

**1. Campus Computing Project Survey – single most important IT issue in next 2-3 yrs.**

- From a list of twelve items, most people chose: 1) ubiquitous wireless, 2) hiring/retaining qualified IT staff, 3) providing adequate user support and 4) assisting faculty (and staff) integrating technology into instruction.

**2. How does BMC's technology compare to the environment students are coming from or other institutions that students or faculty might be comparing us to? Where do we fall behind?**

- Most folks started by saying that we're in pretty good shape; do well for our size.
- Many folks commented on the need to continue increasing bandwidth and wireless access. One person mentioned they would start with more wireless on The Green and that we're at the point that students expect it in their dorm rooms.
- Could improve how we integrate things to create a more uniform experience, e.g. single sign on
- A couple folks mentioned that our security measures seem behind other institutions.
- Some institutions are more restrictive about applications they 'allow' and have more security restrictions. Larger universities probably have smaller set of applications they support.
- Our email and A/V services are ahead of other schools; comparable to the home experience.
- Some who wondered where the students think gaps are and wondering whether students and parents understand all of the technology we provide.
- Another who felt that our advertising of services could be better.
- Some discussion of data that's not on the central servers and unlikely being backed up.
- BMC website is ~2-4 yrs behind current technologies. Should be more dynamic. Maybe portal.
- We're not going to compare to rich/big schools (or the home experience), so need to show we're willing to do more with training. Get folks interested at the beginning of each semester.
- Some institutions have a quicker path to the latest versions of software and make them available to community members from home.
- Behind on streaming video and faculty adoption of web 2.0 tools in their teaching.
- We have fewer people supporting faculty trying to use technology in their curriculum.

**3. What should our next inter-group project be? [technical or a procedure/process improvement]**

internal

- Several folks said we should finish up details with ISIR before picking another project (documenting, removing old servers, etc).
- Need to build a better foundation for the reliability, robustness and security of our infrastructure before we draw more people into expecting services.
- Have many current tasks that could be automated or improved (within work groups).
- Should consider two-phase authentication and data normalization with Haverford (perhaps leading towards a Shibboleth implementation).

users

- Hard to imagine focusing on another project when (so many) users are competing for my time.
- Providing better services to students.
- Need to focus on communication with users, so they get helped the first time and don't call around. Need to understand the cultural problem of what the community members understand and how to articulate things to them – since users give computing issues (and proper language for it) a limited part of their attention.

Process / policy

- Need to continue improving our project management process, especially communications and scope creep.
- Need to have more clearly stated policies and procedures that everyone knows well.
- Need to have a departmental calendar so we can be more on the same page, including knowing project due dates and when users are going to be transitioned.

**4. How was the project process for ISIR? What went well and what could've gone better?**

- Uniformly positive comments about how the process went.
- Some comments that not all members of the sub-teams needed to be at every meeting; perhaps another way to get their input and keep folks informed. Also some folks felt like they were dropped from their sub-team for certain phases but it wasn't well-communicated to them.
- Some comments about the stop and go at the beginning of the project. Some thought that's the nature of the evaluation phase.
- Would've benefited from mission statements for each group with a definition of team member roles and responsibilities. Folks don't want to spend the time but will save time later.
- Things went better as it went along and we got used to the process.
- it's hard to schedule when doing something for first time but also hard to work with a timeline that's been created without a good sense of how long the work will take.
- focus groups came too late in the process.
- Wonder whether the process will scale down for smaller projects. Some comments that need a process similar to ISIR for projects that involve multiple groups/departments.
- Would be good to have a way for community members to express their thoughts and frustrations, perhaps even anonymously if question is very general.
- Would've liked the process to have been a little more firm – more clarity, more direction, more ability to know if something is lagging so we can help.
- Want to know tangible outcomes for each phase – for each participant.
- Needed more detailed feature review -- some details were glossed over and then weren't available in the new tools or had to be addressed quickly late in the game.
- Didn't finish our internal documentation and aren't fully prepared to back each other up.

- The timeline felt compressed.
- Communication would've been helped with an internal blog – with posts from sub-teams.

**5. What are the fruitful areas to consider collaborating with Haverford?**

- Perhaps volume purchasing – on desktop and server technologies, although would have to coordinate deliveries. Would help our volume and support on printers and Apple computers if we had the same models and a joint contract.
- Can see that it's beneficial for budgets; not sure where the beneficial areas would be and what the win-win is.
- Could be a big time sink, so need to be sure there it's good for both schools.
- Would be good to integrate services for students, e.g. the desktop login / authentication and common access to file storage. Perhaps even one storage location.
- Blackboard should use the email password rather than a special userid and password.
- Would be good to have same versions of software at both campuses, e.g. we have different versions of QuickTime in our public labs.
- Could start with one school hosting streaming video.
- Should consider connecting services more so than consolidating.
- Could consider Shibboleth but need to think about credentialing and whether it's best way.
- Someone higher up needs to decide about combining ERPs.
- Should start by getting folks in the same area together, e.g. the (few) web folks at the 3 schools and TriCo have never gotten together.
- It would've been good to have included Haverford in our email evaluation process.
- If really want collaboration are going to need to think about standardization, which could take a lot of time and energy to sustain.
- Could we ultimately have one help desk? One ticket system? (several people mentioned)
- If do things together will some sort of shared governance, shared processes and shared decision-making.

**6. Time mgmt consultant came about a year ago and there were some comments about the frequency and quality of our meetings; any improvement?**

- Uniformly positive comments about meetings, fewer of them, seem to have more agendas, less wandering onto tangents and doing better at starting and ending on time.
- Several folks mentioned that not all topics are relevant to them but that's ok.
- A few people specifically suggested that the all-IS meetings should be quarterly rather than monthly but keep all-computing (and all-library) meetings monthly.
- Could see having a periodic meeting among all of the public facing folks – from computing and libraries. Would be nice to know what folks are experiencing from community members and

what changes will be coming up for them across I.S. [perhaps a daily summary of known issues could be sent to those folks as well – so not surprised when interact with a department]

**7. Any things we can stop doing?**

- Can allow fewer exceptions. Two people mentioned the local logins as an example. One person mentioned the “pebble in the pond effect” from a simple exception in terms of support. And once starting making exceptions it spreads to more people having that exception.
- Close to saying that grades should only be submitted electronically.
- Takes a while to figure out what could be automated and what the savings would be.
- There are likely services that desktop could stop offering – their services get wider every year.
- We have a machine for student web pages – that should probably be replaced by blogs.

**8. I don't get many user complaints, but when I do they tend to be a concern about the time between communications being too long and the discomfort/problems of waiting to hear; what can we do to provide better notice about where a user stands with their issue?**

- Would help if help desk gathered all the proper information at the time of the call.
- Would helpful if all software media we install was kept centrally (some depts keep if they buy)
- Hard to get back to someone if your initial timing changes, especially when they get insistent about their timing needs and don't want to hear something bumped them.
- Need to get a better handle on planning. Our culture is to jump in and not to reflect. And we don't look back to assess the work and look for inefficiencies.
- Perhaps give a status halfway through a project or daily for small projects/fixes.
- Could have a 'date for a date' on projects that are hard to estimate.
- Need a way to present projects and the status for the community to review.
- We should use SupportWorks better; need some way to say a higher priority came up today. Perhaps our updates could include the self-service URL so folks get used to looking there.
- SupportWorks needs a way to mass update a group of tickets if an issue came up or if you're directing folks to someone else.
- If someone says they need help today, we should get someone in touch with them today or tell them how long it will take.
- We need to stop bouncing tickets around; it's upsetting to users.
- Some of us should've helped Desktop Support during the recent transitions; they had too much to do.
- Community members want a human face on tickets; we don't have sufficient staffing for that.

- I know that I personally could do a better job of responding to people, could add more timeline information when I put tickets on hold. I think a more skilled person at the desk will help.
- Help Desk should be able to schedule an appointment on my calendar; I should keep it up to date as I make appointments, so the calendar is current. Would make scheduling much easier since we often do back and forth to make an appointment. (several folks mentioned this)
- Need a better way to prioritize tickets. No way to flag in SupportWorks. (several folks mentioned this). Would help to be able to group them and order them.
- Really need folks to update SupportWorks; sometimes only 1 person knows the status. At the moment DSS staff feeling there is a greater consequence if don't work one more ticket than if they spend 30 minutes updating 10 tickets. Don't see updating tickets as satisfying the users. Needs to be a job requirement to update tickets promptly and effectively.
- Maybe managers need to review tickets and flag something that's lagging.
- Perhaps folks could ask for help if too many (especially urgent) tickets.
- I try to use the last hour of the day to do updates and to call folks I think will need that.
- Should leave folks a piece of paper when visit their office.

**9. Other?**

- Important to educate the community on good security practices; a large number of folks fall for the phishing scams (50 or so for some of them this Fall). They might understand our "rules" if they understand the importance of security and how many dangers are out there.
- Going to affect to address mobile technologies, e.g. registering for classes. Need to position ourselves to handle that.
- We need to ask ourselves if we're providing the things that students are looking for and stay ahead of the game with competitive colleges.
- More communication is always better. Think we could do better with that.
- Wireless devices are great for faculty but they do go missing a lot.
- We need to be more aware of our risk management decisions and consciously choosing a risk level we're comfortable with.
- Need to even out the work load within work groups. Someone in my group does more than others and others should be expected to step up. If training doesn't do it, then why not?
- Going to take a while to train the community to expect the Help Desk to work through an issue rather than just taking information about an issue.