

# Office of Information Resources

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## General Contact and Satisfaction

- Over half (59.5%) of faculty respondents have regular contact with OIR. No one reported “No contact at all”.
- Three-quarters (75.7%) report overall satisfaction with OIR.
- Just under half (45.7%) consider students to be satisfied or very satisfied with OIR.
- Over two-thirds (68.6%) are satisfied with the quality and quantity of staffing and service hours.

# Office of Information Resources

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## Areas of Concern

- After hours Technology Help Desk
- Aging computing hardware
- Aging printing hardware
- Need for a conferencing solution between campuses
- AdAstra room scheduling software application is difficult to use
- Greater support at the Bucks Campus

# Office of Information Resources

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## Areas of Concern

- After hours Technology Help Desk

January 2017 initiated weekly, focused calls to improve the quality

Item-by-item review of the tickets with the vendor

Specific follow-up with errors and misdirected solutions

# Office of Information Resources

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## Areas of Concern

- Aging computing hardware
- Aging printing hardware

All student facing computers have been updated since Spring 2017  
All student facing computers now have solid-state drives

Campus-wide upgrade or replacement of B&W and color laser printers

# Office of Information Resources

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## Areas of Concern

- Need for a conferencing solution between campuses

Adobe Connect serves a purpose for several academic programs

Zoom has become a reasonable solution for video or audio conferencing

Moderate adoption on the East Falls campus, rapidly encouraging its use on the Center City campus

For audio conferencing only we have a Microsoft solution

# Office of Information Resources

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## Areas of Concern

- Greater support at the Bucks Campus

Limited ability to provide on-site support at all times

Periodic support days or partial days of on-site support

Has also included instructional design and coordination with the CTNL

# Office of Information Resources

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## Highlights

- “Very responsive and my problems have been resolved”
- “This (instructional design) was a much needed addition to the university and has been incredibly helpful!”
- “Much improved since Ashley & Place collaborate with faculty”
- “I use Starfish and WebAdvisor multiple times a day. When they are not functioning, that greatly affects my productivity.”
- “Technicians are always courteous, supportive, thoughtful and most importantly competent.”
- “Great people, when you can get them. They're seriously overworked and overallocated.”

# Office of Information Resources

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## Help Us Help You

- If something fails or is performing below your expectations, contact us

Email, phone call, voice mail the Technology Help Desk

Drop by the Technology Help Desk, second floor, Search Hall or the Instructional Media Services desk on the lower level of Gutman Library

## Questions?



# Faculty Feedback on Administrative Offices 2017

Prepared by Faculty Council (2016-2017): Jean Bail (C-SHLA), Amy Baker (C-SHLA), Jack Carnell (CABE), Amanda Cooper (Adjunct Representative), Nancy Howard (K-DEC), John Pierce (Chair, C-SHLA).

May 24, 2017

**Overview:** One of the charges of Faculty Council is to “Provide the President/Provost with faculty feedback on performance of administrative offices”. This year, we evaluated three administrative offices:

The Academic Success Center

The Dean of Students Office

The Office of Information Resources

## Participants

All faculty members (N = 172) were invited to participate and received follow-up invitations during the open period of the survey.

- ❖ 93 invites opened (54.1%)
- ❖ 75 unopened (43.6%)
- ❖ 2 opted out (1.2%)
- ❖ 2 undeliverable (1.2%)
- ❖ **37 (21.5%) completed the survey.**

## Procedure

The survey was created by members of Faculty Council in consultation with the leaders of the three administrative offices assessed: The Academic Success Center (Megan Mills, Director), The Dean of Students Office (Henry Humphreys, Dean), and the Office of Information Resources (Jeff Cepull, Vice President and Chief Information Officer). The survey was delivered and completed on Survey Monkey during the time period of April 23, 2017 to May 3, 2017.

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# Office of Information Resources : Results at a Glance

## General Contact and Satisfaction

- ❖ Over half (59.5%) of faculty respondents have regular contact with OIR. No one reported “No contact at all”.
- ❖ Three-quarters (75.7%) report overall satisfaction with OIR.
- ❖ Just under half (45.7%) consider students to be satisfied or very satisfied with OIR.
- ❖ Over two-thirds (68.6%) are satisfied with the quality and quantity of staffing and service hours.

Service	% Satisfied or Very Satisfied	Identified Concerns
Technology Help Desk (M-F)	75.7%	Some requests not completed. Understaffed. Other campus locations neglected.
Technology Help Desk (evening/weekend)	13.9%	Not aware of services. International call center. Are not always helpful.
Instructional Design	58.3%	Tools are largely for passive-learning lecture courses.
Administrative Computing	61.1%	AdAstra is difficult to use and not user friendly. Difficult using with Mac-based systems. WebAdvisor is dated.
Network & Systems	59.5%	Spotty wifi. Conference calling is unsatisfactory. Adobe Connect is poor. Other campus locations neglected.
Technology Support Services I	64.9%	Computing resources are old and outdated. Overworked and overallocated. Other campus locations neglected.
Technology Support Services II	50.0%	Equipment does not work consistently. Overworked and overallocated.

# Office of Information Resources : Results at a Glance

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## Priorities and Recommendations

### ❖ Expand Services

- ❖ Additional staffing and additional resources.
- ❖ Update equipment campus-wide, especially in faculty offices.
- ❖ Enhanced capability for remote meetings.
- ❖ Other Campus Locations (ex., Bucks).

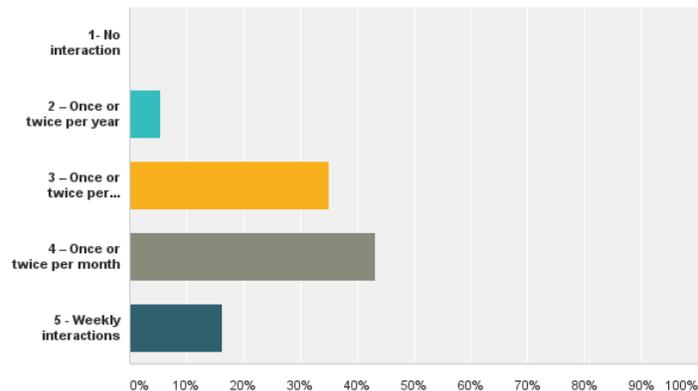
### ❖ Expand Student Resources

- ❖ Update equipment and add new printing and computing resources.
- ❖ Provide additional support for other campus locations (ex., Bucks).

## Q25: How frequently do you interact with any member of the Office of Information Resources team?

Answered: 37 Skipped: 0

59.5% (22 of 37) of faculty interact on a regular basis (once or more a month) with the Office of Information Resources Team. 40.5% (15 of 37) have irregular contact (once or twice per year), and 0.0% (0 of 37) have no contact at all.

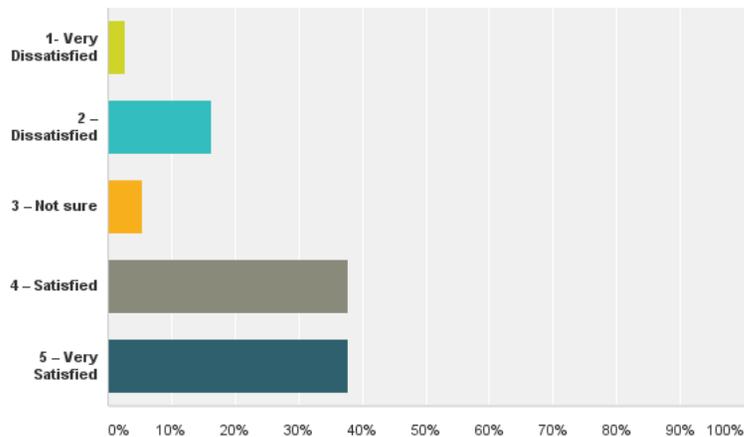


Answer Choices	Responses
1 - No interaction	0.00% 0
2 - Once or twice per year	5.41% 2
3 - Once or twice per semester	35.14% 13
4 - Once or twice per month	43.24% 16
5 - Weekly interactions	16.22% 6
<b>Total</b>	<b>37</b>

## Q26: How satisfied are you with the services and support the Office of Information Resources provides?

Answered: 37 Skipped: 0

75.7% (28 of 37) of faculty are satisfied or very satisfied with the services and support provided by the Office of Information Resources Team. 18.9% (7 of 37) are dissatisfied or very dissatisfied.

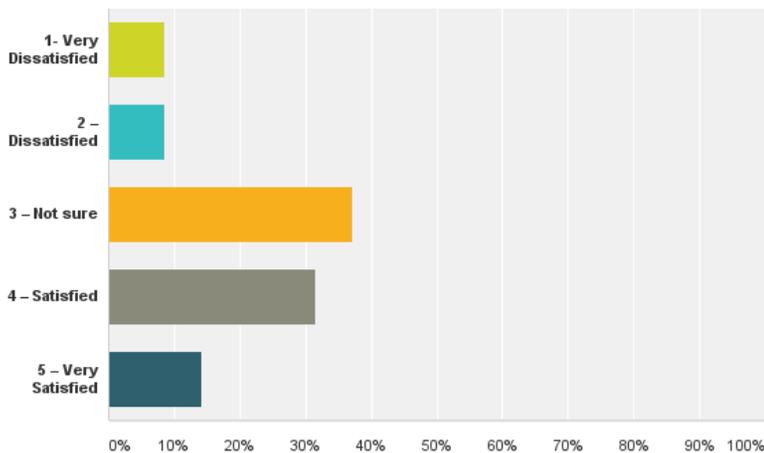


Answer Choices	Responses
1 - Very Dissatisfied	2.70% 1
2 - Dissatisfied	16.22% 6
3 - Not sure	5.41% 2
4 - Satisfied	37.84% 14
5 - Very Satisfied	37.84% 14
<b>Total</b>	<b>37</b>

## Q27: In your opinion, how satisfied do you think students are with the services and support the Office of Information Resources provides?

Answered: 35 Skipped: 2

45.7% (16 of 35) of faculty consider students to be satisfied or very satisfied with the services and support provided by the Office of Information Resources. 17.1% (6 of 35) consider students to be dissatisfied or very dissatisfied.

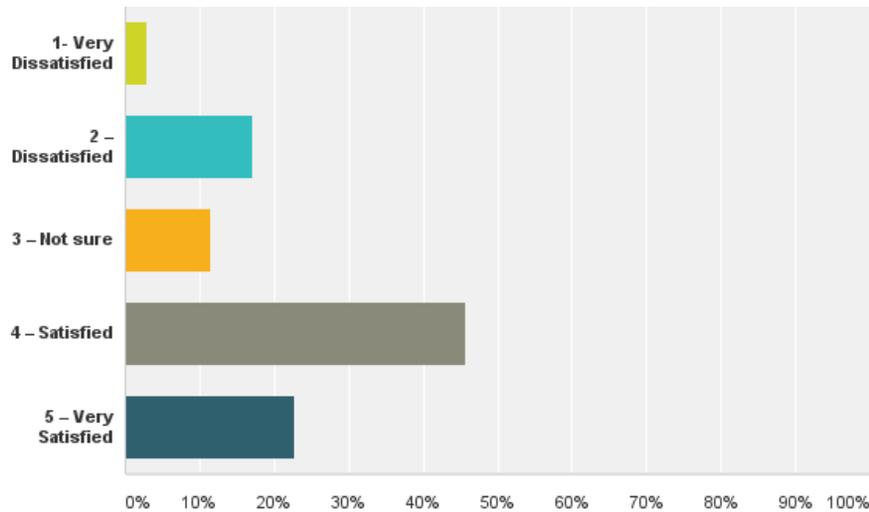


Answer Choices	Responses
1 - Very Dissatisfied	8.57% 3
2 - Dissatisfied	8.57% 3
3 - Not sure	37.14% 13
4 - Satisfied	31.43% 11
5 - Very Satisfied	14.29% 5
<b>Total</b>	<b>35</b>

## Q28: How satisfied are you with the quantity and quality of staffing and service hours?

Answered: 35 Skipped: 2

68.6% (20 of 35) of faculty are satisfied or very satisfied with the quantity and quality of staffing and service hours provided by the Office of Information Resources. 20.0% (7 of 35) are dissatisfied or very dissatisfied.

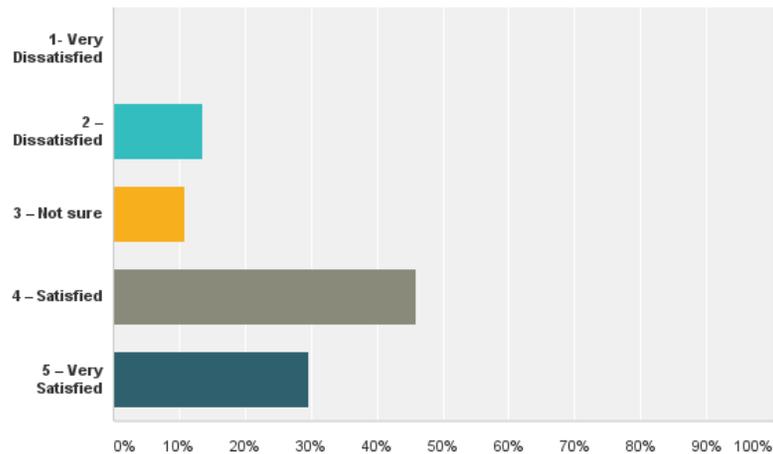


Answer Choices	Responses
1 - Very Dissatisfied	2.86% 1
2 - Dissatisfied	17.14% 6
3 - Not sure	11.43% 4
4 - Satisfied	45.71% 16
5 - Very Satisfied	22.86% 8
<b>Total</b>	<b>35</b>

## Q29: Technology Help Desk (During the hours of 8 AM to 6 PM, Monday through Friday)

Answered: 37 Skipped: 0

75.7% (28 of 37) of faculty are satisfied or very satisfied with the Technology Help Desk provided through the Office of Information Resources (8AM to 6PM, M-F). 13.5% (5 of 37) are dissatisfied.



Answer Choices	Responses
1 - Very Dissatisfied	0.00% 0
2 - Dissatisfied	13.51% 5
3 - Not sure	10.81% 4
4 - Satisfied	45.95% 17
5 - Very Satisfied	29.73% 11
<b>Total</b>	<b>37</b>

## Q29: Technology Help Desk (During the hours of 8 AM to 6 PM, Monday through Friday)

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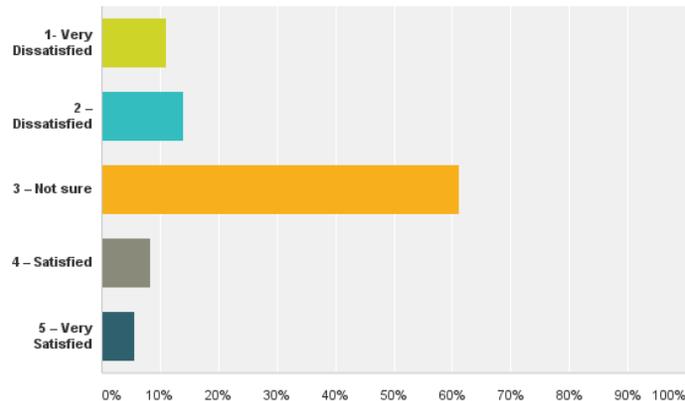
### Verbatim Comments

- ❖ Usually very responsive. However, I have placed several requests through the email system that never produced a response nor were ever resolved. Most of the staff are excellent, one or two do not do an adequate job.
  - ❖ Understaffed for the amount of problems
  - ❖ Don't make me talk to a student phone-desk operator. Please give me the direct line of all your staff. After all, you have mine.
  - ❖ If I get a staff member instead of a student they are always courteous and helpful. If I had to tick a box only for staff, I would say very satisfied.
  - ❖ They have always been responsive to anything I have reported that needed immediate attention.
  - ❖ It's improved
  - ❖ All comments are based on the limited availability of services for evening adult students especially those at the Bucks campus. 8-6 PM does not meet students and faculty needs.
-

## Q30: After-hours Technology Help Desk phone line (during the hours from 6 PM overnight to 8 AM and weekends)

Answered: 36 Skipped: 1

13.9% (5 of 36) of faculty are satisfied or very satisfied with the Technology Help Desk provided through the Office of Information Resources (overnight and weekends). 25.0% (9 of 36) are dissatisfied or very dissatisfied. 61.1% (22 of 36) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	11.11% 4
2 - Dissatisfied	13.89% 5
3 - Not sure	61.11% 22
4 - Satisfied	8.33% 3
5 - Very Satisfied	5.56% 2
<b>Total</b>	<b>36</b>

## Q30: Technology Help Desk (During the hours from 6 PM overnight to 8 AM and weekends)

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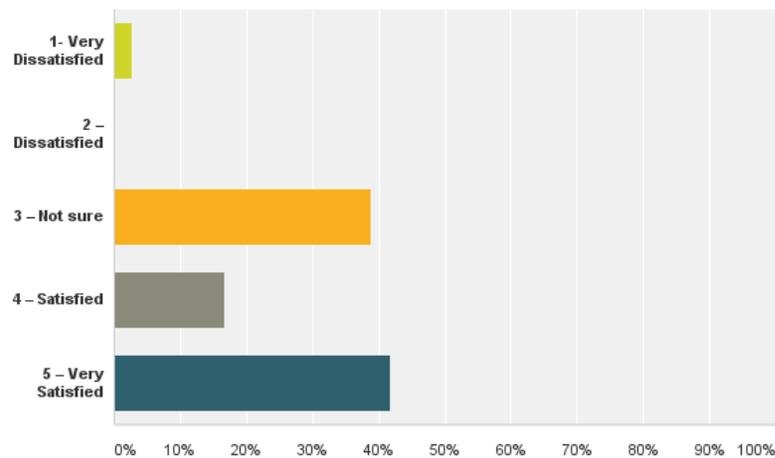
### Verbatim Comments

- ❖ Although the person with whom I spoke attempted to correct an issue, they were unable to do so and ended up directing me to the help desk during help desk hours.
  - ❖ I have no experience, so I must respond "not sure"
  - ❖ I have had calls go to a call center....wtf? They could not give ANY information
  - ❖ Haven't called out of hours
  - ❖ Never used
  - ❖ weekend teaching- a student at a help desk is often incapable of managing problems
  - ❖ Support within a few days doesn't help me if I'm having a crisis. An hour without a projector is an hour during which I had to cancel class.
  - ❖ Extremely unhelpful. Not knowledgeable about the community, the culture, or the context of the request for help. That said, I am grateful that we now have after hours support! Please keep it, just improve it!
  - ❖ Have never used the after-hours help
  - ❖ They do not seem to know much about our institution given that they are in India.
  - ❖ Usually get a message and no one to resolve the issue when needed.
-

**Q31: Instructional Design (course design support including face-to-face, online, and hybrid; support for integrating pedagogical best practices; educational technology support including Blackboard and other tools that support teaching and learning)**

Answered: 36 Skipped: 1

58.3% (21 of 36) of faculty are satisfied or very satisfied with the Instructional Design services provided through the Office of Information Resources. 2.8% (1 of 37) are very dissatisfied. 38.9% (14 of 36) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	2.78% 1
2 - Dissatisfied	0.00% 0
3 - Not sure	38.89% 14
4 - Satisfied	16.67% 6
5 - Very Satisfied	41.67% 15
<b>Total</b>	<b>36</b>

**Q31: Instructional Design (course design support including face-to-face, online, and hybrid; support for integrating pedagogical best practices; educational technology support including Blackboard and other tools that support teaching and learning)**

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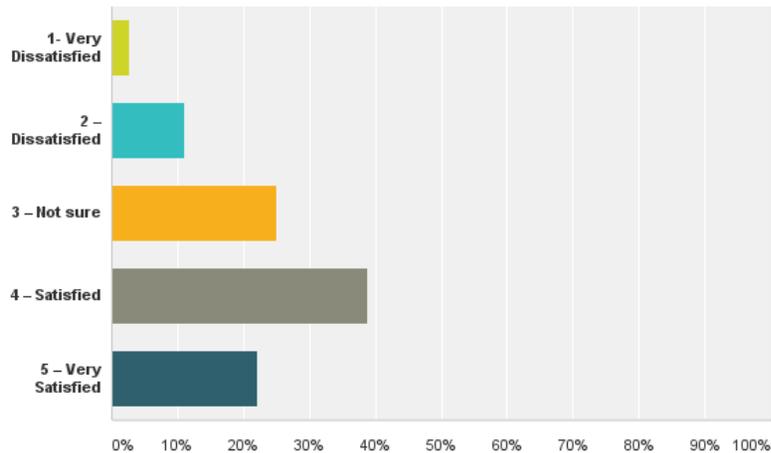
**Verbatim Comments**

- ❖ All these tools are obsolete, unusable and optimized for passive-learning lecture courses with tests. Give me a budget to subscribe to a web-based 21st century alternative.
  - ❖ This was a much needed addition to the university and has been incredibly helpful! Sherri and her team are a wealth of information, support, and thoughtful feedback.
  - ❖ Never used these services
  - ❖ Much improved since Jeff Ashley and Sherri Place collaborate with faculty
  - ❖ Sheri has really enhanced my efficacy as a teacher
-

## Q32: Administrative Computing (support for Ellucian Colleague, WebAdvisor for class rosters, budgets, report generation, AdAstra for room scheduling, and Starfish for retention)

Answered: 36 Skipped: 1

61.1% (22 of 36) of faculty are satisfied or very satisfied with the Administrative Computing services provided through the Office of Information Resources. 13.9% (5 of 36) are dissatisfied or very dissatisfied. 25.0% (9 of 36) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	2.78% 1
2 - Dissatisfied	11.11% 4
3 - Not sure	25.00% 9
4 - Satisfied	38.89% 14
5 - Very Satisfied	22.22% 8
<b>Total</b>	<b>36</b>

## **Q32: Administrative Computing (support for Ellucian Colleague, WebAdvisor for class rosters, budgets, report generation, AdAstra for room scheduling, and Starfish for retention)**

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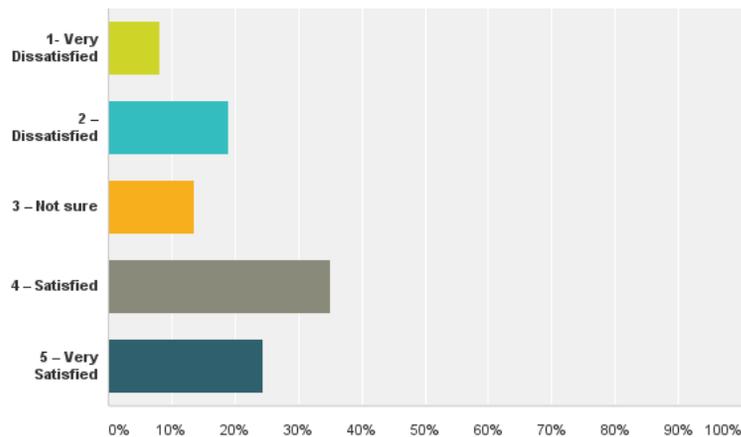
### **Verbatim Comments**

- ❖ There are a few quirks in the WebAdvisor system, but mostly all runs well.
  - ❖ too complicated and time consuming.
  - ❖ adAstra is hard to use Starfish is almost pointless
  - ❖ AdAstra is not very user friendly.
  - ❖ These are all terrible. I don't have the access I need to do my job for any of these systems. Information should be available to those who need it, but this centralizes it in secret databases for use only by administration.
  - ❖ I have trouble getting initial help on these things, but once I get the help I need, they work well. For example, I don't know what I don't know - found out about reporting capacity accidentally after years of doing reports manually. Need more information about capacity and who to contact for these issues. Need a thorough orientation for all department heads.
  - ❖ I find Ad Astra very difficult and counterintuitive to use
  - ❖ I use Starfish and WebAdvisor multiple times a day. When they are not functions, that greatly affects my productivity.
  - ❖ Very difficult with Mac
  - ❖ AdAstra is a horrible software. Please replace.. WebAdvisor is feeling outdated as well...
  - ❖ Inconsistency. Web advisor user interface makes blackboard seem fantastic (it's not)
-

**Q33: Network & Systems (PhilaU account support, use of the PhilaU VPN, wireless and wired networks on campus, telephone services, cable television, conference calling, PhilaU email systems, cybersecurity, Box cloud storage, and EDUROAM for on- and off-campus access)**

Answered: 37 Skipped: 0

59.5% (22 of 37) of faculty are satisfied or very satisfied with the Network & Systems provided through the Office of Information Resources. 27.0% (10 of 37) are dissatisfied or very dissatisfied. 13.5% (5 of 37) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	8.11% 3
2 - Dissatisfied	18.92% 7
3 - Not sure	13.51% 5
4 - Satisfied	35.14% 13
5 - Very Satisfied	24.32% 9
<b>Total</b>	<b>37</b>

**Q33: Network & Systems (PhilaU account support, use of the PhilaU VPN, wireless and wired networks on campus, telephone services, cable television, conference calling, PhilaU email systems, cybersecurity, Box cloud storage, and EDUROAM for on- and off-campus access)**

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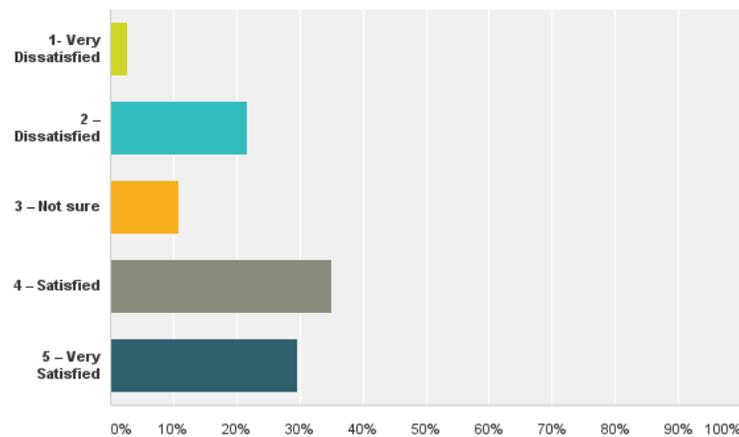
**Verbatim Comments**

- ❖ The worst WIFI anywhere.
  - ❖ wireless on campus isn't great. there are many dead zones Love using BOX EDUROAM doesn't always work off campus
  - ❖ Wireless networking is a chokepoint. Box is awesome, but the ability to add off-campus collaborators to boxes by sharing a link was great, and it's been removed.
  - ❖ I would say that more information about capacity and orientation to systems is needed. Telephone services seems very friendly and competent, but severely understaffed.
  - ❖ conference calling (Skype) with TJU is less than satisfactory and will be a problem if more interaction needs to happen this way in the future.
  - ❖ Resources for adobe connect or other means of communication across distance is poor at best
  - ❖ All comments are based on the limited availability of services for evening adult students especially those at the Bucks campus
-

## Q34: Technology Support Services (office computers, printers, scanners, other peripherals, personal devices, and non-classroom technology issues.)

Answered: 37 Skipped: 0

64.9% (24 of 37) of faculty are satisfied or very satisfied with the Technology Support Services (I) provided through the Office of Information Resources. 24.3% (9 of 37) are dissatisfied or very dissatisfied. 10.8% (4 of 37) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	2.70% 1
2 - Dissatisfied	21.62% 8
3 - Not sure	10.81% 4
4 - Satisfied	35.14% 13
5 - Very Satisfied	29.73% 11
<b>Total</b>	<b>37</b>

## **Q34: Technology Support Services (office computers, printers, scanners, other peripherals, personal devices, and non-classroom technology issues.)**

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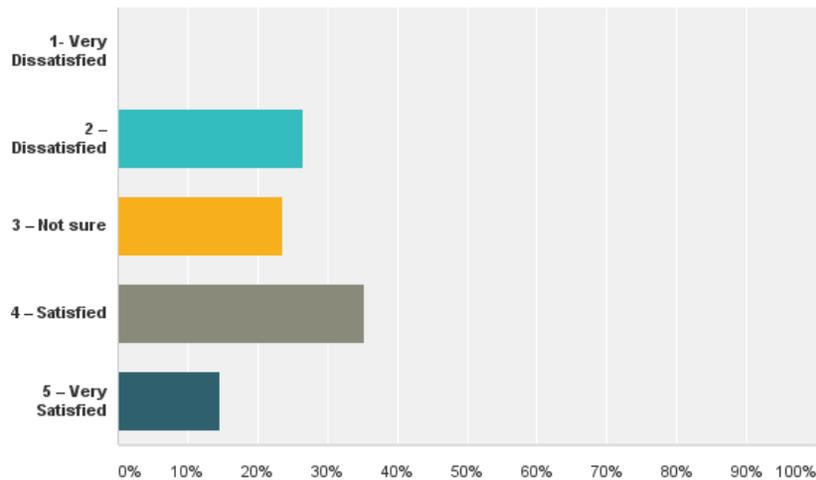
### **Verbatim Comments**

- ❖ Richard and his team are champions, given the amount they need to maintain and the limited resources they are given.
  - ❖ computers are old and outdated in many classrooms
  - ❖ Great people, when you can get them. They're seriously overworked and overallocated. Please add staff.
  - ❖ Technicians are always courteous, supportive, thoughtful and most importantly competent. Sometimes need to wait for them to be available, but when they do arrive, they get the job done.
  - ❖ Printers are getting old and seem to have many behind-the-scenes glitches that waste time and effort. Hard to know often if it is a printer or computer causing problems.
  - ❖ All comments are based on the limited availability of services for evening adult students especially those at the Bucks campus
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## Q35: Technology Support Services: (traditional and NEXUS Classroom technology, computing labs, and special events.)

Answered: 34 Skipped: 3

50.0% (17 of 34) of faculty are satisfied or very satisfied with the Technology Support Services (II) provided through the Office of Information Resources. 26.5% (9 of 34) are dissatisfied. 23.5% (8 of 34) are not sure of their level of satisfaction with these services.



Answer Choices	Responses
1 - Very Dissatisfied	0.00% 0
2 - Dissatisfied	26.47% 9
3 - Not sure	23.53% 8
4 - Satisfied	35.29% 12
5 - Very Satisfied	14.71% 5
<b>Total</b>	<b>34</b>

## Q35: Technology Support Services: (traditional and NEXUS Classroom technology, computing labs, and special events.)

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### Verbatim Comments

- ❖ The constant upgrades and new interfaces, especially when implemented just days before the semester starts, leads to the technology being a bottle neck (not an aid) during the early part of the semester. By the time I get the hang of it (if ever, sometimes the interfaces and pens are clunky and slow), there is a new projector/board system.
  - ❖ Too often equipment does not work consistently.
  - ❖ The screens in the NEXUS classrooms tend to not be available on the days i have scheduled to have multiple presentations at once.
  - ❖ Great people, when you can get them. They're seriously overworked and overallocated. Please add staff.
  - ❖ Seems fragmented - need to put in requests for different components of an event with different offices. makes for lost of holes in the swiss cheese and they have lined up for me on several occasions, some of which were important meetings.
  - ❖ Reports from people using Adobe Connect is that it is garbled and hard to hear/see when used for faculty meeting or Community Forums.
  - ❖ The podiums in many classrooms are outdated.
  - ❖ Improving with Mike Finnell's input recently.
  - ❖ nexus classroom technologies never work as it should.
-

# If you had to choose 3 top priorities for the Office of Information Resources, what would they be?

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## Verbatim Suggestions

- ❖ Additional staffing, as the team seems to be stretched really thin. More plotters and scanners throughout the studios on campus.
  - ❖ 1. Ensure all technicians are doing their job. 2. Consider a campus-wide replacement of older equipment. 3. Student labs, in particular, have very old and slow units.
  - ❖ Increase staffing Provide assistance in recording grad presentations and lectures
  - ❖ Classroom support
  - ❖ Update equipment
  - ❖ Budget for new equipment Budget for specialty computer programs, discipline specific
  - ❖ Hire more staff
  - ❖ Support from helpdesk around the clock Administrative computing capacity Search engine optimization and associated reporting of data
  - ❖ Traditional and NEXUS Classroom technology computing labs special events support
  - ❖ Get one or two campus locations where remote meetings & or classes can be held with TJU in the coming year, find one software program that can be supported by OIR for development of online delivery (seems like everyone is using a different one)
  - ❖ Distance communication
  - ❖ Printers! A student frustration On-Call help for Guest presentations.
  - ❖ Computer Labs (hayward)
  - ❖ more people on staff
-

## If you had to choose 3 top areas for improvement for the Office of Information Resources, what would they be?

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### Verbatim Suggestions

- ❖ Additional staffing, additional technology as noted above.
  - ❖ Update equipment
  - ❖ New equipment
  - ❖ More staff. Make a strategic plan to future-proof the university. Get the resources to support the strategic plan.
  - ❖ Support from helpdesk around the clock Administrative computing support and timeliness Online presence based on data
  - ❖ Traditional and NEXUS Classroom technology computing labs special events support
  - ❖ Adobe Connect
  - ❖ see above
  - ❖ Cables and connection in DEC--each classroom Printing on campus. Students complain often restricted students access to MS Office and Adobe
  - ❖ Increased availability of problem solving services for evening adult students especially those at the Bucks campus
  - ❖ Hire more full-time support. Relying on student workers to compensate for full-time positions is not practical or efficient.
-