2022 Faculty Technology Survey

Overview

The Council on Computing and Information, Technology and Consulting issued a technology survey to Dartmouth A&S and Guarini faculty.

The survey was created to gain insight into the faculty's technology service, support, and consulting needs. Faculty input is highly valued for understanding the faculty's needs and improving the services ITC provides.

Solicitation period: November 2022

Services

Faculty were asked about if their needs were being met through **Research** and **Educational Technology** services.

Help & Support

Faculty were asked about their satisfaction with ITC's **Support Areas** and ability and method of reaching a **Support Resource** when necessary.

Training & Workshops

Faculty were asked about their interest in **technology training**, **workshops** and **methods of delivery**.

Communications

Faculty were asked the preferred way for ITC to most effectively communicate with them for **Planned** and **Unplanned System Outages**.

General Comments & Recommendations

Faculty were also provided a space to communicate their general thoughts and suggestions for ITC.

Thank you to all the faculty that contributed to the ITC survey!

Contents

Demographics

Participation by Academic Division

Social Sciences
16.8%

31

A&H
26.6%

49

21

Interdisciplinary
11.4%

Sciences
45.1%

83
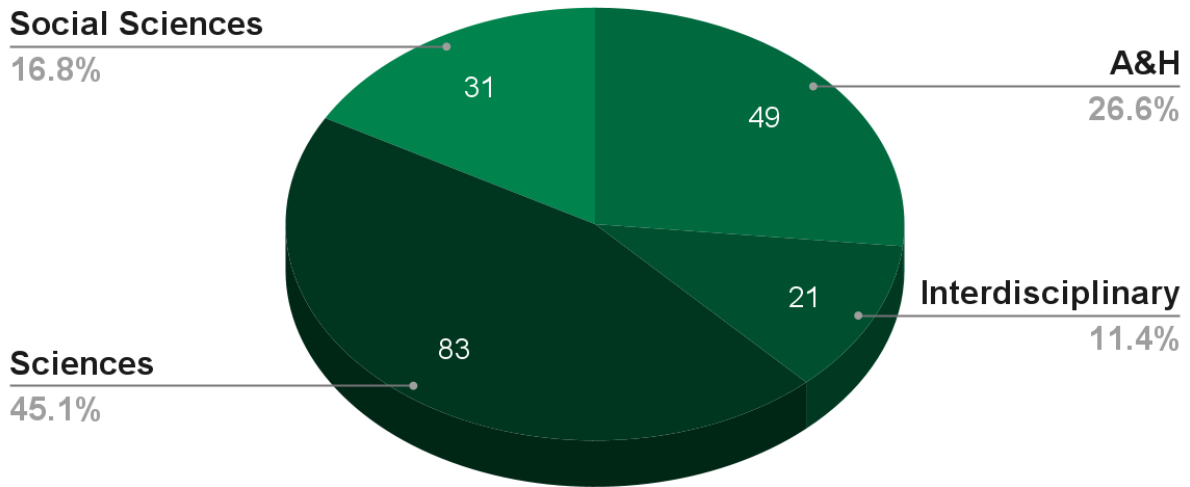
Department and Program Participation

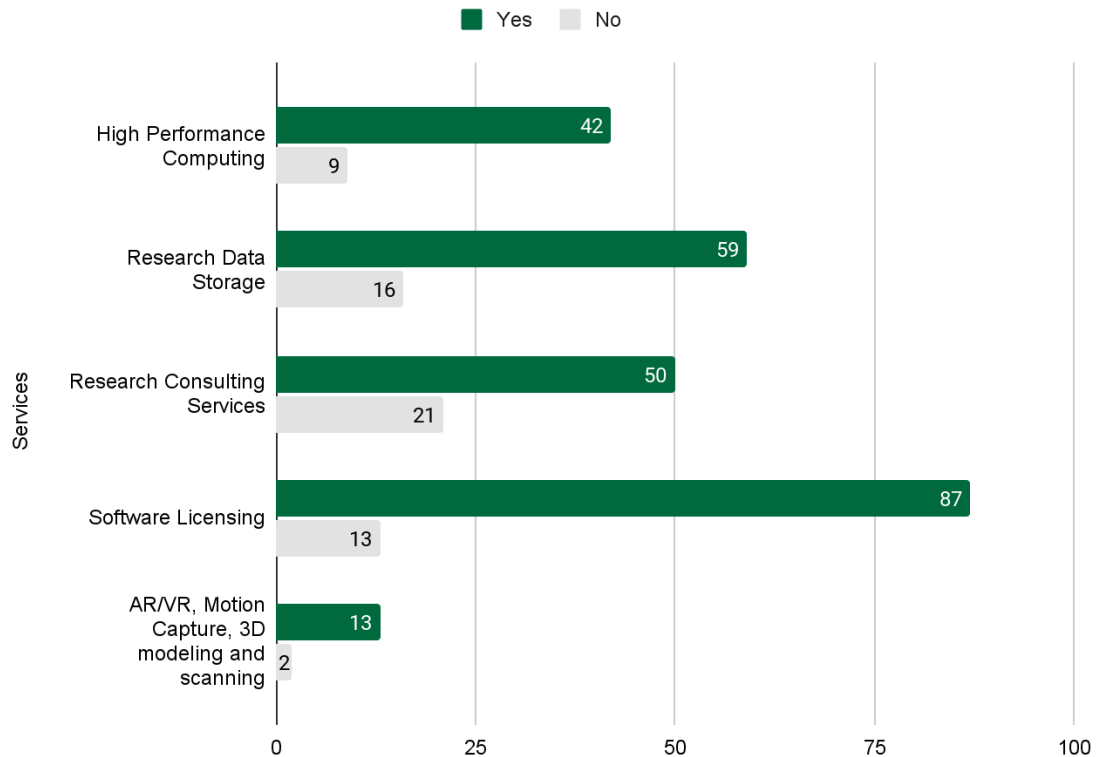| Academic Division	Departments and Programs	Participants
Arts and Humanities	13	49
Interdisciplinary Departments and Programs	13	21
Sciences	8	83
Social Sciences	7	31

Total Faculty Participants: 184

Divisions based on FAS Departments & Programs listing
Department Count based on at least one response from a Department or Program affiliated faculty.
Some faculty share responsibilities between departments and programs.

Services

Research Services

Are These Research Technology Services Meeting Faculty Needs

Legend: ■ Yes □ No

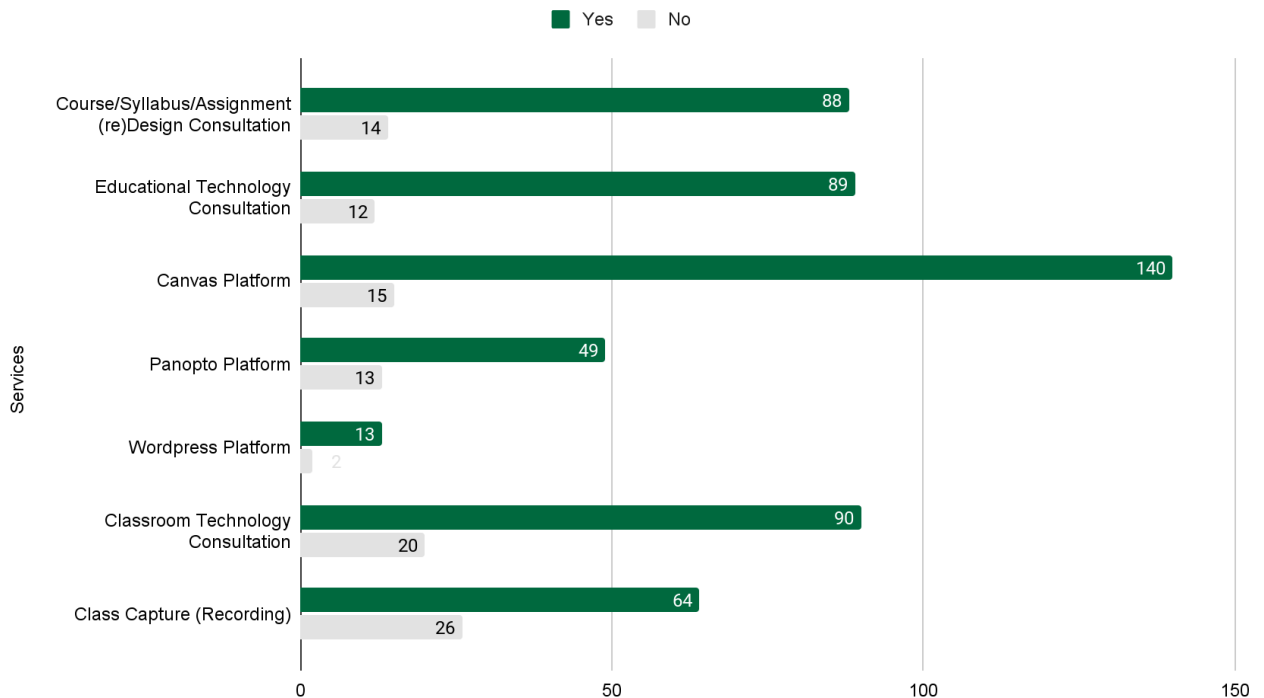| Services	Yes	No
High Performance Computing	42	9
Research Data Storage	59	16
Research Consulting Services	50	21
Software Licensing	87	13
AR/VR, Motion Capture, 3D modeling and scanning	13	2

Key Takeaways

- Desire for better research/data dissemination
  - What is RC (active data/research) vs. Library services (archival data/research)
- More resources for less
- Lower cost storage solution outside of HPC solution offering
- Software availability and licensing (consistency and policy between core vs. enhanced service/software)

Educational Technology Services

Are These Educational Technology Services Meeting Faculty Needs

■ Yes   ▢ No

Service	Yes	No
Course/Syllabus/Assignment (re)Design Consultation	88	14
Educational Technology Consultation	89	12
Canvas Platform	140	15
Panopto Platform	49	13
Wordpress Platform	13	2
Classroom Technology Consultation	90	20
Class Capture (Recording)	64	26

Key Takeaways

Learning Design and Innovation
- General satisfaction with Canvas and consultation services
- Some comments about the difficulty of transitioning to a new media management platform (Panopto) during the peak of the pandemic, which was unavoidable.
- Areas of improvement:
    - Better communication about services and technologies available
    - More information about the features of Panopto
- Next steps: Defining Core vs Enhanced services and technologies
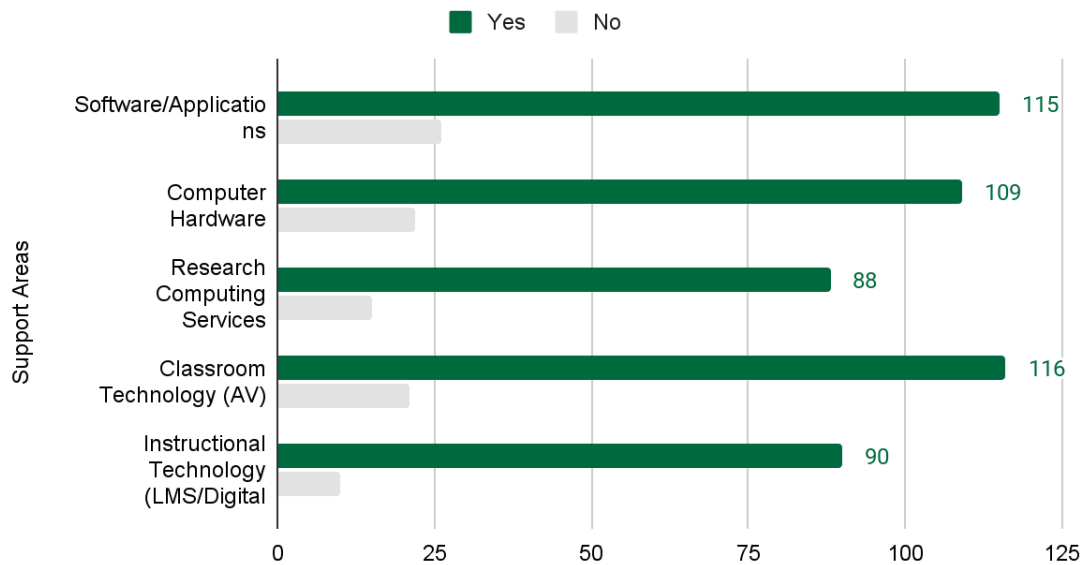
Classroom Technology
- Desire for more in-person classroom consultations
- Concerns about classroom technology age and features

Support

Support Satisfaction

Faculty Satisfaction with Support in the Following

Yes ■ No ▢

Software/Applications — Yes: 115
Computer Hardware — Yes: 109
Research Computing Services — Yes: 88
Classroom Technology (AV) — Yes: 116
Instructional Technology (LMS/Digital — Yes: 90

Support Areas

0   25   50   75   100   125

Key Takeaways

Service Desk

- Faculty are generally satisfied with the support services offered by ITC.
- The current 24/7 ITC call center service is not meeting faculty needs.
- There is some desire for more in-person and drop-in support opportunities, but the majority of faculty prefer to interact through email and other channels.
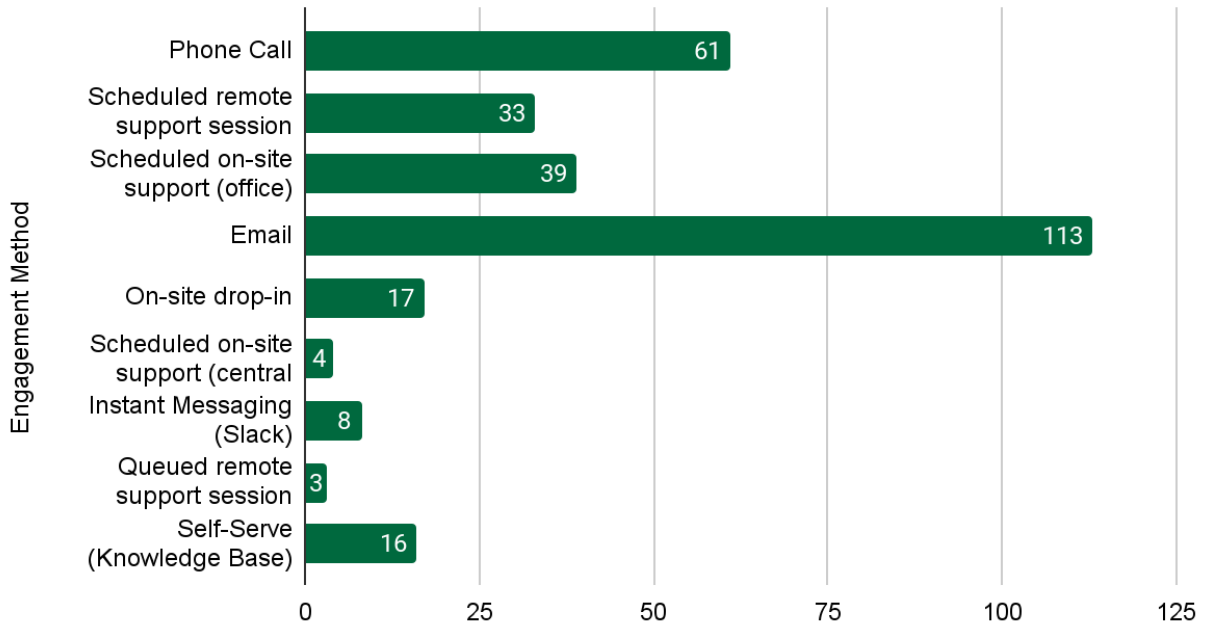
Classroom Technology

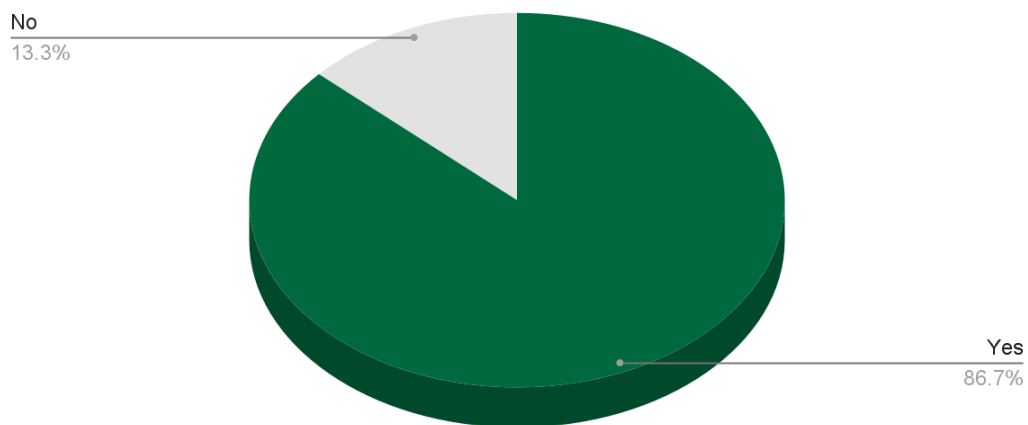- Concerns about classroom technology age and features

Availability and Engagement
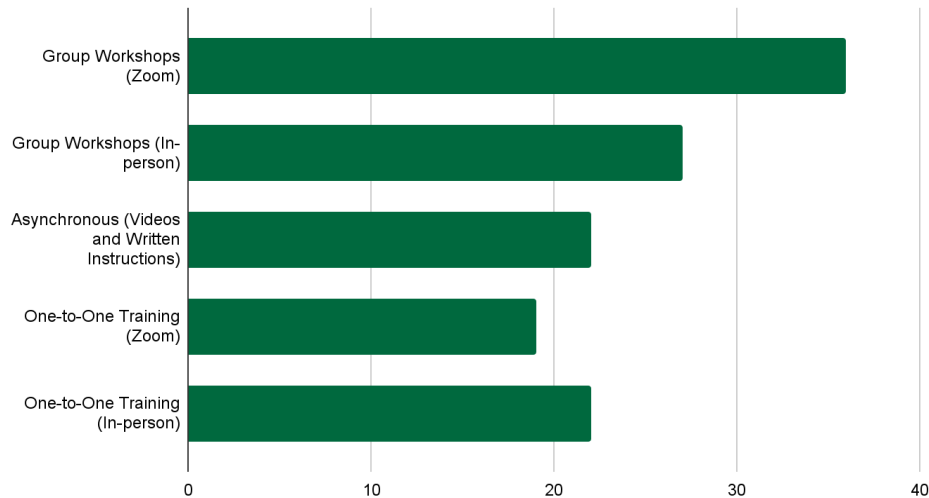
Preferred Way to Engage with a Support Resource

Able to Reach Support when Needed

Training and Workshops

Preferred Training Opportunities

Key Takeaways

Faculty Interest in ITC Training Or Workshops

Interested: 57 (32.6%)   Uninterested: 118 (67.4%)

How are faculty learning to use their technology now

Google, Youtube, Learn by doing, Peers/Colleagues, App Specific Tutorials, ITC Resources, Intuitive Platforms/Application, Wikipedia, Stack Overflow, Vulcan Mindmeld

Solution Training Interest

PowerPoint, Zoom, Canvas, Google Slides, Panopto, Zotero, HPC, Cloud Storage*, Github*, Python*, Matlab

Suggested Training Topics

- Video Content Generation/Video Capture and Editing
- "What's New" - Feature Updates
- Services offered by ITC Introduction
- Training resources for students

- Classroom technology introduction
- Parallel computing and Programming
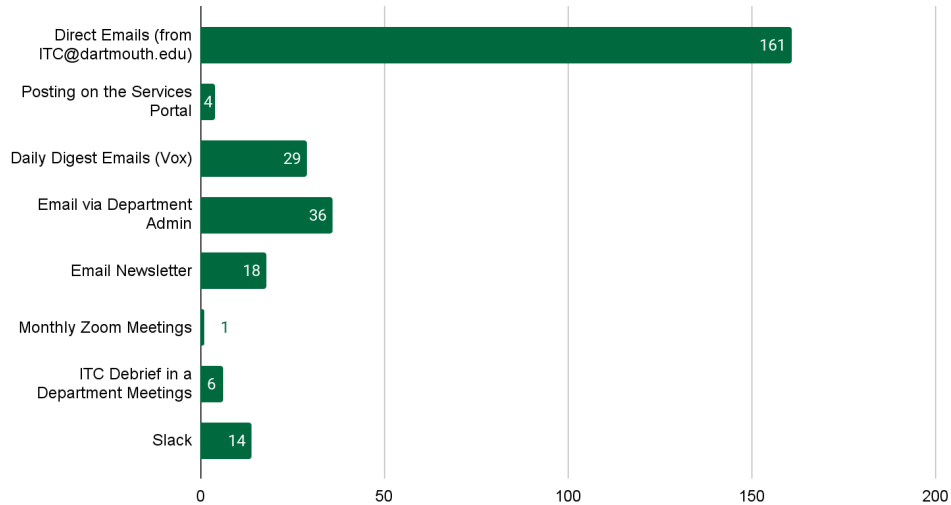- Slurm Job Scheduling
- Using Visualization Platforms

Part of the Research Computing / Reproducible Research workshop series

Communications

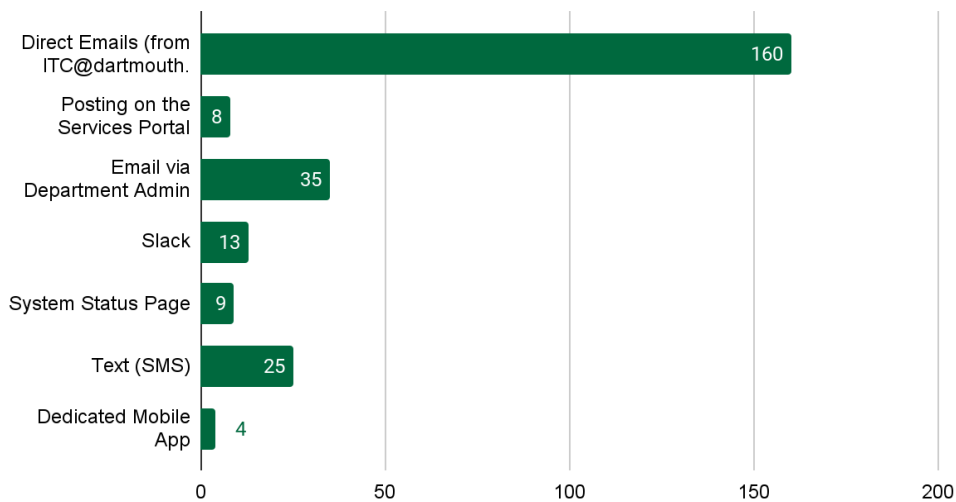## Planned Communications

Preferred Channel of Communication (Planned)

Channel	Value
Direct Emails (from ITC@dartmouth.edu)	161
Posting on the Services Portal	4
Daily Digest Emails (Vox)	29
Email via Department Admin	36
Email Newsletter	18
Monthly Zoom Meetings	1
ITC Debrief in a Department Meetings	6
Slack	14

Unplanned Communications

Preferred Channel of Communication (Unplanned)

Channel	Value
Direct Emails (from ITC@dartmouth.	160
Posting on the Services Portal	8
Email via Department Admin	35
Slack	13
System Status Page	9
Text (SMS)	25
Dedicated Mobile App	4

Themes and Responses

ITC received a plethora of helpful comments from the survey and we have identified several recurring themes. The exciting and encouraging news is that we are beginning to actively address the themes that developed from faculty feedback.

Software Availability

Theme: Faculty identified challenges in receiving the software they need and which core software is provided by ITC.

Response: ITC is working on principles for determining which software is considered core versus enhanced and asking for additional funding for the core software. ITC has also launched the ITC Rapid Review (IRR) service to provide faculty with expert technical and service perspectives they need to help make the best technology selections for their institutional use.

Video Content Creation

Theme: Faculty expressed an interest in additional video content creation resources (outside of the Panopto service).

Response: ITC worked with the Library to develop an AV Lab within Jones Media Center for recording video and has a dedicated Learning Media team within Learning Design and Innovation to aid in creation of educational media.

Classrooms and Classroom Technology

Theme: Classrooms and their technology are either decrepit, inconsistent, or not meeting the teaching and learning needs of the faculty and students.

Response: ITC is working with the Provost's Advisory Committee on Classrooms to quickly refresh and bring all Arts and Sciences centrally controlled learning spaces to a baseline technology, finishes, and furnishing standard. The program aims to address all rooms within a five year period and future upgrades in perpetuity. More details can be found through the rapidrefresh.dartmouth.edu program site.

Phone Support

Theme: The current 24/7 ITC call center service is not meeting faculty needs.

Response: ITC is working on revamping the call center to offer high quality phone support with dedicated staff and to expand other remote support services.

More On Campus Support

Theme: Faculty expressed an interest in more on-campus support and consultation interactions.

Response: ITC has increased on-campus staffing to support computer triage and repair. ITC is also looking for a central space to offer additional on-campus technology services to faculty.

Service Catalog

Theme: Faculty noted that they were unfamiliar with ITC's broad portfolio of service offerings and expressed that they would like a way to learn what is available to them.

Response: ITC is developing a faculty section of their services portal that is focused on providing faculty with the services most pertinent to their need and a list of available solutions and services available to them.

Issues with CMS/Video storage and access

Theme: Faculty articulated concerns about the volatility of ITC's Content Management Systems (CMS) during emergency remote teaching during COVID and more broadly how video content was stored and accessed on campus.

Response: ITC has transitioned into a longer term agreement with Panopto to provide a stable platform and method for video content storage and access.

System Outage Alerts

Theme: There were several faculty concerns about relying solely on email to learn when critical Dartmouth systems were degraded or unresponsive.

Response: ITC is launching an ITC StatusPage that will provide faculty with the ability to check on ITC systems and subscribe to updates without relying only on email notifications.