The purpose of this survey is to collect data on CSCI faculty computing needs. The responses will be used to analyze these needs and evaluate whether they are being met.

The goal of this survey is to develop a better understanding of faculty computing needs and at what level these needs are being met. Furthermore, our goal is to develop a plan of action for addressing these needs and specifically, systems needs related to current personnel and support for additional personnel.

1. What SOFTWARE needs do you currently have that are not being met?
   a. Software maintenance:
      ♦ SMPT is slow! Possibly sendmail is not configured optimally
      ♦ Sendmail is not operating efficiently
      ♦ Campus-wide email addressbooks are not yet available from the SUNs
      ♦ Default Unix shell environments should not be set to anyone’s personal profile
      ♦ Porting & testing of class-specific and project software onto the new SUNs has been slow, sometimes not happening until 5-8 weeks into the semester
      ♦ Campus-wide address books need to be made available from the new SUNs
      ♦ Some system utilities need added to individual/faculty workstations (ex: tar)
      ♦ Tomcat setup for development rather than production environment
      ♦ Configuration of NT boxes needs to be consistent for all machines
      ♦ Configuration of Unix boxes needs to be consistent for all machines
      ♦ Oracle8i install & configuration on SUNs took weeks
      ♦ Need additional C++ compilers available (beyond shareware)
      ♦ Ongoing upgrades for compilers, interpreters, window managers, shells, browsers, etc.
      ♦ Ghostscript installation missing init file on server – affects ghostview, ps2pdf, a2ps, etc.
      ♦ Netscape upgrade?
      ♦ Latex problems

   b. Software not available on our systems:
      ♦ Adobe Acrobat WRITER is needed
      ♦ Adobe Acrobat READER 5.0 minimum
      ♦ Opera browser
      ♦ Submit (turnin) utility
      ♦ Some additional SUN OS basic system utilities (ex: man –k)
      ♦ Jbuilder
      ♦ Together Control Center
      ♦ A great deal of [commercial PC] applications are desired, but costly (suggestion of grant-writing activities to include systems personnel)
      ♦ We should have a C++ compiler [on the SUNs], in addition to the GNU g++ compiler (shareware). The HP C++ compiler compiles well with the ANSI C++ standard
      ♦ Utilities to support print quotas across platforms for all ECT users
      ♦ Upgraded versions of SNNS, AdaBoost, and other softcomputing simulators for AI classes

   c. Other:
Information needs to be made available and maintained for faculty/student access to lab configurations, system setup, available software and devices, etc.

Personnel available for writing supporting scripts for faculty/class/system needs

Software in labs should be available to faculty

Software in labs and faculty offices must be "industry standard"

Need for greater consistency/uniformity among all UNIX logins (default configs & paths)

Approx. personnel time & $ commitment for above:

Two days + $$ of Writer

2. What hardware needs do you currently have that are not being met?

a. Hardware maintenance:
   - Machines in 251 are old and slow
   - Zip drives are nonfunctional in numerous machines at any given time
   - Getting faculty Unix workstations to send to local printers IN faculty offices

b. Hardware upgrades desperately needed to be productive:
   - Network connectivity needs upgraded (currently technology is outdated by 10yrs or more) -> VERY SLOW!
   - 2\textsuperscript{nd} network connection to offices for essential machine connectivity (ex: workstation and PC)
   - 3\textsuperscript{rd} network connection to some offices requested (ex: workstation, PC, and printer)
   - Upgrade of workstation hard-drives
   - Upgrade 251 machines (to no less than 2yrs old technology)
   - Local UPS system in case of power outage

c. Other:
   - Card-key access to ALL labs, for security and monitoring purposes
   - Possible card-key system for charging printing to student accounts

Approx. personnel time & $ commitment for above:

2 weeks for hardware/software install & testing + $$ for cardreaders, drive, network connection
(Note: $$ will be saved in the long-run, due to better productivity and security of students’ and equipment)

3. What SYSTEMS SUPPORT needs do you currently have that are not being met?

a. Office workstation support:
   - Connectivity to local office printer
   - Performance Tuning
   - NT virus software for faculty machines

b. Networking support:
   - Default printer settings need rethinking (ex: faculty print jobs sent to MrToad in 136)
   - Network delay is intolerable, at sometime upwards of 5 minute delays!
   - Speed and capacity of network is bad!
   - .3 network speed

c. Software support:
   - Compiler project files need successful port to ect-unix
   - LaTex needs successful port to all Unix workstations
Gnome ‘file manage’ problems

d. Tutelage / Debugging type support:
   ♦ We need staffing for our labs and student help desk. Students in the labs have no help. The help desk is not staffed during the day, (evening hours?)
   ♦ Assistance in using & customizing specific Unix window interfaces & shells

e. Other:
   ♦ 24/7 support needed
   ♦ No current protocol for faculty requests, delivery dates, and paper trails
   ♦ User PRINT QUOTAS and PC logins to ECT account are long overdue!
   ♦ Prepare and maintain documentation (electronic and hardcopy) of system configurations (where not a breech in security) and available hardware/software/remote access info, etc.

Approx. personnel time & $ commitment for above: _________________________________

4. ONGOING & Potential EMERGENCY support needs
   (Specify whether daily, weekly, monthly, semester, yearly, or otherwise)
   ♦ 24/7 support for unexpected system failures, power outages, etc.
   ♦ Ongoing language version upgrades
   ♦ Ongoing browser, window, and shell version upgrades
   ♦ Ongoing operating system and utilities upgrades
   ♦ Ongoing applications upgrades (Adobe, Aladdin, GNU, etc.)
   ♦ Ongoing applications/simulators installs to support faculty class and research projects upon request
   ♦ ORACLE support needed @ approx. 10hrs/week
   ♦ Labs & lab equipment CLEANLINESS (currently most labs are in disgusting shape – dirty keyboards, monitors, tabletops, etc.)
   ♦ Faculty workstations not attached to system root must be re-instated whenever system configuration changes significantly, to be in-sync with SUN servers, with backup & recovery of any local software/data
   ♦ All SUNs in labs must be synched with SUN servers on a regular basis, and checked for consistency of software availability and configurations
   ♦ Assist ALL faculty with customization, performance tuning, porting, conversions, and other crisis situations as they arise
   ♦ Notification to faculty, staff, and students when system configuration changes, new hardware/software become available, remote login expectations, or other changes in system access protocol
   ♦ Personnel must be available to write scripts to maintain systems and keep them running more efficiently, by running Daemons on a nightly basis
   ♦ Personnel must be available to write scripts to assist faculty and students in being more productive and consistent with their computing needs (eg – turnin scripts)
   ♦ Learning and supporting new technologies, such as emerging Java technologies
   ♦ Keeping all hardware, software, networking, and systems personnel UP-TO-DATE
   ♦ Formal procedure for requests, priority scheduling, and tracking of user needs
   ♦ Formal evaluation procedures for performance and accountability of system functionality and personnel

Approx. personnel time & $ commitment for above:
   ♦ _____5 full days/wk
It is not clear to me whether our problems are related to hardware or software or just support staff being overwhelmed.

In general, we need adequate hardware, a good C++ compiler, with enough staff for support.

We certainly need a better lab environment (e.g. help staffing)

PC labs should be *ghosted* on every reboot

Unix machines workstations should also be *dissed* daily

Given the low number and qualifications of our system staff, they are doing a great job. But, obviously, our system admin requirements are too big to be handled by 1.5 positions! We desperately need qualified professionals to handle our system admin requirements 24*7 (have pager, beeper or cell in case of emergency and available during class days to help!).

We are grossly behind the rest of campus (and even more so behind the rest of the country) in terms of our technology and support systems… it is a huge embarrassment to faculty and students in this department

Classes have had to deal with “workarounds” for up to 2 weeks [for some faculty/classes it has been 3 months], while software/configurations were being installed or upgraded.