

ITS 2018

Survey Findings

1. Expressed need for expanded/increased hours at ITS HelpDesk – specifically to support for D2L “Brightspace” users.

Established an agreement with D2L for providing 7x24 Help Desk Service for NMHU community. The service augments service provided by ITS Help Desk

2. Expressed need for Tech Support at Albuquerque and Rio Rancho Centers

Repurposed a vacant position creating an ITS Support Tech for the Albuquerque and Rio Rancho Centers

3. Current/Updated software for Smartboards and Desktop Computers.

Performed a complete inventory of all classroom technology and computer lab technology, the inventory included both hardware and software. The inventory revealed deficiencies in software levels for a limited number of computers and one revision level back for Smartboards. The deficiencies on the computers have been addressed. The Smartboards will require an updated service agreement to address. ITS is in the process of addressing the Smartboard software updates.

4. Improved time for problem resolution.

NMHU’s current work-order system does not offer this data by default however, ITS is researching possible methods for capturing this data.

5. Expressed need for Banner training.

NMHU has a limited number of Banner in-house training opportunities for staff for example:

- a. ITS provides navigation workshops for new Banner users as well as technology upgrade training sessions such as the transition training from Banner 8 to 9
- b. ITS provides Banner Navigation training to all new Banner Admin users. Training is provided before the user receives access to Banner Admin. Training is offered as needed, as we have new users, or additional access is granted requiring further training. Users may also request a refresher Navigation training.
- c. HR provides training for Time Entry
- d. Subscription based Banner training was also purchased for Human Resources, Business Office, Budget Office, Purchasing, Financial Aid and Registrars Office.

6. Expressed need for Brightspace training

NMHU purchased subscription-based Brightspace training from D2L. The training was officially announced and rolled out with the Brightspace upgrade and is now available for Faculty and Staff.

Additionally, NMHU is developing online New Student Orientation.

In addition to, NMHU has a variety of in-house developed trainings for faculty and staff currently available including:

- a. How to
 - How to Add a Zoom Link in Brightspace
 - How to Add a Zoom Recording in Brightspace
 - How to Roll Over Course Content in Brightspace
- b. Videos
 - Brightspace Homepage
 - Brightspace Course Homepage
 - Brightspace Add Content
 - Brightspace Assignments
 - Brightspace Creating Groups, Group Discussion, Group Assignments
 - Gradebook Setup

7. Expressed need for classroom technology training (Smartboard and Zoom)

NMHU has developed in-house training in the following areas:

- a. On request –
 - How to use NMHU Classroom Technology for (projectors, computers, document cameras and Zoom). Scheduled by request.
 - How to use SmartBoard technology
 - How to Zoom - Zoom training provided by the CTE department.
- b. On Demand Training – currently under development for the above mentioned areas. Training material will be available for Fall 2019.

8. Concerns on reliability of equipment / Updated classroom technology (hardware – A/V and computers)

Performed a complete inventory of all classroom technology and computer lab technology; the inventory included both hardware and software. The inventory also included room utilization data.

From this inventory the following steps have been identified to address these concerns:

- a. Developed a Technology Renewal and Replacement Administrative Directive focused on a six to seven year replacement strategy, as well as process for renewal and replacement.
- b. Developed a plan to specifically address classroom and lab technology, working and coordinating with Provost and Deans to
 - Review technology room utilization – determine if the room should continue to host or include technology.
 - Develop a plan to reduce the overall underutilized technology rooms
 - Redeploy equipment from previous step
 - Post inventory, process, and multi-year plan on Technology Website

- c. Upgrade remaining IP/TV rooms to Zoom Technology by summer 2020

9. Concerns regarding Navigation of ITS Support Services

Identified portal software to navigate NMHU Technology environment. The intent of the portal is to provide better navigation of NMHU's technology environment, provide users links that will take students and staff directly to the services and/or information, and include improved single sign-on, improved password reset software and enhanced security including geo-fencing. The technology request will be included as a FY20 Budget Request.

10. Concerns related to communications - problem resolution (field support) communications, progress on work orders, in addition to projects, procurement

ITS has identified the following measures to improve processes, communications and transparency with the NMHU technology community.

- a. Work-Order process targeted at improving communications throughout the work order life-cycle as well as consistency in the manner in which problems are resolved.
- b. Digital Technology Plan and associated process for NMHU technology targeted at improving communications related to technology projects, approval status, funding and progress.
- c. Technology Renewal and Replacement Directive targeted to provide replacement standards, improved communications (which equipment is being replaced and when) and transparency in the process.
- d. SharePoint site as a central and one-stop-shop for the NMHU Technology community to go for support and information related to technology.