

Results – as of October 15th, 2000 (160 responses from 1070 mailings)

Survey: IT & Network issues in the UM Medical School

(Please reply by September 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

Eugene J. Bauerlein
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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:	12%	20%	27%	28%	14%
<i>Web & Email:</i>					
Web access:	7%	11%	18%	30%	32%
Email service:	9%	9%	24%	27%	30%
Email addresses & directories:	13%	16%	24%	28%	19%
<i>Network Services:</i>					
Speed – Within campus:	6%	10%	23%	43%	19%
To the outside world:	10%	14%	31%	30%	15%
Reliability:	9%	18%	31%	30%	12%
Access from outside campus:	20%	21%	29%	22%	7%
<i>Support:</i>					
Software support:	17%	23%	35%	19%	7%
Hardware support:	21%	23%	32%	16%	8%
Telephone support:	13%	28%	28%	22%	9%
Pricing:	28%	20%	43%	6%	3%
Network use policies:	11%	14%	48%	19%	8%

Other comments (attach additional sheets if necessary):

Your suggestion for future improvements

(results in percentages)

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

Email & web issues:

	Not Important	Neutral	Very Important
Uniform email addresses:	10%	4% 26%	26% 34%
Network accessible directory:	4%	1% 17%	38% 39%
More restricted web access (blocking of streaming media, etc):	20%	12% 38%	16% 13%

Network speeds & infrastructure:

Improvements in intra & inter-building network speeds:	2%	1% 31%	40% 26%
Improvements in network speeds to the outside world:	2%	1% 20%	38% 39%

Support & Pricing:

Free email:	3%	2% 16%	15% 64%
Better software support:	1%	1% 21%	28% 49%
Better hardware support:	1%	1% 20%	28% 49%
Lower pricing:	3%	1% 20%	20% 56%

Other issues:

Freedom to set up intranets within your office/lab:	4%	7% 34%	21% 33%
Freedom to go to outside contractors:	5%	11% 39%	11% 33%
More autonomy for computer hardware/software purchases:	4%	8% 27%	21% 40%
More centralization of computer hardware/software purchasing:	32%	17% 35%	9% 6%

Teaching and education:

More help with preparing online/electronic teaching materials:	6%	5% 33%	32% 24%
More help with web based classroom teaching:	7%	11% 38%	27% 17%
More help with web based clinical teaching:	12%	8% 36%	26% 18%

Centralized Backups & Support:

	Disagree	Don't Care	Agree
Do you need more help with backups & maintenance of your computer(s)?:	12%	6% 24%	28% 31%
Are you willing to pay for such services:	28%	17% 25%	21% 10%
Should such services be provided by Medical Network Services:	9%	5% 30%	26% 30%
Should such services be provided at a departmental level:	13%	12% 25%	23% 26%

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: 263 Your laboratory: 261

What operating system(s) run on these computers: Windows 95/98: 50% NT/2000: 27% Mac OS: 18% Unix/Linux: 3%

Who manages upgrades & backups on your computer(s): Lab personnel: 40% Dept personnel: 37% Network Services: 23%

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!

Comments on Network Services

(each respondent has been assigned an internal number that appears before the comments)

1

- * To get anything done is a wasted day
- * Although my last encounter with network services was quite pleasant - no waiting on hold for 1 hour, and the job was done within one hour. This was in June 2000

2

- * As someone who has to deal with non-functioning systems, I sincerely wish that we would not use Dell computers and NT.
- * Most of the systems in our department are exclusively used for NIH-funded research. Given the high indirect costs monies received by UM on our grants, why do we have to pay even more money?

5

Don't use UM network.

9

- * For less (much less) money we could get an SDSL line into our department with guaranteed band width. Network services has a monopoly and did not allow us to do that.
- * With a few exceptions, their advice is usually useless or outright dangerous.

10

- * Clarification of network services charges per month.

11

- * Sometimes services are delayed. Outside support vendors respond more quickly, so we actually pay twice on occasion.

17

- * Networking services is virtually useless for us except for setting up the network connection and email. We have networked computers in our lab because of extensive need for multiple workstations for data analysis and acquisition & storage and we need to share storage systems & backup systems.

19

- * Can't delete messages from "webmail"
- * Inconsistent sending of messages from "webmail". Sometimes it goes, sometimes doesn't.
- * Tech support very slow in coming. Won't answer phones, internet connections broken every time upgrade or other work done.
- * No services for backup available.
- * Lack of knowledge by technical personnel.

22

- * I have had emails that took 3 days within the same building. That should be called snail-mail.
- * FTP transfer of image files is not supported
- * Services are too expensive, slow and not user friendly
- * Email notification not available (it is for any free email service around)
- * Additional email or web-access connections are too expensive.

26

- * Compared to my old employer, you are fantastic!

27

- * Access from off campus is slow!

29

- * Poor support of Macintosh computers

30

- * Service is expensive and techs lack expertise with Macs.

31

- * Most of the problems relate to access from outside to UM network services to use email, research databases, MED DBS.
- * Also, expense. Email/internet access should be free.

35

* Not using outlook; no LDAP service, no address book!

41

* Please provide some Mac knowledgeable staff, Mac support services.

43

* Network services is definitely not user-friendly!

48

* There is strong and unnecessary pressure to "standardize" (regimentation) the network use. Indeed the prevalence of "Outlook type" mail systems worldwide is at least partly to blame for the rapid spread of many virus outbreaks. Why should network services be heavy-handed in pressuring users who are capable of identifying software that they prefer and that meets their needs?

51

* Of course I wish the expertise was free...alas!

52

* Can't evaluate

56

* Technical support of computer center (network service) is not good (time and money consuming).

58

* Prohibition of intranets is bad for UM.

* Review of computer purchases wastes time.

59

* Frequent use is made of home computer to work thru network. Transmission thru modem is often extremely slow (less than 1000 bytes/sec).

60

* Takes too long to get service.

69

* One of my secretaries' computers was reported out to network services on a Monday a.m. After many (frantic) phone calls, network service was finally restored on Wednesday p.m., even after the building (Mailman) computer person correctly identified, early on, the problem (a defective Hub).

* I recently added a new computer in my lab that I wanted to network with my other computers. After talking to network services, I realized 1) network services were not up to the task and 2) with the network outages I have had, I could not afford the down time. I therefore opted not to network.

72

* I have no experience with Network support.

73

* Need better updated and complete distribution lists.

74

* I like outlook, but it took years to get it and my version is 97-98. It already does not have capabilities of newer versions I could use. When will I get an upgrade

* CC mail was a nightmare.

92

* When we were required to submit our abstracts for the Association for Research in Otolaryngology meeting, which is our major scientific meeting over the web, we had to use a 56K modem connection through Bell South because the university connection was taking too long and we would not have met the deadline.

93

* Mac users suffer!

96

* The support staff members are often excellent. Dissatisfaction is with the delays experienced in scheduling services.

99

* I don't actually know what services are available short of email. The one time I needed application assistance for a program (FOXPRO) installed by network services, I was told they don't support that application and could not help me. (Finally had to hire and outside consultant). It would be very useful to know exactly what services are available.

103

* Need more Mac help.

104

* Dial up speed for access from outside campus is slow and requires extra password and is cumbersome.
* Services are cheaper from outside consultants than from internal technicians.

110

* I am extremely unhappy with network services. It's too expensive and a pain to use.

116

* The purchasing of hardware through medical campus NW office is slow as compared to the Coral Gables campus.

118

* I don't use access to email/web through UM.

120

* When something doesn't work, it often is because I don't really understand how to do it. I am often able to get help by telephone from Network services.

121

* I desperately need access to ESA from home. Access to OTG/CCIS &IDX would be helpful.

124

* Speed to Network from home is unacceptably low - 288 at best.
* Charges for Network Services are unacceptably high.

125

* Our support comes from Miami Project. When network in RMSB is down we often tell you! Where are your alarms?

130

* The personnel that comes to repair and troubleshoot has been excellent. The telephone help desk has improved.
* The prices charged are too high, but this is par for other university services that are part of the infrastructure. As such, they should be supplied by the institution and not be highly priced as they are. It seems the system cannibalizes itself!

132

* Course info support - outstanding.

133

* There is very little cooperation between VA and University. It would be extremely helpful if whatever needs to be done to access email from home would involve something other than leaving my laptop for several days. I need the laptop daily.

137

* Crazy system of password access. Time-outs and repeated log-on is cumbersome.

139

* Interface with Jackson HIS is unsatisfactory. Usually unable to access except during early a.m., late p.m.

142

* Everything requires an IDR before any assistance can be given.

144

* Way too slow and not competitive with outside pricing and services.

146

* Improvement in access from outside campus would be welcomed. Very slow whether I'm accessing from home or outside Florida.

148

* Overpriced.
* Little response.

149

* My main problem is I can never talk to anyone who knows what they're talking about.
* Email should be just POP3 based.

152

* Problems accessing addresses for faculty on main campus

Comments for future improvements

2

* Usually the people from network services, especially the temps, are not competent to provide support.

17

* Network services has had the audacity to reconfigure a computer I ordered to imaging and created unnecessary problems including a 6 week delay in delivery. They even gave me the wrong keyboard! I ordered regular and they ordered an ergonomic model.

22

* Network services personnel should listen to users and try to adjust to their needs.

26

* When I started working here, it would have been nice to have been provided with a listing of your services.

29

* Improve Macintosh computers

39

* Our department has a computer system person.

43

* A Major commitment should be made by the medical school/university to bringing our system into the new millenium. This includes but is not restricted to:

- * Upgrading/replacing all wiring, inter-building and intercampus networking...
- * Providing standard homogenous email service for all faculty. This should include a basic interaction on usage.

48

* High quality IT infrastructure is an absolute essential. It ought to be a very high priority for any research university. It's the kind of essentials for which NIH pays indirect costs. I don't care to discuss how much I would pay for hot water, mail delivery, or electricity in my lab.

51

* I am frustrated by lack of expertise on Help Desk - although, happily any "help" calls are becoming fewer and fewer. Overall, mednet is a great department!

56

* Medical network service should do more technical support.

59

* Personnel seems to turn over rapidly. Technical people who come to "fix" are often incompetent. Lots of "down time".

63

* We need support to develop our skills! Classes for medical school faculty to develop computer skills are few and far between (and I often don't get any notice until after they're done!)

65

* Email (Microsoft outlook) freezes a lot and is a serious problem from my home computer. It freezes almost 50% of the time.
* Twice I have had a computer order held up for weeks, months waiting for the network service approval. I use nothing out of the ordinary. This holdup is uncalled for.

69

* Wouldn't it be nice if conference room were wired for network? It would really be dramatic to have web access in a classroom!

71

* I should have an internet connection provided for free. It is required to perform my duties.

74

* Almost all departments have been forced to hire someone who can do this (backup and maintenance). They have proven they cannot do this reliably.

78

* I have Eudora forwarded to Outlook and someone at network services independently changed things

90

* More support of Mac computers needed.

96

* Ideally, an integrated system of support for research databases would facilitate our work done.

104

* Departments should have more autonomy depending on needs of computer system. i.e., webpages are very difficult to set up.

110

* I can't wait to use another service

113

* Network services is difficult to access for help and often inconsistent or incorrect in providing telephone information.

116

* The NW building is a mess and no matter how many memos you write to tell them about wrong billing, nothing seems to work. It is a nightmare!

125

* Bill Sims does a lot of this for us. He and Ish seem to work most things out.

144

* All services should be covered by the massive amount of overload we pay from grants.

Specialized Needs – write-ins

1

* I have an occasional problem, for example making changes/upgrades. I wish it was fixed by a professional within 1h. I learned that it is faster to do it myself than to reach help.

17

* I am meeting my own needs by creating my own LAN with storage and recording facilities and a separate server.

22

* FTP transfer of large files.

26

* I have my own software that I would like to be able to access from several offices/buildings.

41

* Compatibility with ESA/OTG, ability to access system from home computer as no provisions for Mac accessibility have been made.

51

* Assistance in learning database management and web-site design.

54

* We need to be able to transmit cardiovascular imaging results via web and email.

60

* Addressing needs of computer hardware dysfunction for peripherals - printers, scanner, and harddrive support not available thru department.

63

* JMH Emergency Care Center still does (almost) everything manually – needs entire system for patient tracking, physician orders (labs, studies, meds).

69

* Please see comments on current state of IT and the above classroom comment.

72

* I need 2 PC computer systems set up in the Pain Center at JMH.

91

* Technical support for all our department.

* Support for our web, email and FTP services.

* Awaiting hiring of network specialists assigned to our department.

92

* I have computers which are not used for email/web browsing but from which I need to get data. With the current pricing structure it is not economical to put them on the university network. We are not allowed to set up our own intranet!

96

* Would like to employ Course Info or WebCT in teaching.

103

* More Mac help.

113

* Graphics/image analysis

122

* No, except for improved patient information systems.

123

* Connection to UMHC computers needed.

124

* Would help to have 800 (toll free) access to our Network when we travel.

129

* Virtual private network.

134

* UMS/UNIX support.

149

* The need to freely share files with coworkers using Microsoft networking.

* Abandon NOVELL.