

# Educational Technology Committee

## Computer & Network Support Services for Instruction Project

### **Background**

The use of computers and networks has evolved rapidly in the past decade. Access to the Internet, , networked computer labs, web based homework assignments, online syllabi, online courses are but a few of the types of applications that did not exist at SRJC in 1990. Individual departments embraced these new instructional methodologies in different ways and at different paces. Until now, there has been no college-wide formal review of this growth and no analysis of the additional demand it places on District support services.

The Educational Technology committee (ETC) has received comments from departments and individuals regarding the stability and timely support for some of these services and their impact on instruction. As the Committee attempted to respond to these issues, it realized that the District had no real "hard" information about how widely these services were being used by departments.

### **The Project**

Data gathered from this survey will allow the District to accomplish several things:

- Identify specific computer & network technologies and services currently being used in instruction at SRJC.
- Identify how widely used and how important these services are to instructional departments.
- Identify planned expansion of these services as described by departments.
- By analyzing the current use and current resources, create a set of performance expectations that will include: services offered, reliability, availability of services, user support for services, includes process, communication, etc., timelines for restoring broken services, and timelines for installing new services.

### **Scope of the Project**

The project covers support for existing computing and networking technologies only.

It does NOT address the issues of training, future equipment acquisition or future facilities needs for these are being addressed in other arenas.

In order for the District to plan and offer support, it is essential that the data is complete and accurate. Please include your entire department in the process.

### **Survey Instructions**

Only one survey will be completed for each department.

- At the department level, all faculty should be included in the discussion:
- \* Encourage distribution of survey to every faculty member and institutional support person (lab aides, etc.)
- \* Discuss at department-wide meeting
- Create single department response. Tech person or department chair to complete survey.
- Minority opinions allowed.

1 **Department Profile**

2 The survey should also profile the department. The department profile could include questions such as:

3 Does your department

- 4 • Offer online courses? How many sections per semester?
- 5 • Offer other courses which use or require online content? How many sections per semester?
- 6 • Offer other courses which require computer use during class?
- 7 • Offer courses which need a computer lab?
- 8 • Need access to the web in the classroom?
- 9 • Require remote access?
- 10 • Offer classes which require students to do online research?

11  
12 **Student's Class Requirements**

13 • Access to: During class? Outside of class? Remotely?

- 14
- 15 -- Web pages?
- 16 -- E-mail?
- 17 -- Class listserv?
- 18 -- Chat?
- 19 -- Ftp?
- 20 -- UNIX shell account?
- 21 -- Produce & mount web video?
- 22 -- Produce & mount web audio?
- 23 -- Other services?

24  
25 For each of the above questions, the following should be asked:

- 26 • How many sections per semester?
- 27 • Currently? If not, do you plan to within the next \_\_\_\_\_ years?
- 28 • When are these things important?
- 29       Weekdays       8:00 A.M. - Noon
- 30                        Noon - 5:00 P.M.
- 31       Evenings       5:00 P.M. - 10:00 P.M.
- 32       Weekends
- 33       24/7             (e.g. remote access)

34 **Faculty Requirements** During class? Outside of class? Remotely?

- 35 • Access to:
- 36 -- Web pages?
- 37 -- E-mail?
- 38 -- Class listserv?
- 39 -- Chat?
- 40 -- Ftp?
- 41 -- UNIX shell account?
- 42 -- Produce & mount web video?
- 43 -- Produce & mount web audio?
- 44 -- Other services?
- 45 • When are these things important?
- 46       Weekdays       8:00 A.M. - Noon
- 47                        Noon - 5:00 P.M.
- 48       Evenings       5:00 P.M. - 10:00 P.M.
- 49       Weekends
- 50       24/7             (e.g. remote access)
- 51 • Is network reliability critical to your department's courses? (i.e. could class be conducted if network were temporarily unavailable?)
- 52   Weekday courses?
- 53   Weekend courses?
- 54

1 Evening courses?  
2 24/7?  
3

## 4 Areas to Be Addressed

### 5 I. Categories

6 A. **Equipment** (*i.e. Hardware*)

7 B. **Connectivity** (*i.e. Transport of data on the network; can we talk to the other*  
8 *side of campus?*)

9 C. **Services** (*Network services, e.g. CWIS, e-mail, ftp, etc.*)

10 D. **User Support** (Procedures, communication, repair/maintenance, etc.)

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12 **II. Issues** (WE expect more issues from you all after this draft! Remember  
13 these are not in form Baba will put into the right form)

14 For some issues, ask about current experience, current needs, anticipated future  
15 needs.

- 16
- 17 • Communication procedures re. equipment problems and repairs, scheduled  
18 network downtime, unforeseen network problems, etc. and ETR
- 19 • User 's ability to track status of requested tasks (repairs, network stuff, etc)  
20 Should know that request was received, when repairs will be made, repair  
21 should be made, report back to user. Communication vehicles (recorded phone  
22 messages, web pages, etc.) should indicate when last updated.
- 23 • Clear processes (e.g. if I have a problem with my computer, who do I call?)
- 24 • FAQs, cheat sheets, and other documentation needed
- 25 • Centralized clearinghouse for questions related to computer & network support
- 26 • Skilled, well-trained staff on Help Desk
- 27 • Skilled, well-trained staff for repair calls to departments
- 28 • Equipment delivery & installation • time frame
- 29 • Equipment repair • turnaround
- 30 • Equipment acquisition standard (e.g. leading edge? further behind? Is current  
31 standard too far behind?)
- 32 • Equipment maintenance surcharge (*i.e. We must currently pay for 3 year*  
33 *maintenance contract on equipment, but equipment is often replaced before 3*  
34 *years. Questions: Is 3•years a reasonable standard? If equipment is turned*  
35 *over before 3 years, should the department receiving the recycled equipment*  
36 *(as opposed to the one casting it off) have to pay for the third (or fourth or fifth*  
37 *or?) years of maintenance contract?*
- 38 • Tech support for Macintosh computers on campus • What should standard be?  
39 Is present (1 person in C.S.) adequate?

- 1 • Asset accounting; Discussion about whether computers should not be
- 2 considered capital equipment but rather expendable; equipment replacement
- 3 needs to be built into operating budget.
- 4 • Software • Which is to be installed on equipment?
- 5 • Adequate (i.e. skilled) support for established campus software
- 6 • Coordination of computer lab software versions and computer•using classes •
- 7 Need central stores of standard software (~ supplies stores)

8 We should separate these into

9 \* on campus

10 \* off campus

11 \* during class time

12 \* during non•class time (for homework, etc.)

- 13 • Network operations
- 14 • • Network availability, server support • Should standard be 7x24?
- 15 • UNIX shell accounts for students who need them for class
- 16 • Telnet & ftp supported for students and staff from both on and off campus [*This*
- 17 *now seems to be available.*]
- 18 • Security of network and shell accounts
- 19 • Network speed • on campus; connecting to off•campus sites
- 20 • Load on campus network
- 21 • Network problems in specific departments
- 22 • CSUnet connectivity problems • Should we explore other options for ISP?
- 23 • Back•up; should be done for everything on servers on a regular basis • What
- 24 should standard be?
- 25 • Communication re. scheduled downtime, unforeseen network problems and ETR
- 26 • Turnaround time on network repairs
- 27 • Should CS support departments who need to use non•campus standard
- 28 software and/or equipment?
- 29 • Need to know if problems/complaints refer to no access or to inconvenient
- 30 access.

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