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?

<table>
<thead>
<tr>
<th>Integration w/ mobile devices</th>
<th>Very Important</th>
<th>Important</th>
<th>Somewhat Important</th>
<th>Not Important</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>17 (41.46%)</td>
<td>12 (29.27%)</td>
<td>10 (24.39%)</td>
<td>2 (4.88%)</td>
<td>41</td>
</tr>
<tr>
<td></td>
<td>11 (26.83%)</td>
<td>8 (19.51%)</td>
<td>15 (36.59%)</td>
<td>7 (17.07%)</td>
<td>41</td>
</tr>
</tbody>
</table>

| Video Conferencing          | 11 (26.83%)    | 8 (19.51%) | 15 (36.59%)       | 7 (17.07%)    | 41 |
Presence Information

<table>
<thead>
<tr>
<th></th>
<th>11 (26.83%)</th>
<th>10 (24.39%)</th>
<th>13 (31.71%)</th>
<th>7 (17.07%)</th>
<th>Total</th>
</tr>
</thead>
</table>

Instant Messaging

<table>
<thead>
<tr>
<th></th>
<th>12 (29.27%)</th>
<th>8 (19.51%)</th>
<th>11 (26.83%)</th>
<th>9 (21.95%)</th>
<th>Total</th>
</tr>
</thead>
</table>

Text Messaging

<table>
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<tr>
<th></th>
<th>3 (7.32%)</th>
<th>12 (29.27%)</th>
<th>17 (41.46%)</th>
<th>7 (17.07%)</th>
<th>Total</th>
</tr>
</thead>
</table>

PC Based Softphones

<table>
<thead>
<tr>
<th></th>
<th>11 (26.83%)</th>
<th>14 (34.15%)</th>
<th>10 (24.39%)</th>
<th>4 (9.76%)</th>
<th>Total</th>
</tr>
</thead>
</table>

Comments:

“We are a Google 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?

<p>| | | | | | |</p>
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</thead>
<tbody>
<tr>
<td>Less than 100</td>
<td>2</td>
<td>4.88%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>100 - 1,000</td>
<td>6</td>
<td>14.63%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1,000 - 10,000</td>
<td>19</td>
<td>46.34%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>more than 10,000</td>
<td>14</td>
<td>34.15%</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td>41</td>
<td>100.00%</td>
<td></td>
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</tbody>
</table>

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.