>Time frame</i>	<i>Lead Person</i>
<b>Service satisfaction rates and OIT reputation can be improved.</b>	Increase overall satisfaction rating from 84% to 90% for 2009; decrease “disagree” responses from 6% to 4% or less.	<ul style="list-style-type: none"> <li>Achievement of this objective is related to many other objectives described throughout this document.</li> <li>Publish service levels and proactively communicate expected resolution times.</li> </ul>	Fall 2010	All OIT staff
<b>Software acquisition (46%) and information (42%) satisfaction rates need improvement</b>	Increase satisfaction rates by 2%.	<ul style="list-style-type: none"> <li>Create a software group in OIT that meets to discuss licensing, web information and other software issues.</li> <li>Continue to improve information available on the website.</li> </ul>	Meetings begin Spring 2009	Georgia Stergios
<b>Employees request more wireless access points. Most often cited locations for employees were FDH, CBC, HFA.</b>	Improve the ‘agree’ and ‘strongly agree’ response to a combined total of 40% on the statement: Campus wireless internet services meet my needs.	<ul style="list-style-type: none"> <li>Expand wireless access as funding permits.</li> <li>Prepare pricing and plans for full wireless overlay in CBC and FDH. Provide this documentation to OIT Leadership for funding requests. As an interim measure, use stock wireless access points to provide additional wireless coverage in areas like BEH.</li> <li>Obtain pricing and coverage options for HFA, meet with OIT and Fine Arts administration to review methods for providing wireless in this location.</li> </ul>	June 2009 for BEH  December 2009 for pricing and full wireless overlay plan to be forwarded to leadership	David Peers Network Development & Engineering
<b>Wireless login system is difficult to use and not available to guests.</b>	Create wireless ‘guest’ network with no login requirement.  Improve the ‘agree’ and ‘strongly agree’ response to a combined total of 40% on the statement: Campus wireless internet services meet my needs.	<ul style="list-style-type: none"> <li>OIT staff will propose a guest wireless service with some limitations on speed and services to meet guest needs.</li> <li>OIT will explore options for streamlining log in processes. Improved tools may make it necessary to log in to the network only once per day.</li> </ul>	Complete by December 2009	Cam Johnson
<b>Network speed is reported as slow by some customers. Campus’ wired network speeds should meet nearly every need for employees. Tools need to be available to provide deterministic information about network speed.</b>	Provide support staff with additional tools to quantify customer network speeds. Improve support staff’s ability to quickly assess and report problems.  Improve the ‘agree’ and ‘strongly agree’ response to a combined total 88% on the statement: Campus wired internet connection speeds meet my needs.	<ul style="list-style-type: none"> <li>An easy-to-use network speed test tool has been developed. OIT staff will use this tool to quickly determine if slow network issues are due to the network or the service being accessed by customers.</li> </ul>	Meet with Desktop Support Services to review the use of the tool by April 2009	David Peers IT Help Desk and Desktop Support Services

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<b>60% of users are “satisfied” or “very satisfied” with Lotus Notes.</b>	Increase Lotus Notes satisfaction to 70% or above.	<ul style="list-style-type: none"> <li>Upgrade to Lotus Notes 8.5</li> <li>Enhance Lotus Notes training to include a variety of levels, targeted skills, and multiple delivery methods.</li> </ul>	Fall 2009	DeAnna Schoendienst & Bob Fournier
<b>Lectern design satisfaction rates could be higher for faculty (26% dissatisfaction rate) &amp; usability of TECs needs continual assessment</b>	<p>Gather ideas for improvements from faculty, based on the newest lectern design.</p> <p>Create sustainable feedback mechanisms for TEC users.</p>	<ul style="list-style-type: none"> <li>Host a focus group including the most dissatisfied faculty members to critique the latest design and to determine how they use the control panels; modify for usability.</li> <li>If funding becomes available, use the new design and recommendations to replace old lecterns in classrooms (60% of TECs have the outdated lectern designs).</li> <li>Create more means of feedback in all TEC facilities.</li> </ul>	Begin discussions by June 2009	Darrell Lutey
<b>Faculty request new functionality in TECs</b>	<p>Determine if supporting interactive screens is valuable and feasible for UNLV.</p> <p>Test new remote control styles.</p>	<ul style="list-style-type: none"> <li>Pilot test interactive screens on campus to assess use and support.</li> <li>Explore more remote control technologies and test with faculty (Spring 2009).</li> </ul>	Fall 2009	Darrell Lutey
<b>Faculty request more Macs in TECs</b>	Determine the feasibility of Macs in classrooms.	<ul style="list-style-type: none"> <li>Work to incorporate Macs into classrooms by discipline.</li> </ul>	Ongoing	Darrell Lutey
<b>Graphic design professors want more lab space</b>	Decrease negative responses related to graphics labs by 50%.	<ul style="list-style-type: none"> <li>Create a graphics lab.</li> </ul>	Fall 2009	Darrell Lutey
<b>Faculty want more TECs</b>	It is unlikely that OIT will receive funding to renovate additional classrooms. OIT will prepare plans in the event funding becomes available.	<ul style="list-style-type: none"> <li>Work with planning and construction and AV contractors to develop plans and costs for upgrading TECs in two additional high priority buildings on campus (BHS and CEB).</li> <li>Allocate as many resources as possible to renovate classrooms. OIT hopes to convert all classrooms in BEH and BHS by the end of summer.</li> </ul>	Have project plans, scopes of work, and quotes in place by December 2009	AJ Robinson
<b>The process for scheduling TECs is unclear to several departments</b>	Help departments understand how to use of AdAstra to schedule TECs.	<ul style="list-style-type: none"> <li>Analyze existing AV delivery and AdAstra scheduling data to determine which departments need help with scheduling and, with the help of the academic scheduling office, demonstrate ways to fix those issues.</li> <li>Work with departments to ensure that TEC requests are placed correctly.</li> </ul>	Meet with departments prior to fall; scheduling taking place March 2009	Darrell Lutey working with Enrollment Services and appropriate administrative assistants
<p><b>Low use of support services</b></p> <p><b>Students request more consistency in the design of course materials inside WebCampus; 20% of open-ended comments suggested faculty need training on the product</b></p>	<p>Increase satisfaction in phone support and self-help support materials by 5%.</p> <p>Increase the number of trained faculty by 5%.</p>	<ul style="list-style-type: none"> <li>Explore additional days/times that may be more suitable to faculty for open labs</li> <li>Evaluate and update self-help materials and provide additional training for tier 1 phone support technicians.</li> <li>Provide additional promotion of training services and opportunities offered by the Teaching and Learning Center.</li> <li>Consider creating enhanced course templates that faculty may model.</li> </ul>	<p>Spring 2009</p> <p>Summer/Fall 2009</p>	Wonda Yuhasz; Course Management System Implementation Committee

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<b>Grade book and mail features are the least satisfying features</b>	Understand user issues with these features and the overall ease of use of WebCampus.*	<ul style="list-style-type: none"> <li>Conduct usability tests resulting in possible: <ul style="list-style-type: none"> <li>Modification requests for Blackboard</li> <li>Implementation of PowerLinks or custom built solutions</li> <li>Modification of support materials and training information.</li> </ul> </li> </ul>	Spring 2009	Wonda Yuhasz
<b>Employees are concerned about computing security issues</b>	<p>Increase user knowledge and awareness regarding strong passwords, computer updates, virus protection, and malware.</p> <p>Increase the percentage of respondents who agree or strongly agree to use strong passwords from 59% to 64%.</p>	<ul style="list-style-type: none"> <li>Host security campaign that includes practical instruction, information and resources regarding malware, viruses, peer-to-peer file transfers and more.</li> <li>Define "strong password." We went from 10-4 to 8-4 to 8-3 in one year.</li> <li>Develop additional measures to assess user computer security behaviors.</li> <li>Increase communications to ensure users are aware of security policies and their responsibilities regarding security-related matters</li> </ul>	Ongoing	<p>Client Services and Communication Services</p> <p>Lori Temple</p>
<b>Peer-to-peer file sharing remains an issue</b>		<ul style="list-style-type: none"> <li>Create a group that will discuss P2P issues and create a plan to address them.</li> </ul>	Meet spring 2009; plan ready December 2009	Lori Temple
<b>Some employees do not use network file storage, or do not know it exists and they may not know how to access files remotely</b>	Understand employee needs and use of file storage.	<ul style="list-style-type: none"> <li>Name the file storage system.</li> <li>Gather statistics about active accounts on Novell Netware; determine how those users are using the system.</li> <li>Determine why employees do not use the current system.</li> </ul>	Fall 2009	Client Services & Desktop Services
<b>Employees increasingly rely upon web research for answers to tech questions</b>	Ensure that 95% of OIT websites adhere to a standard web development and review process.	<ul style="list-style-type: none"> <li>Edit and more comprehensively adopt web editing and development procedures within OIT by May 2009.</li> <li>Adopt a more flexible content management system within OIT that allows staff to more easily update content without reducing the integrity of the website by the end of March 2009.</li> <li>Remove outdated websites that continue to be located through Google searches by May 2009.</li> </ul>	Ongoing	Joe Winton
<b>Campus technicians remain an important source of information</b>	Create and assess at least three channels of communication with campus technicians.	<ul style="list-style-type: none"> <li>Offer an incident notification system so that technicians are immediately notified of outages; post those to the web by end of April 2009 and assess effectiveness by December 2009, Cam Johnson.</li> <li>Reconvened Tech Forum November 2008, Hector Ibarra.</li> <li>Develop a technical knowledgebase available for campus technicians. Launch fall 2009, DeAnna Schoendienst.</li> </ul>	Ongoing	See names by each bullet
<b>Employees express an interest in learning more about technology</b>	Continue seeking new venues and techniques for informing and training employees	<ul style="list-style-type: none"> <li>Continue to send tips and information through UNLV Today</li> <li>Enhance training options and increase the channels and venues through which OIT offers the training.</li> </ul>	Ongoing	Client Services with Communication Services