

# Annual ITSAC Report

# 2015-16

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This report outlines the key discussions and recommendations from the 2015-16 academic year.

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# 1. Introduction & Overview

The Information Technology Student Advisory Committee (ITSAC) offers a forum for students and campus IT staff to discuss campus IT services, including reviewing IT-related services used by students and assessing and recommending changes to services. Guest speakers at each meeting provide overviews of various IT services pertinent to students as well as an opportunity to provide feedback and recommendations. This report provides an overview of the committee, a summary of the topics discussed, and recommendations.

## 1.1 Constitution

Pursuant to the terms of reference, ITSAC membership includes four staff positions (two positions for rotating chair and vice-chair roles within CCS, one library representative and one ITSIG representative) and 20 undergrad/grad positions (13 allocated by campus organization and colleges, five members at large and two student IT staff).

**Table 1: Committee Membership as per terms of reference**

Group	Number of Representatives	Filled
Central Students Association (CSA)	1	✓
Graduate Students Association (GSA)	1	✓
Student Senate Caucus	1	✓
College of Arts Student Union (CASU)	1	✓
College of Biological Science Students Council (CBSSC)	1	✓
Central Veterinary Student Association (CVSA)	1	✓
College of Physical & Engineering Sciences (CPES)	1	✓
College of Social and Applied Human Sciences Student Alliance	1	✓
Student's Federation of the Ontario Agricultural College (SFOAC)	1	✓
College of Business and Economics (CBESA)	1	
Centre for Students with Disabilities (CSD)	1	
Interhall Council	1	✓
Guelph-Humber Student Association (GHSA)	1	
CCS Help Centre student	1	✓
CCS Help Desk student	1	
CCS staff members	2	✓✓✓
ITSIG - Information Technology Special Interest Group (ITSIG)	1	✓
Library Information Technology Services (ITS) staff member	1	✓
Undergraduate Student Members at Large	3	✓✓✓✓
Graduate Student Members at Large	2	✓
<b>Total</b>	<b>24</b>	<b>21</b>

## 1.2 Roles and Responsibilities

The Chair recruits committee members and speakers, creates and distributes agendas, organizes and facilitates meetings, coordinates survey creation and distribution, seeks answers and addresses concerns brought forward during meetings, ensures the mandate was met and prepares the annual report. The vice chair takes minutes, contributes to meeting discussions, and assists in the planning process including the coordination of catering requirements for each ITSAC meeting. Student representatives provide a voice for their constituency, and provide and receive information for/from their constituents on IT-related services, challenges and opportunities.

## 1.3 Recruitment

To begin recruitment of student representatives from each of the colleges, each of the college government executives were contacted by email in August. Most college government positions were filled by the first week of September. Recruitment emails directed to staff in various departments, such as Student Accessibility Services, Student Life, the Aboriginal Resource Centre and the School of Engineering, provided contact with numerous students interested in serving on ITSAC. A waitlist was created to capture the overflow which ultimately served as a benefit for college governments still in need of a student representative, such as CPES. Involvement in campus activities in the University Centre also provided direct contact with grad student representatives.

## 1.4 Participation

Of the total 24 positions, 21 were filled (see Table 1) including an additional staff position. Although overall attendance did not increase, the consistent attendance rate (see Table 2) demonstrated the presence of a core group of committed members.

**Table 2: Meeting Attendance**

<b>Meeting</b>	<b>Attendance Rate (including staff reps, excluding guest speakers)</b>	<b>Topic</b>
<b>September</b>	14	CourseLink & Classroom Technical Support
<b>October</b>	12	IT Communication & Software Distribution
<b>November</b>	11	IT Security & DRC/Qualtrics Surveys
<b>January</b>	10	IT Support & Library IT
<b>February</b>	11	Information Security & Wireless
<b>March</b>	13	Office 365, IT Security & GryphLife

## 1.5 Topic Selection

At the start of the academic year, the CCS management team was invited to recommend topics. The team suggested that the committee focus on IT Communications, Security and Support. Results from the 2014-15 annual ITSAC report highlighted other important topics, such as CourseLink and Classroom Technology. The opportunity to suggest topics was also given to ITSIG although no topics were recommended. Presentations were

scheduled to accommodate two topics per meeting and timing for presentations remained flexible enough to incorporate Q&A discussions or additional topics. While meetings were underway, other topics were requested during open forum segments and the Q&A discussions following presentations. The Data Resource Centre, Qualtrics Surveys, Library IT, Wireless service on campus and GryphLife proved popular again this year.

## **1.6 Meeting Format**

Each meeting opened with an ice breaker question to help create a relaxed and inclusive environment for every participant. The previous meeting minutes and action items were reviewed, and followed by an open forum to discuss IT issues (IT Bytes), before the break for dinner. Each meeting generally included 2 guest speakers who were invited and encouraged to attend the dinner in order to mingle with students before their presentation. Each topic/presentation was allotted 30 minutes, including Q & A and discussion. Before adjourning, a recap of the meeting was provided and a preview of the next topics along with an announcement of any upcoming campus IT events. The committee met once a month between September and March on select Friday afternoons from 4:00PM – 6:30PM in the University Centre. The meeting minutes, presentation slides and survey results were forwarded to ITSAC members via email the following week.

## **2. Topics**

The following section summarizes the key points of discussion for each of the major topics/services discussed throughout the academic year. Survey results are included in Appendix A.

### **2.1. CourseLink**

Richard Gorrie, Associate Director, Educational Technology Research, Development & Integration, Open Learning and Educational Support.

One of the concerns raised by last year's committee involved the lack of uptake of classroom technology by instructors, especially the use of CourseLink. In response to this concern, Richard Gorrie attended our first meeting and provided an overview of teaching and learning technologies, CourseLink and current initiatives underway in Open Ed. He outlined strategic directions for active learning, accessibility, instructional design, faculty support and student feedback.

During the Q&A section following Richard's presentation, students expressed concerns that not all instructors use CourseLink and outdated technology such as VHS tapes. One suggestion was to add a section for classroom technology on course evaluations. To enhance learning opportunities, it was recommended that instructors provide multiple sources of information for their students. Other suggestions included having a CourseLink app rather than using a mobile version of the site, and calendar integration with the option to display due dates to help manage time for assignments.

After some discussion, Richard posed the following question to the students and asked them to obtain feedback:

Richard's Question: What kind of support do you think faculty need?

Feedback:

- Faculty would like one contact person
- Better training on CourseLink
- Support for using projectors

**Recommendation:**

- **Include a question on the course evaluation about the use of technology**

**OpenEd Management Response:**

*We shared this recommendation with Richard Gorrie, Associate Director, Educational Technology Research, Development & Integration, Open Learning and Educational Support.*

## **2.2. Classroom Technology**

Steve Borho, Manager, Classroom Technology Design, Open Learning and Educational Support.

Aligning with concerns about the use of CourseLink, past reports have also indicated that instructors experience technical difficulties in the classroom. To address these concerns, Steve Borho provided an overview of classroom technical support, improved AV equipment with a focus on reliability, equipment rentals and support, and video conferencing. He also outlined current initiatives to facilitate better group discussions with classroom desk design, flipped classrooms and team based learning.

Feedback from students:

- Lecture mics not being charged for night classes
- Technical support for professors in lecture halls
- Mac compatibility is a frustration for students and profs – in the arts, most use Apple computers
- Prices for renting AV equipment have skyrocketed – student groups like CBSSC find it hard to budget for it

Recommendations:

- Provide MAC compatibility cables for rent through AV services
- Offer a discounted rate to student groups for AV equipment rental

**OpenEd Management Response:**

*We shared this recommendation with Steve Borho, Manager, Classroom Technology Design, Open Learning and Educational Support.*

## **2.3. Communication Strategies**

Jyll Weinberg-Martin, CCS Communications Manager

Leading a discussion about communication strategies, Jyll Weinberg-Martin invited input from student reps by asking, “How do you obtain this week’s feedback from students?” Student reps responded with a number of channels including social media, google forms, updates at monthly meetings or weekly residence forums and by reaching out to RA’s. Jyll offered a number of suggestions to expand communication with their constituents. Recommendations included a more direct approach such as sending a personal email, talking to friends and classmates or asking to talk about IT topics at the beginning of a class.

Creating a survey using Qualtrics and sending a link to it from social media, email or departmental websites was an indirect approach. Jyll suggested ways to make posts more appealing and encouraged students to follow the CCS Twitter account @CCSnews and retweet relevant campus IT information. In response to the question, “What campus publications are best to receive information?” student reps provided the following feedback:

- majority of students use Facebook
- email
- social media

- college newsletter

At the end of this discussion, it was suggested that we create a Qualtrics survey for ITSAC reps to distribute to their constituents. Through collaboration with guest speakers and by incorporating questions specific to each key topic, a total of four ITSAC Surveys were created and distributed to students across campus. Results from the surveys were presented at meetings in December to March and full survey results (available at the end of this report) were distributed to the committee following each meeting.

- ITSAC Survey #1 – IT Security & Software Distribution Service
- ITSAC Survey #2 – Data Resource Centre
- ITSAC Survey #3 – Library IT
- ITSAC Survey #4 – Wireless, IT Support & GryphLife

During a network outage in November, IT communication strategies were put to the test. Despite a drop in attendance and a number of staff members involved in remediation efforts associated to the outage, we had the opportunity to gather feedback for a Crash-kit - the best ways to communicate with students when the network is down. Suggestions ranged from posters in buildings that students frequent, to class announcements and online communications that could be accessed from off campus, such as the U of G homepage, Facebook and Twitter.

**CCS Management Response:**

*Gayleen Gray, Deputy Chief Information Officer and Associate Director, CCS:*

*The IT Student Advisory Committee has been an important channel of input and sharing for CCS and the CCS Management Team over the last decade. We value the recommendations that are gathered by this committee and delivered to us, both during the year and also in this end of year report. The surveys provide touch points through the year and enhance the information that we receive from the committee. The ability to enhance and continuously improve our communication strategies both to and from our student clients is of utmost importance and both the information provided by the committee and the surveys will give us an opportunity to do so.*

**2.4. Software Distribution**

Sarah Weadick, Analyst, CCS

Past reports indicate that the majority of students did not know they had access to discounted software<sup>[BT1]</sup>. To get the message out early in the semester, Sarah Weadick provided an overview of the Software Distribution Service on campus. By reviewing the Software Distribution Site (<https://guelph.onthehub.com>), Sarah instructed the group about eligibility and types of software available to students, staff and faculty, and where to go for help in installing and using software.

Following the discussion, Sarah discussed feedback from questions presented at the previous meeting.

Question #1: Did you know you have access to discounted software through U of G or what software is available?

- The minority knew about it
- Most were unaware and were excited to learn that McAfee is among the offerings

Question #2: What other software do you want to see offered?

- Provide software required for courses
- Target faculty for statistics courses

Recommendations:

- Ads for prospective students
- Run a help desk in residences
- Ads on CourseLink
- Ads through specific courses (i.e. security certificate course)

### **CCS Management Response**

*Kent Hoeg, Manager Applications and Project Management, CCS*

*This is great feedback. Although we attempted to increase awareness based on the 2014-25 ITSAC Annual Report, it is evident that we are still not as successful as we would like to be. We will continue working towards increased awareness. For the Fall 2016 we will begin two initiatives:*

1. *We have a co-op student for the Fall, who will focus on Marketing of the Software Distribution Site.*
2. *We will explore partnership opportunities with the DRC where we can jointly promote our offerings.*

## **2.5. Data Resource Centre (DRC) & Qualtrics Surveys**

Quin Shirk-Luckett, Analyst, Library

Quin Shirk-Luckett provided a comprehensive look at the services and software available through the DRC. Specializing in surveys, statistical software, government documents, GIS data and software, the DRC offers support to instructors, researchers and students. Following the DRC presentation, Quin conducted a demo using the Qualtrics survey tool. This demo proved useful to the students since everyone can access the tool using their central login ID and training for ArcGIS is available through virtual campus (via the Software Distribution Site) or library workshops.

Following this meeting, we contacted Quin to determine what feedback would be beneficial to inform their practices. Questions were then formulated and entered into Qualtrics to create a survey designed to educate participants and solicit student feedback about DRC services. The ITSAC survey results indicate that the majority (74%) of students have not heard of the DRC. Most students (74%) reported using software supported by the DRC for their courses but few (7%) were aware that support was available. When asked how to improve awareness of the DRC, most students (23/40) recommended In-class communication.

### **OpenEd Management Response:**

*We shared this recommendation with Jenny Marvin, Librarian and Coordinator of the Data Resource Centre in the Library.*

## **2.6. IT Support**

Brian Thomson, Manager Client Productivity, CCS

In past reports, students have indicated that they don't know where to go for IT support. Improving communication, better advertising, ads for incoming students and greater use of social media channels have been recommended and taken into consideration for ongoing efforts to increase awareness. To ensure ITSAC reps were knowledgeable about current offerings, Brian Thomson presented an overview of the tiered model of support including where, when and how to contact the Help Centre for support. During the presentation, a variety of scenarios were discussed.



Following the meeting, Brian provided questions related to IT support to be incorporated into one of our ITSAC surveys. Results from the survey indicate that in person support is most preferred (27/57) followed by live online chats and online FAQ pages (both 8/57), then phone support (7/57) and email (5/57). Interestingly, online FAQ pages were the least preferred option although more than half of respondents had used them (33/60). The IT Help Desk at the Library, following closely in terms of most used (32/60), led the pack in terms of most awareness (21/60). Not surprising, the greatest lack of awareness was associated with the relatively recent @CCSnews Twitter account (19/60), then the Service Updates webpage (19/60), Help Centre email (17/60) and phone (15/60).

A key finding from this feedback is that in-person contact at the IT Help Desk in the Library reflects the most preferred model of support and is best for promoting awareness of IT support and services on campus. This may be due to its high visibility and prominent location in a student-centred environment.

Recommendation: Survey results support a recommendation to provide a Help desk in residences.

**CCS Management Response:**

*Brian Thomson, Manager Client Productivity, CCS*

*CCS has an initiative around rebranding of our IT service desk in 2016/2017, and a key driver of this initiative is to address the challenges around awareness of IT support channels among students. Information obtained in the ITSAC survey is helpful. It appears as if the physical presence on the Library is the best known method and the preferred method for obtaining IT support. As part of our rebranding activity, we can consider ways to use the IT Help Desk presence as a way to improve awareness of CCS services. This could include improved signage, availability of CCS "product information", kiosk for submitting FAQs and browsing CCS services, etc.*

*We will also consider the recommendation for locating some CCS IT support resources in residence. Options could include a residence presence during move-in weekend and/or some form of scheduled presence on a rotating basis. Posting prominent "How to get IT Support" signs in suitable locations would also assist with getting the message out to the student community.*

## **2.7. Library IT**

Randy Oldham, Library Web Team & Web Development Librarian, Library

Randy Oldham provided a comprehensive look at a plethora of IT-related services and support offered by the Library. Providing help with writing, studying, presentations, time management and exam preparation are just a few of the services available to students. Technology, accessibility and space are themes central to the Library's offerings. Research and teaching support helps both instructors and students.

To seek input from students about their needs associated with Library services, Randy and a Library team compiled a list of questions to be distributed in one of our ITSAC surveys. Survey results indicate that the majority of respondents (81%) own a printer and most have used a printer (60%) in the Library. A large majority (85%) of the respondents have accessed the Library website from off campus and a minority (20%) experienced trouble. The majority of students who used a public computer in the library (70%) used it primarily to access CourseLink, search for resources and check for email.

**Library IT Management Response:**

Randy Oldham, Library Web Team & Web Development Librarian, Library

The Library spent over 7 million dollars last year to provide the UG community with access to online journals, books, etc. We are committed to providing easy access to these resources (from on-campus or off). While we're glad to see that only 20% of respondents had difficulty from off campus, access to resources is one of our core values so our aim is to make this number 0%!

We constantly upgrade and improve access to scholarly resources

- A-Z Databases List upgrade (August 2016)
  - o Mobile-friendly
  - o Search using your program or course code
  - o Use "Best Bets" for your subject
  - o login with fewer access issues
  
- ACCESS DENIED! Back-end upgrade to Primo (September 2, 2016) addresses the problem where students are sometimes turned away from online articles or books even though UG has paid for them
  - o You will now automatically be prompted to login when you click links within Primo
  - o This should reduce the number of times you are told you don't have access to something we subscribe to!
  - o We solved this problem working with our TriUniversity Group (TUG) partners at Waterloo and Laurier libraries
  
- Cardless Printing System (September 2016):
  - o We heard loud and clear that ITSAC members didn't like having to purchase an additional card to print and photocopy in the Library.
  - o The Library print, copy, and scanning system is now cardless! You can now:
    - Add \$ to your printing account:
      - online with your credit card
      - At the Ask Us desk in the Library with cash
    - Use a Library computer to send your print job
    - Pay for and release your print job on any one of the printer/copiers on the first floor of the Library

As always, we appreciate the feedback we receive every year from the ITSAC committee and we strive to use this invaluable feedback to improve the resources and services offered by the Library. As always, if you have any other comments or suggestions, please feel free to contact us via our Ask Us portal: <http://www.lib.uoguelph.ca/ask-us>

**2.8. IT Security**

Gerrit Bos, Information Security Officer, CCS, and Brendan Hohenadel, Analyst Information Security, CCS

In February, Gerrit Bos discussed Information Security and related services. Information Security involves investigating compromised accounts or computers, conducting security audits and vulnerability assessments and offering guidance on security issues, governance and policies. Gerrit recommended protecting computers by using the encryption service and protecting personal information by locking your screen, maintaining password security and avoiding phishing attempts.

In March, the emphasis on IT Security continued with a focus on security risks facilitated by Brendan Hohenadel. By identifying the risks associated with spam and malware, Brendan informed the group about ways that hackers

can steal things from your computer, hold a computer or email account hostage for a ransom or use a social media account to build their own reputation. Brendan offered several tips on avoiding malware and answered a number of questions posed by the highly attentive audience.

Earlier in the academic year, questions relating to IT Security were compiled and included in our first Qualtrics survey to be distributed by our student reps. Survey results indicate that 51% of students use the same password for multiple accounts, most (73%) have anti-virus software such as McAfee and Norton and, unfortunately, most (70%) paid for the software. A very positive finding from the survey indicated that a large majority (92%) of respondents were aware of warning signs that an email was a scam.

**CCS Management Response:**

*We shared this recommendation with Steve Willem, Manager Information Security, CCS.*

## **2.9. Wireless**

Tom Herr, Manager Network Infrastructure, CCS, and Dennis Xu, Analyst, CCS

Wireless was a popular topic for discussion in previous years due to difficulties with access and reliability. It was a topic specifically requested by this year's committee as well. Feedback from the College of Arts Student Union (CASU) reported that dead zones in the performing arts wing and the Bachelor of Arts and Science Student Association (BASSA) lounge impacts studying and classes. To learn more about the student experience across campus, Tom Herr and Dennis Xu provided questions for an ITSAC survey and facilitated a discussion at our February meeting. Tom and Dennis shared an update on wireless services currently available on campus, identifying improvements to security, speed and coverage. They outlined benefits associated with Uofg-wifi-secure, how we compare to local universities and the anticipated roll out to residences in 2016. Responses to their survey questions outlined in the paragraph below were presented at the meeting.

ITSAC survey results indicate that a majority (69%) of respondents have experienced changes (positive or negative) over the past few years and most report areas on campus were lacking WiFi access (62%). Changes reported include negative experiences such as slower service, poor connectivity, outages and dead spots, as well as many positive experiences such as faster, better coverage, easier access, more stable and secure. Using an average of two devices at a time, the large majority of respondents use smartphones (94%), many use laptops (65%) and a smaller proportion use tablets (31%). Overall satisfaction was rated average for speed, reliability and signal coverage. Compared to past reports of poor performance and coverage, this is good news.

Recommendation: Support certain models of wireless routers and provide firmware updates with correct settings to eliminate a common issue of students bringing their own wireless routers and causing issues on the network.

**CCS Management Response**

*Tom Herr, Manager Network and Infrastructure, CCS*

*The University has listened very closely to the concerns raised by students in previous surveys. As a result, a project has been proposed and approved to significantly increase the WiFi coverage on campus, starting with residences in 2016. This was achieved in direct collaboration with our partners in Student Housing and Physical Resources. As of September 2016, all residence buildings will have adequate wireless coverage in residence rooms. Shared areas (i.e.*

lounges) will be looked at in the next steps and addressed starting April 2017, as they require physical access and construction work that cannot be completed while students live in residences.

Other areas on campus (non-residence buildings) will be addressed starting in the summer of 2017. This initiative will likely take 2 years to complete, due to building access coordination and construction efforts in some of the older buildings to accommodate wireless technology despite some of the architectural challenges.

Due to the fact that UoG WiFi will be provided in residences, the use of personal wireless routers is no longer required nor acceptable, as they would negatively impact the wireless signal of the university access points. As such, recommendations on specific models of personal wireless routers, including firmware upgrades, would not be beneficial or feasible.

## **2.10. Office 365**

*Kent Hoeg, Manager Applications and Project Management, CCS*

The decision to transition email and calendaring for staff, faculty and grad students to Office 365 was announced by Kent Hoeg at our March meeting. Kent pointed out a number of anticipated benefits including better support and compatibility for mobile devices, document storage and collaboration. Considerable feedback was gathered from surveys to determine what features were required by staff, faculty and students. Kent introduced project manager, Steve Garagan, emphasizing the magnitude of this project and the resources required to migrate 25,000 accounts from Zimbra to Office 365. Kent then responded to questions from student reps.

### CCS Management Response

*Kent Hoeg, Manager Applications and Project Management, CCS*

*Thank you for the opportunity to present Office 365. We successfully completed our migration on the July 23 weekend. This project has created great support material that we can leverage by all users of Office 365. We will begin discussing the appropriate timing to migrate undergraduate students to Office 365 environment from Google Apps for Education. Communications will commence with undergraduate students in Fall 2016.*

## **2.11. GryphLife**

Shannon Thibodeau, Leadership Education and Development (LEAD) Advisor, Student Life

GryphLife (<https://uoguelph.collegiatelink.net>) was a lively and relevant topic of discussion led by Shannon Thibodeau. Serving 305 campus organizations that are public on the site and some that are private, Shannon indicated that a growing number of users (15,095) use the system. Users access the mobile and responsive site via Single Sign On (SSO). Shannon emphasized the significance of designating a person rather than an organizational account when setting the primary contact for an organization. This ensures individuals get credit for their role in the organization. Prior to the meeting, Shannon provided a survey question to determine what activities students had used GryphLife for in the previous year. ITSAC survey results indicate that most students have used GryphLife to RSVP to an event (55%), find a club or organization (53%), or register for a program (51%) and that many have used it to apply for a volunteer role (41%) or vote in a student election (39%).

### Student Life Management Response

*We shared survey results with Shannon Thibodeau, Student Life.*

## 2.12. IT Bytes – Open Forum

Other discussions took place during our meetings as follows.

### Library Printing

An update on the Library printing system was provided by Randy Oldham at our March meeting. Randy encouraged the students to inform their constituents and advised them to use up the balance on existing cards since they would not be able to use them in the fall. New printers will be installed over the summer and a reload limit of \$3 will be in place for new cards. One concern was any potential delay when loading money onto accounts for urgent printing. Randy responded that loading money to the printing account will be instantaneous.

## 3. Concluding Remarks

### 3.1. Criteria for Success

Some of the criteria identified for achieving success with a student advisory committee are:

1. Ensuring a clear and shared understanding of roles and objectives by all stakeholders, including IT staff. The committee has an advisory capacity, not a decision-making one.
2. Members are committed and actively engaged. If a member is unable to attend a meeting, an alternate should be sent. During meetings a member should pay attention and participate.
3. Enthusiastic and innovative leadership ensures meetings are fun and engaging as well as unique and adaptable to changing trends.

### 3.2. Challenges

The following are challenges observed and indicated by past and current committee members.

1. Communication is an ongoing challenge. Whether service providers are trying to share information with the campus community or obtain feedback to guide future initiatives, communication issues persist. Lack of awareness is generally the most persistent concern. Our survey results show a continued lack of awareness about software, support and services available to students.
2. Participation is another persistent challenge. According to the 2013-14 annual report, several student positions were vacant and participation rates decreased to 5 or 6 members as the year progressed. To address the shortfall in attendance, increasing the number of member at large positions was recommended. This however, presented another challenge in terms of recruitment.
3. Finding a suitable meeting time for everyone is a continual difficulty especially when class schedules change from the fall to winter semester.
4. Perceptions that ITSAC is a technical group can hinder students from volunteering and participating. This perception can be maintained by staff as well, which can lead to too much detail and technical language in presentations and insufficient time remaining for open discussions.

### 3.3. Chair's Observations & Recommendations

1. **Communication:** ITSAC was established to facilitate dialog with students about IT-related services and future directions for campus IT. Lack of awareness is a consistent challenge identified in past reports and effectively communicating with students is at the root of this challenge. Findings from this year's ITSAC surveys indicate

that in-person contact is the most preferred model of support therefore, increasing opportunities for students to receive in-person contact is recommended. Enhancing communication and engagement with faculty can also promote more effective communication with students since instructors have the most frequent in-person contact with students.

2. **Social Media:** The trend toward an increasing use of social media continues to be reported by students. Improving our social media presence, and connecting with students where students get connected, can ameliorate the lack of awareness about IT-related services on campus.
3. **ITSAC Surveys:** Utilizing a standard ITSAC survey made it easier for student reps to distribute questions to their constituents. Questions were designed to facilitate learning by participating in the survey.
4. **Open Forum:** Although students did not generally have a list of topics for discussion, they were fully engaged during open forum and requested more time allocated to open discussions in the future.
5. **Staff Representative/Membership:** Creating a forum for a diverse group of students to provide feedback about campus IT is an important aspect of the ITSAC committee. Communicating that feedback directly to IT admins in the colleges will provide additional opportunities for information sharing between students and college admins. Leveraging college admins has been identified in past reports as an effective way to communicate with students. Last year, there was no representation from ITSIG and this year, the representative was a member of CCS. To encourage more effective communication, it would be beneficial to recruit IT admins from the colleges to represent ITSIG on future committees. Rather than recruiting one ITSIG representative for the entire academic year, it may be more beneficial and appealing to recruit a number of members that would be willing to commit to attending one meeting per year.
6. **Student Representatives/Membership:** Student government executives maintain full course loads and serve on numerous committees. The challenge of competing with multiple obligations and options translates into vacancies on many committees. With the recruitment of substantially more member at large candidates than required, we were able to alleviate the strain on executive groups having difficulty filling their ITSAC position. Not only were members at large fully engaged, their consistent rate of responsiveness and attendance demonstrated an interest beyond obligation.
7. **Recruitment:** Student government elections and delays setting up their listservs hindered some student groups in forming their own executive, let alone signing up members for committee work. Rather than starting ITSAC meetings in September, delaying the first meeting until October is recommended.
8. **Partnerships:** In addition to students, the lack of awareness about IT services on campus extends to faculty. Students have reported that the use of technology can be outdated and stifled, or heightened, by their instructor. Fostering partnerships with instructors is recommended, especially in subject areas with assignments relying on specific software or services.

## Acknowledgements

Thank you to all the student representatives who served on this year's committee. Your interest and efforts are very much appreciated. Thank you to our guest speakers for taking the time to share insights and initiatives with us. Thank you to staff members, Sarah, Randy, Jyll and Chris for contributing to the planning, participation and enthusiasm necessary for another successful year.

Interesting and engaging meetings don't happen on their own - my sincere thanks to you all for your support and dedication throughout the year.

## Appendix A – Survey Results

### Survey #1 – IT Security & Software Distribution

#### 1. How do you set your account passwords?

#	Answer		Response	%
1	I use the same password for every account		71	51%
2	I set a different password for every account		62	45%
3	I use a password manager		6	4%
	Total		139	100%






Statistic	Value
Min Value	1
Max Value	3
Mean	1.53
Variance	0.34
Standard Deviation	0.58
Total Responses	139

#### 2. Do you have anti-virus software downloaded on your computer?

#	Answer		Response	%
1	Yes		102	73%
2	No		37	27%
	Total		139	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.27
Variance	0.20
Standard Deviation	0.44
Total Responses	139



### 3. Which anti-virus software do you use?

#	Answer		Response	%
1	McAfee		29	29%
2	Norton		26	26%
3	Avast		11	11%
4	AVG		10	10%
5	Other		23	23%
	Total		99	100%

Other
ansdjhhs
Kaspersky
ESET
Bitdefender
Windows defender
I don't know best buy did it for me
bitdefender
Kaspersky
Malware Bytes
Endpoint
Windows Defender
Panda
ESET NOD 32
Apple

Statistic	Value
Min Value	1
Max Value	5
Mean	2.72
Variance	2.41
Standard Deviation	1.55
Total Responses	99

### 4. Did you download your anti-virus for free from the CCS Software Distribution site? [www.guelph.onthehub.com](http://www.guelph.onthehub.com)

#	Answer		Response	%
1	Yes		8	30%
2	No		19	70%
	Total		27	100%



Statistic	Value
Min Value	1
Max Value	2
Mean	1.70
Variance	0.22
Standard Deviation	0.47
Total Responses	27

**5. What are some of the warning signs that an email is a scam? Check all that apply.**

#	Answer	Response	%
1	Severe consequences for inaction	82	62%
2	The sender's email address does not match the organization's website	90	68%
3	Promises that are too good to be true	100	75%
4	Asking for your account information and/or password	123	92%

Statistic	Value
Min Value	1
Max Value	4
Total Responses	133

## Survey #2 – Data Resource Centre (DRC)

### 1. Have you heard of the Data Resource Centre (DRC)?

#	Answer		Response	%
1	Yes		8	22%
2	No		28	78%
	Total		36	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.78
Variance	0.18
Standard Deviation	0.42
Total Responses	36

### 2. Did you know that the DRC offers support for statistical/geospatial data, data analysis and web surveys?

#	Answer		Response	%
1	Yes		5	63%
2	No		3	38%
	Total		8	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.38
Variance	0.27
Standard Deviation	0.52
Total Responses	8

### 3. Where is the DRC located?

#	Answer		Response	%
1	University Centre		0	0%
2	Summerlee Science Complex		1	13%
3	McLaughlin Library		7	88%
4	Rozanski Hall		0	0%
	Total		8	100%

Statistic	Value
Min Value	2
Max Value	3
Mean	2.88
Variance	0.13
Standard Deviation	0.35
Total Responses	8

#### 4. Have you used ArcGIS, SPSS, SAS, MatLab, Stata, Maple, or NVIVO software for any of your courses?

#	Answer	Response	%
1	Yes	28	78%
2	No	8	22%
	Total	36	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.22
Variance	0.18
Standard Deviation	0.42
Total Responses	36

#### 5. At the time you used the program(s), were you aware that the DRC offered support for the program?

#	Answer	Response	%
1	Yes	2	7%
2	No	25	93%
	Total	27	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.93
Variance	0.07
Standard Deviation	0.27
Total Responses	27

**6. If we wanted to spread the word to improve student awareness about the DRC, what would the best method of communication be (in-class? other location?). Please explain.**

**Text Response**

Online, on the university's website: if students are looking for help, I think it's the first place they would look

Email, Courselink.

In-class (where it is relevant), on Courselink (in classes that are relevant)

Discussing it in class.

Definitely in-class, Postering, Email, Word of mouth

In class or email to class

In the class that we use those programs

In class and on the specific CourseLinks where the software is used

In class, get a prof to post it or talk about it.

in class! everyone goes :)

In class, especially during in-lab sessions where students may be using the software.

In class if students are going to need DRC

in class announcements more advertising around campus

In class (particularly ones that use this software) and through emails. These are the two places I'd most likely gain this kind of information from.

Use mass email to communicate, or have an announcement during lecture or on the course's Courselink

in class, library advertisements and through college emails - many students would be reached by these methods

Email, maybe inclass or flyers in a lecture hall.

In class as well as emails.

In-class would be best as I usually attend all lectures.

Email

Posters that are outside classrooms, I always read them while waiting for class. In class isn't always best as most people would just like to get started and get annoyed by presentations before the lecture. Have profs that use the programs tell their students about DRC.

Classes. Particularly those that use the software. first year classes would be ideal so people know about it right away. Calculus 1200 for example uses maple. That would be a good place to make an announcement at the beginning of the year. Or post in computer labs in buildings with the software that is supported. Like thorn or the library where matlab etc are available. That will help insure the information gets to the people who need it.

Oweek, orientations, and posters.

Early semester in-class would be best because there is largest attendance then.

If you could get permission to post a pdf file on Courselink (for a the courses that could benefit from it) about what it is and how to use, then that information would always be there for anyone who wants to try it.

In-class talks about the DRC.



Schools social media pages or class

I would love to hear more! Perhaps by running a info session. In class also works!

Statistic	Value
Total Responses	28

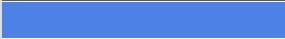

## Survey #3 – Library IT

### 1. Do you own a printer?

#	Answer		Response	%
1	Yes		128	81%
2	No		31	19%
	Total		159	100%



Statistic	Value
Min Value	1
Max Value	2
Mean	1.19
Variance	0.16
Standard Deviation	0.40
Total Responses	159

### 2. Have you ever printed something in the Library?

#	Answer		Response	%
1	Yes		96	60%
2	No		63	40%
	Total		159	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.40
Variance	0.24
Standard Deviation	0.49
Total Responses	159

### 3. Have you ever used the Library website from off campus to access books, journal articles, e-books or other Library resources?

#	Answer		Response	%
1	Yes		135	85%
2	No		24	15%
	Total		159	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.15
Variance	0.13
Standard Deviation	0.36
Total Responses	159

#### 4. Did you experience trouble accessing library resources from off campus?

#	Answer	Response	%
1	Yes	26	20%
2	No	107	80%
	Total	133	100%

Yes
Too many authentication processes couldn't log in sometimes; couldn't access materials sometimes Sometimes in regard to journals
Some, web advisor gives me a lot of trouble sometimes single sign in service would not work, and I would be unable to access articles
Mental Measurements Journal was hard to figure out from off campus, had to sign in through Primo rather than through the typical single sign-on screen
On some occasions, I had to log on multiple times trouble signing in to the Primo website
sometimes only the first page of journal articles is available
Broken link to a journal article
Only sometimes, when needing to sign in to my account
a book is not online, but the library page says it is there.
it was kind of a confusing layout

Statistic	Value
Min Value	1
Max Value	2
Mean	1.80
Variance	0.16
Standard Deviation	0.40
Total Responses	133

## 5. Have you ever used one of the public computers in the Library?

#	Answer		Response	%
1	Yes		110	70%
2	No		47	30%
	Total		157	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.30
Variance	0.21
Standard Deviation	0.46
Total Responses	157

## 6. What did you do on the computers? Check all that apply



#	Answer		Response	%
1	Check email		75	68%
2	Search for a Library resource (journal articles, books...)		70	64%
3	Access CourseLink		80	73%
4	Other		46	42%

Other
Help people on the computers (IT Help Desk)
Work/word processing/other
Replace my personal computer while it was broken
used to send something to print
Did assignments in word documents
Print a document or notes
Used Microsoft office programs
Use a program that is on the schools computers but not on my laptop
LAS accessibility software, google drive
Assisted students using the computers from the IT Help Desk
webadvisor
Microsoft Word for homework
print
print stuff
Access WebAdvisor to check my schedule
printing
Email to print things
Scanning
Printed documents
print
Printing
print
For the printer.
We advisor (add drop courses)
check social media
Personal errands
Use Gaussian software.
Write a paper
Upload .doc files to courselink, since I don't have Microsoft Word on my computer.
writing essays
print
Print
print a document from a USB
Complete assignments

Statistic	Value
Min Value	1
Max Value	4
Total Responses	110



## 7. Do you use computers in other computer labs on campus?

#	Answer		Response	%
1	Yes		86	55%
2	No		71	45%
	Total		157	100%

Statistic	Value
Min Value	1
Max Value	2
Mean	1.45
Variance	0.25
Standard Deviation	0.50
Total Responses	157

**8. What building is the computer lab in that you've used?**

Text Response
Reynolds and Thorn
Thornborough
OVC
Thornborough
Mackinnon
crop science
Bovey Building
Thorn and SSC
Alexander Hall
mackinnon
Thorn
Hutt
Mackinnon
Mackinnon
MCKN
Library, McKinnon
mackinnon
Reynolds, Thorn
Mackinnon
mackinnon
Thorn, Reynolds
Thornbrough, Reynolds
Thrn
Thorn
Thorn
ThornBorough
REYN, THRN, SSC
Thorn
Thornborough
Thorn
Thornborough, Richards
Thornborough mainly
Reynolds and Thornborough
Science Complex
Thornburgh
Thornborough
SSC
THRN
Thorn
thorn
Reynolds / Thornbrough
Thorn borough
Thornbrough
Thornbrough
Thorn

Thornbrough Building
Thornbrough Building
Richards
Reynolds and Thornborough
Reynolds
Science complex, thornborough
THRN
Thrn
MacKinnion
THRN
THRN REYN
Thorn, Reynolds
Thornborough
Thornbrough
Thorn
Science complex
McKinnon
Thornbrough
The engineering building
Thornbrough
Macnoughton
McKinnon
Mackinnon
Thornbrough and Reynolds buildings
THRN
Thornbrough
MacNaughton
THORN
McNaughton
UC
MacNaughton, Science complex
Hutt
THRN
Science Complex
Thorn

Statistic	Value
Total Responses	80

**9. Do you get Library news or information from any of the Library's social media accounts? Check all that apply**

#	Answer		Response	%
1	Twitter @UGLibrary		19	12%
2	Instagram @UGLibrary		10	6%
3	Facebook McLaughlin Library		13	8%
4	I do not get Library information from social media		121	78%

Statistic	Value
Min Value	1
Max Value	4
Total Responses	156

**10. Why not? Check all that apply**

#	Answer		Response	%
1	Not interested in following the Library on social media		68	58%
2	Weren't aware the social media accounts existed		69	58%
3	Other		9	8%

Other
I do not use social media other than LinkedIn.
don't use social media
don't really use social media
I don't use most social media
didn't know there werw computers any where other than the library
Hate social media
i am not on social media
2899250007
Only check social media in the event of a service outage

Statistic	Value
Min Value	1
Max Value	3
Total Responses	118

## Survey #4 – Wireless, IT Support & GryphLife

**1. If you needed IT support while on campus, which option would you prefer? Rank in order of preference.**

#	Answer							Total Responses
1	Phone	7	18	10	11	10	1	57
2	In person	27	12	6	9	3	0	57
3	Email	5	7	22	14	9	0	57
4	Online - Live chat	8	16	13	13	6	1	57
5	Online - FAQ page	8	4	6	10	29	0	57
6	Other	2	0	0	0	0	55	57
	Total	57	57	57	57	57	57	-

Other
By carrier pigeon
Google

Statistic	Phone	In person	Email	Online - Live chat	Online - FAQ page	Other
Min Value	1	1	1	1	1	1
Max Value	6	5	5	6	5	6
Mean	3.04	2.11	3.26	2.93	3.84	5.82
Variance	1.89	1.70	1.30	1.67	2.17	0.86
Standard Deviation	1.38	1.30	1.14	1.29	1.47	0.93
Total Responses	57	57	57	57	57	57

**2. Listed below are the various methods to get IT support on campus. Please provide answers regarding your awareness/past use of these methods.**

#	Question	I was not aware of it	I am aware of it but haven't used it	I have used this service	Total Responses	Mean
1	Website - uoguelph.ca/ccs	8	19	33	60	2.42
2	Help Centre - Phone x58888	15	24	21	60	2.10
3	Help Centre - Email 58888help@uoguelph.ca	17	23	20	60	2.05
4	IT Help Desk on the first floor of the Library	6	21	32	59	2.44
5	Twitter - @CCSNews	28	25	7	60	1.65
6	Service Updates Page on the CCS Website	19	21	20	60	2.02

Statistic	Website - uoguelph.ca/ccs	Help Centre - Phone x58888	Help Centre - Email 58888help@uoguelph.ca	IT Help Desk on the first floor of the Library	Twitter - @CCSNews	Service Updates Page on the CCS Website
Min Value	1	1	1	1	1	1
Max Value	3	3	3	3	3	3
Mean	2.42	2.10	2.05	2.44	1.65	2.02
Variance	0.52	0.60	0.62	0.46	0.47	0.66
Standard Deviation	0.72	0.77	0.79	0.68	0.68	0.81
Total Responses	60	60	60	59	60	60

**3. If the campus is experiencing a service outage (e.g., network is down), what do you think would be the best method of**



**communication to keep students updated? Where would you go for information?**

## Text Response

Email and Facebook

alert on the U of G website or on courselink.

E-mail. Most students have data plans to access the internet.

Gryphmail

Web page (not helpful I know), facebook

E-mail

Email, main UofG webpage, social meda

email

Twitter and CCS website

Mass email + Social Media

gryph mail or courselink

Email or CourseLink (if campus webpages are still working).

Guelph main page

Email and twitter

Facebook, word of mouth, posters

email.

Gryph mail/courselink and at the help desk in the library

Class room, academic department, IT Help Desk, U of G switchboard

Social media (Facebook, etc.) before the university's home page.

I think the best method should be using message and phone call. I think we can go to library or University Centre to acquire the information.

The IT help desk

Text message

Posters (ex UC, major buildings), social media (people usually have data)

Word of mouth, social media

Webpage notification - or anything searchable with Google

Sign or info in the Library or UC

Main UoG website

Email or facebook page

UoGuelph main page of website

This information should be posted on the University homepage immediately. And perhaps a third party site as well

Email: Can still check on phones

Banners and posters

Facebook and Twitter since most people have data access on their phones. i.e if UoG is down AND the internet is down on campus...we can still receive the information.

email; main university webpage

Twitter

uoguelph.ca

Website

Text message + email

Twitter @CCSNews

Twitter, Facebook, social media

sign in library

email

text message  
 Twitter assuming students have other ways to get network (e.g. cellular)  
 over heard at guelph  
 I feel like sending a mass email would be the best way to communicate to students as I feel many students check their gryph mails daily, or even a courselink notifcation.  
 An external service such as Twitter or even Facebook. Although posting it on the campus site is generally a good idea, it may cause issues should the entire UoG network go down.  
 Email, many students can check their email still. Also, a text message if number was provided.  
 Twitter and the Service Updates Page on the CCS Website.  
 announcements, text messages, Posters  
 text message. I would go to the library and check the IT desk white board  
 Residence desk  
 University of Guelph website home page  
 No idea  
 Email  
 email  
 Library  
 Email or Courselink would be the best place for me because I check those regularly  
 Email  
 Courselink  
 Maybe through Courselink?  
 twitter  
 I would say university email, but the problem is when there is an outage those emails don't seem to get out. Maybe Facebook, I don't use Twitter, a popular 3rd party service I guess.

Statistic	Value
Total Responses	63

#### 4. Have you noticed any changes (negative or positive) over the past few years when using the WiFi service?

#	Answer	Response	%
1	Yes	44	69%
2	No	20	31%
	Total	64	100%

Yes	No
Faster, but seems to go down a lot certain places on campus still experience weak connectivity	I never experienced the change when using WiFi service. Not particularly...
Not having to use NAC Wireless sign in. It is generally faster but I found the first few months of "private only" a pain on PCs. On a Mac this is not an issue.	Been steady and consistent weak wifi
Much easier to access the secure system, more consistent & better coverage EXCEPT areas of ovc which are still poor, outages make me crazy Problems connecting devices at times, loses connectivity on and off	no I have only been here for one year
Unpredictable	I am a first year student therefore I have no prior experience with the WiFi service U of G offers
WiFi is not stable, hard to maintain connection the internet's been down more often in our lab lately	I haven't been here for over a year
The wifi has gone down a couple of times in the past little while	
There are random times when the WiFi would not work for a period of time before coming back on.	
Works much better. Can now support video chat!	
Ever since we switched to secure, there has been more wifi deadspots and outages	
I think I'm able to transition through campus with more hotspots	
Yes, I like UoG wifi secure better however now it seems to have gotten slower	
Eduroam sometimes cuts out	
improved connectivity and faster, overall. More stable but coverage hasn't improved in Mackinnon	
Positive - better faster	
Slowdowns; but also better coverage	
It got slower	
Secure Wireless makes it easier to keep your devices connected and is better than the Cisco NAC Agent problems that used to occur.	
Its generally better/more consistent	
It goes down more often	
reynolds wifi is bad	
There was a time when I could only access UoG websites and not other resources.	

WiFi ranges have increased, and I am more likely able to use the internet outdoors than a couple of years ago	
more outages this year on campus	
The WiFi over the years has been dropping in connectivity. I find it difficult to connect to the WiFi and constantly need to keep switching from eduroam to uofg wifi 2 and vice versa.	
Positive changes with the new wifi, easier to connect	
Harder to connect, doesnt work in all areas of the university	
more outages	
wifi sercruity v.s uof g guests why are there 2	
It's generally not good in residence buildings and in some parts of the UC, but is good throughout most other parts of campus.	
its faster	
UC wifi is not nearly as terrible as it was when I first arrived at the University 3ish years ago, but it still has it's problems sometimes. Forcing everyone onto secure was a good move, it seems.	

Statistic	Value
Min Value	1
Max Value	2
Mean	1.31
Variance	0.22
Standard Deviation	0.47
Total Responses	64

## 5. Which devices do you use to access WiFi on campus?

#	Answer	Response	%
1	Laptop	62	95%
2	Smartphone	61	94%
3	Tablet	20	31%
4	Other	0	0%

Other

Statistic	Value
Min Value	1
Max Value	3
Total Responses	65

## 6. How many devices do you usually have connected to campus WiFi at the same time?

#	Answer	Min Value	Max Value	Average Value	Standard Deviation	Responses
1	Number of devices	0.00	5.00	2.05	0.96	65

## 7. Are there areas on campus where you would like to access WiFi but are currently unable?

#	Answer	Response	%
1	Yes, please list the areas:	39	62%
2	No	24	38%
	Total	63	100%

Yes, please list the areas:

All residences

BAS lounge in Mackinnon, basement of Mackinnon has weak connection

The athletic centre; some areas of Mackinnon

Residences

bus loop, some washrooms

East village residence and Campus Bookstore

UC Cafeteria

AC! warmem, near the bus loop

It's sometimes really spotty in Lennox/Addington

OVC parking lot

UC, library

At bus platforms!!!!

The bus loops

SFOAC office, J green, athletic centre

RESIDENCE

Certain laboratory space in MacN. Also, residences

In the bus loop

Basement of Mackinnon (specifically the study area)

residence

Improved connectivity in UC and outdoors surrounding university buildings

Mackinnon, basement but also on the upper floors

Hockey Arenas.

Outside! But I know that is challenging

Area between the doors of the Library and Mackinnon, and that area to the UC entrance, including the plaza.

res

outside areas

I feel like the entire campus should have WiFi, but the gym would be nice so I could spotify when working out.

Mostly outside: Winegard/Reynolds Walk, and the bus loop

sometimes in UC by dentist office there is no signal

Brass Taps connection is not good at all! I am also unsure if you can connect to WiFi in the arboretum but that would be a good idea.

JT Powell building (at times)

the courtyard area outside the UC

Athletic Centre

Upper floors of south, all areas of the uc (some areas you don't get wifi)

outside

The University Center.

Bus terminal

In residences would be really wonderful.

Statistic	Value
Min Value	1
Max Value	2
Mean	1.38
Variance	0.24
Standard Deviation	0.49
Total Responses	63

## 8. Please rate the quality of campus WiFi based on the following:

#	Question	Low	Below Average	Average	Above Average	High	Total Responses	Mean
1	Speed	2	5	32	20	4	63	3.30
2	Reliability	3	11	33	17	0	64	3.00
3	Signal coverage	4	11	29	17	2	63	3.03
4	Overall satisfaction	1	8	26	22	5	62	3.35

Statistic	Speed	Reliability	Signal coverage	Overall satisfaction
Min Value	1	1	1	1
Max Value	5	4	5	5
Mean	3.30	3.00	3.03	3.35
Variance	0.70	0.63	0.84	0.76
Standard Deviation	0.84	0.80	0.92	0.87
Total Responses	63	64	63	62

## 9. In the past year, have you done any of the following on Gryphlife?

#	Answer	Response	%
1	Registered for a program	25	51%
2	Applied for a volunteer role	20	41%
3	Found a club or organization	26	53%
4	Voted in a student election	19	39%
5	RSVP'd to an event	27	55%
6	Other	7	14%



Other
none
No
Managed an organization, created a form, completed a form
Registered an organization
none

Statistic	Value
Min Value	1
Max Value	6
Total Responses	49