

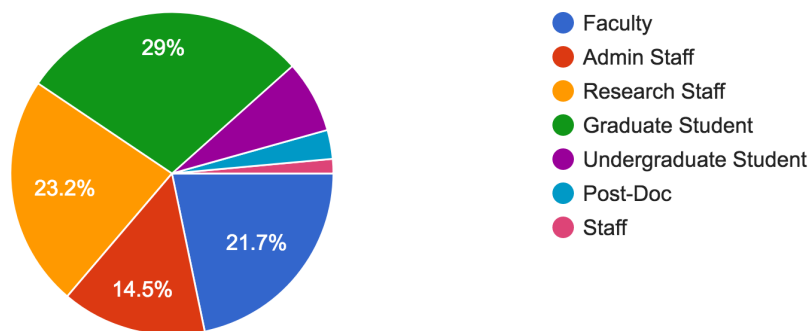
SAFS IT Resources Survey Responses

2018

DRAFT - Version 1

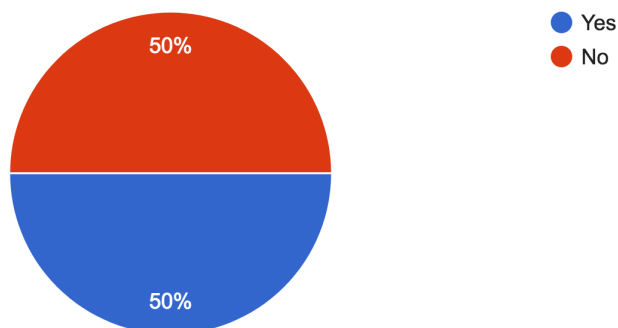
Which category best describes your appointment or relationship with SAFS?

69 responses



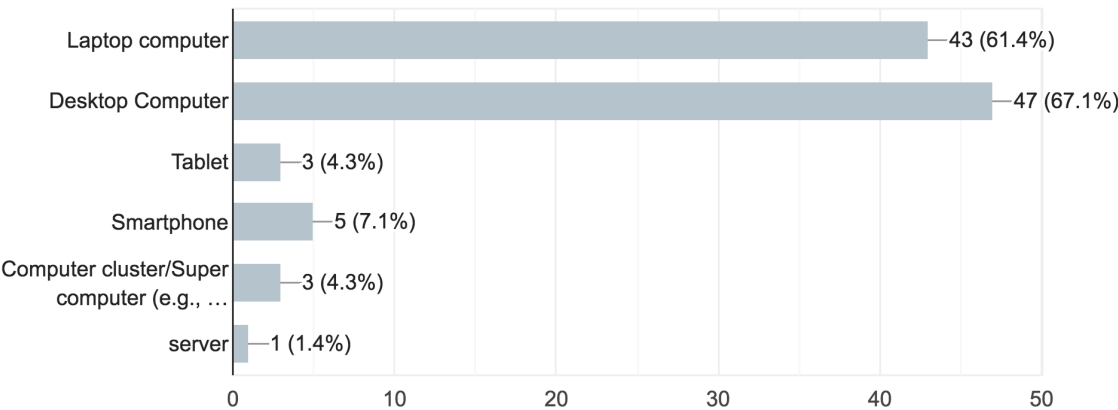
On average, do you spend more than 2-3 working days per month working from a location (other than home) outside of UW?

70 responses



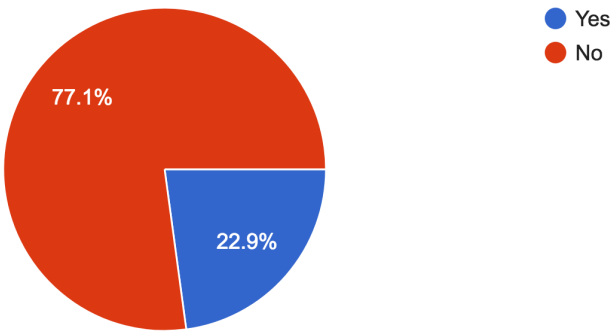
What type(s) of computing device do you use most frequently when you are doing SAFS work?

70 responses



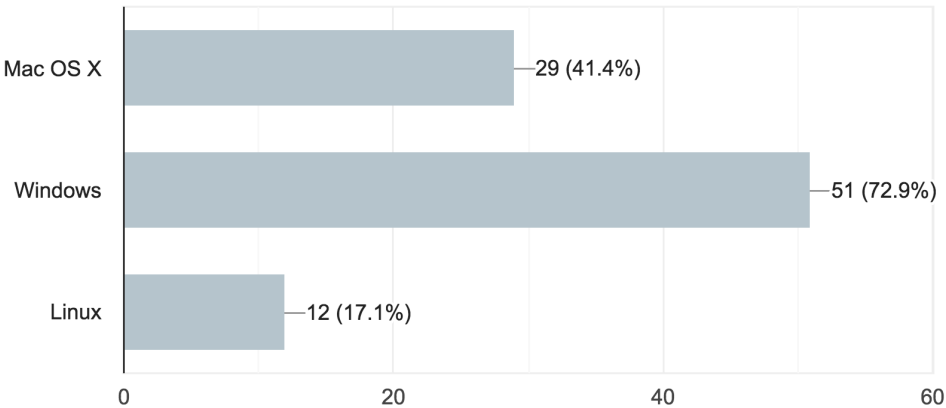
Do you use a tablet or smart phone to do SAFS work (other than email or texting) at least once a week?

70 responses



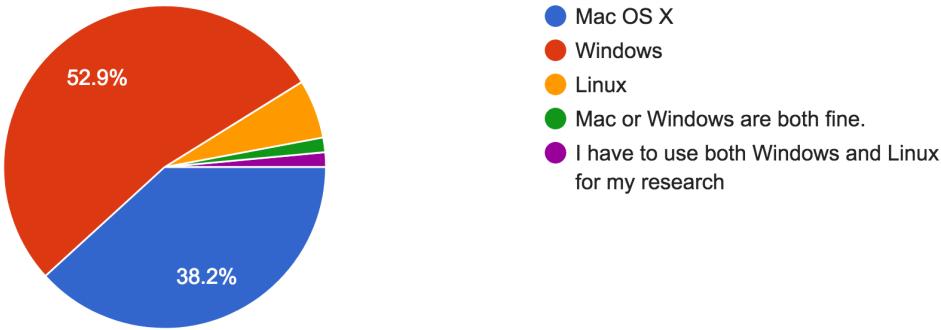
Which computer operating system(s) do you regularly use while doing your computer work for SAFS?

70 responses



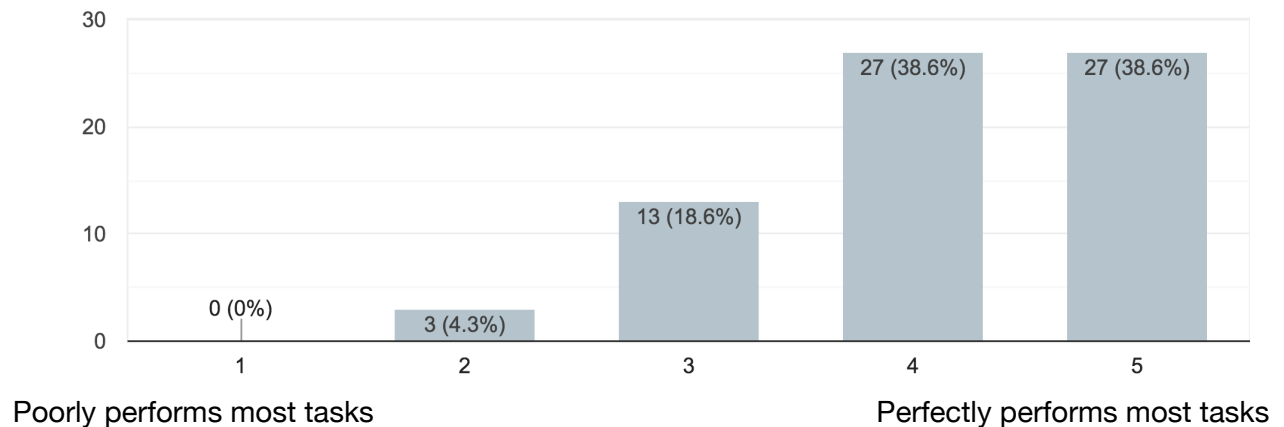
Which computer operating system do you prefer to use?

68 responses



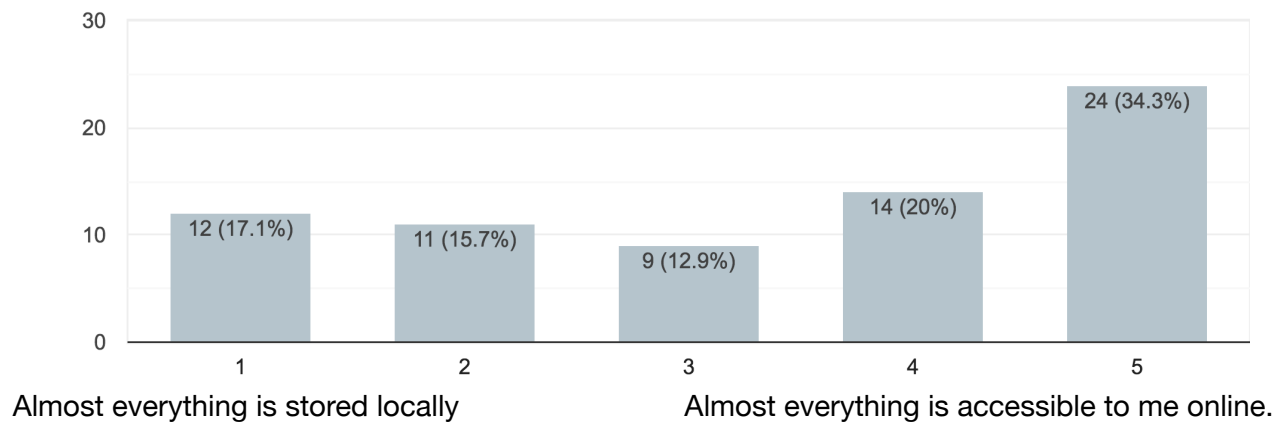
With respect to the computer you use the most frequently to do your work, how adequate do you judge that computer's performance to be?

70 responses



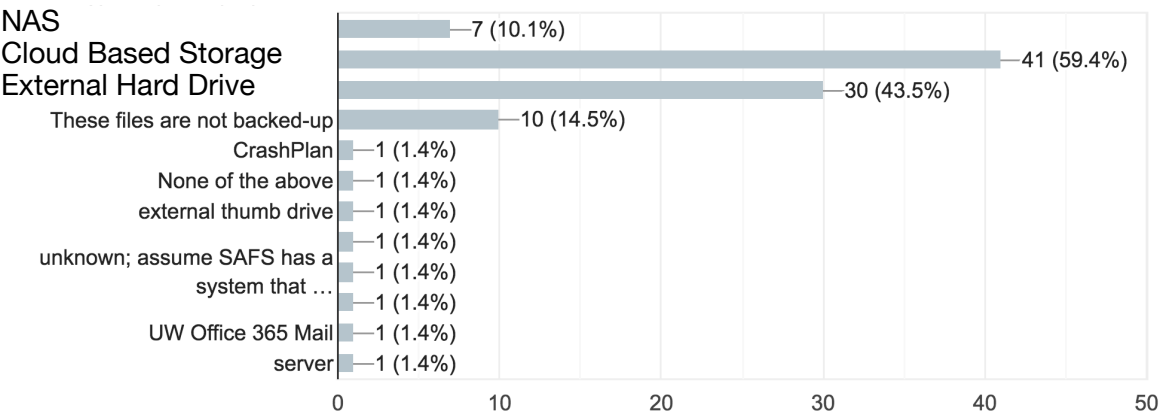
What portion of your work documents (or data) are stored and available online (e.g., on SAFS network "drives", ...device (e.g., "disk" or "flash" storage)?

70 responses



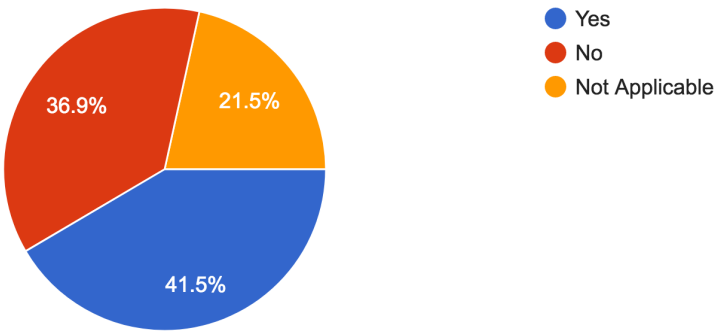
For any important work files that are stored locally on your primary UW computing device (i.e., on the local “d...m do you generally backup these files?

69 responses



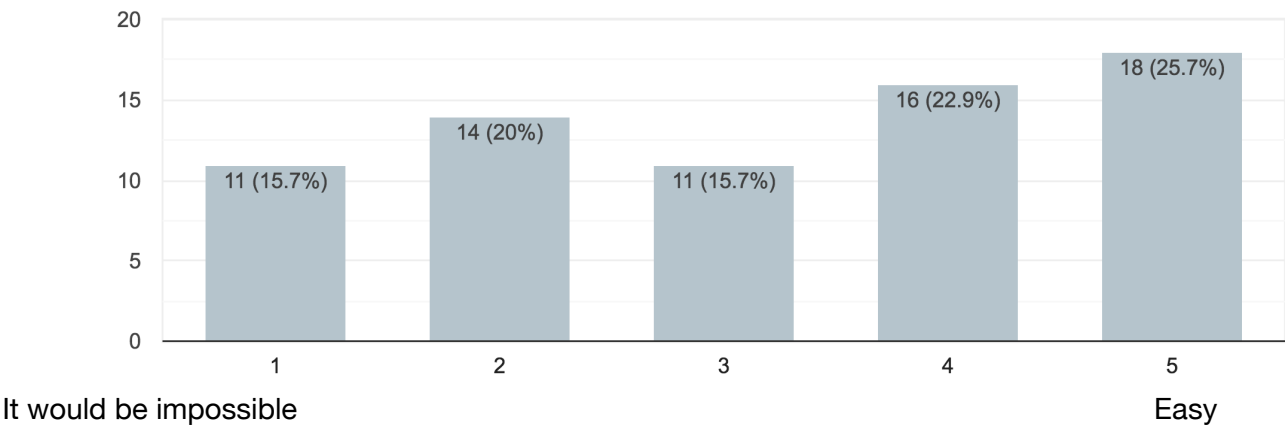
If you perform your own backups, are these backups configured such that they will occur regularly and automatically?

65 responses



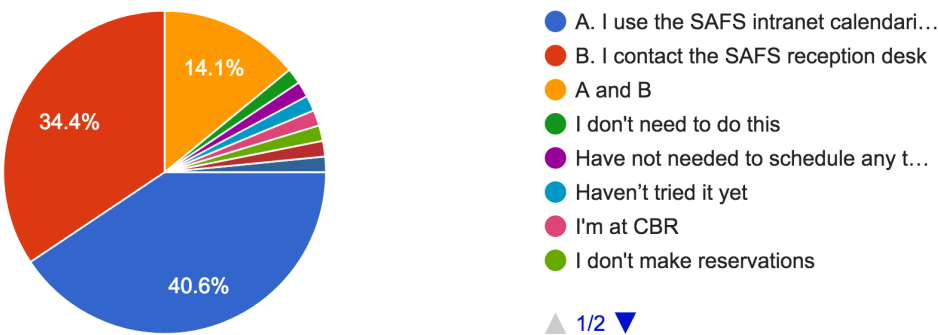
What are the chances you could easily switch to another computer for the day and go about your business without inconvenience or loss of productivity?

70 responses



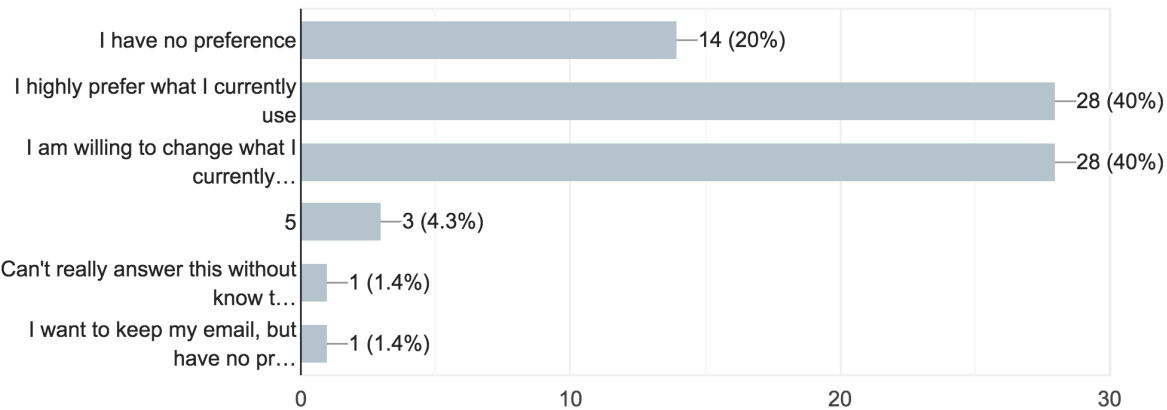
How do you schedule reservable rooms in SAFS (excluding 106, 107, 203 and 213)?

64 responses



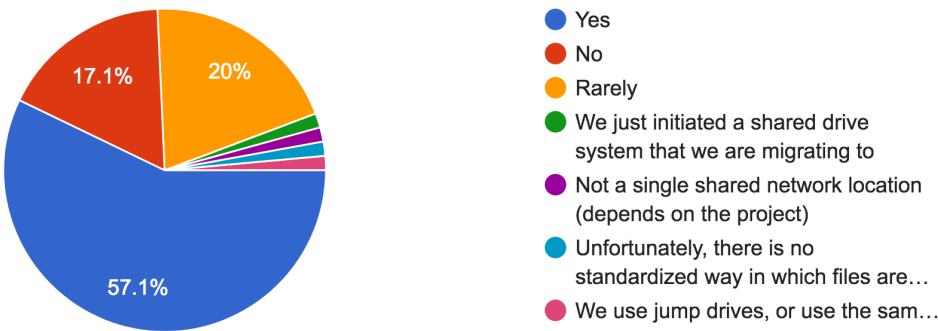
How much does it matter to you personally which email and calendar applications you use for your UW communications and scheduling needs?

70 responses



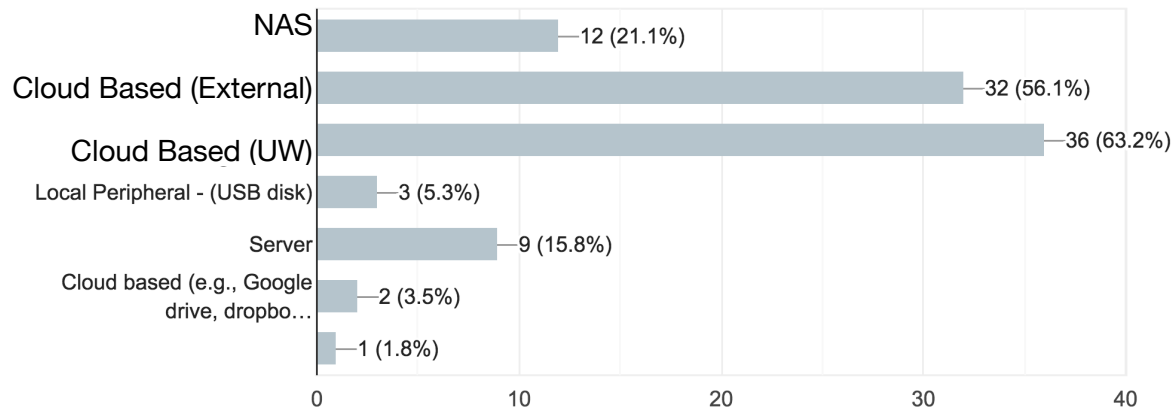
Does your primary workgroup generally share documents and data in a central, shared network location?

70 responses



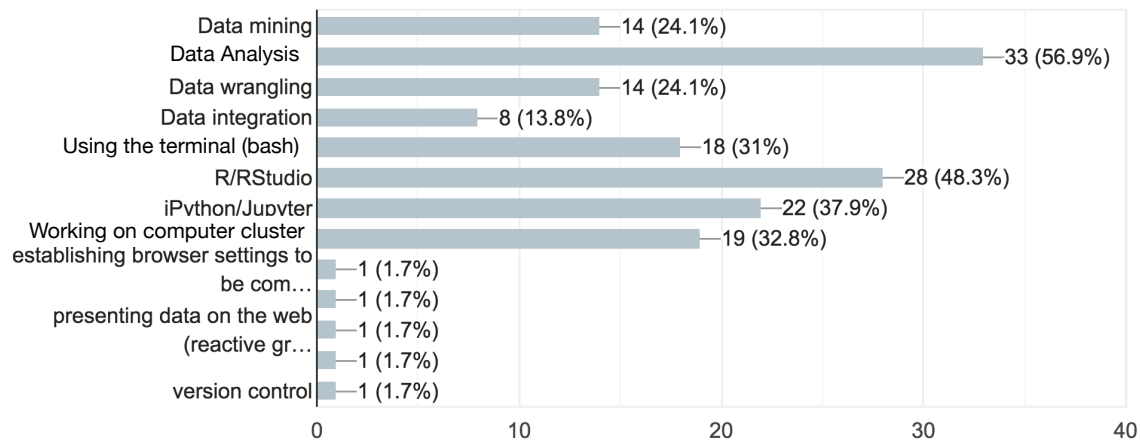
If your primary workgroup uses centralized, shared, network document and data storage, what storage services are...lease select all choices which apply.)

57 responses



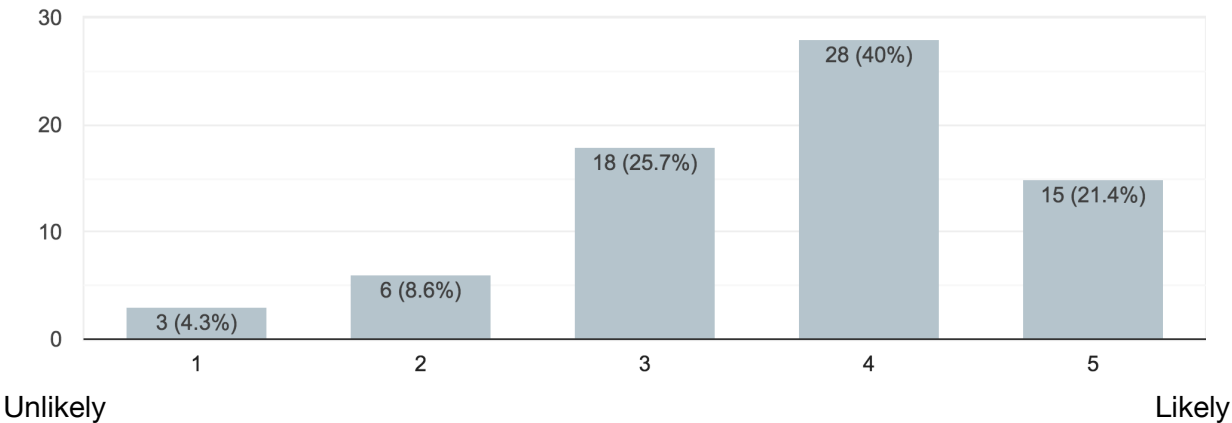
If you would like additional training in computing and informatics, which topics interest you?

58 responses



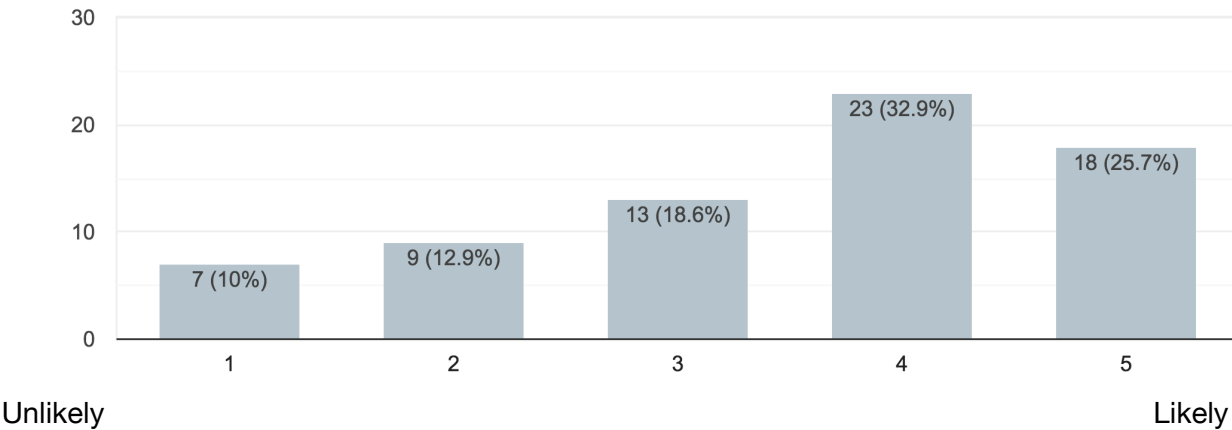
If SAFS offered regularly scheduled computing and informatics classes or workshops, freely available to all of S...u be to attend such events (in person)?

70 responses



If SAFS offers an intensive “Computing Bootcamp” training course, freely available to all of SAFS, how likely ar...m or computer lab sessions (in person)?

70 responses



Aside from a computing course, workshop, or bootcamp, how else would you like SAFS to provide or improve training and education in computing and informatics?

There are specific topics (e.g. browser settings) that would be helpful to have brown bag sessions or user guides available.

blah

brown bags for specific topics addressing technology changes that impact us

Once monthly seminars on relevant topics for both undergrads and grads.

5teen classes in advanced computing topics like R

Database management (sql)

How to organize files

Offer Linux support

Workshop on SAFS/UW computing resources during grad student orientation

How about a SAFS wide forum, where we can all post computing and (especially) data analysis issues that are not appropriate for safs social, Facebook, etc.? I'm sure many people have encountered the same analysis issues as me. SAFS faculty and staff could also weigh in on issues!

Office hours for specific issues

Help with CANVAS

provide a list of pertinent classes available across campus

Efficient planning and use of remote desktop sharing for meetings at UW and elsewhere, such as Zoom, WebEx, etc

As our datasets get larger, it would be great to have a training on how to use the UW supercomputer

I am so far behind I do not even know what the things are that you listed above.

It would be great to have FAQ on certain applications to solve common problems (especially with excel or R).

Security and univerity standards for website management would be a great topic!

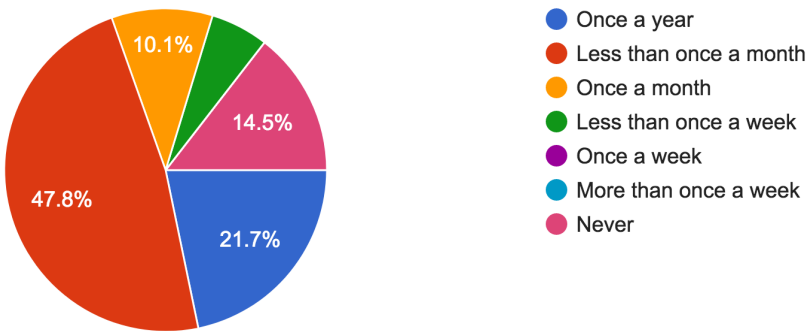
Provide online searchable FAQs, information

repository of quick demo videos

Personal tutoring as needed.

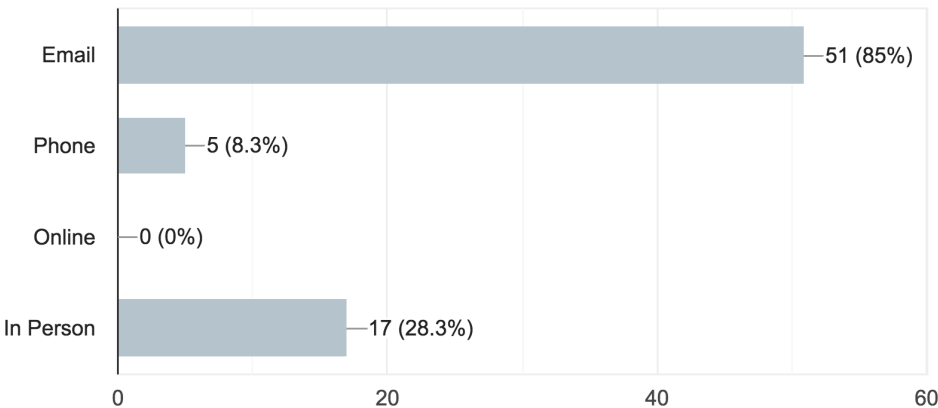
How many times do you seek help from SAFS IT staff in a typical year?

69 responses



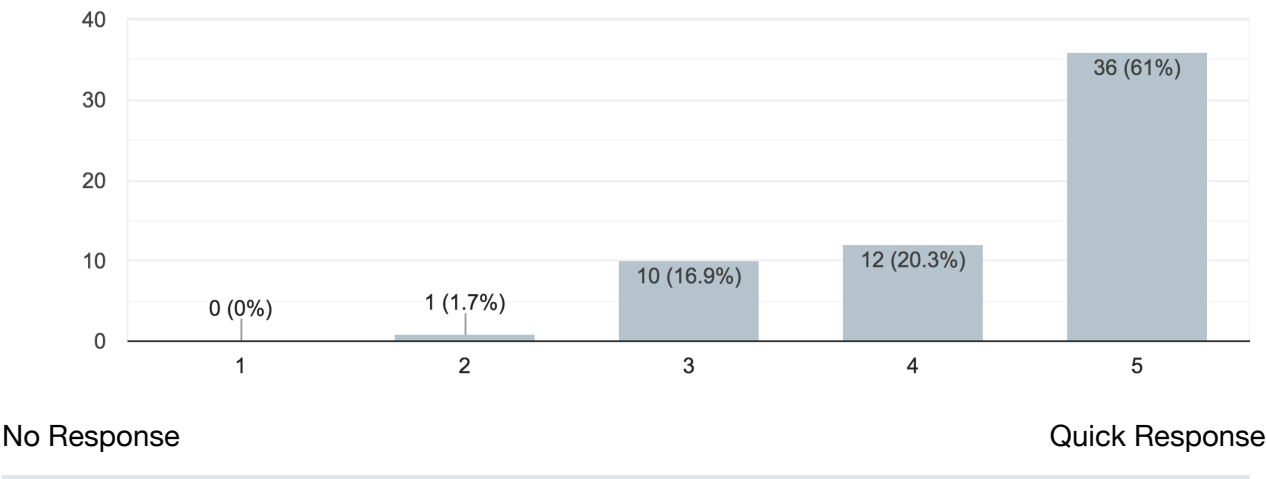
What is your most common method of initiating a request for assistance from SAFS IT staff?

60 responses



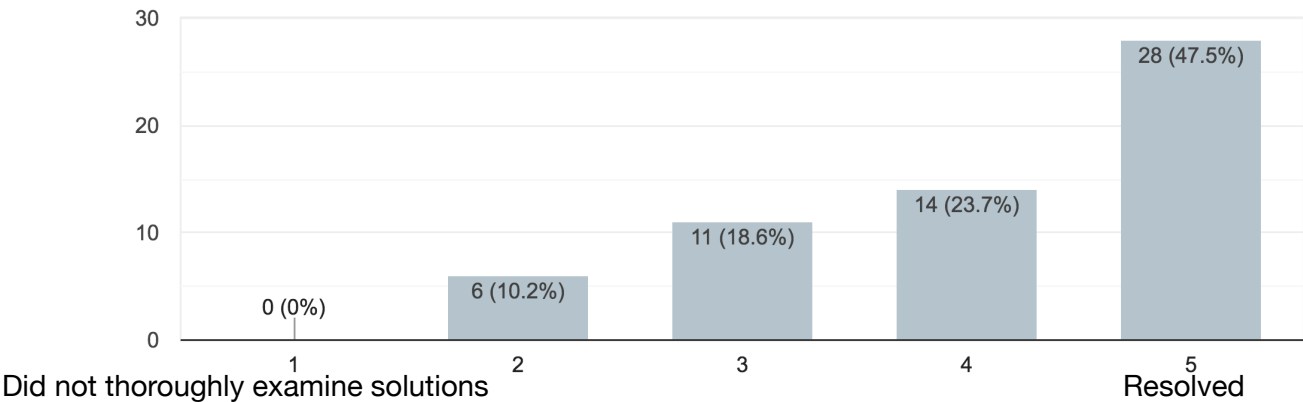
On average, when you have asked for SAFS IT assistance, how would you rate the responsiveness of IT staff in d...g with the particulars of your request?

59 responses



On average, how thorough was assistance from SAFS IT staff?

59 responses



Comments (optional)

Biggest issue for my role is ease of being able to work remotely (which is why I do not at this point, but there will be a circumstance at some point where I will have to - whether

for weather or other - and as of now, I do not feel I can because the method available is too cumbersome). The current methods for accessing the numerous files and iterations of are not efficient in terms of time involved for file transferring and organization of files/ how they display and so it laborious slows things down. I am sure there is much that I do not know regarding limitations SAFS may have so if this is the way is, so be it, but I wonder why there is not 1) just a simple shared network folder that can be accessed where files can just be dragged and dropped into (both in terms of ensuring files are backed up and ease of access remotely) and/or - which is more ideal for what I do - 2) MS comes equipped with remote desktop capability. I should be able to remote directly into my work machine from my home machine, but for some reason, this capability will not work. It could be user-error on my part, but I have successfully enabled remote desktop at home to communicate between my two home machines. These methods are what I have experienced having worked in two other Schools and a central office in the UW and it worked flawlessly.

Michael Parker went above and beyond to help me when my laptop hard-drive unexpectedly died. Thank you Michael!

The range of assistance is rather limited

I find a little intimidating to ask for support with the current IT SAFS staff

Those of us working in linux systems (for bioinformatics) need more IT support . SAFS IT should just accept the fact that we HAVE to work in linux/ubuntu etc and not put up a fight when we install virtual machines on our windows computers. That is just the reality of bioinformatics- we can't work in windows.

I contact Michael Parker and have always found him very helpful, except when the problem is beyond the scope of his position, capabilities, etc.

Please list and explain any specific suggestions for improvement in our departmental IT support.

seems to be a bit mac centric

We need web application support. Also data management support as required by funders.

Support for linux, accessing clusters, continual updates on IT resources available at the UW level

Accessibility since it can be hard to contact and find them, or even just knowing they are available to students.

Be less intimidating/abrupt for newcomers

Provide Linux support

It is unclear what falls under IT support, especially for graduate students who have crossover between personal devices and work devices due to poor funding for computer resources.

More support for high end computing, e.g. Hyak, Google or clusters

Having support for commonly used software would be nice. This can't be all inclusive obviously, but the various video conferencing apps that are commonly used seem to be a problem for some folks and there is an apparent lack of support for them.

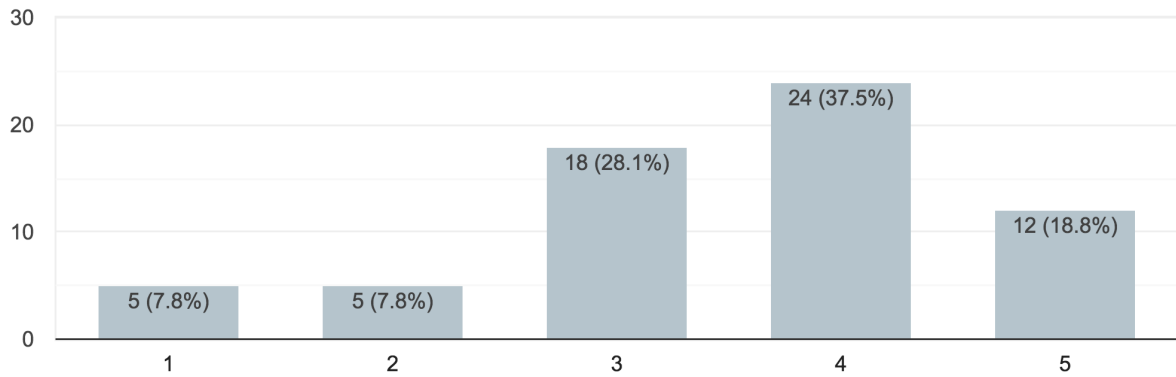
The more meeting rooms that are setup for both remote and local access with projector, screen, and a really good speaker phone or other audio, the better!

I truly appreciate the desire to keep SAFS at the forefront of developments in these areas. It is not clear how people like me, who have fallen behind, will ever catch up as the leading edge gets farther and farther from my view.

Gently used, good condition computers available for reassignment when upgrades are purchased. At the rate I see new computers ordered, there should be some good ones available for re-assignment, but there don't seem to be (according to Michael Parker).

Compared to peer departments at other universities and public agencies you may be familiar with, how would yo...presently offered by this department?

64 responses



Without respect to comparisons to other department either at the UW or elsewhere, what is your general opinion of computing services presently offered by this department?

Helpful when I've reached out

In general I have a good opinion of our IT department.

Bare minimum

Don't have a point of comparison

No judgement on our current support (which is great), but I would appreciate innovation and leadership in bringing SAFS into the current computing climate. For example, as a conduit to the e-science institute, for links to UW computer clusters, for innovation in teaching software (for example, Biology supports its classes through integration of online technologies in learning), for development of teaching spaces, and for helping us develop databases for gathering data relevant to SAFS performance. I'm aware that there is innovation in the admin suite that most people don't know about.

relatively good

Decent but need to be accessible.

Pretty good if you're a power user, not so much for beginners.

Very helpful. Sometimes it's unclear what problems can be solved within the department, vs UW IT - software vs hardware, web hosting etc.

To preface my answer above we do not have enough computer support for the amount of people that work here.

quite good for my needs

Great

It's adequate

They aren't well advertised but I'm sure if I needed help I could find it by asking around.

highly responsive and regarded

Sufficient

My familiarity with the full scope of SAFS computing services is limited, but what I have seen is very good.

I don't fully know what services are offered.

I am not aware which resources are through the department (except for the shared desktop computers) as most seem specific to my lab

not useful

Seems pretty straight forward. I like that I have control over my machine (rather than having my department be the main "administrator.") I think either clarity from the department or advisors would help regarding expectations. If you didn't already arrive with computing/IT skills, the only skills you get internally are R. Literature organization, version control, data management, science organization are all up to individuals to gain prior to or outside of SAFS.

Very useful for service on PC and laptops, including teaching labs, less so for high end computing needs requiring Linux and bioinformatics

Medium

I feel that we are limited in class size in our computing labs. Other than that I've been happy with the service provided.

Overall really good, and responsive to continuing improvements in technology

My only other experience was at a European university, where they had a cluster available for all geneticists, with all the common analysis pipelines (GATK, bwa, bowtie, samtools, etc.) already installed. That was fantastic.

I have no basis for comparison.

Very helpful and low stress. Thanks!

Limited outside of personal computer issues

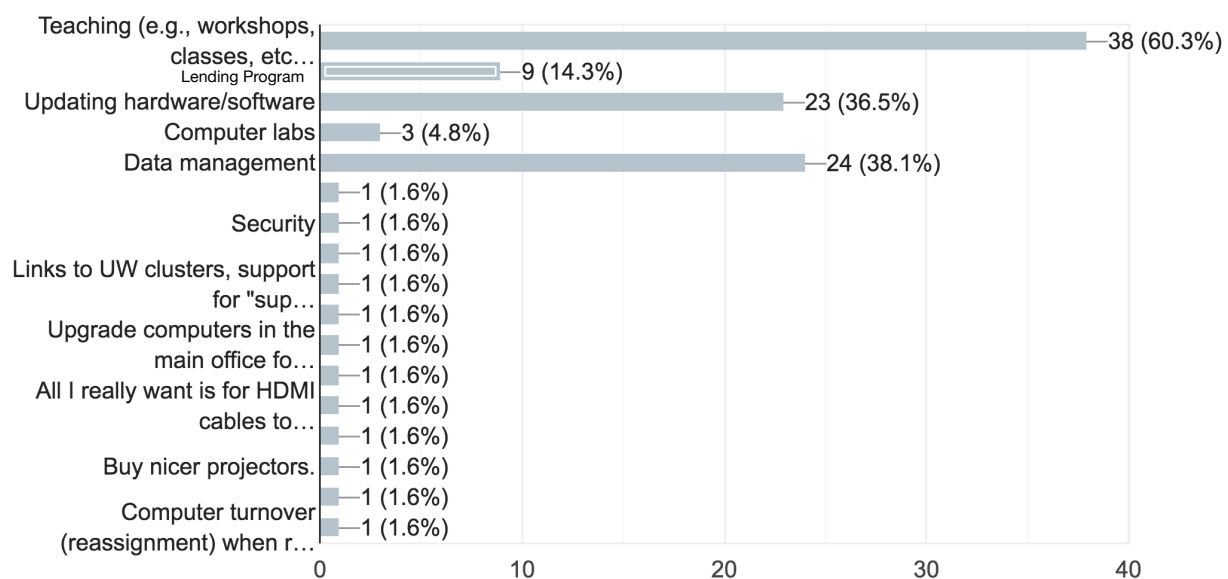
i don't have much experience with it

I've really appreciated Michael Parker's rapid responses to problems--most of which he solves. I have depended on him to design my (infrequent) computer purchases and have been pleased with their lifespan (one exception) and functionality.

needs improved server support

If the department were to concentrate additional effort in department-wide computing and information technology,...I'd focus more resources or attention.

63 responses



Please share your thoughts or preferences about our overall IT direction going forward for the next few years.

We have a lot of technology resources! Keeping track of and knowing what's available is challenging - seems likely that many people "reinvent wheels" within their labs due to lack of understanding what resources are available at both university and department level

Science funders have increased their demands of PIs with respect to computing and data while SAFS IT has, for the most part, remained unchanged in the many years I have been here. It's imperative that our work products (data, methods, papers) be

maintained and archived. Given that our work is almost entirely computer-based, SAFS IT needs to facilitate preservation and dissemination as required by funders. Computing and data needs to be approached in a way similar to museum collections...organized long-term preservation of information and facilitation of science from that information. I can log directly into my work machine from my home machine so that I don't necessarily have to worry that I may not have transferred a particular file to a cloud or other.

I think laptop rental should be done through the UW, and we should close down our computer labs. I'd like to see more focus on uses of cloud computing, as well as training to help us access it.

I'd like to see it be more present and engaged.

Seems fine.

I'd like to see the department invest in high performance computing that would be available to the entire department (e.g. acquire multiple Hyak/Mox nodes from UW IT).

Doing a great job

I don't know

From what I've observed in the Columbia Basin, a large number of organizations are having to ask for reanalysis of historical data in new ways. I think we should concentrate on maintaining the accessibility and quality of data we have. Studies have been going on for quite awhile, and there is a growing appetite for seeing what can be teased out of seemingly non-related studies, and the ability to make those results easily understandable to the public (and other scientists) is paramount.

It would be great if the department helped pay for backup service subscriptions, like Crash Plan or similar for University faculty, staff, and ASEs.

The computer lab computers don't seem to be used much by grad student, since everyone must have their own laptop to function.

The UW Tech Loan program (student run) offers laptop check outs, which I used when my computer died unexpectedly. If that had not been available I would have been without a laptop for about 10 days, so I found that to be a critical campus wide resource.

Trainings would be great! Python, statistical training on specific programs, etc. If there was a department managed server that we could automatically back up our laptops to over wireless I would DEFINITELY use that.

we should rely on upper campus IT more, and use our limited resources for workshops and classes

It seems like the IT support will need to be agile. Versed in computing enough to support even the geekiest of faculty and students, but articulate and clear enough to support those who do not arrive with a lot of computing/screen experience.

Test, Test

A centralized shared computing facility, independent or within UW IT, would be extremely helpful for occasional high demand computing. Data volumes are increasing and high end computing is becoming more important. Thanks for making an effort to organize this.

As I previously mentioned out computer labs can be restrictive on class size requiring additional laptops to be brought in to accommodate additional students. This in conjunction with at least some desire in the department to create an active learning space makes me think we might need a more flexible computer lab that is laptop based with movable furniture to accommodate a greater number of students and this emerging teaching style.

telecommuting and remote access for meetings is only going to get more common, and we should strive to keep-up with this need and concurrent technology

As noted above, there might be some thought as to how to help those falling behind in the rush to higher capacity and faster performance. Thanks for asking - sincerely.

It would be really great to have Adobe products on some SAFS computers. Graph Pad Prism would also be fun to explore, either independently or in a workshop.

IT in SAFS does less web managing assistance - outlining standards and practices for example for the EU requirements - and assisting with these practices in SAFS would help us all keep up to date!