

Objectives for Student Technology | 2008 - 2009

Below are the objectives the Office of Information Technology (OIT) will undertake in response to feedback students provided in a comprehensive technology survey conducted in November 2008. Many of the action items are dependent upon funding. For more information, visit 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>
Web Registration should be open 24/7; web registration should be more integrated with the course schedule and offerings	<p>Launch the new student information system for all students by October 2010.</p> <p>Increase the time that web registration is available.</p>	<ul style="list-style-type: none"> OIT will share these responses with the Student Information System development team, iNtegrate, to consider in the design of the new system. 	March 2009	Lori Temple
Students would like to have more knowledgeable and professional interactions with the Student Help Desk	<p>Increase positive open-ended comments about the Student Help Desk by 5%.</p>	<ul style="list-style-type: none"> More customer service training and assessment for student technicians. Increase availability of full-time staff for guidance Create a knowledgebase for help desk employees to access while on the job so that they may answer questions better. A survey is sent to student callers at the closure of every fifth help request. This change, implemented in Fall 2008, has allowed management staff to immediately notice and address service-related issues. 	Ongoing, starting immediately	Client Services
Students call for more wireless access points. Most often cited locations for students were BEH, BSL, CBC, HFA, and Residence Halls	<p>Expand wireless access in the areas called out in employee and student surveys, as funding permits.</p>	<ul style="list-style-type: none"> 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, explore using spare wireless access to provide additional coverage in BEH. Work with Law School and HFA staff on funding wireless solutions in these locations. With faculty, explore using TEC room lecterns as locations to mount wireless. 	June 2009	David Peers
Wireless login system is difficult to use and not available to guests	<p>Create wireless 'guest' network with no login requirement.</p> <p>Improve the 'agree' and 'strongly agree' response to a combined total of 45% on the statement: Campus wireless Internet services meet my needs.</p>	<ul style="list-style-type: none"> OIT staff proposed a guest wireless service with some limitations on speed and services to meet guest needs. OIT will explore options for streamlining login processes. Improved tools may make it necessary to log in to the network only once per day. 	Complete by December 2009	Cam Johnson
Students value security, privacy, and ease of use the most of all e-mail features	<p>Consider these survey results when considering a new e-mail system.</p>	<ul style="list-style-type: none"> Ensure results of this survey are included in the proposal that goes forward for the selection of a new e-mail system. 	A new e-mail system is expected to be implemented by spring 2010	Don Diener

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54% of students receive Rebelmail; this impacts UNLV's ability to reach students in targeted communications	Increase "active" users by 15% in Spring 2009; this will bring the total number of students that UNLV can reach via e-mail to 69%.	<ul style="list-style-type: none"> Send a letter to UNLV students who have not activated, logged in, or forwarded their Rebelmail to another account. Work with UNLV marketing and Client Services to encourage students to use or forward Rebelmail. 	Employ techniques by April 2009	Mamie Peers
Students want to see integrated communication systems, i.e. one place for "E-mail" instead of having e-mail in WebCampus and Rebelmail		<ul style="list-style-type: none"> Continue working to reduce the number of logins necessary to conduct business on campus through portal technology, including integrating the self-service features of the PeopleSoft SIS into MyUNLV (Don Diener). Conduct a follow-up survey to assess both the understanding of the available options and the preferences for communication between faculty and students and among students in the same class. Spring 2009 to no later than Fall 2009 (Wonda Yuhasz & Don Diener). Provide more education about how to better use the e-mail system in WebCampus. 	Portal to be publicized in April 2009. PeopleSoft integration -- planning underway; implementation to begin early summer when the consultants with expertise in this area arrive on campus. Other integration possible from now through fall 2009	See names by bullets
Students want more open hours in computer labs	Increase hours of operation satisfaction rates from 65.97% to 69% or higher (3.03% increase).	<ul style="list-style-type: none"> Generate and display accurate webpage information indicating all open lab hours, holidays, machine specs, installed software, etc. to heighten lab awareness. Incorporate, as part of lab closing procedures, an indication of other available labs which students may migrate to. Note: many responses indicated a desire to have labs open, when labs are already open. 	Beginning of summer 2009	All Computer Facilities Supervisors will be responsible for these actions in their area. Communications team for web interface design & testing
Multiple computer accounts exist on campus. Students would like to have just one account	Improve ease of logging in satisfaction rates from 70.06% to 73%.	<ul style="list-style-type: none"> Simplify computer accounts for students on campus. In lieu of "one account," add NetStorage links to computer desktops in remote locations to improve the ability to transfer files between accounts. Add bookmark links to other account web pages, such as tux.cs.unlv.edu, for computer science and engineering accounts. 	Links to NetStorage to be completed for the start of the summer 2009 sessions	Darrell Lutey or assigned Computer Facilities Supervisor
Students convey concerns regarding lengthy account login speeds	Improve ease of logging in satisfaction rates from 70.06% to 73%.	<ul style="list-style-type: none"> Develop "login tweaks guide" to reduce login time. Identify possible tweaks to operating systems, services/daemons, startup applications, and Novell account settings. (Goal: under 15 seconds Novell login; PC-Matthew Buk, Apple-Michael Sy 	End of April 2009 and included in summer 2009 installations	Computer Facilities Supervisors

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Student want more computers to be available	Indicate where machines are available for immediate student use, as well as how many machines are available at that location.	<ul style="list-style-type: none"> Place lab statistics machines, with LCD screens, near the entrance of each open computer lab. The software will indicate the number of available seats in other labs. For large labs, the lab statistics machine will display which seats are in use and available for log in. Send e-mails to student regarding holiday closures that include regular hours. Provide links to public information so students can determine which labs are available from remote locations. 	Complete by start of fall 2009	All Computer Facilities Supervisors will be responsible for this action in their area
Students dislike multiple print accounting systems	Improve ease of printing satisfaction rates from 70.99% to 73%.	<ul style="list-style-type: none"> Adopt printing style of the libraries to create a more seamless printing environment for students (this includes purchasing hardware and software, modifying user account data and configuring client computers, training staff and advertising). 	Start of fall 2009; many of these tasks are already completed, as this project is already underway	Multiple
Lab monitor customer service	Improve support provided by lab assistant satisfaction rates from 59.17% to 62%. (2.83% increase)	<ul style="list-style-type: none"> Develop Lab Monitor Training Program. Hold training sessions for new employees at the beginning of each semester, capitalizing on veteran-employee help Develop a walkthrough of lab features and computer account information (worksheet) to be discussed with students when creating accounts. Offer the lab suggestions box (already on the desktops of all open lab computers) as a means of soliciting anonymous comments about lab experiences. To be included in account creation worksheet. Add a "did you speak with a lab monitor" question to the suggestions box, as well as a comments box for more information directly under this question. Hold verbal mid-semester evaluations with current lab monitors. 	Ongoing task, with the completion of procedures and initiation of the training program by start of fall 2009	Darrell Lutey and Computing Lab Supervisors
Students can be more satisfied with computer lab cleanliness	Improve cleanliness of labs satisfaction rates from 73.69% to 75% (1.31% increase).	<ul style="list-style-type: none"> Develop and employ weekly scheduled furniture and hardware cleaning. Schedule recurring floor cleaning with facilities maintenance. Form student employee teams who will be responsible cleaning the teaching-facility furniture and hardware once a month. Work with library staff and other ad hoc labs to determine how they maintain this service. 	Ongoing task, to be incorporated into regular operations. All method development is to be completed by the end of March 2009	Computer Facilities Supervisors with Campus Computing Services

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General information about campus computer labs is not reaching all students	Improve communications such to increase overall satisfaction rates in multiple categories described above.	<ul style="list-style-type: none"> Develop ideas in presenting lab information during orientation sessions. Provide updated information and operational procedures to the IT Help Desks, to be integrated/updated in help desk programs. Display computer lab information in computer lab login gui. This should be a universal image for all OIT computer facilities, with respect to teaching facilities, hybrid computer labs, and computer labs. 	To be formalized by end of June 2009, with recurring semester responsibilities for updates	Computing Lab Supervisors with Communications & Client Services
Low use of phone support and self-help materials, yet students continue to have issues with computer configurations related to WebCampus use	Reduce the number of negative open-ended comments from 44% to 30%.	<ul style="list-style-type: none"> Proactively demonstrate browser set-ups by providing instructions throughout WebCampus and encouraging instructors to add instructions to sections. Ensure UNLV labs are configured for optimum WebCampus performance. Evaluate customized pre-configured browsers and explore the use of scripts to test user java settings. Offer different types of training for faculty and students. 	Fall 2009 for implementation of methods	Wonda Yuhasz with the Course Management System Implementation Committee
Students share files but do not use UNLV's file sharing system, Novell	Get a better understanding of student use and understanding of Novell Netware compared to thumb drives.	<ul style="list-style-type: none"> Determine a clear name for the system. Gather statistics about active accounts on Novell Netware; determine how those users are using the system. Determine why students do not use the current system and how they might use a better system. 	Prepare a plan to gather data in spring 2009 to be used in fall 2009	David Heiser
Students want more training, better information, and more self-help options. They request information about creating web pages, computer security, and basic tips	Increase overall satisfaction for many services.	<ul style="list-style-type: none"> Create short, focused videos on specific tasks. Establish knowledge base that can be accessed by users, but updated only by OIT staff. Provide multiple delivery methods for content and the marketing of it, such as online, tip handouts, and RAVE announcements. 	Some videos are already online. Additional videos are created as new products and services are brought online Knowledge base established in 2010	Joe Winton to create web interfaces and systems Client Services provide content
Some OIT web content is difficult to find for users	Make all OIT web content easier to find through search engines and navigation.	<ul style="list-style-type: none"> Integrate all OIT web content, including product pages such as Wireless and Clickers. Re-design OIT site to focus on user tasks. 	Redesign and integrate OIT site by end of May 2009	Joe Winton
Students may not be able to find information about free and discounted software and lab software	In usability tests, ensure that students find desired software and lab information 90% of the time.	<ul style="list-style-type: none"> Use Drupal to store and display software information, allowing for more flexibility in displaying, searching and sorting information (Joe Winton, April 2009). Optimize site for search engines, including Google and UNLV Ultraseek (Joe Winton, ongoing). Establish a process for keeping web current (Client Services & Communications, July 2009). 	See bullets	See names by each bullet