



**University of Wisconsin at Milwaukee
IT Assessment Project
Stakeholder Workshops**

February, 2001

Project Web Site: www.uwm.edu/Dept/Acad_Aff/ITReview

Stakeholder Workshop Objectives

- **Validate and expand stakeholder survey findings**
- **Identify understand issues & inhibitors to increasing the effectiveness of UWM's Information Technology (IT) resources**

Workshop Agenda

• Introduction

- ✓ Consultant introductions
- ✓ Project objectives & overview
- ✓ Session ground rules
- ✓ Participant introductions & expectations

• Validate / Refine Survey Findings

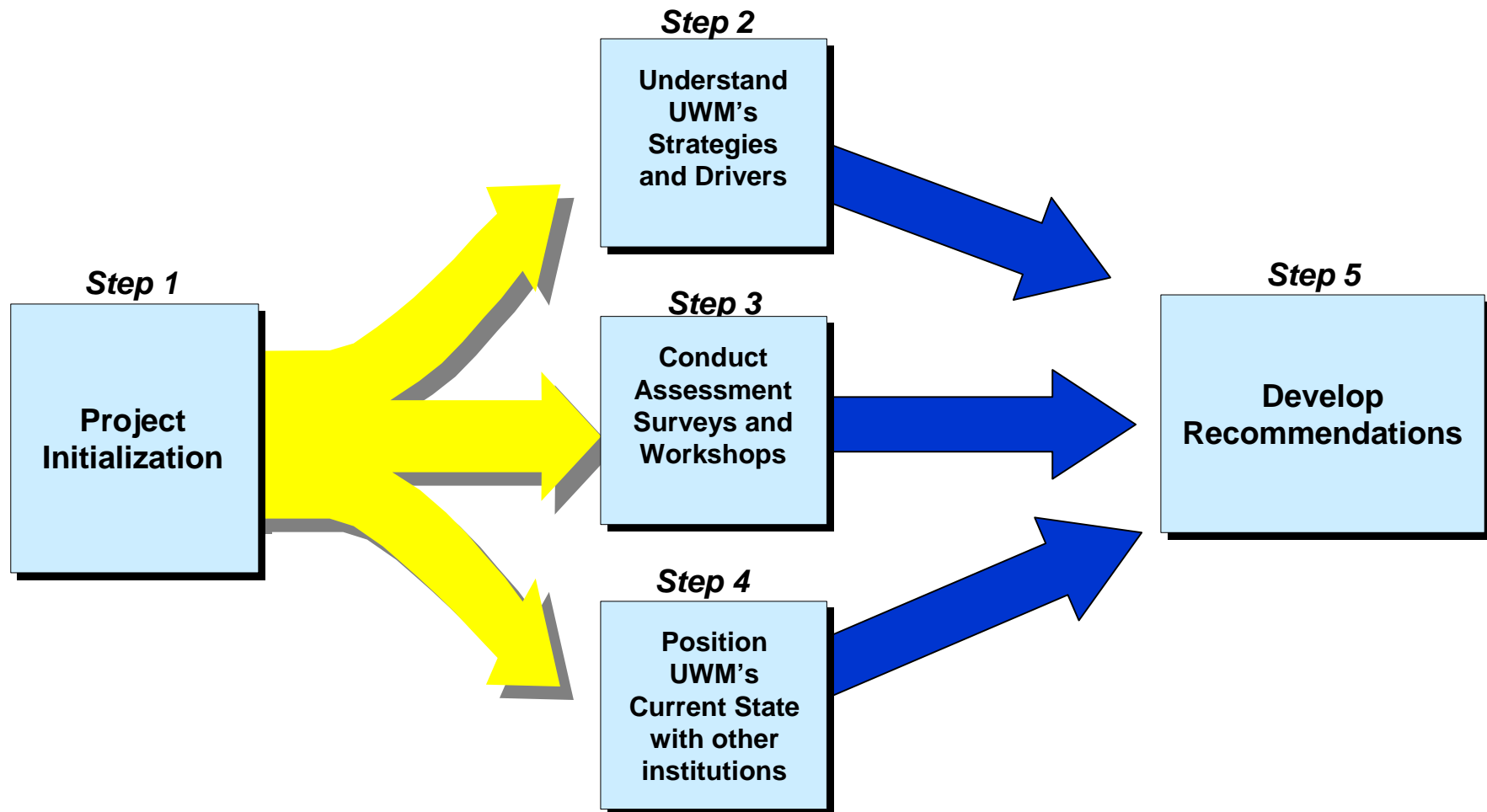
- ✓ Survey demographics
- ✓ Resource access
- ✓ Information access
- ✓ Support
- ✓ Inhibitors

• Identify additional inhibitors to stakeholder effective use of IT

- ✓ Cultural issues
- ✓ Communications & expectations
- ✓ Governance
- ✓ Organization
- ✓ Strategic planning
- ✓ IT Funding
- ✓ Environmental realities

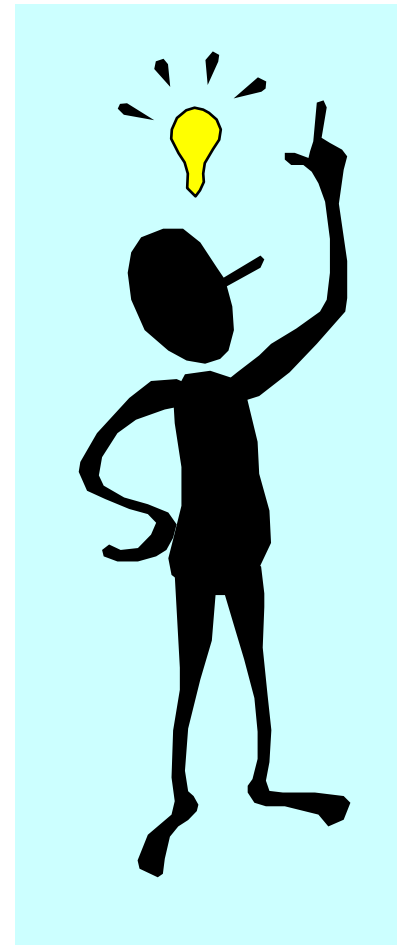
• Close

To improve UWM's use of IT, we have begun a study that assesses UWM's current IT environment and, combined with peer institution comparisons, develops improvement recommendations.



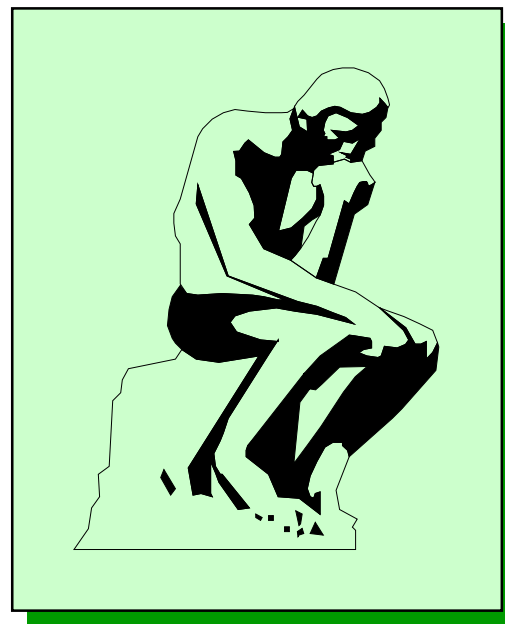
For today's workshop to be both efficient and effective, we will use these ground rules during the workshop:

- **Everyone is equal, everyone participates**
- **One meeting, one conversation at a time (no sidebars)**
- **Respect the speaker**
- **Silence will be taken as consensus**
- **Disagree with anything – but always have an alternative**
- **Others suggestions?**



Participant Introductions

- Your name
- Role (Student, Staff, Faculty or Researcher)
- Department or Major
- Years at UW - Milwaukee
- Session Expectations
- Project Expectations



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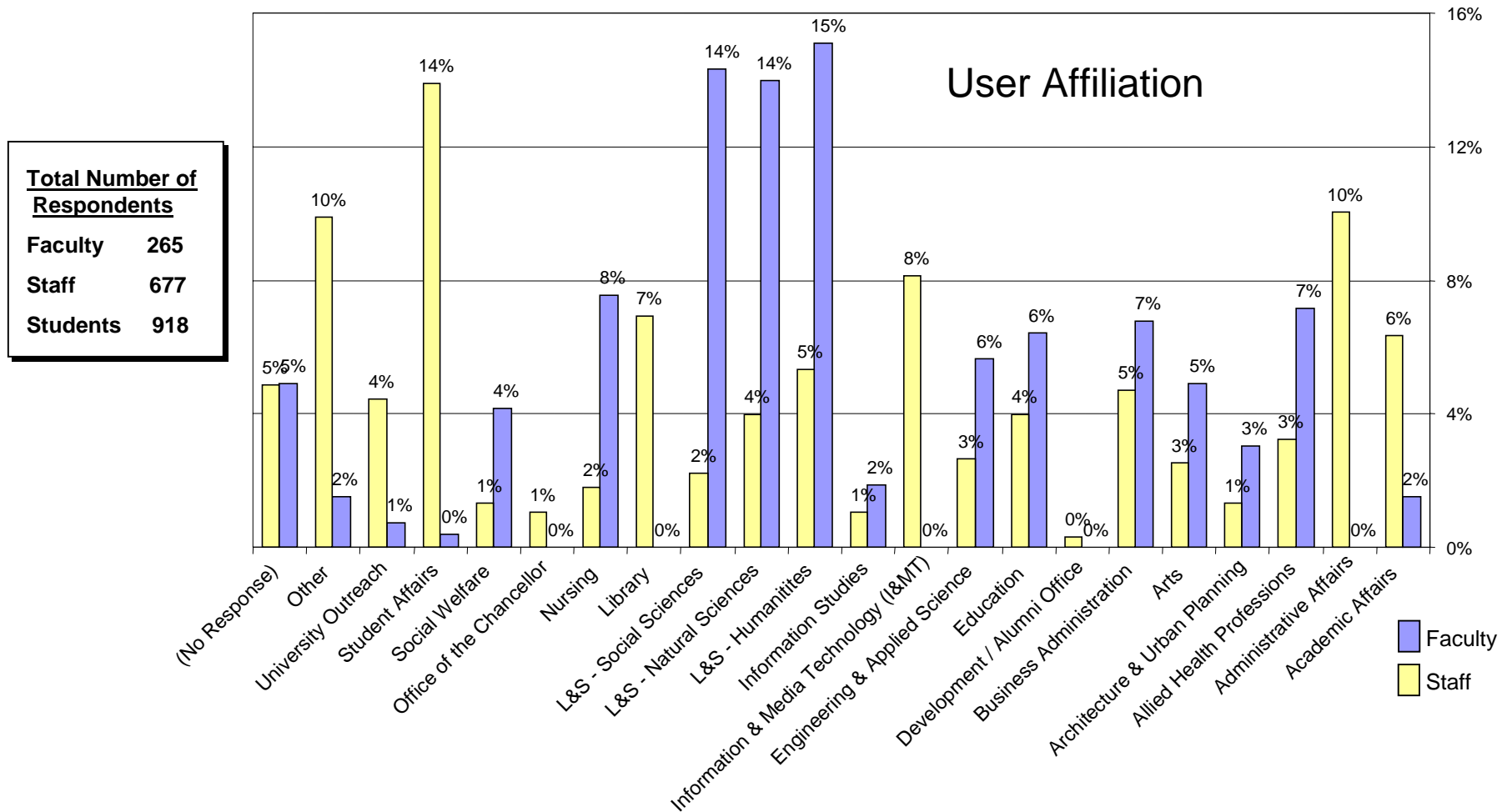
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- **Close**

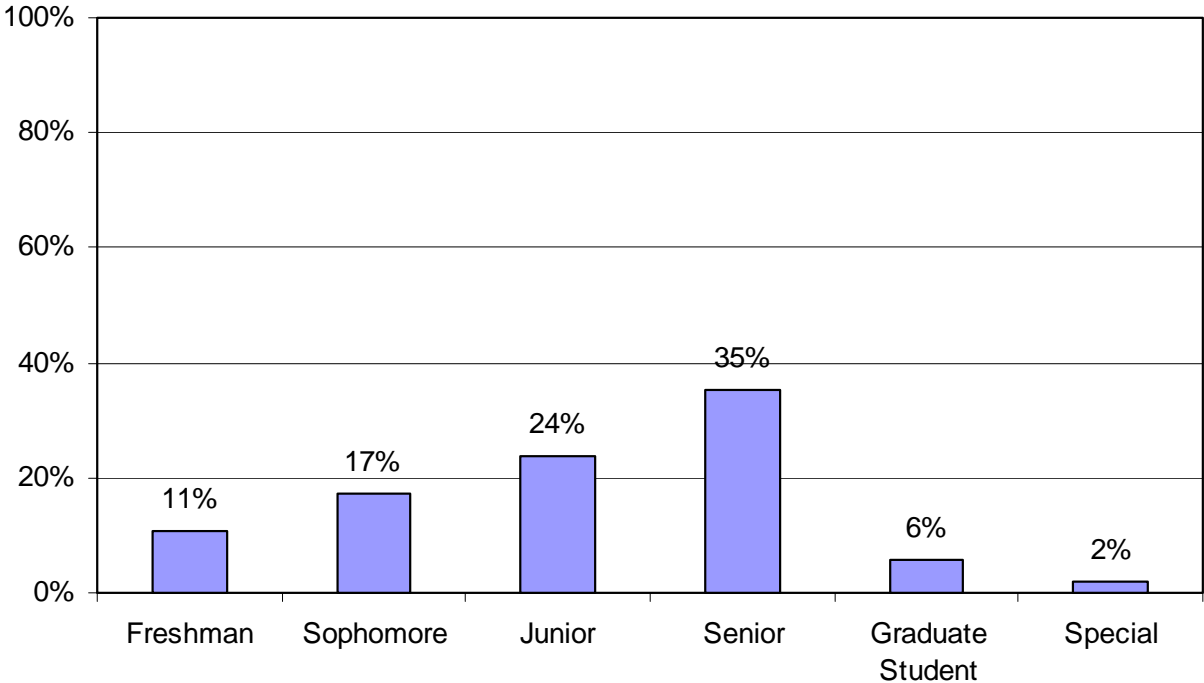
Most of UWM's colleges were represented in the faculty and staff survey responses.



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All class levels were represented in the survey and generally mirror the distribution of enrolled students.

Student Class Representation



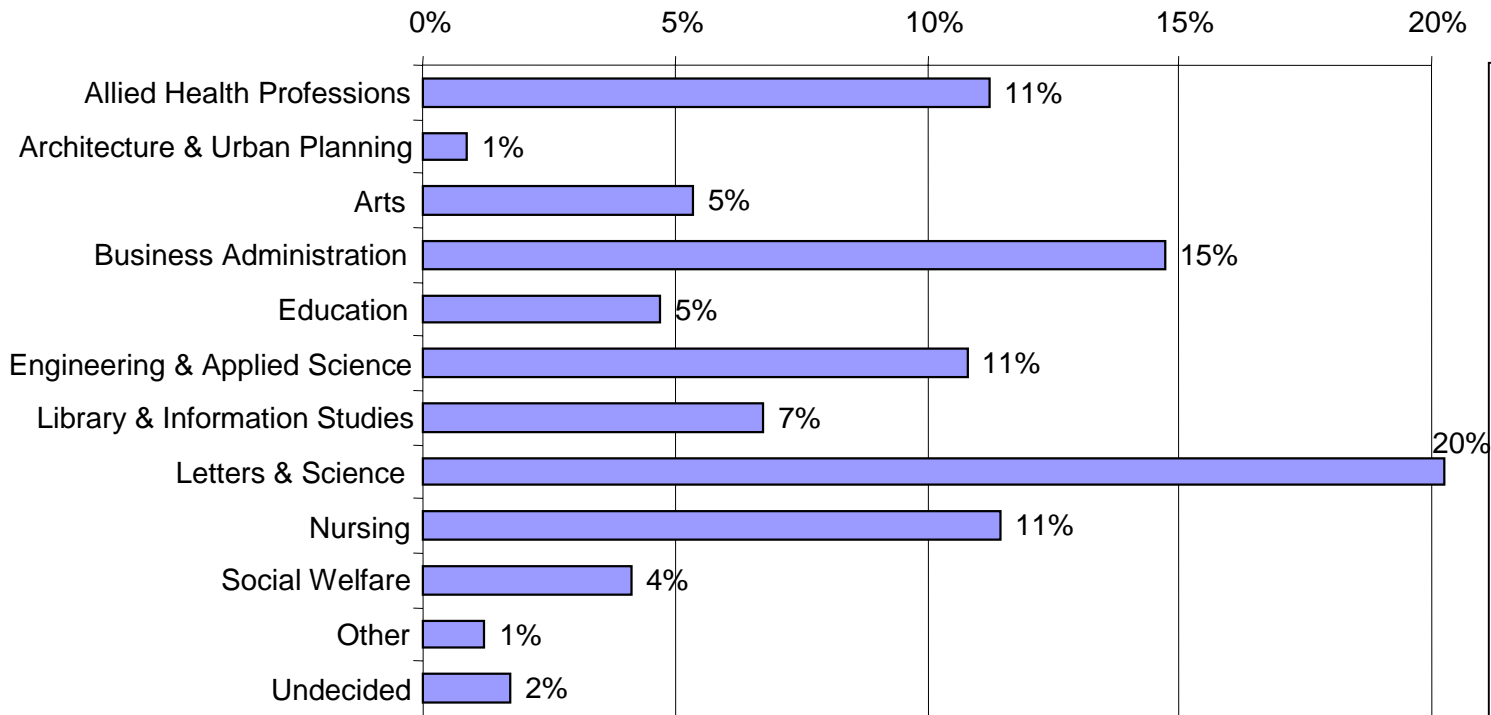
Student Distribution by Class

Freshman	20.1%
Sophomore	20.0%
Junior	13.7%
Senior	20.7%
Graduates	18.6%
Specials	6.9%

Source: UWM Fact Book for Fall 1999

All major areas of study were represented and generally mirrored the distribution of students by major over the entire University.

Primary Student Major



Student Distribution by Major

Allied Health	4.3%
Architecture	3.6%
Arts	6.5%
Bus Admin	17.3%
Education	11.8%
Engineering	7.7%
L & S	33.1%
Lib & IS	1.3%
Nursing	4.1%
Soc Welfare	5.2%
Other	5.1%

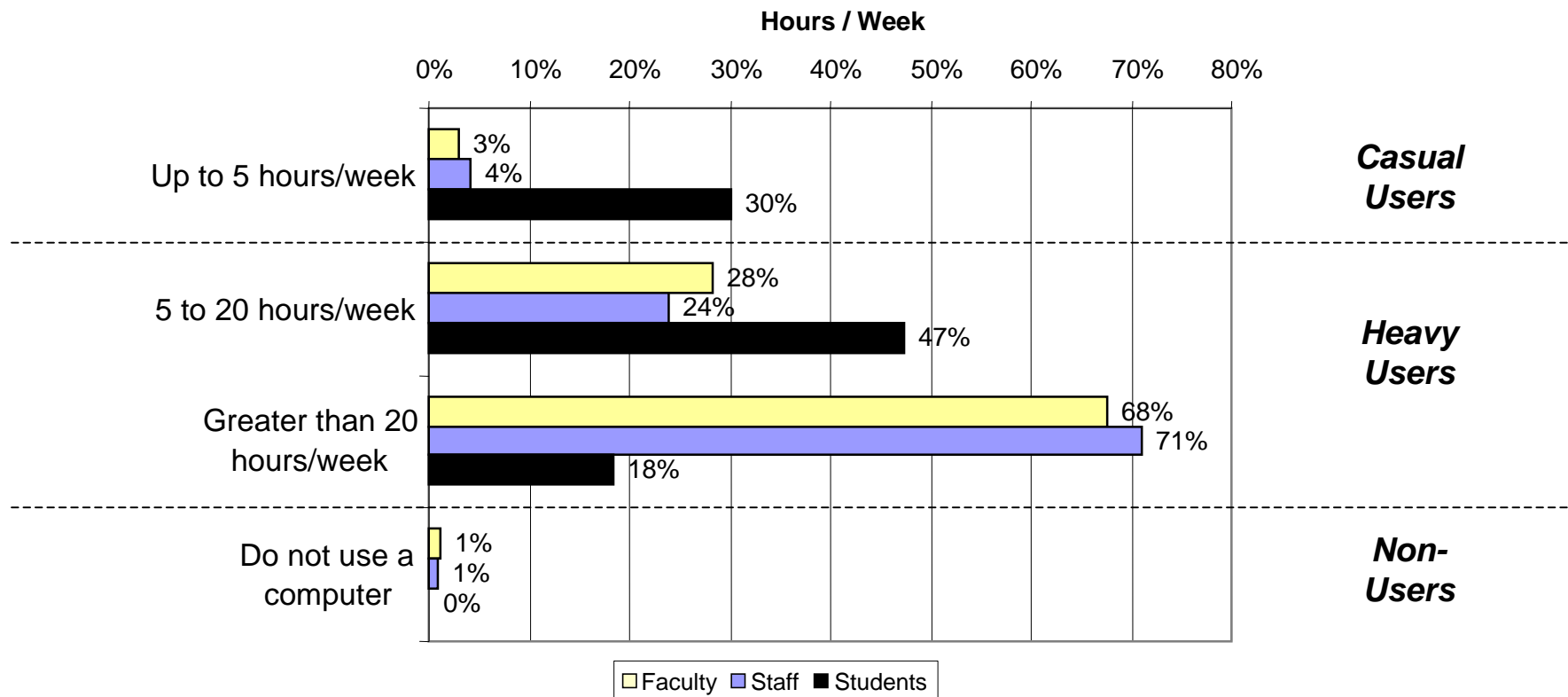
Source: UWM Fact Book for Fall 1999

SURVEY RESULTS

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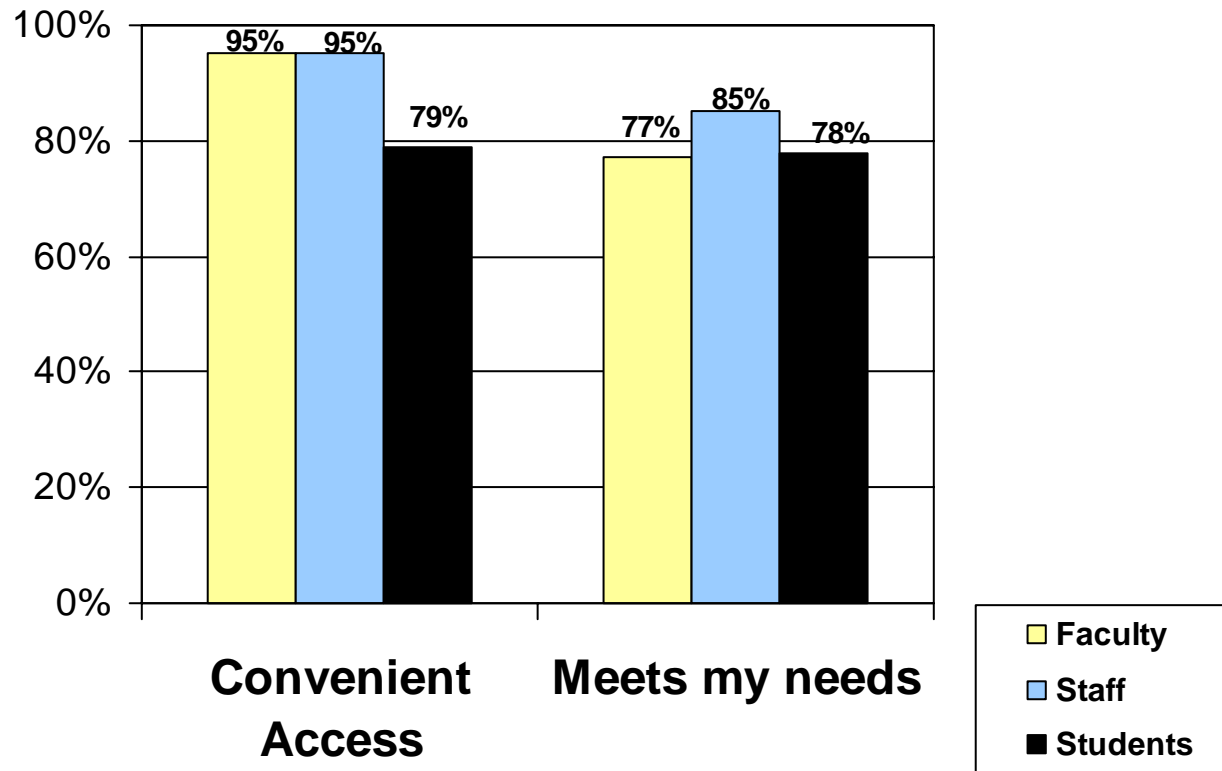
A high percentage of students identified themselves as casual users of IT, while a significant percent of faculty and staff claim to be heavy users.

On average, I use a computer/workstation:



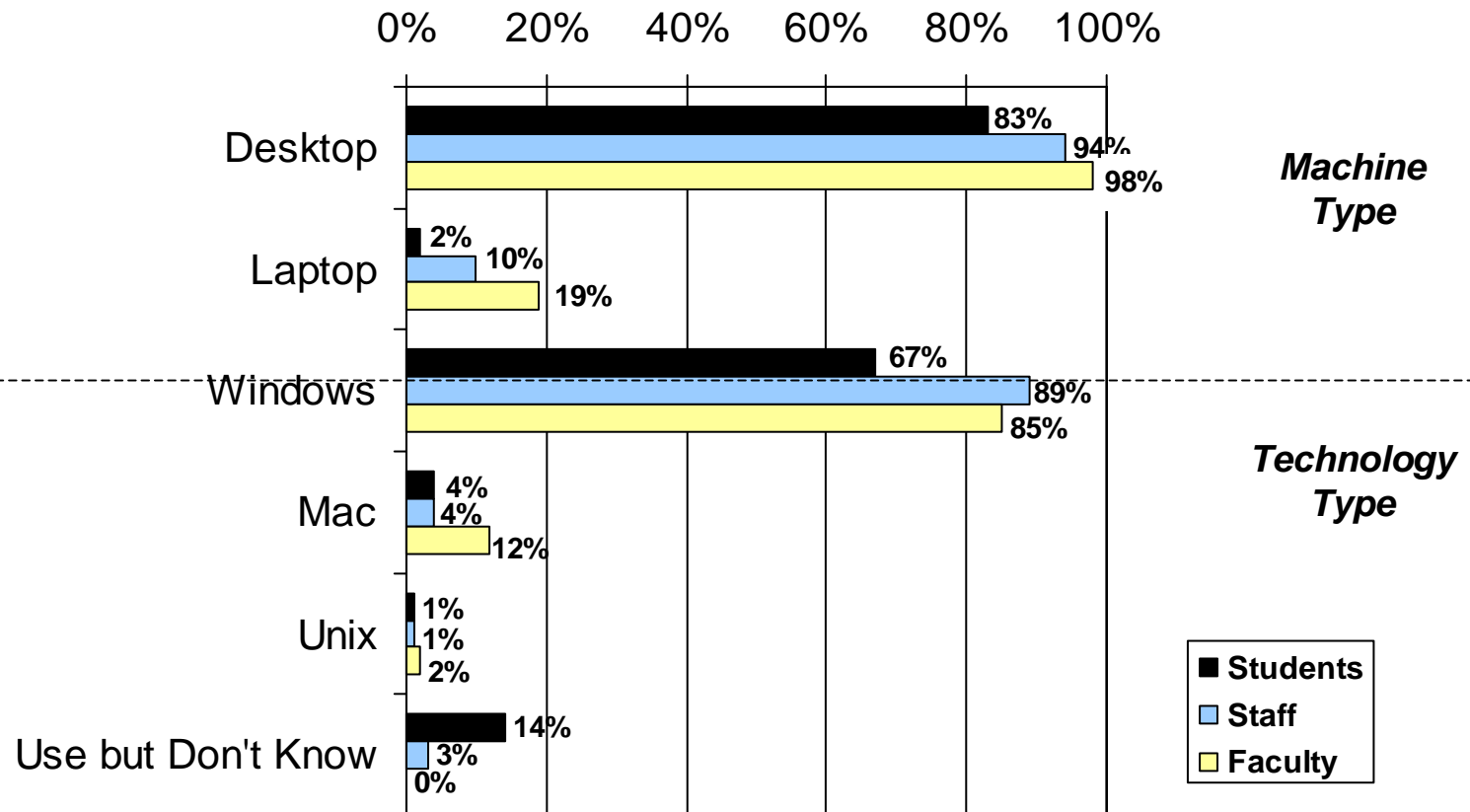
Most faculty, staff and students have convenient access to desktops that meet their needs.

Describe your access to a personal computer and your perception of its capability:



Most UWM owned computers are Windows desktop machines, with a significant level of faculty and staff access to UWM laptops.

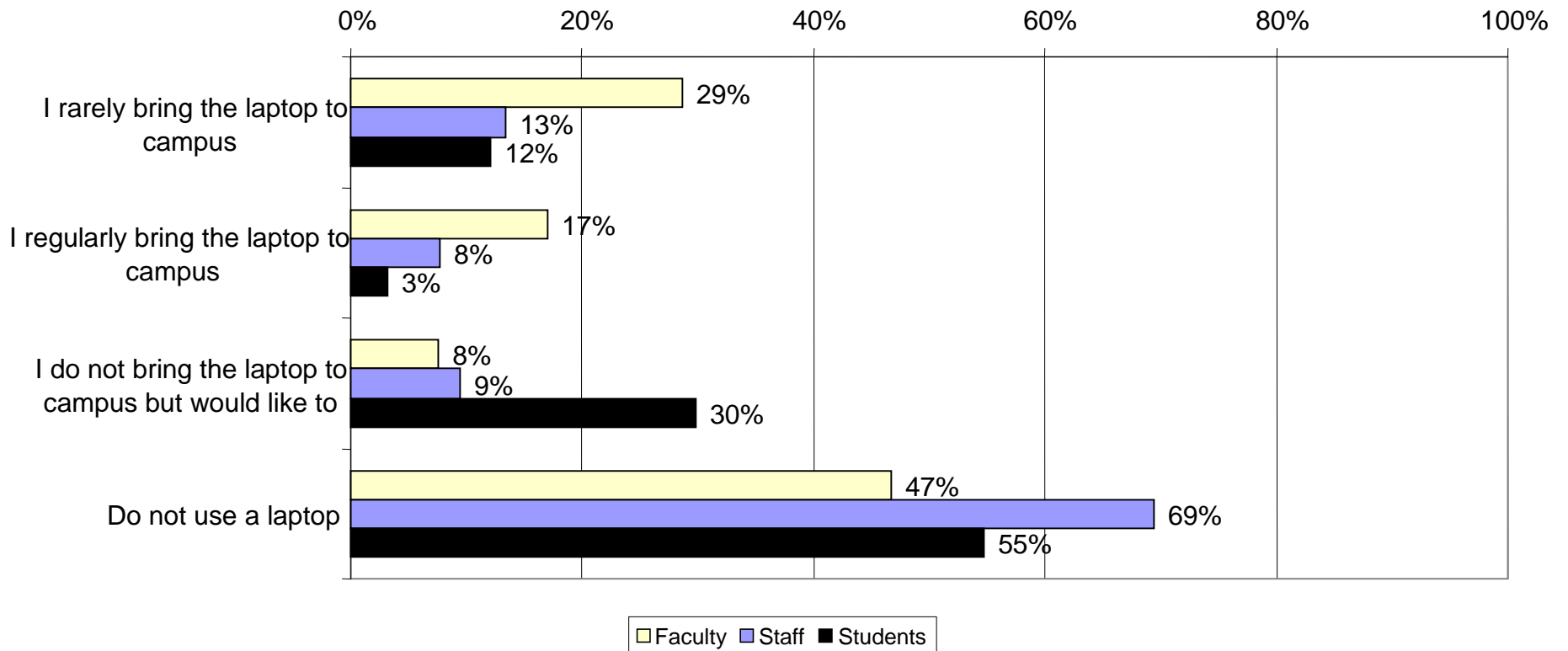
Describe the type of workstations used and its technology.



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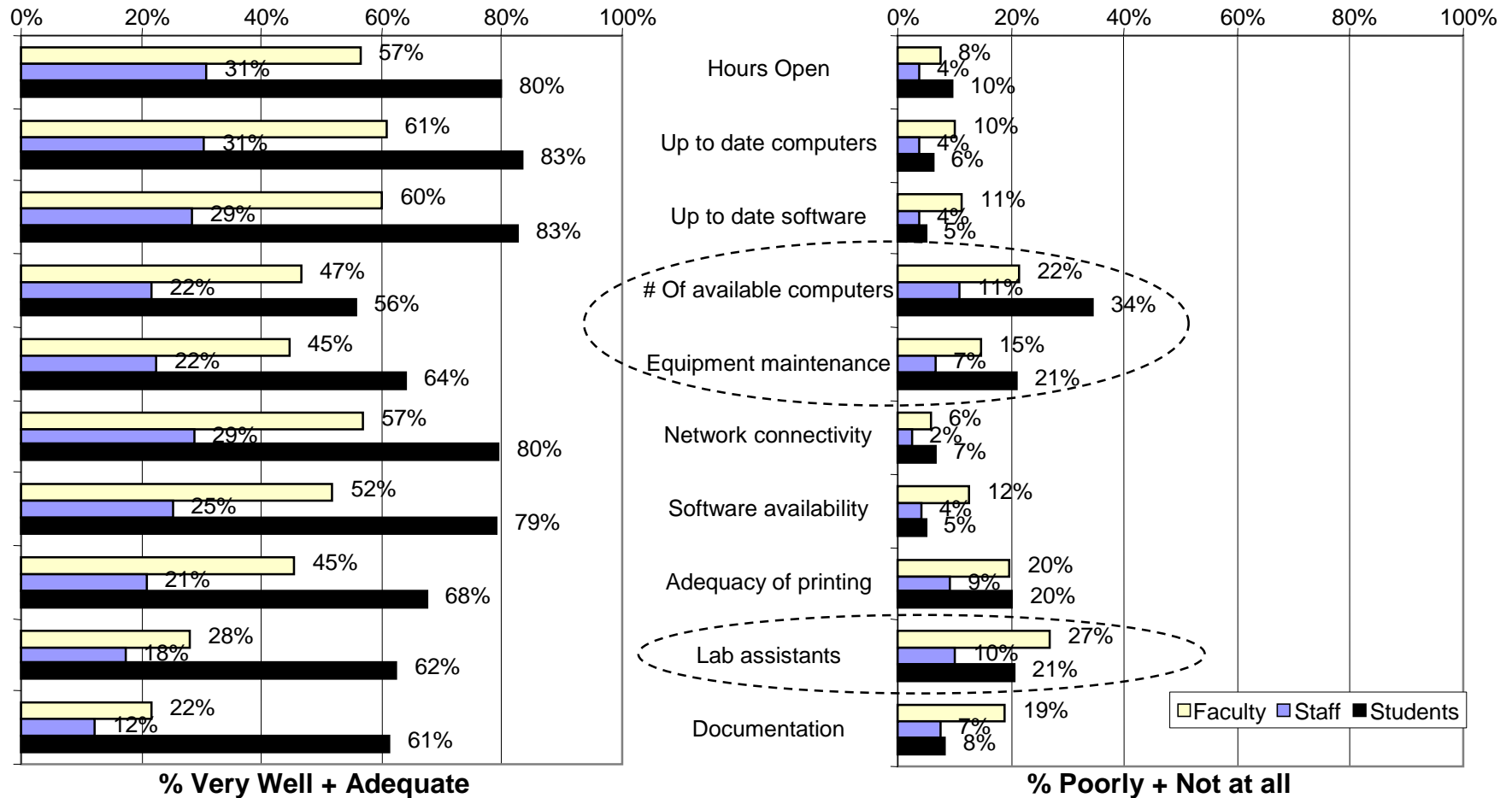
Survey respondents generally do not use laptops and of those who do, few regularly bring them to campus.

Describe your use of your UWM or personal laptop

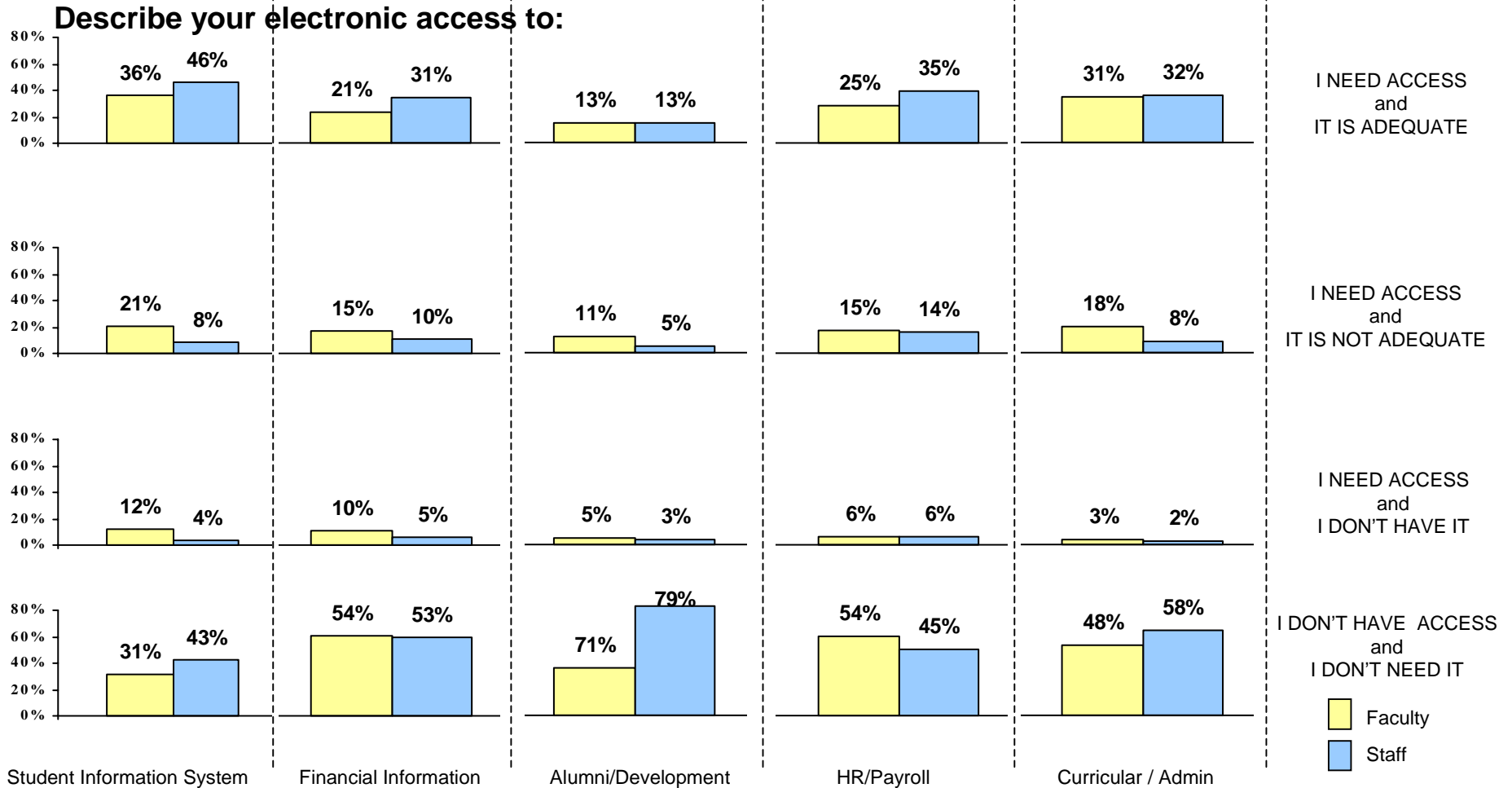


Students generally have a more positive view of the computer labs than do the faculty or staff. In general, most feel more computers, maintenance and lab assistants are needed.

How well do labs at UWM Meet Student Needs?

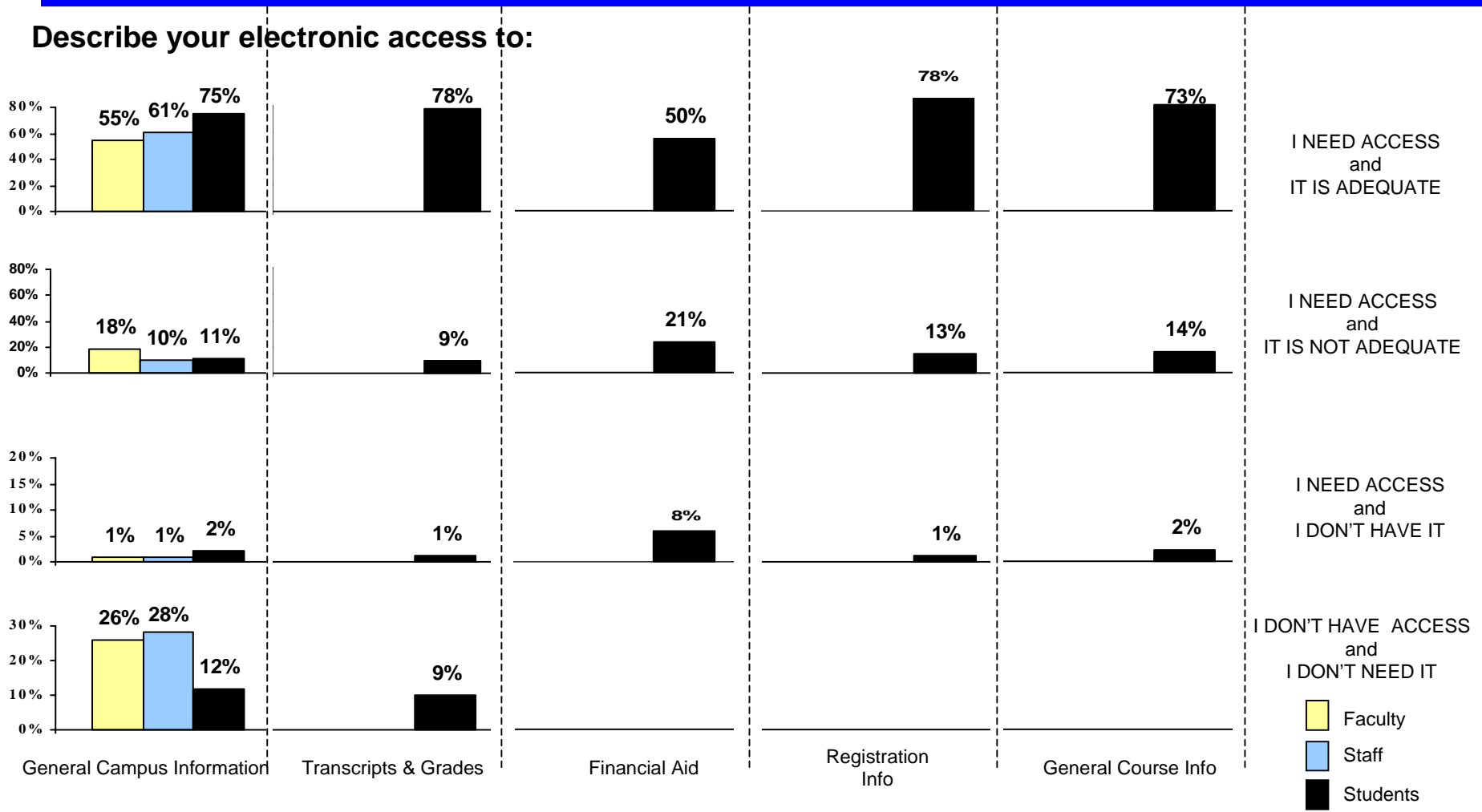


Faculty and staff access to UWM's administrative systems appears to be generally adequate, with some pockets of access need.



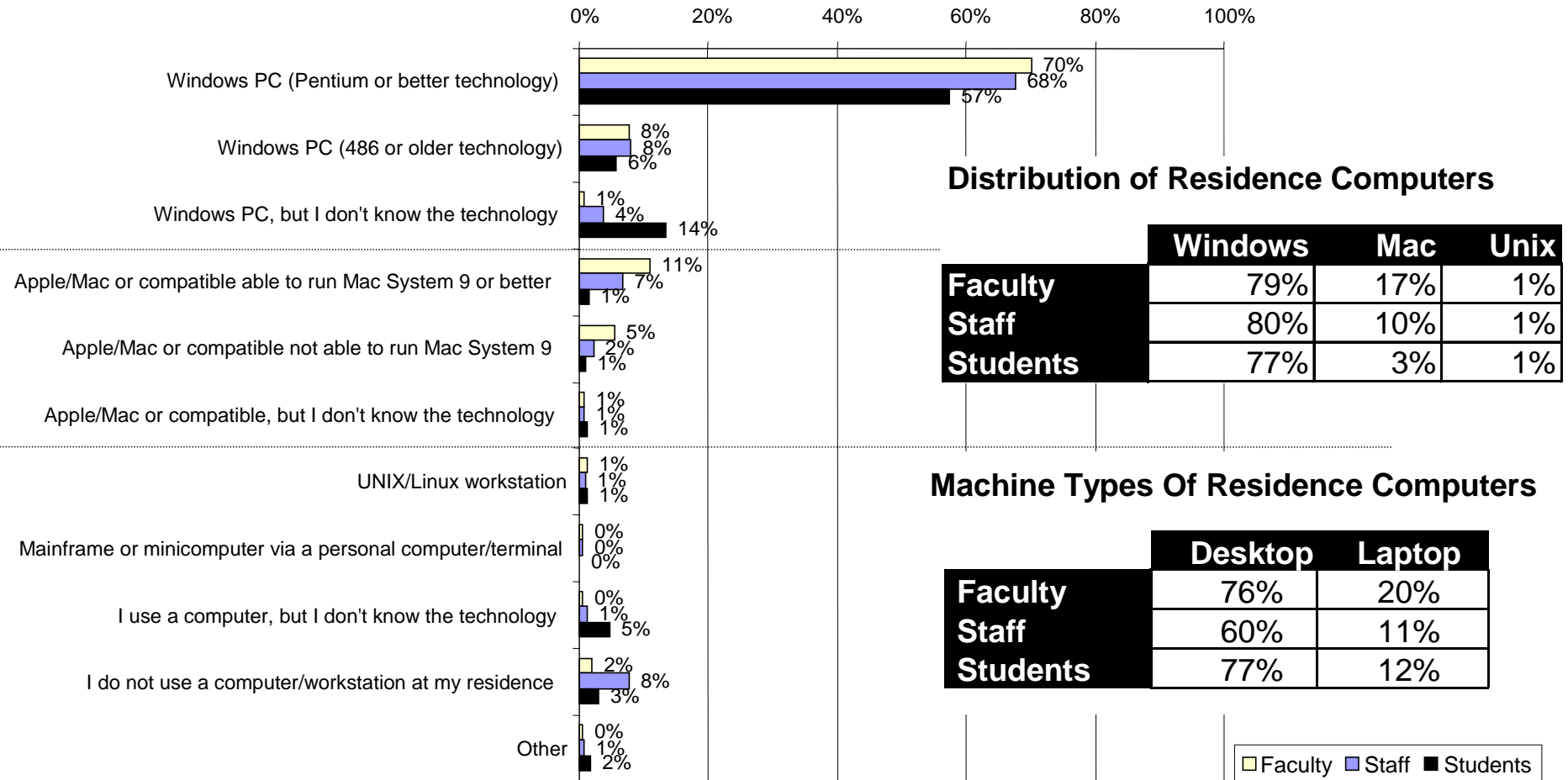
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Students also seem to have ready access to most of the administrative systems they need but desire additional access to financial aid systems.

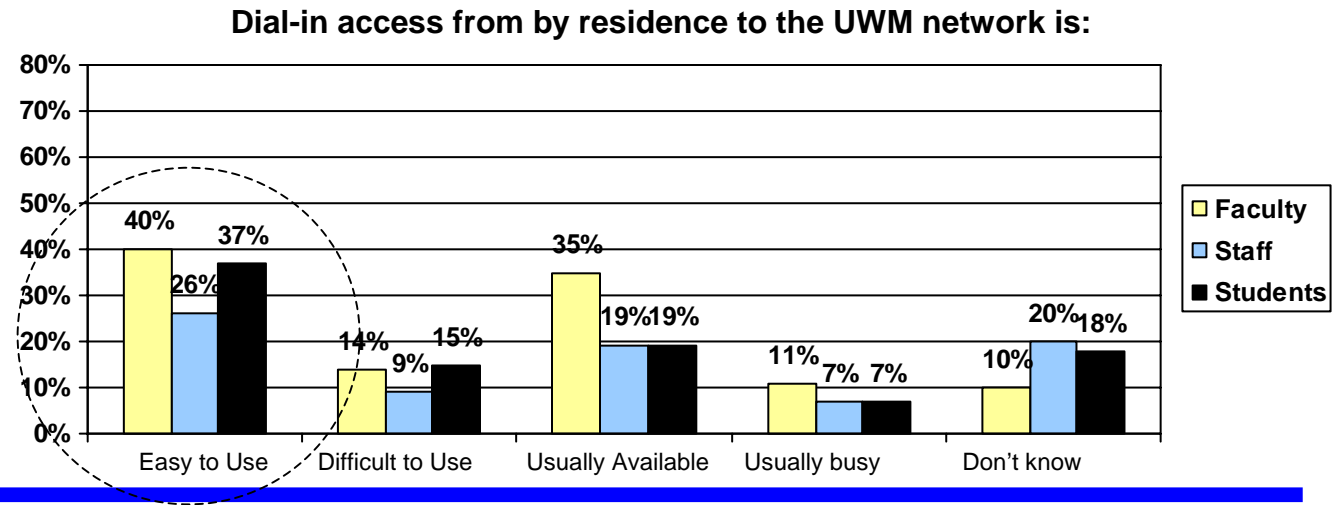
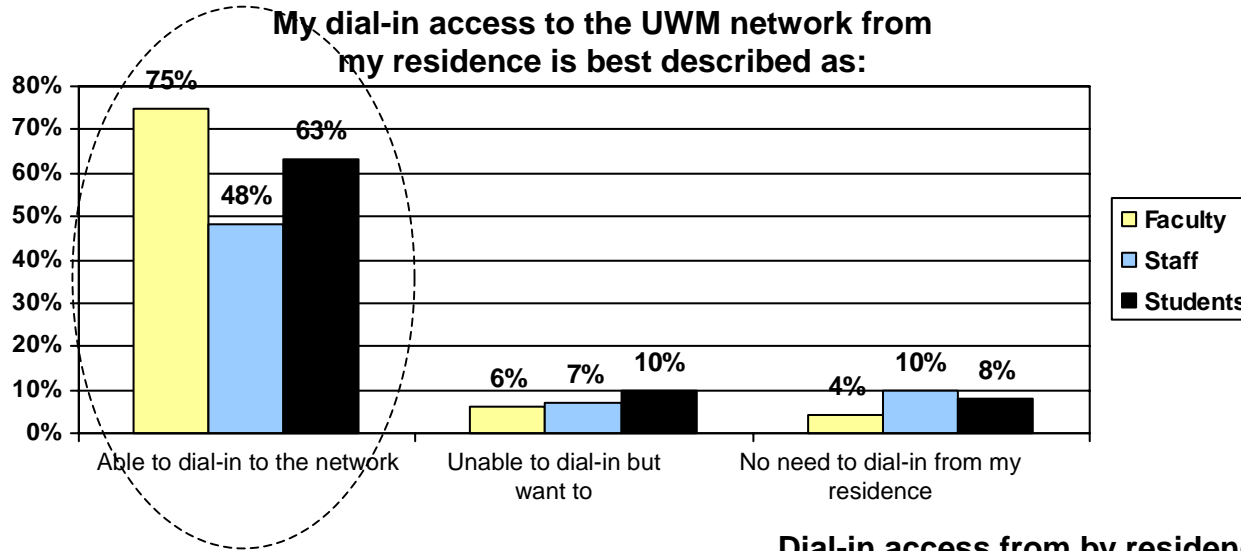


There is a high level of desktop home ownership across all UWM stakeholder groups. Matching the campus demographics, Wintel computers are used most by faculty, staff and students at home.

The computer/workstation I used most often at my residence is:



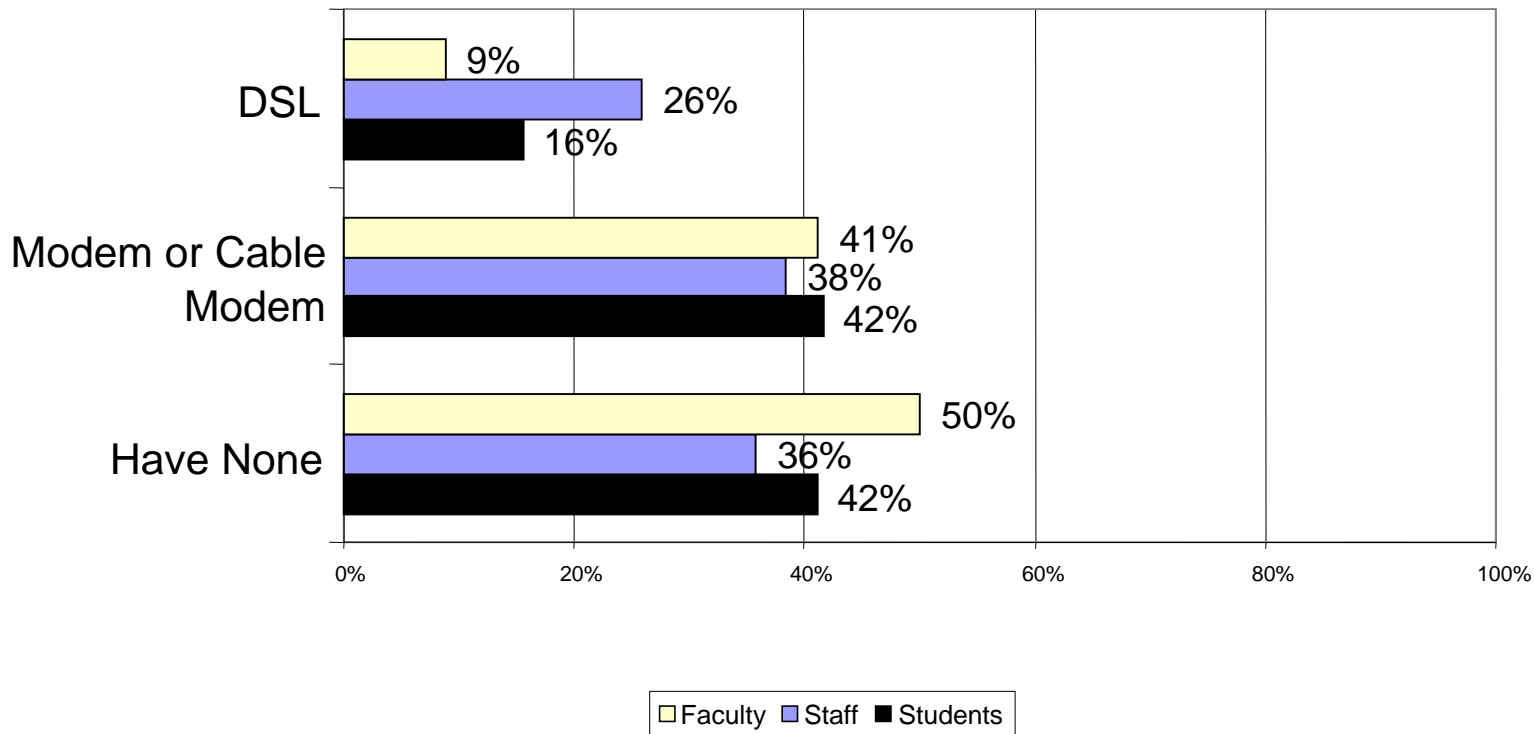
Despite some complaints that have been voiced, for the most part, all stakeholder groups seem to have easy to use dial-in access to the UWM network.



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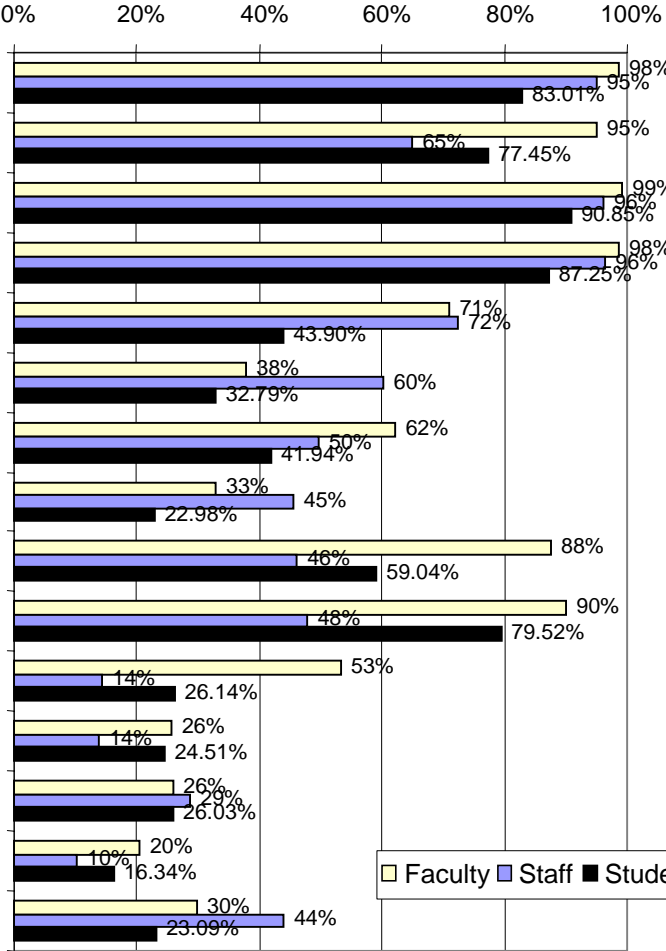
For stakeholders who use an ISP, a high percentage reported having broadband (high-speed) internet access. Additionally, given previous survey responses, it appears UWM is the sole ISP provider for many.

Describe Your Outside ISP Use

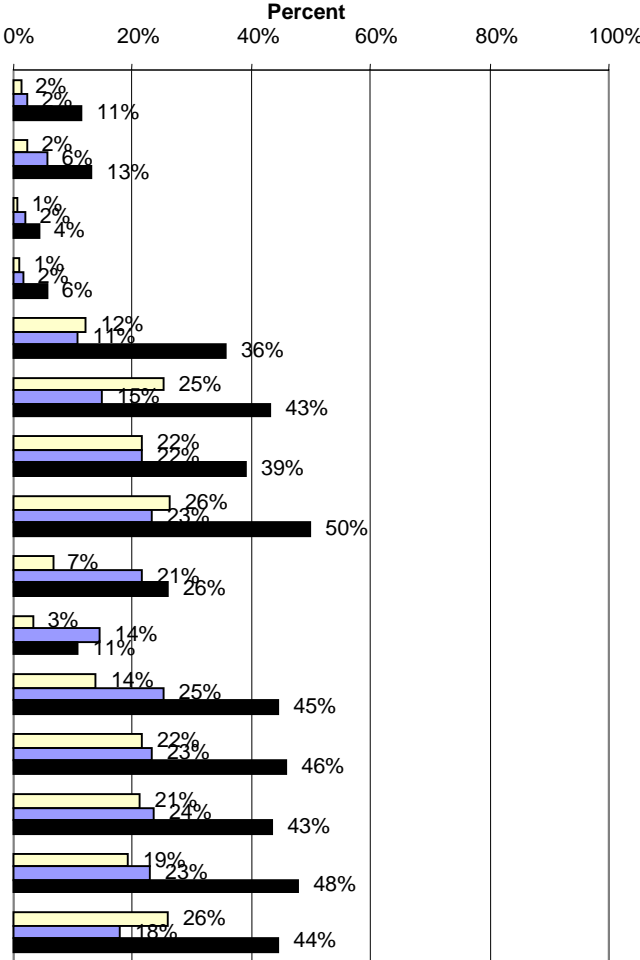


All stakeholder groups currently use technology for communications, web access and word processing. Students expressed strong interest in using more advanced technologies.

Current Uses of Technology



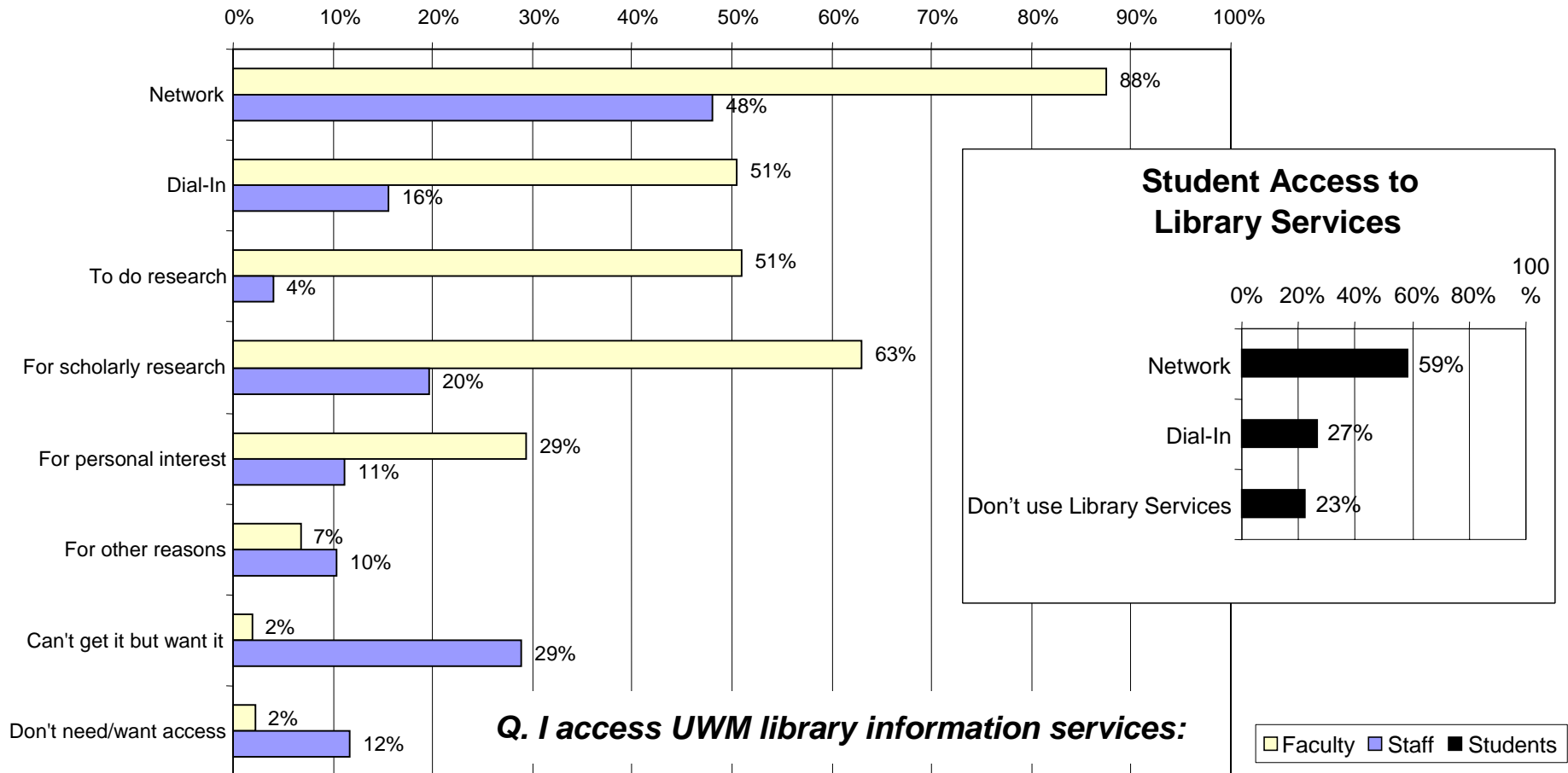
Desired Uses of Technology



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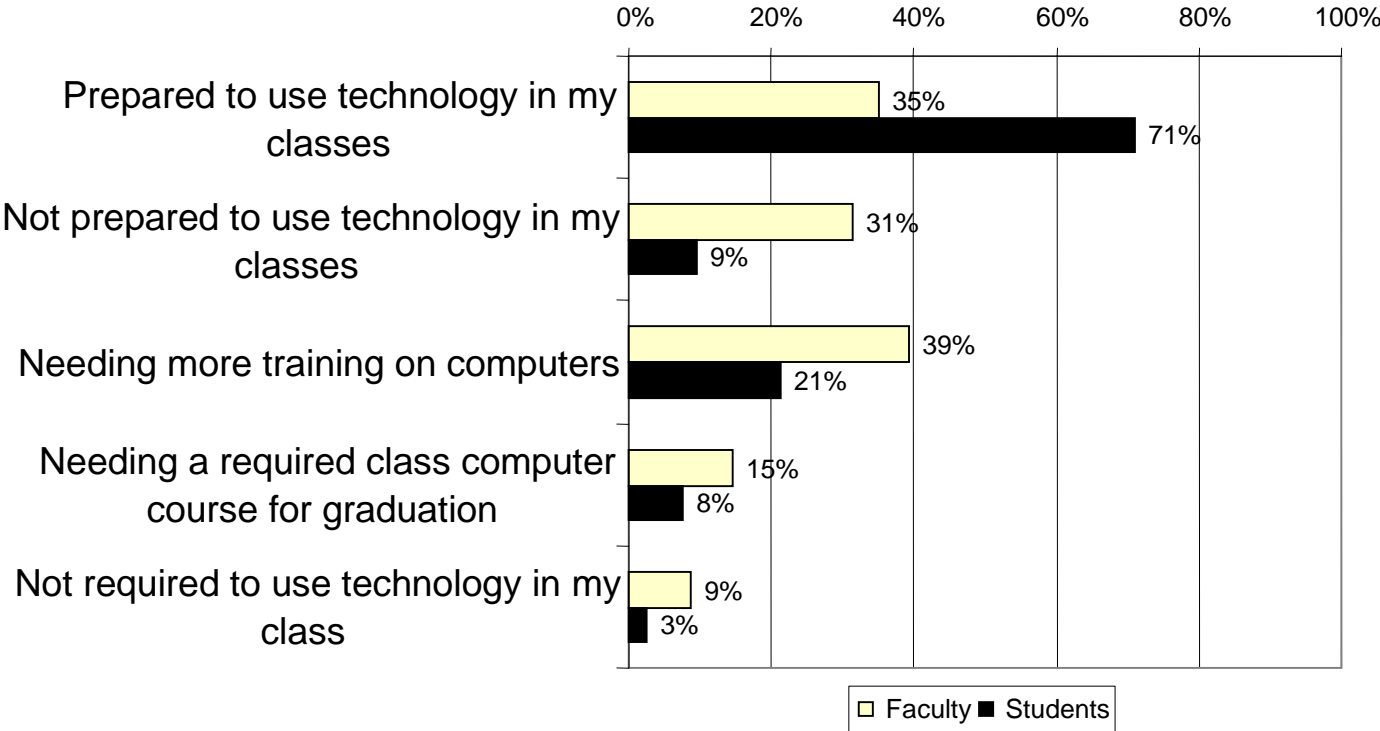
Electronic access to library services is very strong across all user groups. Staff respondents expressed a desire for better access.

Library Services: Access and Purpose



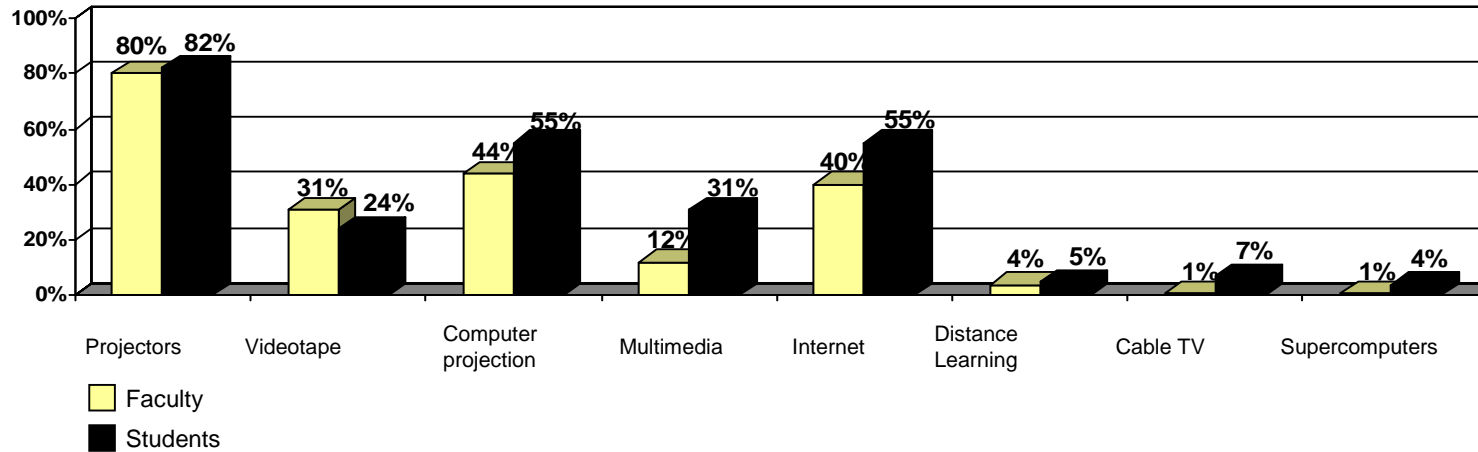
While students feel prepared to use technology in class, their faculty felt that additional student IT skills are needed. There was little support for a required technology class.

Q. Do you see UWM students as:
Faculty: Answered for their students
Students: Answered for themselves

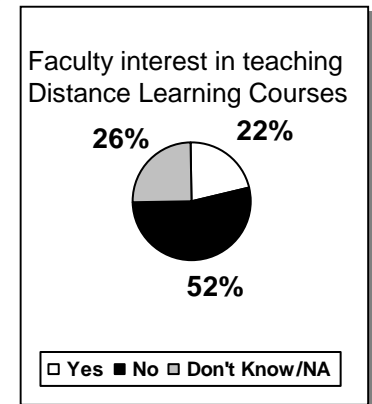
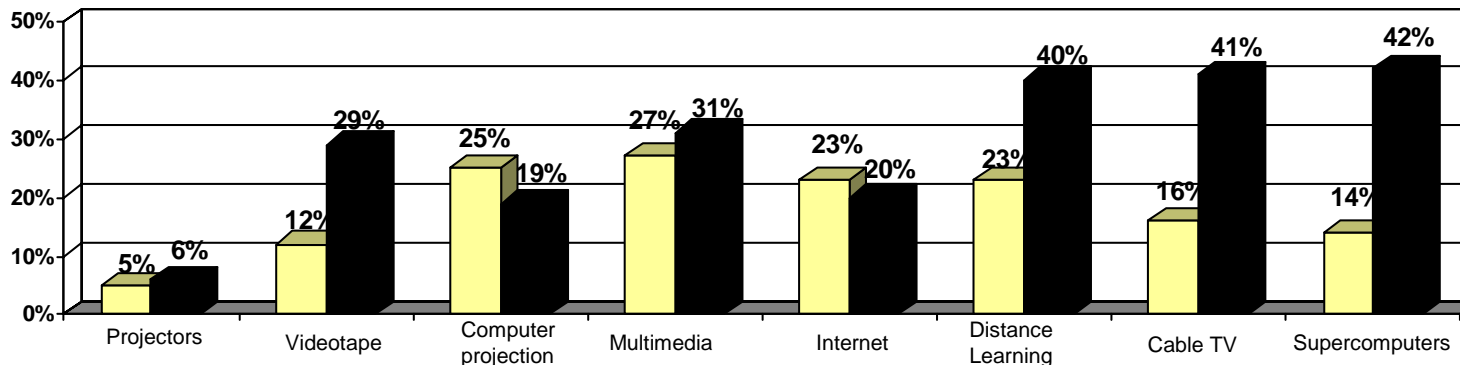


There are high levels of computer and internet use in classes with some high levels of interest in other instructional technologies. Students are very interested in using these other technologies.

Technologies currently being used in the classroom:

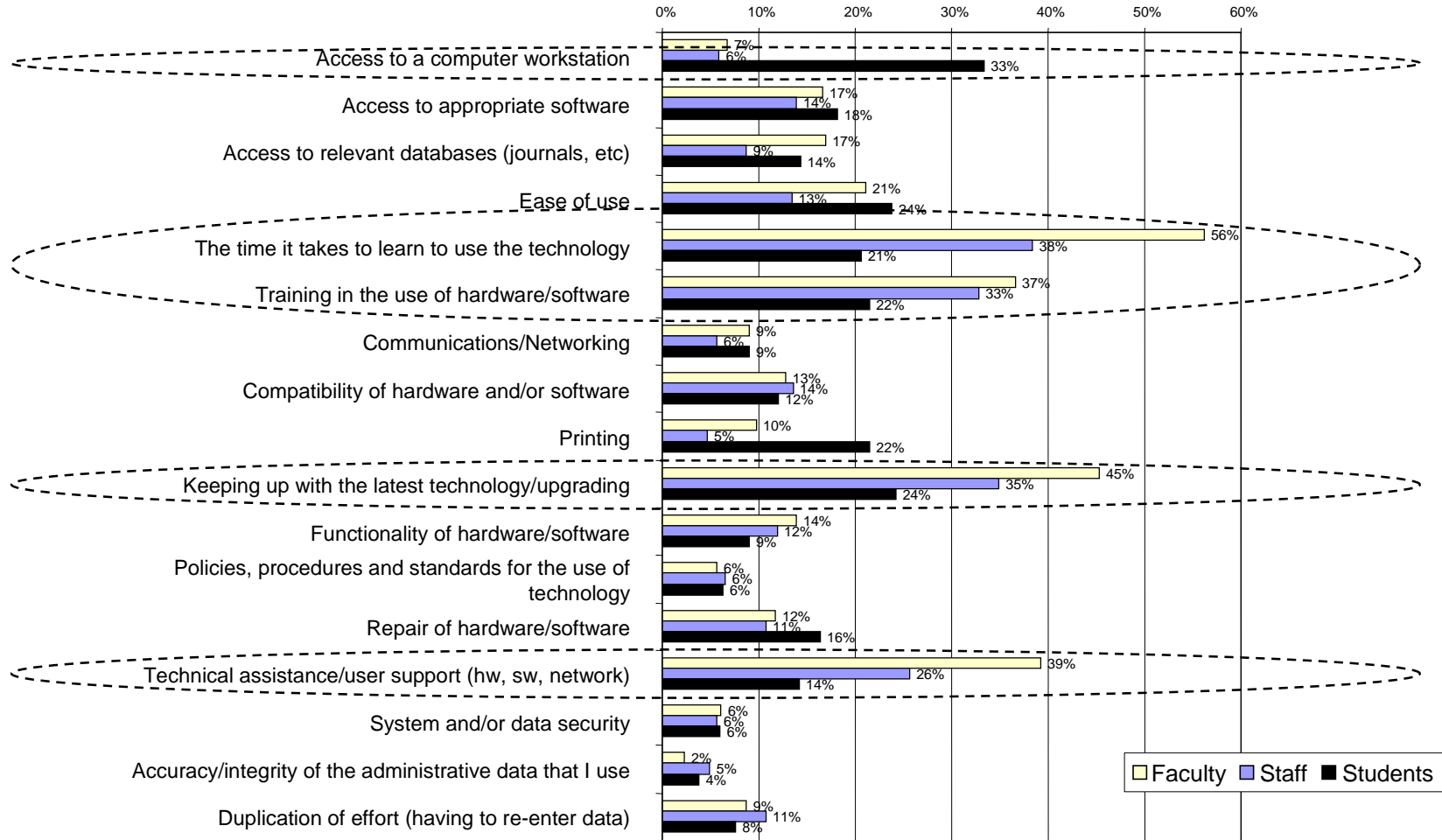


Technologies desired to be used in the classroom:



The major inhibitors for faculty and staff center around time, training and support. For students the major inhibitor is access. All groups share a concern about keeping up with the latest technology.

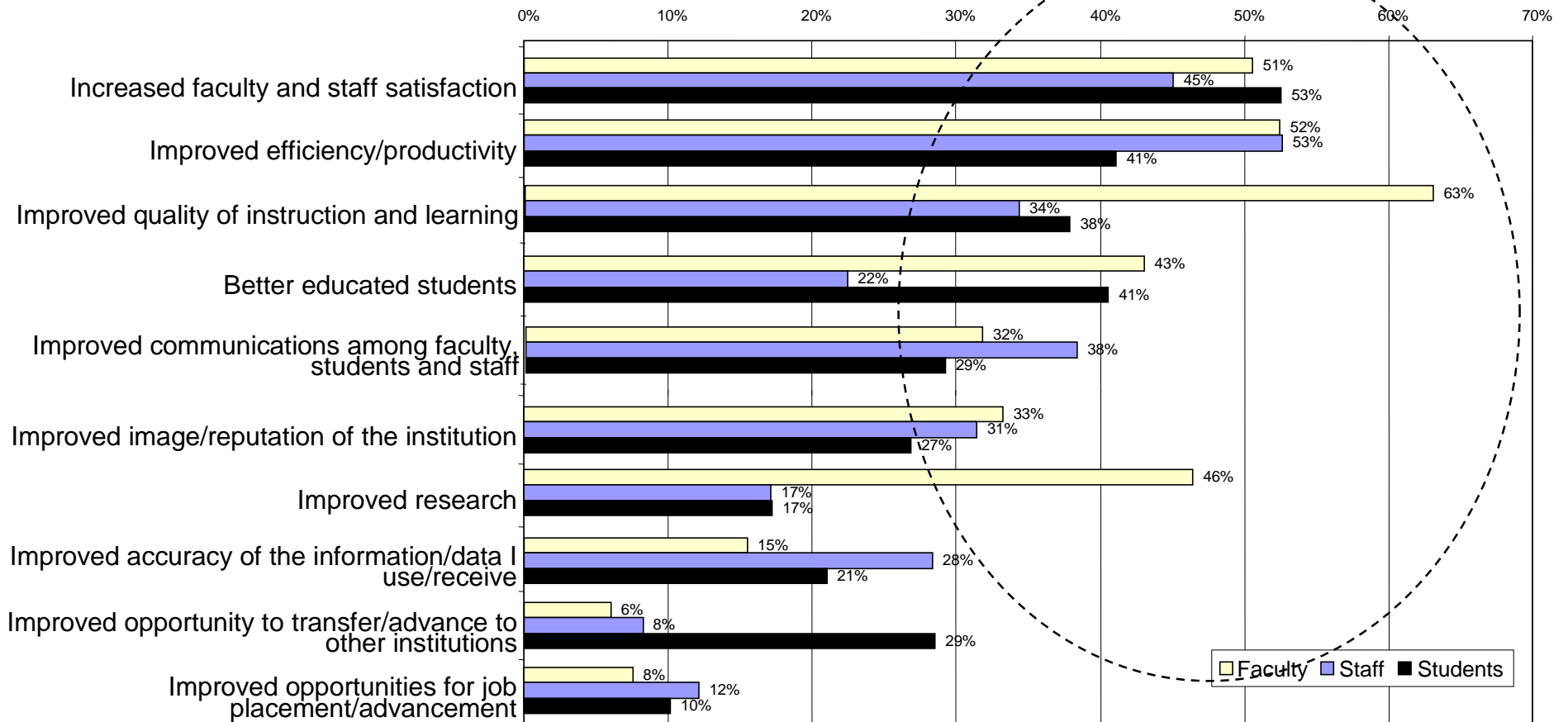
What are the major inhibitors to the use of technology



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All stakeholder groups agreed on increased satisfaction, productivity and quality as being the major benefits of addressing the inhibitors.

What are the top five benefits of addressing the inhibitors

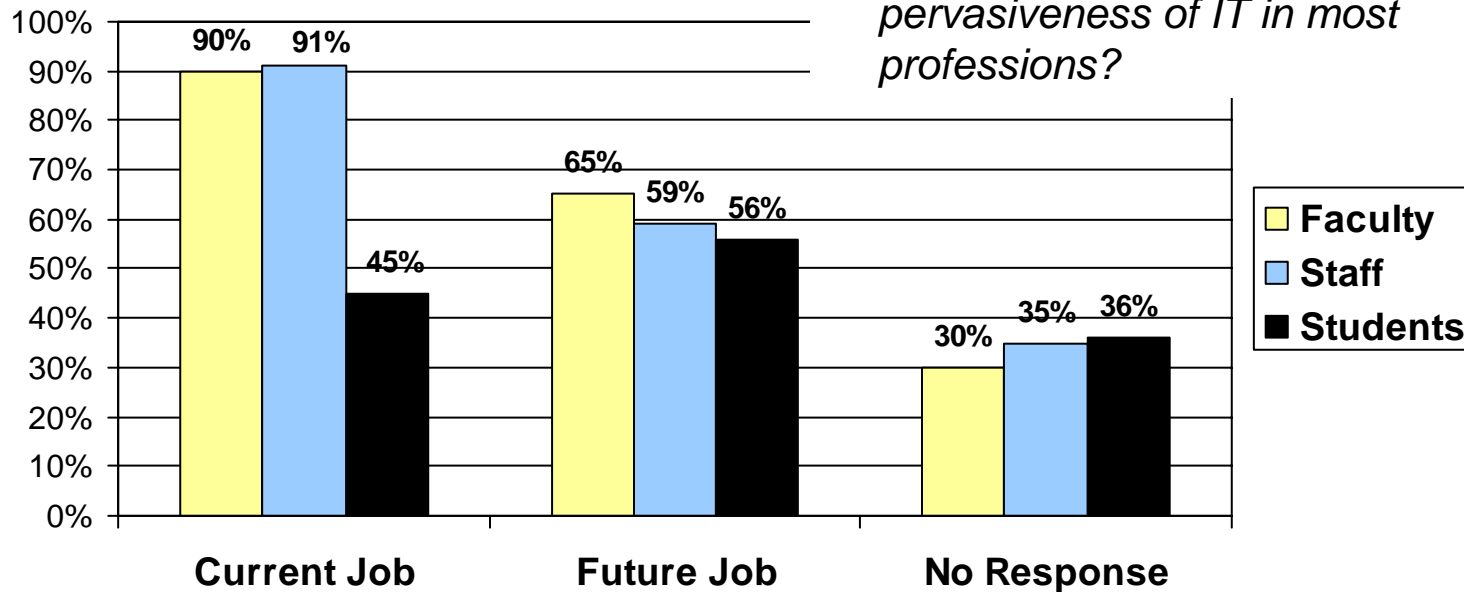


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Students perceive that their future jobs will be slightly more dependent on computers. Faculty and staff expressed a reduced need for technology in the future.

Dependency of Current and Future Job on Technology:

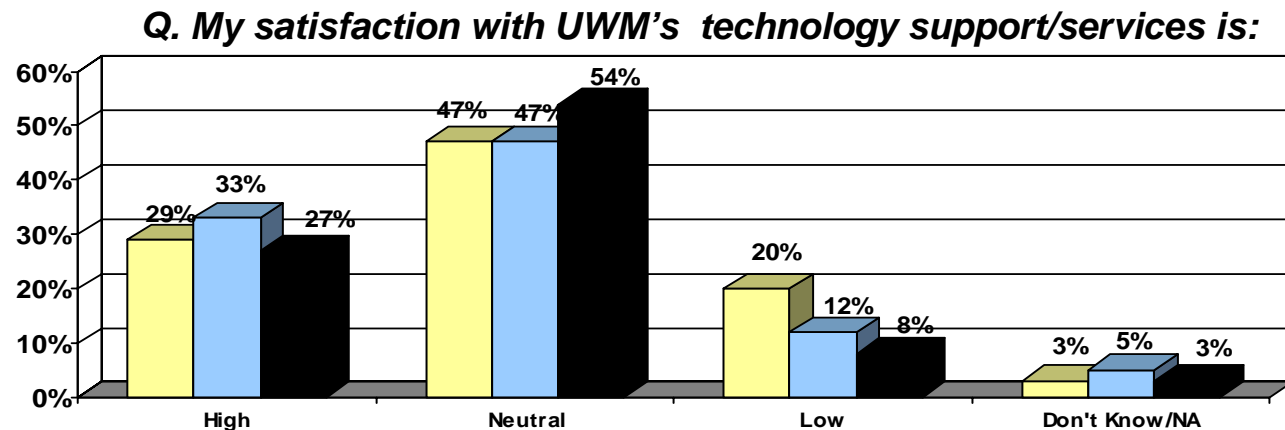
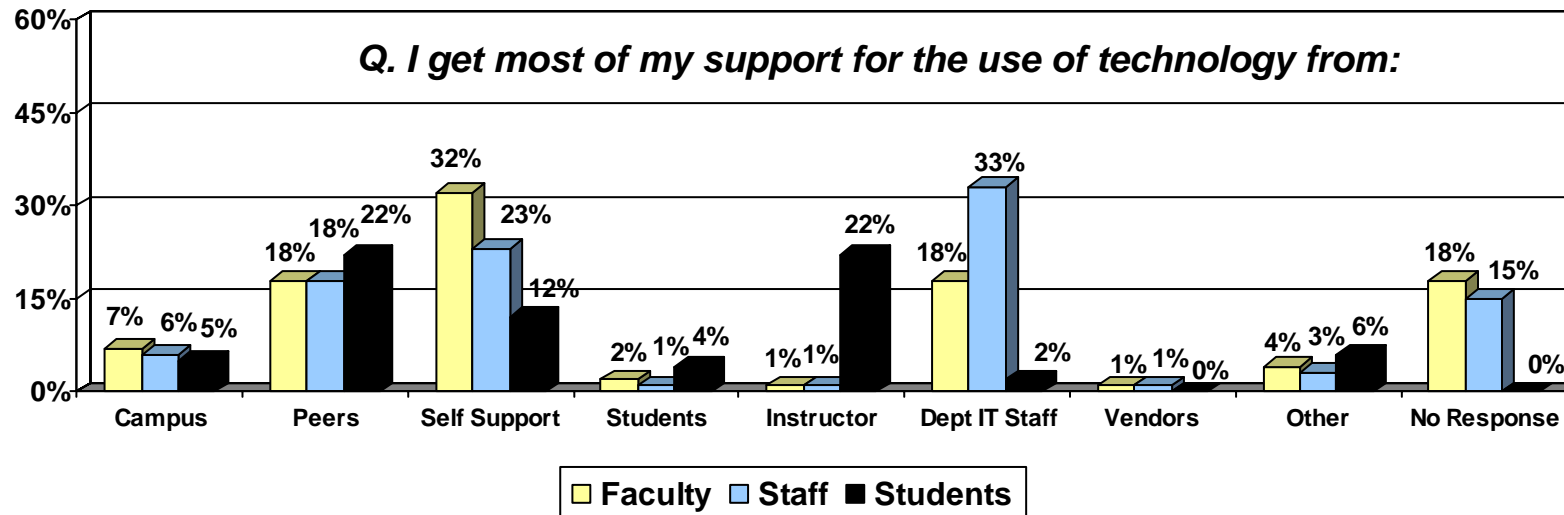
(Percentage responding “Moderately” to “Very” Dependent)



Questions:

- *Does UWM have a large retirement bubble coming?*
- *Do UWM students understand the pervasiveness of IT in most professions?*

Stakeholders reported low levels of support from the campus and department IT support groups, but are generally satisfied with the support that they receive.



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- **Close**

"What prevents you from leveraging IT to do your job in the most efficient & productive manner?"

- Use the big, thick markers provided
- Print your responses on the cards
- Print **BIG** (it's hard to read small writing)
- No more than 7 words per card
- Complete thoughts – be descriptive

Voting Exercise

- Which issues should be addressed first?
- Vote for the top 5 issues – you can use your 5 votes on 1-5 issues

Wrap Up

- **Project Next Steps**
- **Evaluation**
- **Thank you for your participation!**

Evaluation

- **The objectives of the session were met**
- **The session was successful in bringing out key issues**
- **The facilitators kept the session on time and on track**

- **For each give a score of 1 to 5 with 1 being strongly disagree and 5 being strongly agrees**