

UCI Faculty Network Survey Summary March 2006

Network and Academic Computing Services (NACS) conducted a UCI Faculty Network Survey between January and March 2006 using the Electronic Educational Environment (EEE) online survey tool. Two hundred responses were received out of a total of 957 faculty members who were invited to participate. This document summarizes the results of the survey.

About 90% of faculty respondents are satisfied with UCInet performance and services provided by NACS. The main feedback can be summarized as following in no particular order:

- UCInet is reliable and the speed of the network is satisfactory
- UCInet in general meets research and teaching requirements well
- NACS staff are helpful
- NACS was commended for providing adequate to excellent network based services
- Wireless network coverage on campus needs to be enhanced
- Higher bandwidth to desktops would be desirable
- Video conferencing and Internet phone calls are in demand
- Increase email space quotas and email attachment quotas
- There is an interest among some to extend UCInet to University Hills
- Improve webmail performance and increase email spam screening speed
- Large file transfer capability is needed

The 200 faculty respondents are drawn from all academic units of the campus. The distribution is tallied in the table below.

Claire Trevor School of the Arts	13
School of Biological Sciences	15
The Paul Merage School of Business	4
Department of Education	3
The Henry Samueli School of Engineering	18
College of Health Sciences	2
School of Humanities	27
Donald Bren School of Information and Computer Sciences	8
School of Medicine	26
School of Physical Sciences	30
School of Social Ecology	26
School of Social Sciences	28

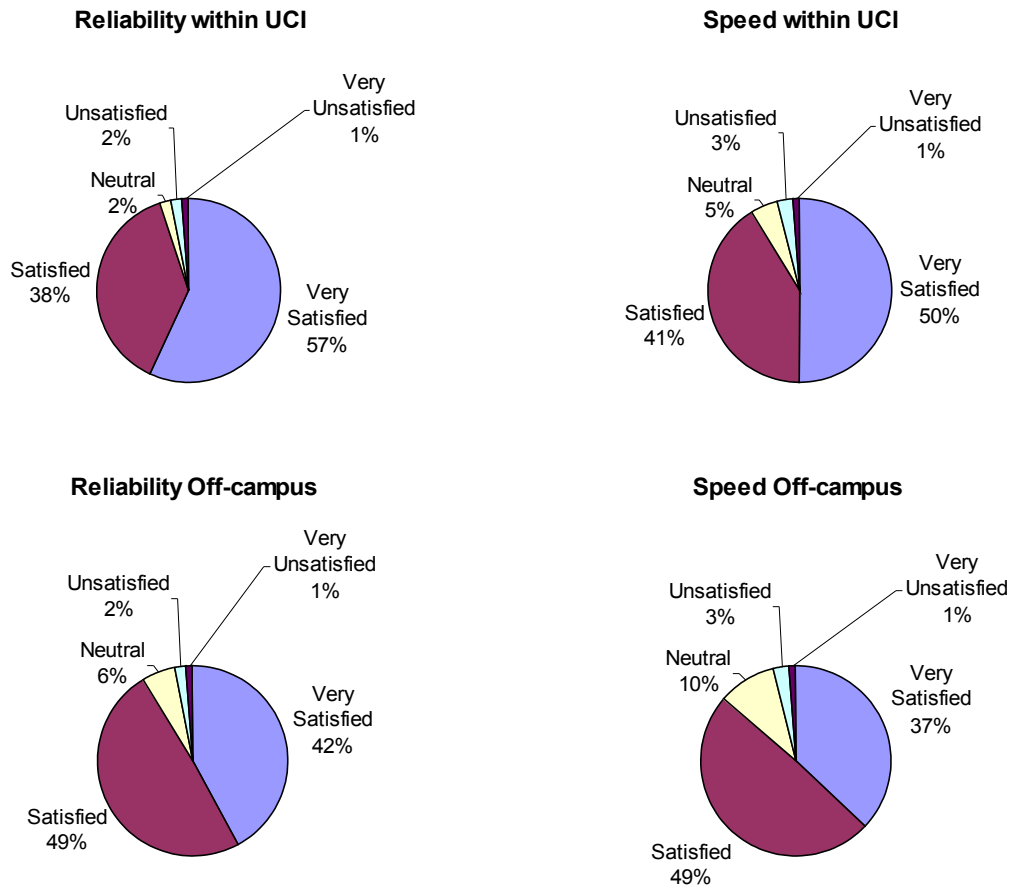
The rest of this summary presents details of the survey. The survey questionnaire can be found in Appendix A.

1. Satisfaction with UCInet

1.1 Wired Network

About 90% of the respondents are either very satisfied or satisfied with the performance of UCInet in terms of reliability and speed both within UCI campus and off-campus. The detailed information is in the table and charts below.

	Very Satisfied	Satisfied	Neutral	Unsatisfied	Very Unsatisfied
Reliability within UCI	57%	38%	2%	2%	1%
Speed within UCI	50%	41%	5%	3%	1%
Reliability Off-campus	42%	49%	6%	2%	1%
Speed Off-campus	37%	49%	10%	3%	1%



Satisfaction Level with UCI Wired Network

1.2 Wireless Network (UCI Mobile Access Network)

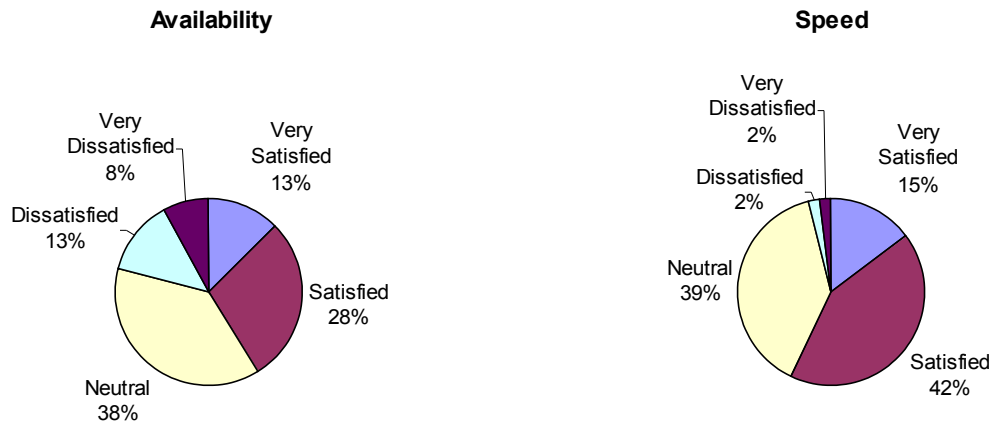
While nearly everyone on campus uses the wired network, not everyone utilizes the wireless network. About half of the respondents stated that they either never used it or have used it only

once or twice. About another half indicated that they use it at least once a week or more; among them, 15% indicated that they use the wireless network frequently during most days.

Wireless Network Usage	
Never used it	24%
Used it once or twice	20%
Use it about once a week	19%
Use it several times a week	15%
Use it at least once a day	6%
Use it frequently during most days	15%
Not sure	1%

In terms of UCI wireless network availability or coverage on campus, 41% of the respondents are either very satisfied or satisfied. 38% selected ‘Neutral’ and 21% were either dissatisfied or very dissatisfied. ‘Neutral’ is interpreted as meaning that the respondents either do not have an opinion or the item is not applicable to them. Dissatisfaction in this particular area is interpreted as the respondents expressing a desire to seek wider coverage of the wireless network on campus, thus increasing the accessibility of UCI wireless network at more locations, including University Hills. Thirteen (13) out of 82 who provided comments on where more wireless coverage is needed indicated that they would like to see UCI wireless network cover University Hills.

With regard to the speed of the wireless network, 56% of the respondents are either ‘Very Satisfied’ or ‘Satisfied’. 23% selected ‘Neutral’. 4% were either ‘Very Dissatisfied’ or ‘Dissatisfied’ with the speed of the wireless network.

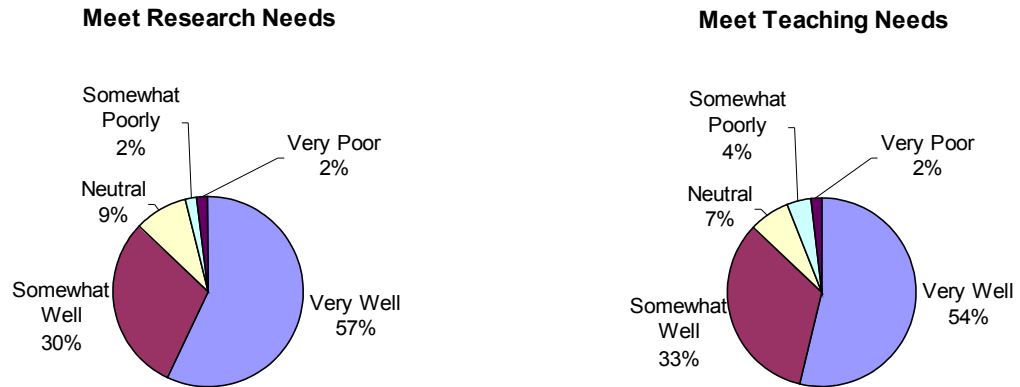


Wireless Network Satisfaction

2. Overall Satisfaction with UCInet

Participants were asked how well the campus network meets the needs of their teaching and research activities. 87% responded with either ‘Very Well’ or ‘Somewhat Well’ for both teaching and research activities. The graphs below show the detailed information.

	Very Well	Somewhat Well	Neutral	Somewhat Poorly	Very Poor
Meet Research Needs	57%	30%	9%	2%	2%
Meet Teaching Needs	54%	33%	7%	4%	2%



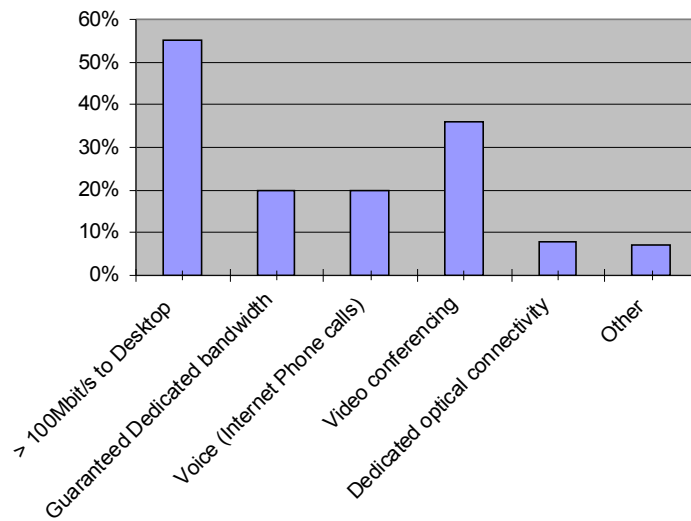
How Well Does UCInet Meet Research or Teaching Needs

3. Network Applications

According to the feedback from the survey, top network applications currently used or planned for future use by faculty members, in addition to email and web, are video conferencing (24 faculty members out of 88 who responded), Internet phone calls (19 out of 88) and Instant Messenger (IM, 8 out of 88). Less-frequently mentioned applications were Secure Shell (SSH), large file transfer, VPN and VNC.

4. Current and Future Network Needs

55% of the faculty who participated in the survey expressed the desire for higher bandwidth capacity (> 100Mbit/s) to their desktops. 36% indicated that video conferencing capability would have a significant positive impact on their research and teaching activity. About a fifth of respondents are interested in having the ability to make Internet phone calls. 20% expressed a desire to have guaranteed dedicated bandwidth and 8% stated the desire for dedicated optical connectivity on campus.



5. Enhancements & Improvements

About 10% of the survey respondents expressed the desire of having UCInet extended to University Hills, the faculty residential area. Some would like to see an expanded quota for email attachments so large data files can be transferred via email. Email disk space quota enlargement is also requested (note that NACS recently increased quotas).

Seven of the two hundred faculty respondents (3.5%) stated that they have a concern about email delivery speed.

Five pointed out that webmail server speed, features and functions should be improved.

The faculty expressed appreciation of tools EEE provided. Some suggestions were made for adding more functions to EEE.

6. Summary

This Faculty Network Survey was a very useful vehicle for NACS to get feedback on how the UCInet is serving the user community. It also helped us understand the future needs of faculty members to facilitate our network planning. Moreover, it identified the areas where more work is needed to enhance services. NACS is planning on following up those areas where enhancements are needed and will do our best to further meet the networking needs of faculty and other UCI user communities.

Appendix A: UCI Network Survey Questionnaire

UC Irvine, UCI Network Survey

Thank you for taking this survey. Our focus is on **campus network services** only, either wired or wireless. The survey does **not** address network access you have from your home or other off-campus location.

UCI's Wired Network

1. When using UCI's wired network from your office, a classroom, or elsewhere on campus, how satisfied are you with:

The **reliability** of the campus network when accessing UCI web sites or other resources **within UCI**?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

The **speed** of the campus network when accessing UCI web sites or other resources **within UCI**?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

2. When using UCI's wired network from your office, a classroom, or elsewhere on campus, how satisfied are you with:

The **reliability** of the campus network when accessing off-campus web sites or other resources **outside of UCI**?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

The **speed** of the campus network when accessing off-campus web sites or other resources **outside of UCI**?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

UCI's Wireless Network

3. How often do you use UCI's wireless network? Please select the best answer.

- I have never used it
- I have used it once or twice
- I use it about once a week
- I use it several times a week
- I use it at least once a day
- I use it frequently during most days
- Not sure

4. How satisfied are you with the **availability** of the wireless network in places where you need it on campus?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

5. Please list any locations on campus where wireless network access needs to be added or improved. Please include specific information such as the building name, room number, etc.:

6. How satisfied are you with the **speed** of the wireless network?

- Very Satisfied
- Satisfied
- Neutral
- Dissatisfied
- Very Dissatisfied

7. Please list any locations on campus where the speed of the wireless network needs to be improved. Please include specific information such as the building name, room number, etc.:

Overall Satisfaction with UCInet

8. In general, how well does the campus network meet the needs of your **teaching** activities?

- Very Well
- Somewhat Well
- Neutral
- Somewhat Poorly
- Very Poorly

9. In general, how well does the campus network meet the needs of your **research** activities?

- Very Well
- Somewhat Well
- Neutral
- Somewhat Poorly
- Very Poorly

Current and Future Network Needs

10. Other than web access and email, what network applications do you frequently use? For example, video conferencing, Internet phone calls, instant messaging, etc.

11. Please describe any potential teaching or research activities which may create new requirements for your usage of the campus network.

12. Which of the following network enhancements would have a significantly positive impact on your research or teaching activities? Check all that apply.

- Increased speed/bandwidth (higher speeds, such as 100 megabits/second, 1 gigabit/second or above)
- Guaranteed dedicated bandwidth
- Voice (Internet phone calls)
- Video conferencing
- Dedicated optical connectivity (i.e. network links, not a part of the production network, to other locations on or off campus)
- Other

13. If the answer of the question 12 is '**Other**', please specify.

14. Please use the following space for any additional comments you would like to make regarding the campus network or network services.

Thank you for taking the time to complete this NACS survey!