

Survey: IT & Network issues in the UM Medical School

(Please reply by December 15th 2000)

Dear Faculty Member:

The Information Resources Committee is the medical school standing committee charged with looking into information and network needs of the faculty in the medical school. Our mission statement states:

The IRC represents the views of the faculty regarding information technology issues in the medical school. This committee will offer guidance for IT projects to meet the computing, communications (email, teleconferencing, etc.), research, and educational needs of the faculty. This committee will gather relevant information regarding IT issues & report results of our analyses and interpretation of this information to the school council and administration.

We are conducting a survey of the current state of information & network infrastructure on the medical campus to better understand the needs of the faculty. Your input is very important to help us to help identify weaknesses and problem areas, and to define areas of priority for the future.

Thank you for your time & participation. Any questions or concerns can be emailed to irc.med@miami.edu

The Information Resources Committee

Arun Malhotra (Chair)	Eugene J. Bauerlein	Brian Bowen
Coralie Carraway	Anne E. Leubke	Abdul Mian
Mark T. O'Connell	Stephen D. Roper	Kenneth E. Rudd
Albert Varon	IRC web page: http://structure.med.miami.edu/irc	

Your opinion on the current state of IT and network services

How satisfied are you with the following IT services on campus:
(rate on a scale of 1 to 5: 1: Very unsatisfied 3: Neutral 5: Very satisfied)

	Very Unsatisfied		Neutral		Very Satisfied
General Satisfaction with Network Services:	1	2	3	4	5
<i>Web & Email:</i>					
Web access:	1	2	3	4	5
Email service:	1	2	3	4	5
Email addresses & directories:	1	2	3	4	5
<i>Network Services:</i>					
Speed – Within campus:	1	2	3	4	5
To the outside world:	1	2	3	4	5
Reliability:	1	2	3	4	5
Access from outside campus:	1	2	3	4	5
<i>Support:</i>					
Software support:	1	2	3	4	5
Hardware support:	1	2	3	4	5
Telephone support:	1	2	3	4	5
Pricing:	1	2	3	4	5
Network use policies:	1	2	3	4	5

Other comments (attach additional sheets if necessary):

Your suggestion for future improvements

What priorities are important to you in terms of IT and network issues:

	Not Important		Neutral		Very Important
<i>Email & web issues:</i>					
Uniform email addresses:	1	2	3	4	5
Network accessible directory:	1	2	3	4	5
More restricted web access (blocking of streaming media, etc):	1	2	3	4	5
<i>Network speeds & infrastructure:</i>					
Improvements in intra & inter-building network speeds:	1	2	3	4	5
Improvements in network speeds to the outside world:	1	2	3	4	5
<i>Support & Pricing:</i>					
Free email:	1	2	3	4	5
Better software support:	1	2	3	4	5
Better hardware support:	1	2	3	4	5
Lower pricing:	1	2	3	4	5
<i>Other issues:</i>					
Freedom to set up intranets within your office/lab:	1	2	3	4	5
Freedom to go to outside contractors:	1	2	3	4	5
More autonomy for computer hardware/software purchases:	1	2	3	4	5
More centralization of computer hardware/software purchasing:	1	2	3	4	5
<i>Teaching and education:</i>					
More help with preparing online/electronic teaching materials:	1	2	3	4	5
More help with web based classroom teaching:	1	2	3	4	5
More help with web based clinical teaching:	1	2	3	4	5
<i>Centralized Backups & Support:</i>					
Do you need more help with backups & maintenance of your computer(s)?:	Disagree 1	2	3	4	Agree 5
Are you willing to pay for such services:	1	2	3	4	5
Should such services be provided by Medical Network Services:	1	2	3	4	5
Should such services be provided at a departmental level:	1	2	3	4	5

Other comments (attach additional sheets if necessary):

Do you have any specialized computing/network needs that are currently not being met: (attach additional sheets if necessary):

Tell us about yourself

Name: _____

Department & Building/room: _____

Email address: _____

Rate your computer competence (1:none, to 5: computer guru): _____

What email program(s) do you use: _____

How many computers do you have. Your Office: _____ Your laboratory: _____

What operating system(s) run on these computers: Windows 95/98: __ NT/2000: __ Mac OS: __ Unix/Linux: __ Others: __

Who manages upgrades & backups on your computer(s): Lab personnel: __ Dept personnel: __ Network Services: __

What do you use your computer(s) for (rate 1-5: 1: rarely 3: sometimes 5: extensively):

Web access: ____ Email: : ____ Office type applications: ____ Research: : ____ Teaching: ____

If you teach, do you use online class notes: ____ email lists: ____ Web: ____ Listserv: ____ .

Thank you for your time. Please fold this self-mailing form & return by campus mail

Privacy: We value your privacy, and any information provided in this survey will be used primarily in an aggregate form. If we use any of your comments, all identifying information will be removed to protect your privacy. Any personal information (emails addresses, etc) will only be used by the IRC committee and will not be made public, sold, bartered, or otherwise abused. We will not spam you with junk email!

Return to:

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(R-629)