

Summarization of UCLA's:

October 9, 2014

The ACUTA listserv memberships range from employees of small schools and community colleges to the 50 largest U.S. institutions and includes some in Canada and New Zealand.

Overview

UCLA sent a brief informal survey to the Association for College & University Technology Advancement (ACUTA) listserv regarding the members' current and future telecommunications VoIP-related offerings. The original survey may be viewed at <https://www.surveymonkey.com/s/L2MW5TV>

Results

1. Does your University currently offer VoIP telephone services?

Yes 35
No 6

2. Does your University currently have separate VoIP and TDM Systems?

Yes 23
No 18

3. Does your University currently offer Unified Communications?

Yes 27
No 13
No answer 1

4. Which of the following are integrated with your current telephone system?

Voice Mail	40	97.56%
Instant Messaging	16	39.02%
Presence Status	16	39.02%
Video Conferencing	12	29.27%
Desktop Sharing	10	24.39%
E-mail	21	51.22%
Text Messaging	3	7.32%
Calendaring	14	34.15%
Mobile Devices	21	51.22%
PC Based Softphones	24	58.54%
Other (not specified)	4	9.76%

5. How important are the following technologies in either the current or future telecom offerings?

	Very Important	Important	Somewhat Important	Not Important	Total
Integration w/ mobile devices	17 (41.46%)	12 (29.27%)	10 (24.39%)	2 (4.88%)	41
Video Conferencing	11 (26.83%)	8 (19.51%)	15 (36.59%)	7 (17.07%)	41

Presence Information	11 (26.83%)	10 (24.39%)	13 (31.71%)	7 (17.07%)	41
Instant Messaging	12 (29.27%)	8 (19.51%)	11 (26.83%)	9 (21.95%)	40
Text Messaging	3 (7.32%)	12 (29.27%)	17 (41.46%)	7 (17.07%)	39
PC Based Softphones	11 (26.83%)	14 (34.15%)	10 (24.39%)	4 (9.76%)	39

Comments:

"We are a Googls Apps campus and get presence, IM, SMS from that. We will integrate Google with the new IP-PBX but view the PBX as add-on rather than vise versa." 9/27/2014 5:35AM

"Soft phones are huge, but must be available for MAC OS X." 9/26/2014 1:11PM

"UM for voicemail and e-mail." 9/26/2014 10:08AM

"Integration to email." 9/26/2014 10:06AM

"Diablo 3" 9/26/2014 9:35AM

6. How many telephone devices does your current telephone system manage?

Less than 100	2	4.88%
100 - 1,000	6	14.63%
1,000 - 10,000	19	46.34%
more than 10,000	14	34.15%
	<u>41</u>	<u>100.00%</u>

UCLA's Summary:

"It appears universities will be placing more emphasis on VoIP integration with mobile devices and softphones along with the email, calendaring, and text integration the devices offer. Perhaps this indicates a shift away from the traditional "each person has a deskphone" model of University Telecommunications. "

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Middlebury College notes: Link to original survey results not available. For ease of review, some text has been reworded. Data retained but recreated for legibility, removing the original Survey Monkey charts as well. Wikipedia's definition of Unified communication deleted.