

ACCC

2018 Annual Survey Results Report

Faculty & Staff

**ACADEMIC
COMPUTING
AND
COMMUNICATIONS
CENTER**



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2018 ACCC Annual Survey Results

Welcome! The Academic Computing & Communications Center (ACCC) Annual Survey is our primary means of obtaining information and feedback from the UIC community. Survey results are collected and analyzed to identify the most frequently used ACCC services, tech support quality ratings, and current academic technology-related needs. This year's report illustrates information gathered from the responses of 1,574 UIC employees (1,212 Staff and 362 Faculty members).

Thanks to the input of UIC faculty and staff, we identified a number of opportunities to improve your experience with technology resources, tools, and services at UIC. We present these findings with the aim of fostering collegial dialogue and engagement between ACCC and UIC faculty and staff.

Goals

- 1.** To assess recent usage of ACCC services.

- 2.** To evaluate levels of satisfaction with ACCC services and service support.

- 3.** To identify potential improvements to current ACCC services and support.

- 4.** To explore respondent suggestions for new ACCC services.

Acknowledgments

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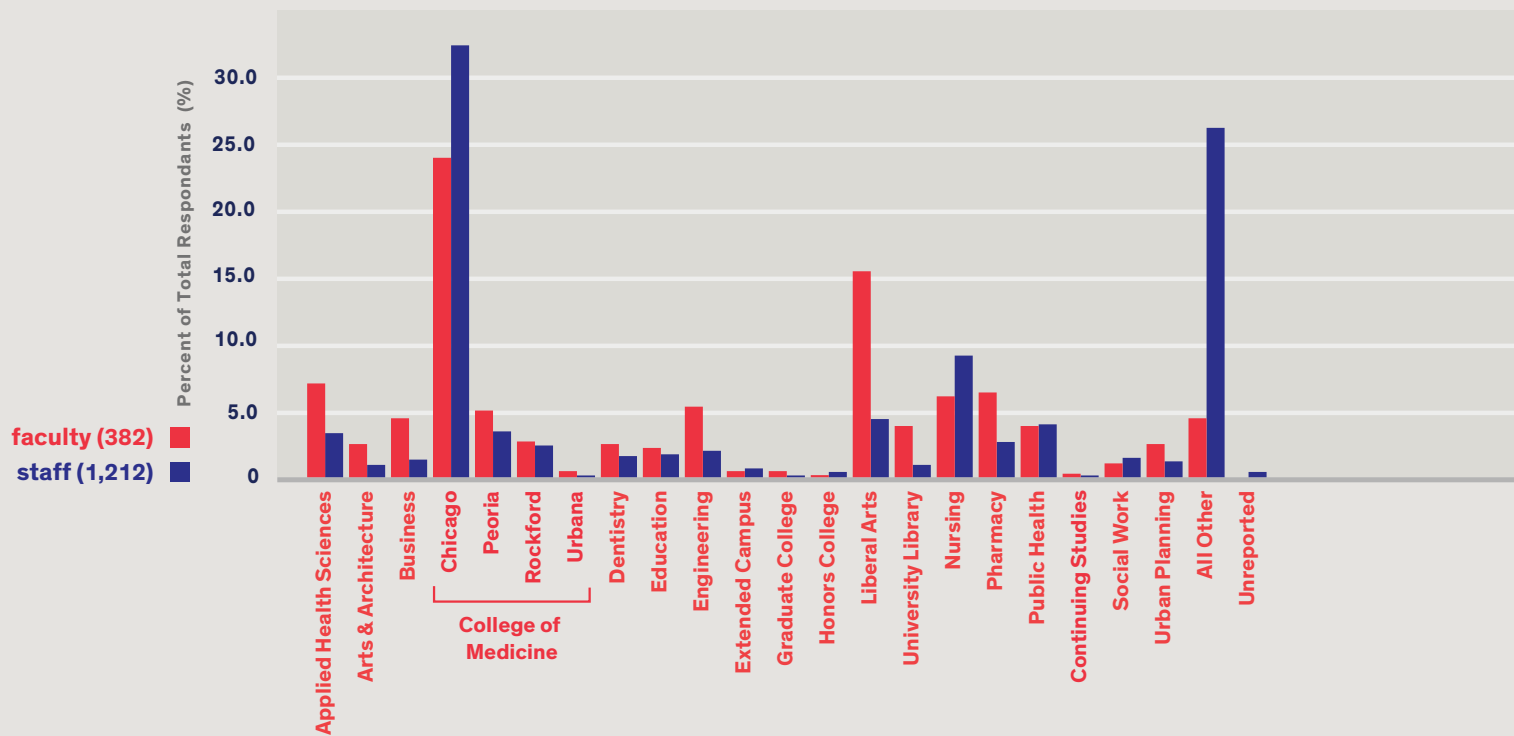
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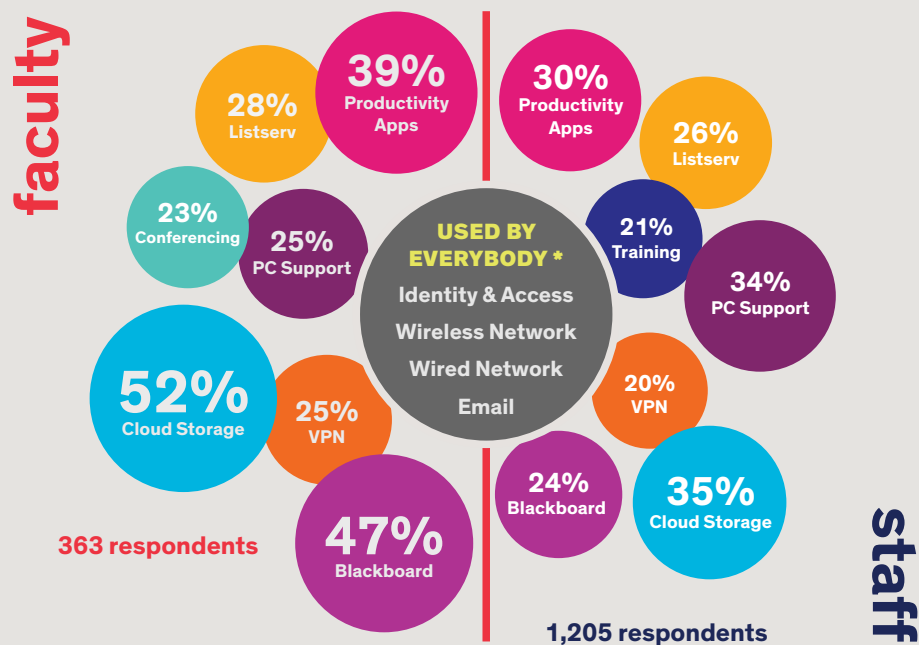
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Respondent Role & Affiliation

Of the 1,574 total survey respondents, 362 were faculty and 1,212 were staff members, representing a response rate of 6.4% of total faculty and 5.5% of total staff. The College of Medicine had the highest percent of respondents in both faculty and staff roles.



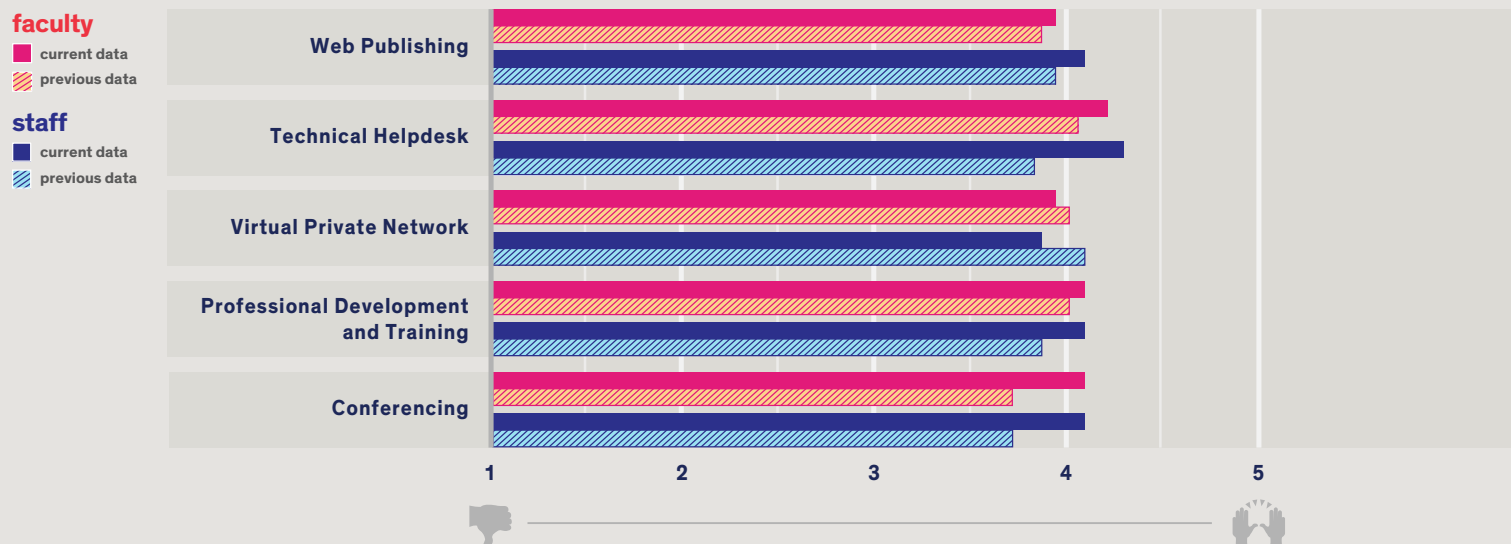
Most Frequently Used Services



* Essential services such as Identity & Access, Wireless Network, Wired Network, and Email are used by everyone at UIC. Value-added services that offer extra functionalities and opportunities to integrate technology into the classroom or business processes include services such as Cloud Storage, Conferencing, and Blackboard Learning Management System.

Service Quality

When faculty and staff were asked to rate the quality of a number of services, overall ratings increased in 2018 compared with the last survey.*



Quality and satisfaction were rated on a scale of 1 - 5 with 1 = Completely Dissatisfied and 5 = Completely Satisfied.

* Last data available: 2013

Web Publishing

ACCC offers several options for web and media publishing, including personal, group, and departmental web publishing on people.uic.edu, webhost.uic.edu, or red.uic.edu respectively. Additional platforms include Blackboard Learn and Google Sites. Ratings for Web Publishing increased slightly this year, up 2.6% for faculty and 5% for staff.

Technical Helpdesk

Faculty and staff ratings for our technical helpdesk service increased in 2018 compared with previous data, by 5% and 16% respectively. This may be tied to the launch of the C-stop concept in 2014. C-stop is a modern place for the UIC community to work, print, recharge, and get help with tech needs. C-stop's two locations at BSB and LHS offer knowledgeable consultant assistance and provide hands-on technical support for personal computers and other devices of UIC students, faculty, and staff.

Virtual Private Network (VPN)

Some UIC resources require a secure connection when accessed from outside the university. VPN allows for the secure access of services over a non-UIC internet connection with encrypted data. Ratings for VPN decreased from previous data to 2018 by 2.5% for faculty and 7% for staff. The current open source VPN solution is not meeting the needs of UIC and will be replaced by a commercial VPN in the near future.

Professional Development & Training

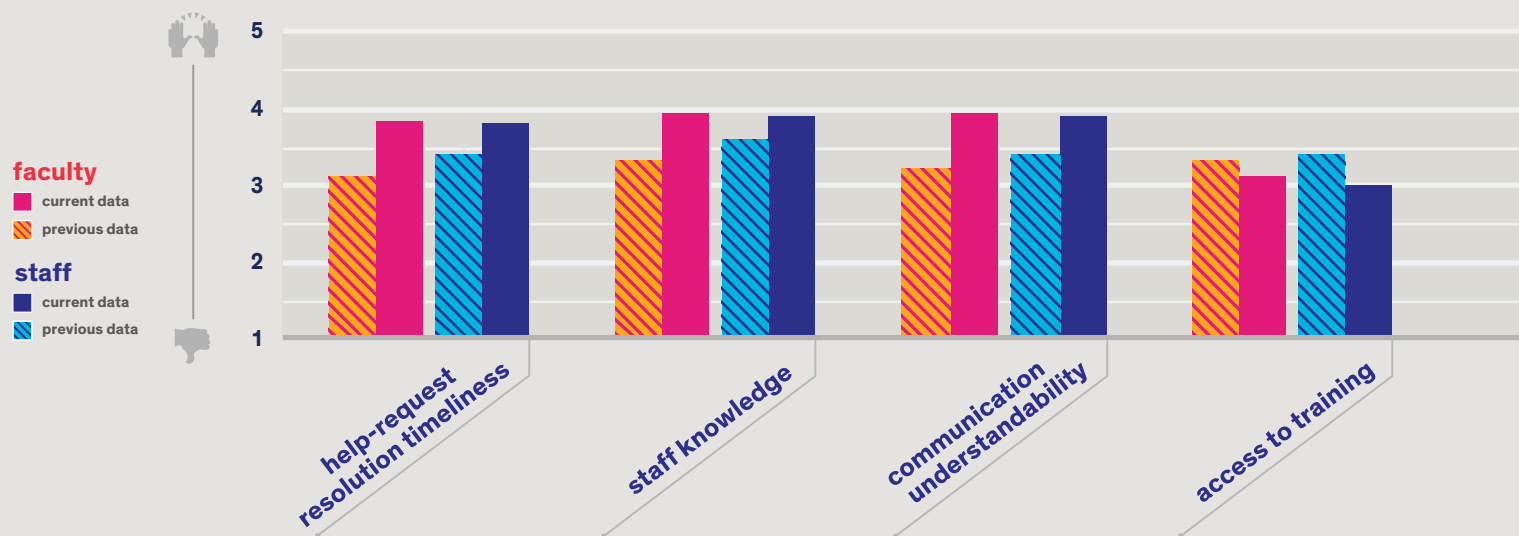
Ratings for quality of in-person and virtual training increased in 2018 by 2.5% for faculty and 7% for staff compared with previous data. The ACCC professional development team is considering hosting more varied webinars and workshops to further engage faculty and staff and is currently requesting feedback.

Conferencing

Ratings for conferencing increased by nearly 14% for both faculty and staff. ACCC has offered web conferencing solutions through Blackboard Collaborate and Google Hangouts, and at the beginning of 2018, the Phone Conferencing service was replaced by Cisco Webex Meetings, a unified audio and web conferencing solution, to better meet the needs of UIC.

Tech Support Quality

When faculty and staff were asked to rate the quality of a tech support received, overall ratings increased in 2018, compared with the last survey,* except in the category of “access to training.”



Quality and satisfaction were rated on a scale of 1 - 5 with 1 = Far below Average and 5 = Far Above Average.

* Last data available: 2013

A total of 354 faculty members and 1,204 staff members rated the quality of tech support in four subcategories:

Timely Resolution of Help Requests

Compared to previous data, both UIC faculty and staff are more satisfied with ACCC’s timeliness in handling help requests today. While staff satisfaction increased by 11.7%, faculty satisfaction increased by 22.5%. The large increase in faculty perception may be attributed to the consolidation of the support of teaching and learning services in the ACCC Learning Technology Solutions. ACCC is continually improving the supervision of support specialists and the gathering of associated metrics so that this trend continues.

Knowledgeable Staff

ACCC has improved the training of consultants, which is evident in this year’s results in which both UIC faculty and staff are more satisfied with ACCC’s staff knowledge level, compared with previous data. Staff satisfaction increased by 8.3%, while faculty satisfaction increased by 18%.

Understandable Communications

When it comes to understandable communications, both UIC faculty and staff were more satisfied in 2018 compared with previous data. Faculty rating increased by 21.8%, while staff rating exhibited an increase of 14.7%.

Access to Training

Of the four subcategories rated, a decrease in the quality of support was noted only for access to training where faculty rated the service at 3.1 in 2018, reflecting a 6% decrease from an average of 3.3 according to previous data. Staff rating came in at 3.0, an 11.7% decrease compared with 3.4. This decrease in ratings for access to training correlates with a decrease in training options over the past several years as well as the UIC community’s perceived need for more varied and more frequent training opportunities.

“I think receiving emails about services such as web publishing or PD links (such as Lynda.com?) would be helpful. I didn’t know these things existed.”

- Faculty Member
Extended Campus

Faculty and Staff Suggestions

Your input is crucial to help us provide and support the technologies that the UIC community needs to succeed in a competitive academic environment. Of the 1,587 total survey respondents, 435 individuals provided open-ended feedback in response to the question:

“What Additional Services Do You Wish ACCC Provided?”

Below are the top five services suggested by UIC faculty and staff:

5. Software Access

A common suggestion made regarding “Software Access” was to centrally provide access to one or more software applications which are not currently available. Though some of these suggestions were non-specific in their phrasing, others made mention of specific commercial applications (e.g., “MS Project,” “Trello,” “Omni products for Macs”).

The lack of similarity among the suggestions for access to specific software applications makes it difficult to justify their addition to the software offerings when relatively few faculty or staff would likely use it. ACCC is looking to create a mechanism to systematically request, gather, and analyze suggestions from the UIC community.

4. Personalized IT Consulting, Tutoring & Support

Some respondents also suggested that ACCC begin offering faculty and staff various “Personalized Support Services,” including:

- personalized software tutoring
- professional advice regarding which hardware and software best matches an employee’s professional needs
- a team of subject matter experts to identify departmental processes that can be improved through more effective utilization of computing technologies
- consultation and assistance with the design and development of websites for individual employees
- professional guidance in developing and designing high-quality content for online learning management systems

“[I would like] workshops for incoming managers on what they should know about ACCC, its function, and how they can assist in day to day activity. Thank you!”

- Staff Member
College of Medicine

ACCC is collaborating with other departments to provide services that would benefit individuals and groups in the UIC community. If your department is interested in becoming a partner, please contact us at: LTS@uic.edu.

3. Cloud Storage

The most frequent suggestion related to “Cloud Storage” was that ACCC offer higher-capacity data storage solutions. ACCC currently supports Box, which offers unlimited storage. Additionally, a special Box Health Data Folder (BHDF) may be requested for use with Protected Health Information (PHI).

Another suggestion was for ACCC to better communicate with faculty and staff about the cloud and server storage options for UIC employees. ACCC is currently working on providing additional information and training in the near future.

2. Wireless Internet Improvement

Many respondents who submitted a service rating for wireless internet expressed a desire for improvement of the campus wireless internet service. Some respondent comments indicated that, in parts of some buildings on campus, wireless internet was either weak, sporadic, or absent.

Wireless coverage is supported by student fees and thus only offered in students spaces. Departments may request a site survey with an ACCC Network Technician to determine wireless service options in their spaces. Wireless internet at UI-Hospital and any of its satellite buildings are not operated or overseen by ACCC.

In other comments, respondents requested easier access to wireless troubleshooting and guest access on campus. ACCC is currently working on several initiatives to improve coverage and connectivity as well as producing better self-service information.

1. Professional Development & Training

The most frequent suggestion for additional services was “Professional Development and Training.” Respondents suggested that ACCC offer training in a wide range of applications and other information technologies, including data storage and analytics, web conferencing, workplace productivity, DIY technology, equipment usage, photo editing, library services, Microsoft Suite, Adobe Suite, Blackboard, email accounts, and more.

Today, ACCC offers webinars for faculty seeking tips on using Blackboard and other learning tools and provides access to thousands of self-learning modules via Lynda.com.

ACCC recognizes that additional training opportunities may substantially help faculty and staff, but presently, our greatest challenge to addressing requests for training is the lack of consistency among the training requests submitted. Among the survey comments that contained suggestions for additional training, there was no specific type of training for which we received more than two requests.

In order to determine the types of training for which we would prioritize and develop online content, ACCC must begin by understanding which specific topics would most benefit the largest number of UIC faculty and staff. We will seek input from the UIC community to gain insight on how to tailor future professional development and training offerings. In the meantime, **we welcome your thoughts and suggestions at:** LTS@uic.edu.



ACCC SUPPORT RESOURCES

SERVICE DESK: General support for ACCC services via email, phone, and walk-ins.

C-STOP: Modern place for the UIC community to work, print, recharge, and get technical help.

ON-SITE SUPPORT: Technician dispatch for service to machines in campus offices.

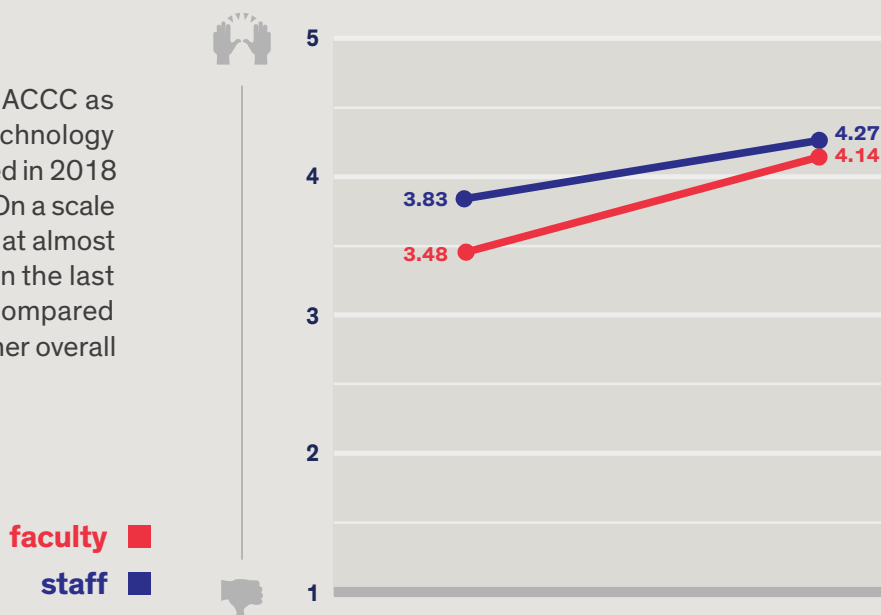
LEARNING TECHNOLOGY SOLUTIONS: Instructional technology and design, learning environments, and learning tools support for faculty. Offers monthly webinars and on-site training.

NETWORK OPERATIONS CENTER: Monitors the campus network and core infrastructure 24 hours a day, 7 days a week, year-round. Reports ACCC service interruptions to the UIC community.

TELECOMMUNICATIONS: Provides general information about telecommunications services, customer service orders, cell phones, pagers, and consulting for large-scale engineering projects.

Overall Satisfaction

Respondents' overall satisfaction with ACCC as UIC's primary provider of Information Technology and Telecommunication services increased in 2018 compared with previous survey results.* On a scale of 1 - 5, faculty rated overall satisfaction at almost 83% compared with just under 69.6% in the last survey,* reflecting a 19.1% increase. Compared with faculty, staff indicated a slightly higher overall rate in 2018.



Quality and satisfaction were rated on a scale of 1 - 5 with 1 = Far below Average and 5 = Far Above Average.

* Last data available: 2013

Conclusion

The intention of the ACCC Annual Survey is to offer UIC faculty and staff the opportunity to provide information and insights that ACCC will analyze and take into consideration for future planning. While we are pleased to learn 2018 ratings reflect an increased satisfaction rate, this survey has also helped us identify several opportunities for improvement.

Dedicated to improving the academic technology experience for students, faculty, and staff, ACCC invites you to submit further feedback to help us prioritize efforts that will be most beneficial in the upcoming year.

Disclaimer: For the purposes of this report, 2018 data was compared with the last data available from the 2013 Tech Qual Survey and the 2011 ACCC Annual Survey.

We welcome your feedback!

We thank all faculty and staff who took the time to participate in the 2018 ACCC Annual Survey. Your input is highly appreciated and helps us make decisions that directly impact your experience with IT-related services at UIC. We welcome further feedback from all faculty and staff. To submit comments and questions, please visit:

accc.uic.edu/2018-survey-feedback



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