



Initial Report






Last Modified: 06/14/2010

1. (WEBSITE) Do you currently use websites in your research?

This category covers website development for use within a project or to disseminate results more broadly. The typical site may require sophisticated database support and ongoing maintenance to stay current.

#	Answer	Bar	Response	%
1	Yes		101	80%
2	No		26	20%
	Total		127	






2. (WEBSITE) Who was the primary developer of your website?

#	Answer	Bar	Response	% ▲
1	Faculty member		36	41%
5	Other		26	30%
3	Graduate student		17	19%
4	Academic Research Computing		7	8%
2	Post-doctoral researcher		2	2%
	Total		88	

Other

- Internal IT Staff
- third party firm
- ONAMI
- undergraduate student
- IT professional
- myself
- Vovici WebSurveyor
- support staff
- undergraduate work study
- contract outside of the university
- contractor
- Office Specialist
- Administrative Assistant
- Professional Organization
- relative
- Texas A&M colleagues
- Rob fullmer
- Project Coordinator
- no web site
- staff member of our research center
- Research Assistant
- department staff
- OIT, outside consultants, internal IT person
- Administrative support



3. (WEBSITE) Who does the majority of the maintenance on your website?

#	Answer	Bar	Response	% ▲
1	Faculty member		35	40%
5	Other		27	31%
3	Graduate student		19	22%
4	Academic Research Computing		4	5%
2	Post-doctoral researcher		3	3%
	Total		88	



Other

- Internal IT Staff
- ONAMI
- Project manager and undergrad student
- IT professional
- myself
- support staff
- undergraduate work study
- outside firm
- Office Specialist
- Administrative Assistant
- No one. We took it down.
- Professional staff
- relative
- research assistant
- Post-bac working in my lab
- same
- Project Coordinator
- na
- staff member of our research center
- Support staff
- not sure
- CAPSTAR Program Coordinator
- Administrative support



4. (WEBSITE) Does your grant provide support for this activity?

#	Answer	Bar	Response	%
1	Yes		29	34%
2	No		57	66%
	Total		86	

5. (WEBSITE) If no, do you think your typical granting agencies would be open to providing support?

#	Answer	Bar	Response	%
1	Yes		31	42%
2	No		42	58%
	Total		73	

6. (WEBSITE) Would you use OIT assistance for this function if it were readily available?

#	Answer	Bar	Response	%
1	Yes		69	81%
2	No		16	19%
	Total		85	

7. (WEBSITE) Additional comments:

WEBSITE DEVELOPMENT

Text Response

Need help with java and other scripting languages for web enhancement. Need to have some standard editing/development software made available.

I use outside sources to support web site maintenance.

Overall my impression of OITs usefulness in providing access to existing hardware, setting up computers and establishing access to licensed programs is not very good.

[REDACTED]
[REDACTED]
[REDACTED]

I would like to have OIT support, although I have had mixed results when I have done so in the past. They have been good with very simple, straightforward applications, but not so good with anything that has had a degree of complexity. Using graduate students is not satisfactory over the long term.

[REDACTED]
[REDACTED]

Unreliable and insufficiently trained staff - limited in what they can do

I would use OIT assistance for web development ONLY if it were oriented toward supporting new technologies, not lowering expectations so that ALL users, no matter how disinterested are defined as the primary market.

we have been very frustrated putting together our departmental website to conform with PSU standards. We ended up losing most of the 6 months of work we put into it due to some reformatting done by OIT.

I have had two different websites but the software is no longer supported by PSU (MISL staff). Therefore, I have not updated my website in two years. It is professionally embarassing! I signed up for a web development course through MISL, and then it was cancelled because the software was not going to be available until sometime next academic year.

I do it all on my own, nobody is interested in my research

just get Google Apps! I can't understand why we are re-discovering hot water. This has been done and it works very nicely. Did I say that PSU should get Google Apps?

Our website is maintained by RRI Core staff. They are funded though indirects collected on grants.

It's hard to say -- we might use the web more effectively with assistance, but what we are doing at the moment seems to work for our needs.

I had some bad experiences with OIT employees disregarding a list of characteristics I said were important for a previous website (including some security concerns). After they spent a lengthy time working, they produced something I could not use. As a result, I am not optimistic about using OIT for website development or maintenance.

Quotes for the WWW site from academic computing were exorbitant relative to what was budgeted in the grant.

I have had excellent experiences working with Will Garrick's shop -- I have not had good experiences working with other "arms" of OIT. So the way the questions are phrased makes it difficult to answer

Possibly... it has to be at the right level. I think it would be better to consolidate such efforts into smaller groups. At the OIT level, it may not be sufficient.

[REDACTED]

ARC needs more staff!!! They do great work!!!

Information about is for one of my current projects. Other projects do not yet have websites because we are waiting for technology support from within our School and this support is always difficult to schedule.

Typical research grant would not pay for this activity-- would expect University to provide. I can't say hoow satisfied I am with University support as I have no idea what support is available. I assume it would cost something and don't know who would pay.

Its hard to use someone who is not "in the office," because the project is not the highest priority

Current University Drupal constraints are causing increasing problems for our web applications. The RRI uses a variety of resources to create and maintain our project websites and some of the funding comes from grants while other funding comes from IDC return and the University.

On your "how satisfied" question, you didn't specify which end is the good end.

[REDACTED]
[REDACTED]
[REDACTED]

There has so far been very little support in this direction and any additional help would be appreciated



[REDACTED]
[REDACTED]

I have found IT support for website to be inconsistent



Statistic	Value
Total Responses	32

8. (APPS) Do you use this type of computing in your research?






Current Use of Applications and Tools: This category includes quantitative and qualitative analysis applications for advanced statistical analysis and data management, or other tools such as GIS.

#	Answer	Bar	Response	%
1	Yes		91	79%
2	No		24	21%
	Total		115	

9. (APPS) Is there programming associated with using these tools in your research?

#	Answer	Bar	Response	%
1	Yes		57	66%
2	No		29	34%
	Total		86	

10. (APPS) If yes, who does the majority of this programming?

#	Answer	Bar	Response	% ▲
1	Faculty member		33	49%
3	Graduate student		20	30%
5	Other		11	16%
2	Post-doctoral researcher		2	3%
4	Academic Research Computing		1	1%
	Total		67	

Other

split among faculty and grad students

Research Faculty, including myself

IT professional

bioinformatics technician

None

staff

colleague at another university

Grant subcontractor



Research staff

depends



11. (APPS) Does your grant provide support for this activity?

#	Answer	Bar	Response	%
1	Yes		49	60%
2	No		32	40%
	Total		81	

12. (APPS) If no, do you think your typical granting agencies would be open to providing support?

#	Answer	Bar	Response	%
1	Yes		36	69%
2	No		16	31%
	Total		52	

13. (APPS) Would you use OIT assistance for this function if it were readily available?

#	Answer	Bar	Response	%
1	Yes		61	73%
2	No		22	27%
	Total		83	

14. (APPS) Additional comments:

Text Response

Please eliminate annual licensing fees for applications such as SAS.

I do not use University support for these functions.

Same as previous. The programming is my own. There is additional programming to interface with the hardware and I HAVE received good help on this.

OIT absolutely needs to coordinate with ORSP in order to enhance PSU's capacity around statistics. Most major research universities have statistics + computing assistance for scientists. UCLA and Univ. of Michigan have two well-known labs, which should be emulated here.

too specialized for OIT

[REDACTED]

[REDACTED]

I'm waiting for ACAIT to say "hey, you have to check out this new technology" and it's technology that I've never heard about or that I haven't had a chance to try yet for myself. I'm waiting for OIT to be the source of disruptive technology, not the brakemen that say, "no, you can't try that". When a crazy young faculty member comes to OIT and says "help me try out this crazy new technology -- a web site, or some open source software, or an ad-hoc computing network, or some crazy wi-fi data collection scheme, whatever -- OIT should say "Ye-ha! we're with you! WHEN do we start!" My point is, that unless OIT is really able to push the envelop, then we should be very skeptical about spending joint resources (ie indirect cost returns) to provide the kind of support that innovative faculty and their grad students seem to figure out just fine on their own. The current regime is that creative, energetic faculty trying new things get frustrated, while the slow adopters get coddled. Why don't we try punishing the slow adopters and supporting the bleeding edge? That has to happen if we want to be a "leading research university". At least that is what the *research* side of OIT needs to do.

I need to get help with qualitative analysis. I used NUDIST 1999-2000 with my dissertation as well as SPSS but I no longer know how to use these programs. Nor do I have the current versions of the software.

[REDACTED]

[REDACTED]

most of the things we do are programmed in Matlab - keep that license available! There are some specialized tools that would be nice if PSU or department would pick up license cost.

This is the biggest problem for me as a researcher at PSU. We desperately need to hire and retain professionals with a sophisticated understanding of SAS and Stata.

I would like training on qualitative software (Atlas) -- I think it used to be available, but it has not been the last times I checked. I have to rely on colleagues and their availability.

Want to use ArcServer.

What you are asking about here is unclear to me. Do you mean data management in a statistical package? If so, I suspect there is only occasional need for this, as most "programming" is very specific to the project.

Jim Tuggle is the only person I trust to provide assistance.

Would like someone available to my school who is familiar with the issues we address in our research.

[REDACTED]

We have consistently needed to seek out resources outside PSU for this type of work.

the survey presumes that if I'm only conducting funded research. some of my projects are funded, some not. i don't always have funding. but i always have the same needs. sometimes that funding provides for but not always. these questions are almost impossible to answer with a simple yes/no.

I don't think the University has this type of support available. When ever we need a new analysis program we figure it out ourselves. I certainly wouldn't use Help Desk for this-- would want someone with expertise in my type of research.

If there were cost effective resources for advanced statistical analysis in the social and behavioral sciences, we would be very interested.

Not sure if "university support" includes CAT support in MCECS, which is what we rely on

[REDACTED]



I have no current grant funding. Same comment as previous page about satisfaction.

I have done a survey using Websurveyor every 3 years; it isn't grant funded and so not applicable to your questions but it has been very nice to work with and I've gotten great help with it. I have had grants to do 2 other small projects that were intended to use the electronic health record in SHAC but it wasn't possible as the records weren't kept in the database to allow queries for one, and I couldn't get the help I needed for the other.



Statistic	Value
Total Responses	25

15. (STORAGE) Do you use this type of computing in your research?



Current Use of Data Storage and Management Resources: This category covers research data stored on the I:\ drive in your departmental share, the research share, and any other research data storage and archiving you are currently using.

#	Answer	Bar	Response	%
1	Yes		81	72%
2	No		31	28%
	Total		112	



16. (STORAGE) Are your existing data storage needs being met?

#	Answer	Bar	Response	%
1	Yes		67	84%
2	No		13	16%
	Total		80	



17. (STORAGE) Does your grant provide support for this activity?

#	Answer	Bar	Response	%
1	Yes		21	27%
2	No		57	73%
	Total		78	

18. (STORAGE) If no, do you think your typical granting agencies would be open to providing support?

#	Answer	Bar	Response	%
1	Yes		23	35%
2	No		42	65%
	Total		65	

19. (STORAGE) Would you use OIT assistance for this function if it were readily available?

#	Answer	Bar	Response	%
1	Yes		64	80%
2	No		16	20%
	Total		80	

20. (STORAGE) Additional comments:

Text Response

It doesn't make sense to ask if our grants provide support for this activity since we are basically storing our data on the network. Unless, of course, you mean the indirect costs that support that. If that's what is meant, then yes, our grants support this activity.

The data storage quotas are COMPLETELY inadequate to the tasks. I would need to double my quota easily. Even the H drive is inadequate. Further, support for users of Macs in this respect is pretty much inadequate as well. The infrastructure is set up for a Windows environment and is extremely unwieldy in an OS environment.

The bigger issue is space for paper data - we keep getting our space taken away. In addition to having to save papers and tests from around 800 students a year for three years, we also need room for research data.

we have our own internal IT department available for support

I'm often running out of space for storage.

staff overworked, have to pay for storage despite overhead being taken from grant

All my data is stored on my personal MacBook and backed up daily on an external hard disk. I would be interested in storing data on a university server

Support for off-site incremental backups or mirrored backups would be appreciated.

We have departmental IT guys. I do not know how much support OIT gives them. I think they consult with them quite a bit.

Seems to be fine.

Also unclear. What is needed besides space? We were not given enough space on the I drive initial for our data sets and had to ask for more.

Having backed up (large) storage is extremely useful.

I would prefer more room on my H drive

Yes to needs being met FOR THE MOMENT, hard to evaluate meaning of numeric radio buttons in question above.

In general, one can ask for support for computing services on a grant only if a billing mechanism is in place, charges are audit-able, and the government (funding agency) is getting the best available rate. In particular, you can't charge unfunded research one rate and government-funded research a higher rate. I've set up charge-back systems in the past. I DO NOT recommend that we institute one.

The I-drive becomes too full to hold all of our data.

All files on CAT. Support is much better.

in the case of grant support, i believe the indirects are supposed to cover such costs as part of institutional support.

Not sure why I would need University support other than making space available? Are you referring to something more complicated than storing data sets on the I drive?

There have been problems and delays with getting permissions, getting backups restored, and of course that horrible problem where people's memories were being wiped...



i do not want to rely on students who are on the job-learning with my research.

We have requested additional storage from OIT to meet our Center's needs and were accommodated.



Statistic	Value
Total Responses	23

21. (COMPUTING) Do you use this type of computing in your research?



Current Use of High-performance Computing: This category covers computationally-intensive simulations and similar studies that exceed the capacity of a typical desktop system.

#	Answer	Bar	Response	%
1	Yes		21	19%
2	No		91	81%
	Total		112	


22. (COMPUTING) Are you using local resources to meet this need?

#	Answer	Bar	Response	%
1	Yes		14	70%
2	No		6	30%
	Total		20	



23. (COMPUTING) Are you using Internet-based computer clusters, grid, or cloud resources?

#	Answer	Bar	Response	%
1	Yes		8	40%
2	No		12	60%
	Total		20	



24. (COMPUTING) Does your grant provide support for this activity?

#	Answer	Bar	Response	%
1	Yes		10	50%
2	No		10	50%
	Total		20	

25. (COMPUTING) If no, do you think your typical granting agencies would be open to providing support?

#	Answer	Bar	Response	%
1	Yes		10	63%
2	No		6	38%
	Total		16	

26. (COMPUTING) Would you use OIT assistance for this function if it were readily available?

#	Answer	Bar	Response	%
1	Yes		14	78%
2	No		4	22%
	Total		18	

27. (COMPUTING) Additional comments:

Text Response

So far our efforts to get access to large RAM computers through OIT failed.

Once again-the answers are inadequate to the task: I use local resource AND internet based clusters (and my own computer which is, in fact, faster (serially) than the University's servers).

Particular kinds of grants do support simulations and mathematical modeling, but sicne most agencies are focused on more applied research, most granting agencies would not favor this type of work. I would not use OIT for help with my simulation work, because they do not have the specialized training statistics needed.

If the expertise met our needs.

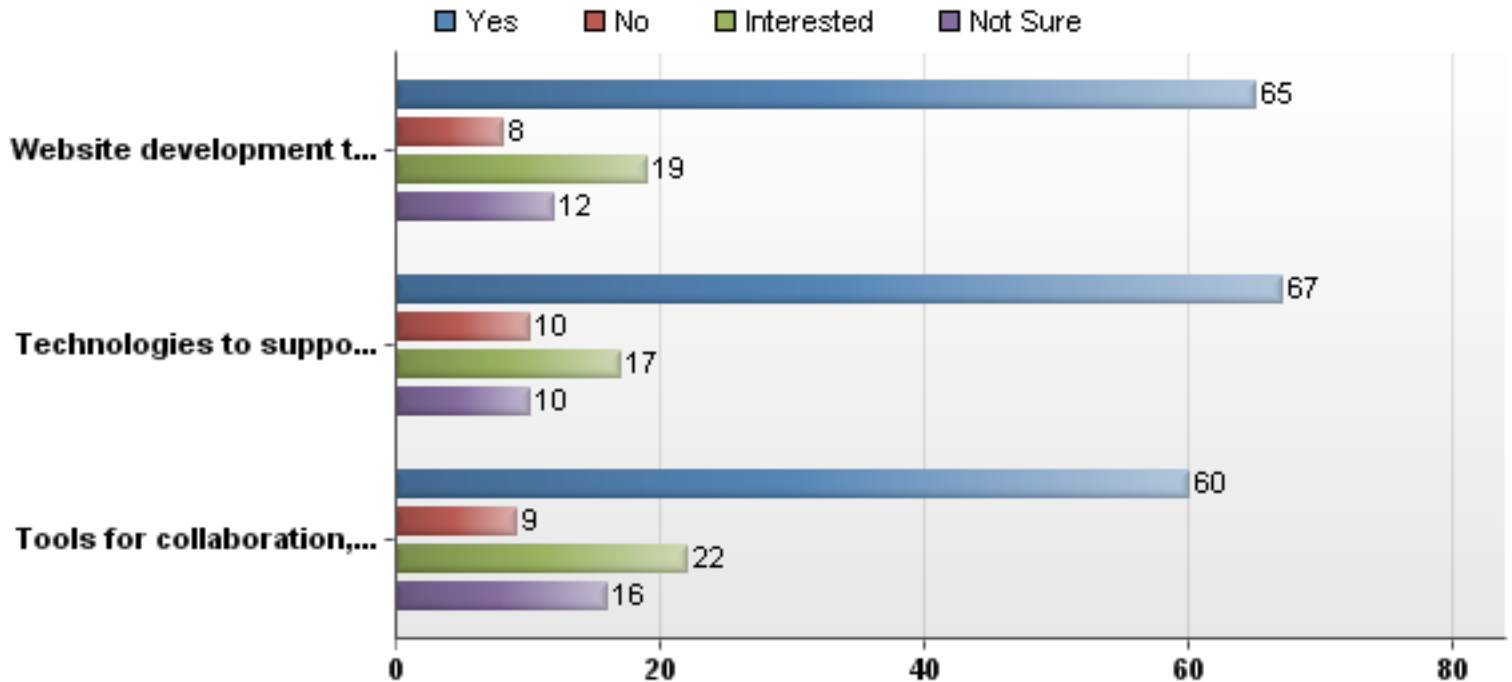
this is too important for my research to depend on OIT

Statistic	Value
Total Responses	5





28. Pertaining to your prospective use of COLLABORATION RESOURCES, if any of the following resources were available, would you use them?

#	Question	Yes	No	Interested	Not Sure	Responses	Mean
1	Website development tools	62.50%	7.69%	18.27%	11.54%	104	1.79
2	Technologies to support videoconferencing	64.42%	9.62%	16.35%	9.62%	104	1.71
3	Tools for collaboration, e.g., sharing data	56.07%	8.41%	20.56%	14.95%	107	1.94

Note: Unclear what "Interested" category means



29. Would you like Academic & Research Computing to contact you regarding any of the following COLLABORATION RESOURCES? (Check all that apply.)

#	Answer	Bar	Response	%
1	Website development tools		33	70%
2	Technologies to support videoconferencing with colleagues		29	62%
3	Tools for collaboration, e.g., sharing data		34	72%
4	Other		7	15%

Other

large RAM computing

I would like access to Qualtrics and any trainings on it that you offer

site licenses

statistical programming assistance

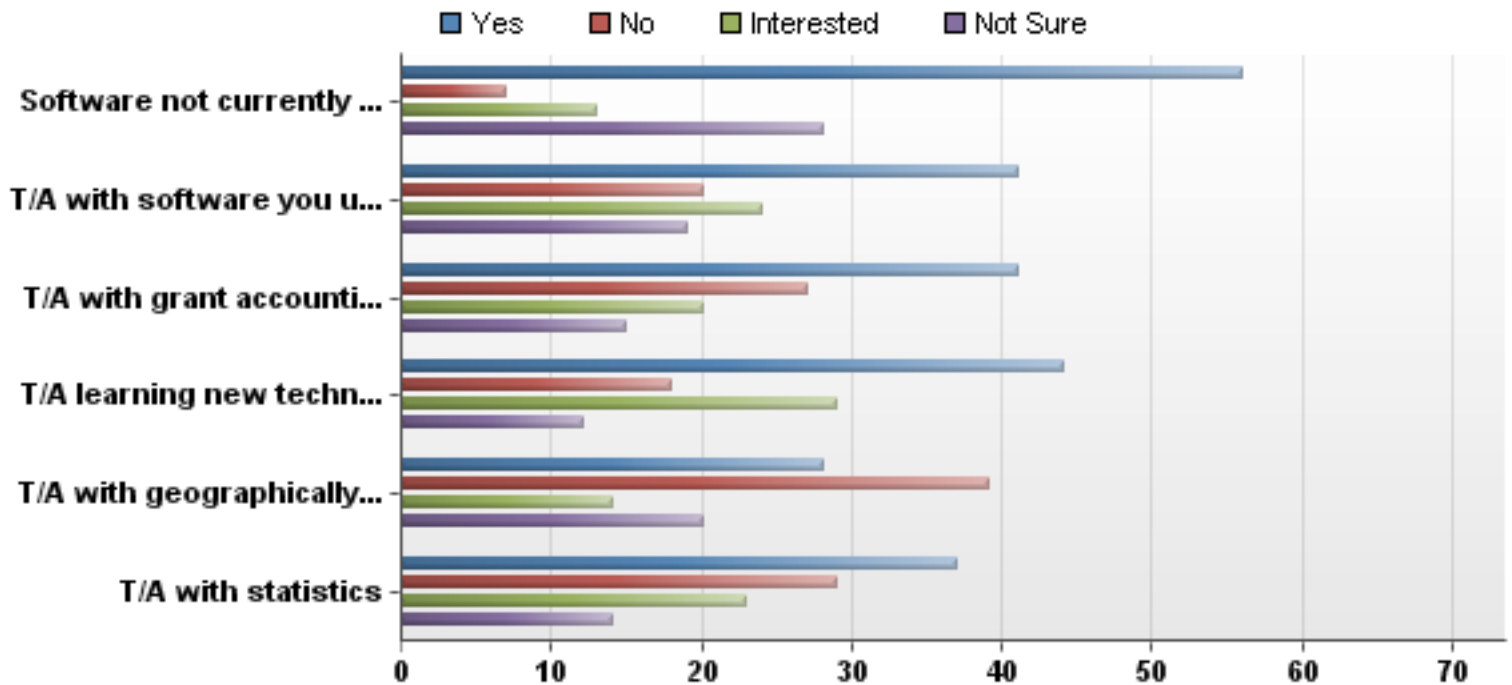
Not currently, but may contact them in the future.

Adequate computing hardware for faculty and faculty led research teams of graduate and undergraduate students.








30. Pertaining to your prospective use of APPLICATIONS AND TOOLS, if any of the following resources were available, would you use them (T/A = Training/Assistance)?

#	Question	Yes	No	Interested	Not Sure	Responses	Mean
1	Software not currently available at PSU	53.85%	6.73%	12.50%	26.92%	104	2.13
2	T/A with software you use in your research now	39.42%	19.23%	23.08%	18.27%	104	2.20
3	T/A with grant accounting/management issues	39.81%	26.21%	19.42%	14.56%	103	2.09
4	T/A learning new technologies	42.72%	17.48%	28.16%	11.65%	103	2.09
5	T/A with geographically-related computing and/or GIS technologies	27.72%	38.61%	13.86%	19.80%	101	2.26
6	T/A with statistics	35.92%	28.16%	22.33%	13.59%	103	2.14

Note: Unclear what "Interested" category means



31. Would you like Academic & Research Computing to contact you regarding any of the following APPLICATIONS AND TOOLS resources? (Check all that apply: T/A = Training/Assistance)

#	Answer	Bar	Response	%
1	Software not currently available at PSU		24	67%
2	T/A with software you use in your research now		20	56%
3	T/A with grant accounting/management issues		14	39%
4	T/A learning new technologies		18	50%
5	T/A with geographically-related computing and/or GIS technologies		12	33%
6	T/A with statistics		19	53%
7	Other		2	6%

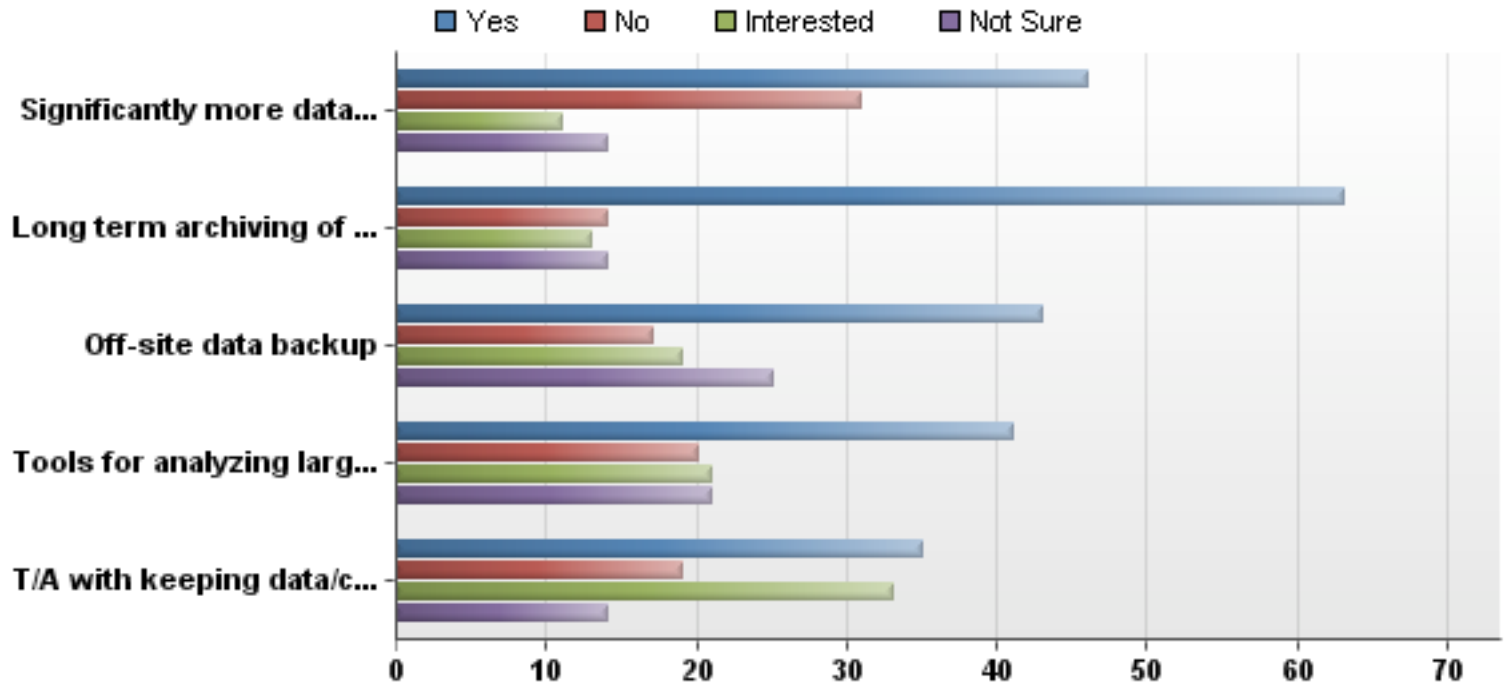
Other

assistance with current software that we currently do not use

Not currently, but I may contact them in the future.







32. Pertaining to your prospective use of DATA STORAGE & MANAGEMENT resources, if any of the following resources were available, would you use them (T/A = Training/Assistance)?

#	Question	Yes	No	Interested	Not Sure	Responses	Mean
1	Significantly more data storage	45.10%	30.39%	10.78%	13.73%	102	1.93
2	Long term archiving of data	60.58%	13.46%	12.50%	13.46%	104	1.79
3	Off-site data backup	41.35%	16.35%	18.27%	24.04%	104	2.25
4	Tools for analyzing large amounts of data	39.81%	19.42%	20.39%	20.39%	103	2.21
5	T/A with keeping data/computers secure	34.65%	18.81%	32.67%	13.86%	101	2.26



Note: Unclear what "Interested" category means

33. Would you like Academic & Research Computing to contact you regarding any of the following DATA STORAGE & MANAGEMENT resources? (Check all that apply; T/A = Training/Assistance)

#	Answer	Bar	Response	%
1	Significantly more data storage		13	45%
2	Long term archiving of data		18	62%
3	Off-site data backup		14	48%
4	Tools for analyzing large amounts of data		16	55%
5	T/A with keeping data/computers secure		15	52%
6	Other		3	10%

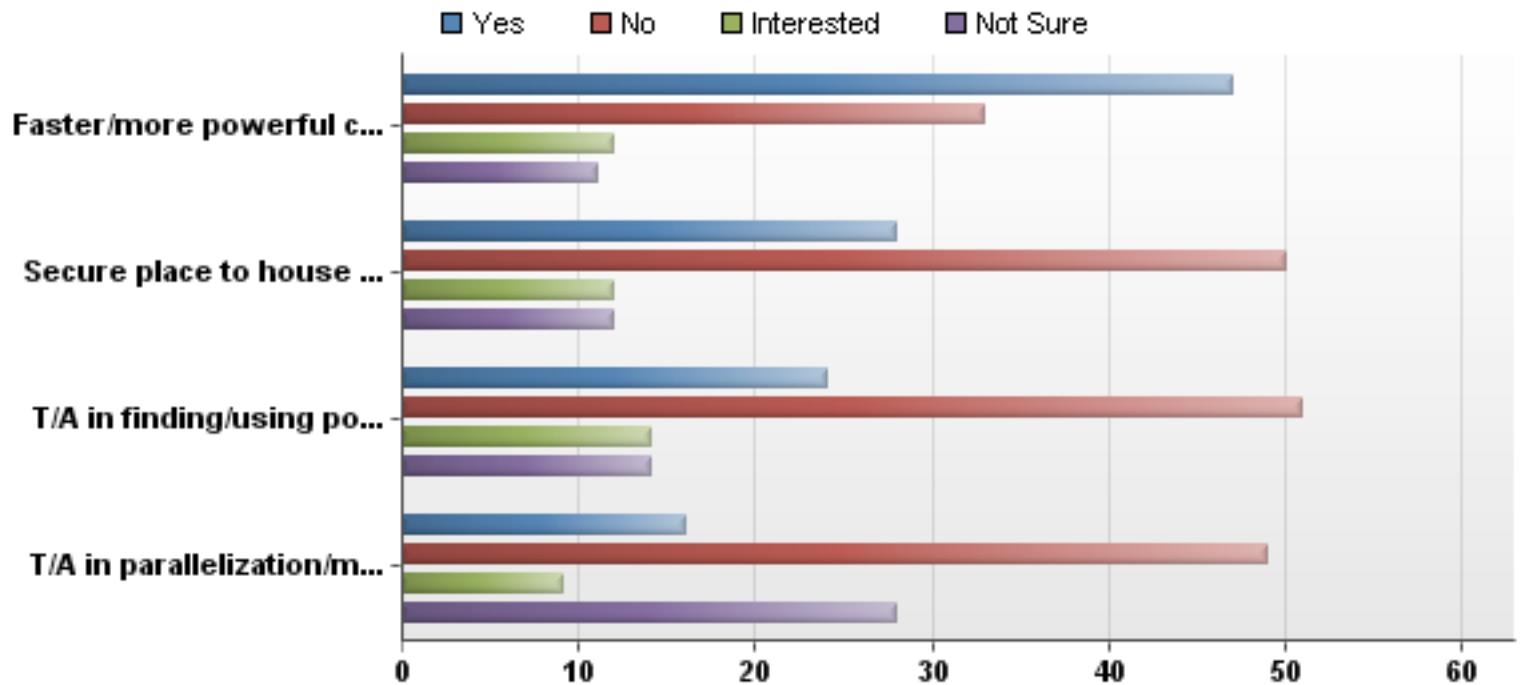
Other

Not currently, but I may contact them in the future.





34. Pertaining to your prospective use of HIGH-PERFORMANCE COMPUTING resources, if any of the following resources were available, would you use them (T/A = Training/Assistance)?

#	Question	Yes	No	Interested	Not Sure	Responses	Mean
1	Faster/more powerful computers for your research	45.63%	32.04%	11.65%	10.68%	103	1.87
2	Secure place to house research computers	27.45%	49.02%	11.76%	11.76%	102	2.08
3	T/A in finding/using powerful computers	23.30%	49.51%	13.59%	13.59%	103	2.17
4	T/A in parallelization/modifying programs	15.69%	48.04%	8.82%	27.45%	102	2.48

Note: Unclear what "Interested" category means



35. Would you like Academic & Research Computing to contact you regarding any of the following HIGH-PERFORMANCE COMPUTING resources? (Check all that apply; T/A = Training/Assistance)

#	Answer	Bar	Response	%
1	Faster/more powerful computers for your research		15	75%
2	Secure place to house research computers		9	45%
3	T/A in finding/using powerful computers		8	40%
4	T/A in parallelization/modifying programs		10	50%
5	Other		0	0%