

2011



**Network Nebraska
Market Survey Report,
Conclusions and
Recommendations**

Nebraska Information Technology Commission

Education Council

Prepared by: Marketing Task Group

May 14, 2011

NITC Education Council

Marketing Task Group Members

Arnold Bateman, Chair	University of Nebraska
Chuck Lenosky	Creighton University
Ed Hoffman	Nebraska State Colleges
Mike Kozak	Nebraska Department of Education
Rick Golden.....	University of Nebraska
Steve Stortz	Lutheran Schools of Nebraska
SuAnn Witt	Nebraska Department of Education
Tom Rolfes	Nebraska Information Technology Commission

About the Nebraska Information Technology Commission and the Education Council...

The Nebraska Information Technology Commission (NITC) was formed by the Nebraska Legislature in 1998 to “determine a broad strategy and objectives for developing and sustaining information technology development in Nebraska, including long-range funding strategies, research and development investment, support and maintenance requirements, and system usage and assessment guidelines; and to establish ad hoc technical advisory groups to study and make recommendations on specific topics, including workgroups to establish, coordinate, and prioritize needs for education, local communities, intergovernmental data communications, and state agencies.” (Neb. Rev. Stat. 86-516)

The Education Council of the NITC is one of the Commission’s six advisory workgroups. The Education Council is composed of 16 members, 8 from K-12 and 8 from Higher Education, to represent the educational technology interests of public and private education. By its charter, the Education Council may convene task groups to carry out its responsibilities. The Marketing Task Group is one of four such task groups to carry out the Statewide Technology Plan, which includes the strategic initiative called Network Nebraska.

Network Nebraska Market Survey

Report and Recommendations

Table of Contents

I.	Introduction	4
	a. Your Input Mattered	4
	b. Executive Summary	5
	c. Existing Network Nebraska Partners	5
	d. Potential Network Nebraska Partners	6
II.	Findings and Recommendations.....	7
III.	Methodology	8
IV.	Study Limitations / Biases	8
V.	Survey 2009 vs. Survey 2010—What’s different?	9
VI.	Survey Results and Analysis	10
	a. SWOT Analysis	10
	b. 2010 vs. 2011 Trends	10
	c. Comparison of 2010 and 2011 SWOT and Trend Results	11
	d. Data graphs and charts	12
	i. Demographics	12
	ii. Quantitative Attributes: Levels of Importance and Concern.....	13
	Comparison of Attributes	17
	iii. Qualitative Results	18
	Existing Partners	18
	Potential/Interested partners	20
VII.	Appendices	
	a. <i>Appendix A</i> : NITC Education Council Network Nebraska Survey Instrument	22
	b. <i>Appendix B</i> : Invitation to Participate	27
	c. <i>Appendix C</i> : Survey Responses Grouped by Common Theme	29
	d. <i>Appendix D</i> : Unprocessed Survey Responses	44
	e. <i>Appendix E</i> : Work Group Action Plans	61

Network Nebraska Market Survey

• Report, Conclusions, and Recommendations •

Introduction

Network Nebraska is the term used to describe the statewide multipurpose, high-bandwidth, telecommunications backbone and all of its associated service offerings and support. Network Nebraska-Education, serving public and private K-12 and higher education, offers network management, interregional transport, Internet access and Intranet routing for distance education, and provides access to the nationwide Internet 2 research and education network. Network Nebraska-Education is a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is funded by the participating public and private education entities of Nebraska.

This survey, conducted via Internet among current and potential K-12 and higher education public and private users, was designed to provide quantifiable baseline data to guide the Education Council's communications and marketing strategies by providing data on the following:

- General information on strengths and weaknesses of Network Nebraska services.
- Specific perceptions about Network Nebraska services by current and potential users.
- Motivational drivers in choosing Network Nebraska services.
- Current awareness level and perceptions toward Network Nebraska.
- Differences in perceptions between current users and potential users of Network Nebraska.

See Appendix A: NITC Education Council Network Nebraska Survey Instrument

Your input mattered...

As a result of responses from last year's survey:

- The Network Nebraska Advisory Group met nine times, providing a direct voice from partners to Network Nebraska operations.
- New services were introduced or expanded (e.g. traffic shaping, network management software, automatic notification system, and a 24/7 helpdesk).
- While increasing bandwidth, Network Nebraska participation and interregional transport fees remained level.
- Membership increased by five higher education entities due to increased outreach and communication.
- The CIO's Office competitively bid a 60% reduction in the unit price of Internet (from 2009-10 to 2010-11) for all E-rate eligible entities.

Executive Summary

This is the third year in which the Network Nebraska market survey has been conducted. In December 2010, 178 individuals completed the survey out of 242 who attempted the survey, or a 73.6% completion rate. This is compared to December 2008 when 178 of 364 survey participants completed the survey (48.9%) and in December 2009 when 236 of 335 completed the survey (70.4%). While the total number of survey completions decreased this year, it marked a three percentage rate increase in the frequency of surveys completed in 2010 over 2009.

December 2010 survey results suggest that existing users' main issues of importance are student learning opportunities, followed by increased bandwidth and cost sharing. This is a repeat of the December 2009 results for the same question. In December 2008 lower cost was defined as the single most important strength and compelling competitive advantage of the network services. As the network environment grows and matures, it is logical that constituents' interests and concerns migrate from network stability to more shared applications and teaching and learning opportunities; and the 2009 and 2010 survey data demonstrate that trend.

Potential or interested users' issues of greatest importance were student learning opportunities, technical support services, and increased bandwidth, followed by cost sharing. Technical support services appeared as an issue of greater importance for those entities unfamiliar with Network Nebraska's proven reliability and responsiveness.

Existing Network Nebraska Partners

- Among current partners of Network Nebraska the network is becoming increasingly important as a vehicle for providing student learning opportunities. Of the 151 who rated network attributes based on relative importance to their institutions, 144 or 95.4% said student learning opportunities was either very important or important. This was followed by increased bandwidth and cost sharing as being very important or important.
- Among current partners of Network Nebraska other attributes considered to be important to their institutions are scheduling distance learning classes, technical support services, and communication and collaboration.
- Among current partners of Network Nebraska, both K-12 and higher education, reduced cost was identified as the number one strength followed by bandwidth and connectivity.
- When Network Nebraska partners were asked about their top concerns, they identified increased costs, reliability of the network and network speed, which is unchanged from the 2009 data.

- Existing Network Nebraska partners from K-12 identified distance education course information and scheduling as the biggest weakness followed by communications and marketing. Higher education partners identified reliability and leadership/administration as their top perceived weaknesses.
- The single most compelling competitive advantage that makes Network Nebraska's services distinctive and motivates educational entities to partner with Network Nebraska is reduced costs, followed by student learning opportunities and partnership advantages.
- Current Network Nebraska partners responding to the survey identified service-oriented phrases, enhanced equity, and overarching principles as guiding principles or slogans that they believe Network Nebraska's services should stand for in the hearts and minds of its partners. (See Appendix pp 37-39 for detailed comments)
- When current users were asked what services or modifications to existing services they would like Network Nebraska-Education to provide, the largest number of respondents stated they were satisfied with existing services, followed by distance education enhancements, and more technical support.

Potential Network Nebraska Partners:

- Potential users responding to the survey identified student learning opportunities and technical support services as the two most important attributes for their institutions if they were to become a Network Nebraska partner.
- Potential users identified increased costs, reliability, network speed and technical support as their biggest concerns if their institution was to become a member of Network Nebraska.
- When potential users were asked what they know or have heard about Network Nebraska-Education the majority of K-12 and higher education stated that they had limited or no knowledge, followed by awareness that it was a statewide network.
- When asked about what questions they have about Network Nebraska-Education many responded with none/not enough information.
- Potential users responding to the survey said that reduced costs, followed by student learning opportunities, as the most compelling competitive advantages that make Network Nebraska-Education services distinctive and motivates educational entities to partner with Network Nebraska. Increased collaboration and higher bandwidth were also mentioned as compelling competitive advantages.
- Network focused phrases followed by learner focused phrases were the two areas defined by potential partners as the guiding principle or slogan that Network Nebraska-Education services should stand for in the hearts and minds of its partners.

Findings

The survey highlights both challenges and opportunities for Network Nebraska to better serve existing partners and adding new partners to the network.

There is a growing realization that Network Nebraska is more than just a physical backbone. Partners continue to see advantages in shared costs and technical expertise. Applications such as distance education and Internet access are becoming synonymous with Network Nebraska. There appears to be growing awareness of the benefits of community collaboration and development of resources, from professional development to shared applications. There is a desire to take the network to the next level.

- Partners are asking for more visioning and leadership.
- Partners are seeing a need for increased services, additional student learning opportunities and better coordination of distance learning opportunities.
- Higher education partners specifically expressed a need for network redundancy to assure reliability for mission-critical applications.
- Potential partners continue to have limited knowledge of network benefits, costs and services suggesting the need for more communication and/or marketing.

Recommendations

1. The Chief Information Officer should:
 - a. Identify how visioning and leadership is to be addressed.
2. Marketing Task Group should:
 - a. Use the findings from the current and past Market Survey Reports to update the Network Nebraska marketing plan by August 1, 2011.
 - b. Continue to annually reissue the survey to evaluate the success of the recommended Action Plan(s) and ensure the future of Network Nebraska values. Survey questions should be updated to reflect partner needs.
 - c. Review and select new survey software that will provide more sophisticated data analysis.
3. Network Nebraska–Education Advisory Group should:
 - a. Utilize current and past Market Survey Report data to guide recommendations for network leadership, improved services and ongoing support.
 - b. Implement an aggressive communications plan based on member profiles.

See Appendix E: Work Group Action Plans

Methodology

The survey was developed using an online survey tool, *Survey Monkey*, and an invitation to participate was distributed by members of the Education Council Marketing task group to administrative and technical staff of the following public and non-public education entities around the State. A reminder was sent midway through the 18-day survey period.

- Community Colleges
- State Colleges
- University of Nebraska
- Independent Colleges and Universities of Nebraska
- Educational Service Units
- K-12 public and nonpublic schools

See Appendix B: Invitation to Participate

Results of the survey were evaluated in two processes. The first process categorized the data into themes by sorting the responses to each question with specific topics listed in highest to lowest significance for each question. Pie charts were created from the demographic data and bar graphs created from the categorized data to provide a graphical interpretation of the results.

The second process reviewed the questions and responses using a SWOT Analysis (Strengths, Weaknesses, Opportunities, and Threats). Each category determined in the first process was tagged as a strength, weakness, threat, or opportunity referring to the specific responses when needed to verify the validity of the tag. These tags were then sorted with the top four concentrations presented for each element. It should be noted that strengths and weaknesses are considered *internal* elements, and opportunities and threats *external* elements of a SWOT analysis from which action plans are determined.

See Appendix C: Survey Responses

Study Limitations/Biases

The reader should keep in mind the response rate when interpreting the results. The total number of survey log-ins from current and interested Network Nebraska partners was 242. Approximately 242 individuals completed the demographic questions, of which 178 (73.6%) of the respondents completed one or more textual responses originating from existing and potential Network Nebraska partner elements of the survey.

While the study provides useful information in understanding motivations and perceptions of current and potential users of Network Nebraska—Education, further research is necessary to address items listed under both opportunities and threats in the SWOT Analysis section of the survey. As with any web-based survey, each respondent was motivated enough to open the survey link which may indicate biases, either positive or negative, towards Network Nebraska—Education. The thematic categorization of textual responses for each question was the opinion of two researchers and could be categorized differently by different reviewers.

As with any uncontrolled survey sample, longitudinal data has some intrinsic variability due to the fact that different individuals take the survey each year.

Survey 2010 vs. Survey 2011—What's different?

The basic survey and survey methodology remained the same from December 2009 to December 2010, and some questions for current and prospective users were modified slightly to better gauge their perceptions of Network Nebraska—Education by level (i.e. K-12, higher education) and by job role (i.e. administrative, instructional, technical). Although this approach enabled a better disaggregation of data by level and job role, it required a significant re-compilation to derive answers and trends for major questions.

Survey Results and Analysis

SWOT Analysis from Survey Data

STRENGTHS <i>Characteristics important to the execution and ultimate success of the project</i>	WEAKNESSES <i>Internal factors that could prevent the achievement of a successful project result</i>
<ul style="list-style-type: none"> • Reduced costs • Bandwidth / Connectivity <i>(includes Intra/Internet, 1-2, bandwidth, and reliability)</i> • Partnering / Equity <i>(includes technical services and support)</i> • Student Learning Opportunities 	<ul style="list-style-type: none"> • Leadership and Administration <i>(includes visioning, communication and marketing)</i> • Lack of Redundancy • Lack of Entrepreneurialism • Occasional reliability issues
OPPORTUNITIES <i>External elements helpful in achieving the goals of the project</i>	THREATS <i>External factors that threaten project success</i>
<ul style="list-style-type: none"> • New / Shared Services <i>(includes administrative and instructional applications)</i> • Online and virtual learning experiences <i>(includes digital content development and delivery)</i> • Collaborative Purchasing 	<ul style="list-style-type: none"> • DL Coordination and Scheduling • Local infrastructure and internal wiring • Funding • Negative association with Network Nebraska because of elements outside of its control

2010 vs. 2011 Trends—What Network Nebraska entities are telling us

From strengths come opportunities. Building on strengths and opportunities through planned improvements adds vitality, thereby further strengthening the value of Network Nebraska and its partners. Partners are beginning to realize that Network Nebraska is more than just a physical backbone. Awareness of the potential for community collaboration and development of resources, from professional development to shared applications, is rising. Network partners associate any data-related application with Network Nebraska, although some elements are outside of the physical network’s control (e.g. provider outages, distance learning scheduling). Certainly, there have been changes in perceptions, as evidenced by the following table.

Comparisons of 2010 and 2011 SWOT and Survey Results

Key Indicator	2010 Survey Response	2011 Survey Response
Strengths	Student Learning Opportunities Partnering/Equity Improved connectivity Shared costs	Reduced costs Bandwidth / Connectivity Partnering / Equity Student Learning Opportunities
Weaknesses	Communication (limited or no knowledge of benefits, costs, and services) DL Coordination	Leadership and Administration Lack of Redundancy Lack of Entrepreneurialism Occasional reliability issues
Opportunities	New/Shared Services DL and IVC Leadership/Governance Membership	New / Shared Services Online and virtual learning experiences Collaborative Purchasing
Threats	Membership Increases in costs Technical support Network concerns (speed, reliability, equity)	DL Coordination and Scheduling Local infrastructure and internal wiring Funding Negative association with Network Nebraska because of elements outside of its control
Existing Network Partners	2010 Survey Response	2011 Survey Response
Strengths of NN Services	Student learning opportunities Reduced cost/cost sharing Reliability Communication/collaboration	Reduced costs Bandwidth/connectivity Collaboration and shared services
Weakness of NN Services	Distance education coordination Connectivity concerns No known weaknesses Communication and collaboration	Distance education courses and scheduling Reliability Leadership/administration
Most Compelling Competitive Advantage of NN	Reduced costs Student learning opportunities	Reduced costs Student learning opportunities
Guiding Principle/Slogan of NN	Enhanced educational opportunities Improved connectivity	Service-oriented phrases Enhanced equity
Services or Modification to Existing Services Desired	None expressed New Services Renovo/Distance Learning Issues	Satisfied with existing services Distance education enhancements Technical support
Potential Network Partners	2010 Survey Response	2011 Survey Response
Most Compelling Competitive Advantage of NN	More information needed Professional/educational partnerships Bandwidth/connectivity	Reduced costs Student learning opportunities Increased collaboration
Guiding Principle/Slogan of NN	Learner focused Network focused Unknown	Network focused Learner focused Unknown
What Services Would Benefit your Organization	More student learning opportunities Services and support Internet and transport	Internet transport Services and support Student learning opportunities Resource sharing

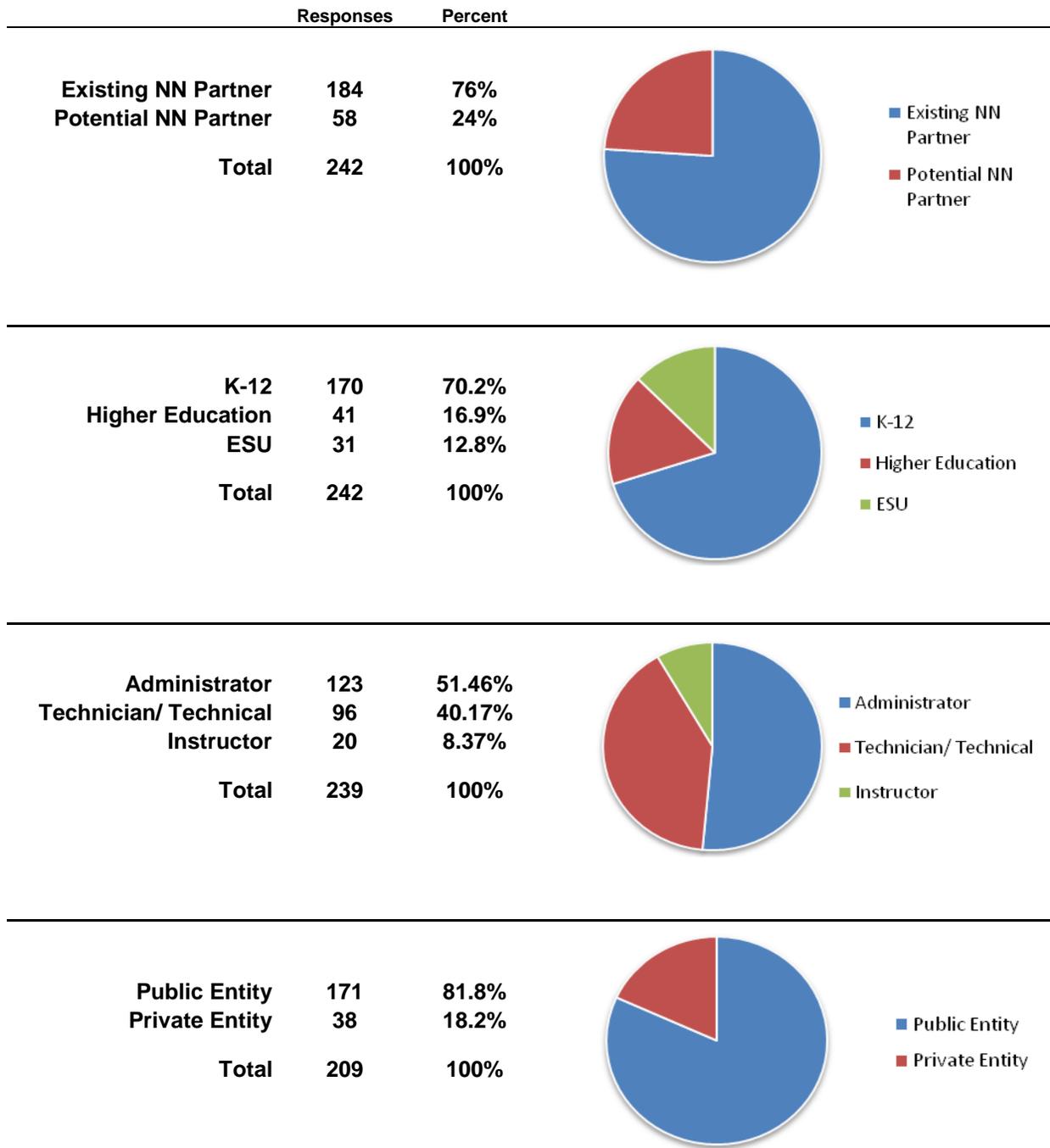
Survey Results and Analysis

NITC Education Council

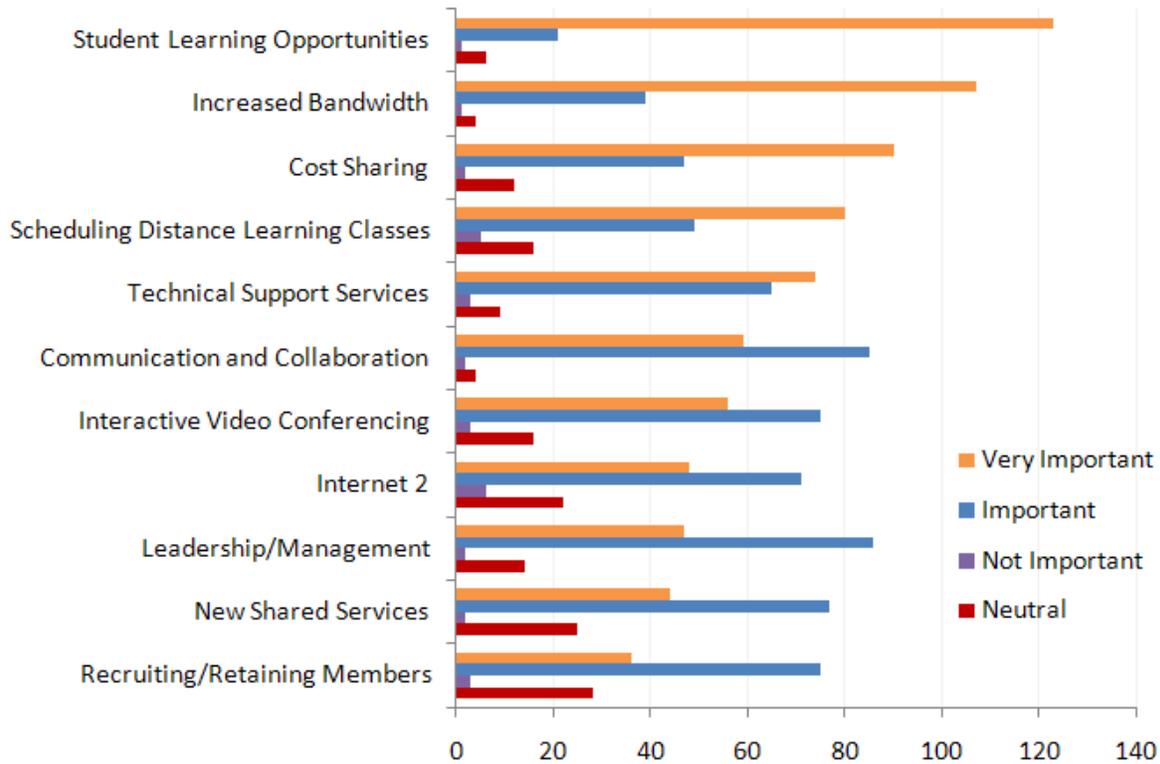
Market Survey • Dec 2010

Total Surveys Started	242
Total Surveys Completed	178 73.6%

Respondent Demographics



1-a. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on their relative importance to your institution:



Comments:

- Partnerships are critical to maximize the potential of the network and increase our efficiency.
- I love to use video conferencing to add special speakers / presentations to the curriculum, at all levels, as well as for professional growth for teachers. This may come under the interactive video conference category.
- Bandwidth reliability is very important
- Cost Sharing and the continued upgrades to the system have benefited schools in our ESU.

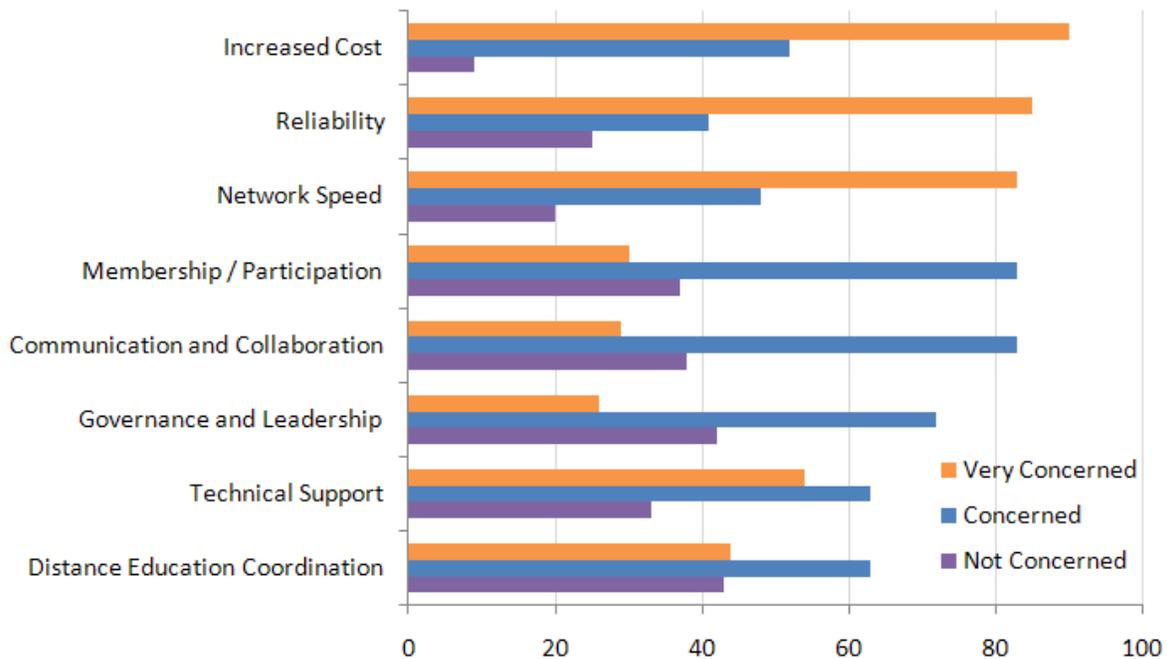
1-b. If you were to become a Network Nebraska-Education partner, rate the following attributes based on their relative importance to your institution:



Comments:

- We currently have the above attributes except for Internet 2 with our current service. I have yet to hear an explanation of what Internet 2 is and what advantages it has over the regular Internet.
- None at this time.

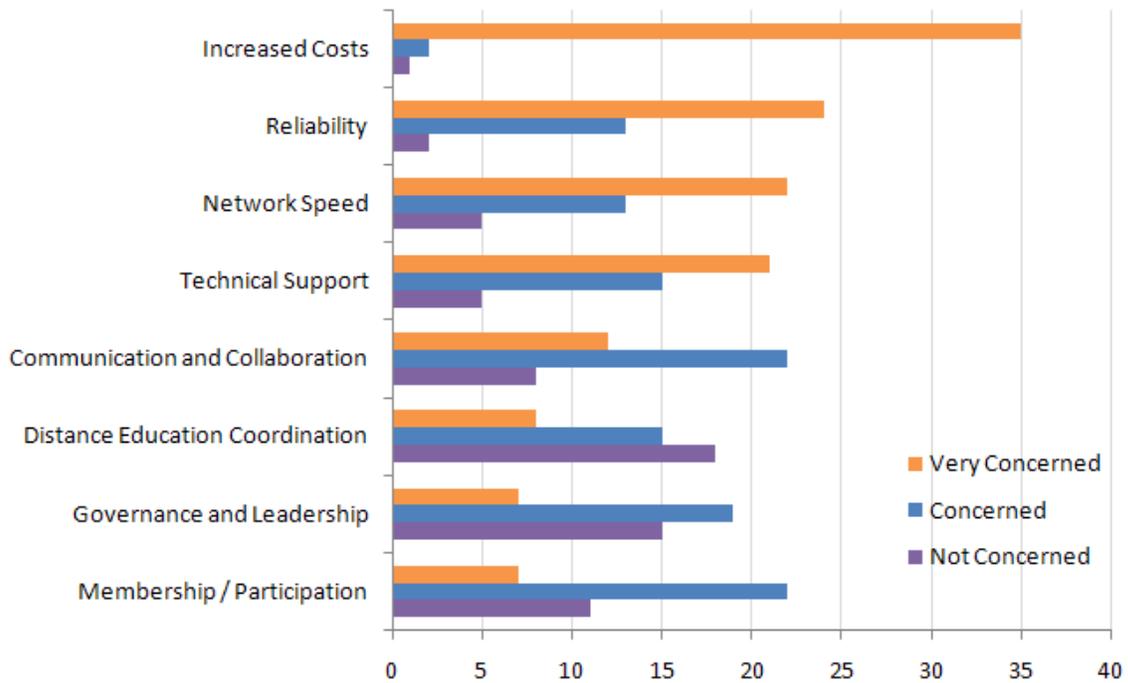
2-a. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution:



Comments:

- As the Network Nebraska grows, it is increasingly important that someone be a steward for the network to assure its continued health.
- Redundant Internet access is something that will become crucial as my district moves services to the cloud. I am interested in seeing how close this option can get to being within my district rather than having to traverse all of the network to get to a redundant pipe provider.
- Since the switch to Windstream for our bandwidth our schools internet connection has been terrible. We pay for 6mb dedicated and it takes me 45 minutes to download a 65mb file.
- Our experience with Network Nebraska has been positive and we have a high level of trust in the services delivered and the cost has dropped as we aggregate our demand.
- Not sure about the wording/intent of the prior set of questions. Based on our experience, we do not have any concerns with reliability, speed , costs, etc...as these have all been excellent.
- "Concerned" in this context means "an important consideration for or important issue for" rather than "active misgivings about."

2-b. If you were to become a Network Nebraska-Education partner, what would be your institution's level of concern with the following attributes?



Comments:

- Our main concerns are reliable, fast, cost-effective Internet access.

2011 Count responses for questions 1 and 2 above:

1. Please rate the following attributes based on their relative importance to your institution:

1-a: Existing Network Nebraska-Education partner:

Answer Option	Very Important	Important	Not Important	Neutral	Response Count
Recruiting/Retaining Members	36	75	3	28	142
New Shared Services	44	77	2	25	148
Leadership/Management	47	86	2	14	151
Internet 2	48	71	6	22	147
Interactive Video Conferencing	56	75	3	16	150
Communication and Collaboration	59	85	2	4	150
Technical Support Services	74	65	3	9	151
Scheduling Distance Learning Classes	80	49	5	16	150
Cost Sharing	90	47	2	12	149
Increased Bandwidth	107	39	1	4	151
Student Learning Opportunities	123	21	1	6	151

1-b: Potential Partner / Interested party:

Recruiting/Retaining Members	4	11	1	19	35
New Shared Services	7	19	0	11	37
Interactive Video Conferencing	8	12	2	16	38
Leadership/Management	8	16	1	12	37
Scheduling Distance Learning Classes	9	14	4	11	38
Internet 2	9	15	0	13	37
Communication and Collaboration	12	22	0	4	38
Cost Sharing	19	14	0	3	36
Increased Bandwidth	20	14	0	4	38
Technical Support Services	21	13	0	4	38
Student Learning Opportunities	32	5	0	1	38

2. Please rate the following attributes based on the level of concern to your institution:

2-a: Network Nebraska-Education partner:

Answer Option:	Very Concerned	Concerned	Not Concerned		Response Count
Distance Education Coordination	44	63	43		150
Technical Support	54	63	33		150
Governance and Leadership	26	72	42		140
Communication and Collaboration	29	83	38		150
Membership / Participation	30	83	37		150
Network Speed	83	48	20		151
Reliability	85	41	25		151
Increased Cost	90	52	9		151

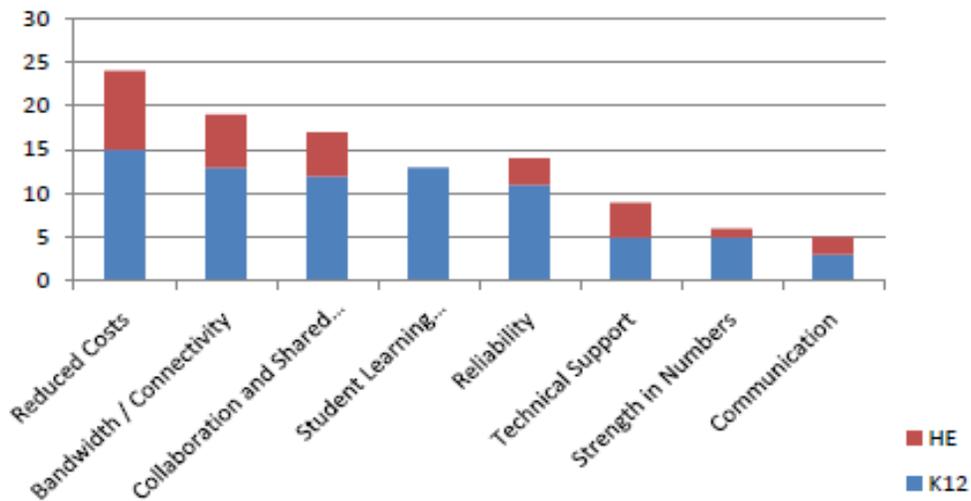
2-b: Potential Partner / Interested party:

Membership / Participation	7	22	11		40
Governance and Leadership	7	19	15		41
Distance Education Coordination	8	15	18		41
Communication and Collaboration	12	22	8		42
Technical Support	21	15	5		41
Network Speed	22	13	5		40
Reliability	24	13	2		39
Increased Costs	35	2	1		38

Pareto Charts: PARTNER Responses to Qualitative Survey Questions

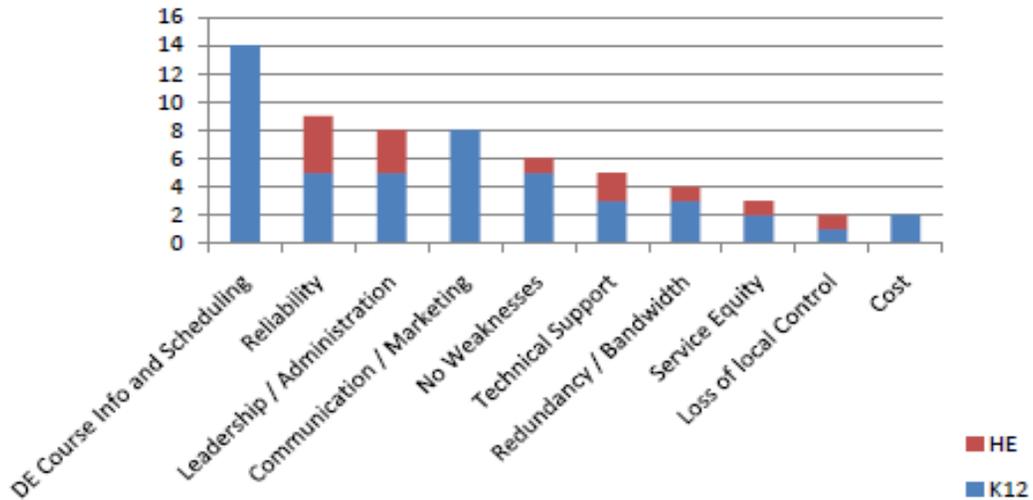
What are the strengths of Network Nebraska-Education services?

	K12	HE
Reduced Costs	15	9
Bandwidth / Connectivity	13	6
Collaboration and Shared Services	12	5
Student Learning Opportunities	13	
Reliability	11	3
Technical Support	5	4
Strength in Numbers	5	1
Communication	3	2
	77	30



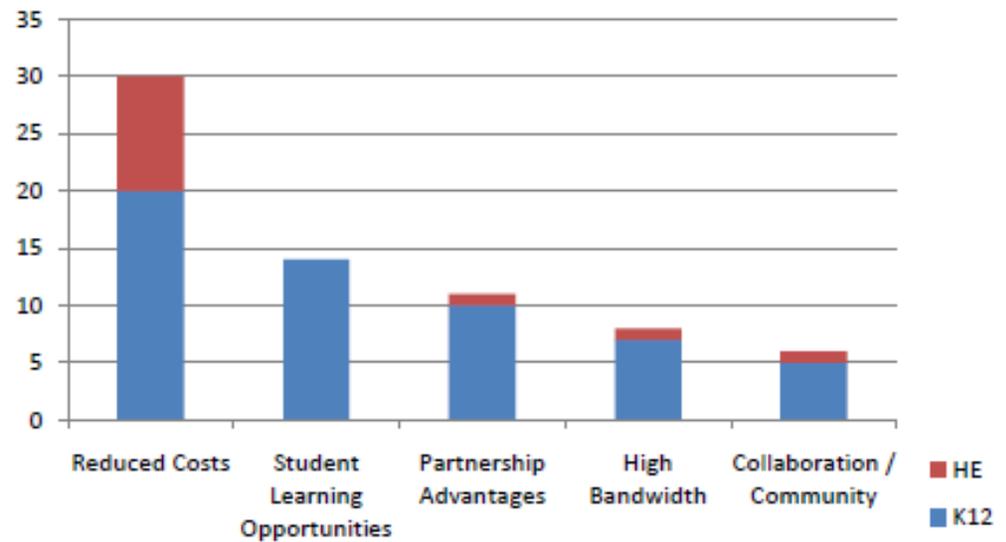
What are the weaknesses of Network Nebraska-Education services?

	K12	HE
DE Course Info and Scheduling	14	
Reliability	5	4
Leadership / Administration	5	3
Communication / Marketing	8	
No Weaknesses	5	1
Technical Support	3	2
Redundancy / Bandwidth	3	1
Service Equity	2	1
Loss of local Control	1	1
Cost	2	
	48	



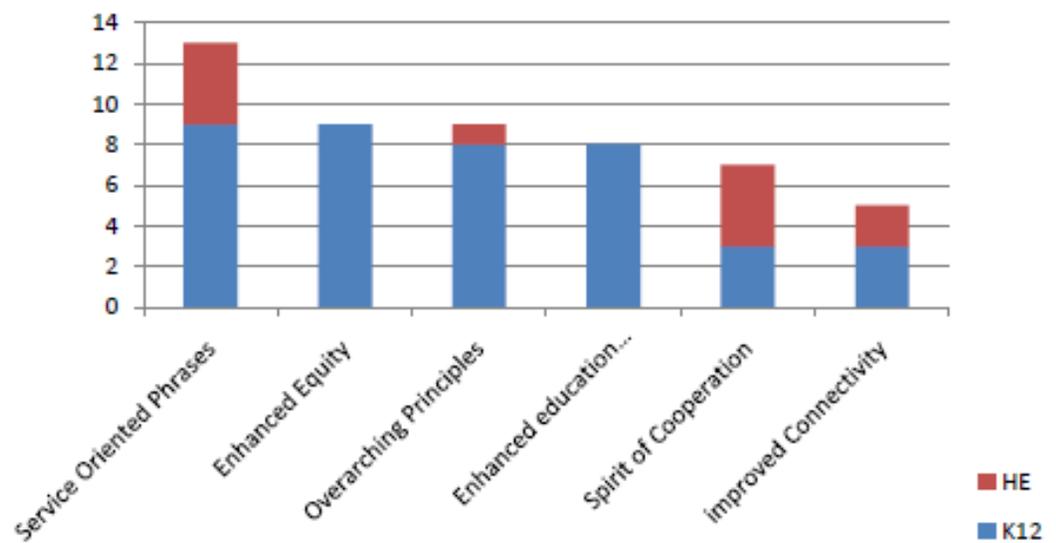
5. What is the single most compelling competitive advantage that makes Network Nebraska’s services distinctive and motivates Educational entities (Educational Service Units, public and private colleges, and public and private K-12 schools) to partner with Network Nebraska?

	K12	HE
Reduced Costs	20	10
Student Learning Opportunities	14	
Partnership Advantages	10	1
High Bandwidth	7	1
Collaboration / Community	5	1
	56	13



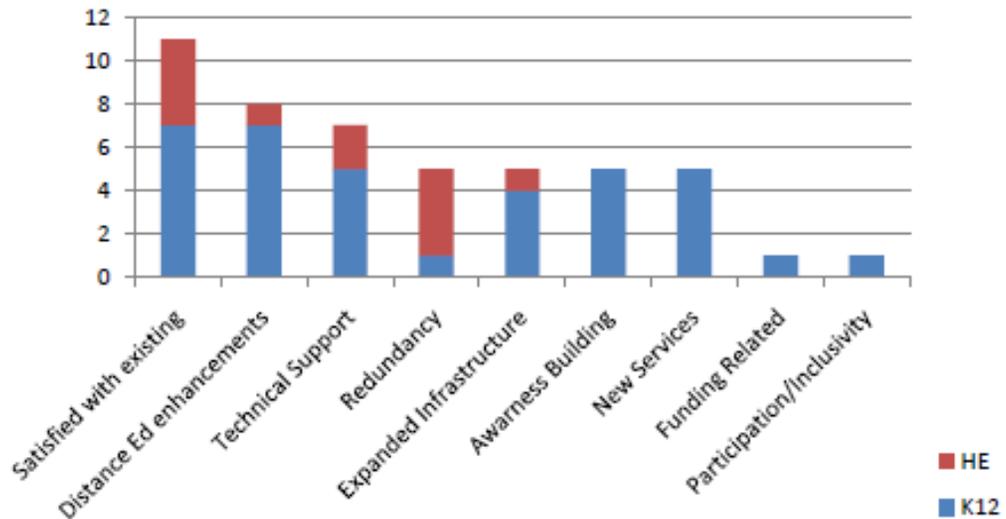
6. In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services should stand for in the hearts and minds of its partners?

	K12	HE
Service Oriented Phrases	9	4
Enhanced Equity	9	
Overarching Principles	8	1
Enhanced education Opportunities	8	
Spirit of Cooperation	3	4
Improved Connectivity	3	2
	40	11



7. What services or modifications to existing services would you like Network Nebraska-Education to provide?

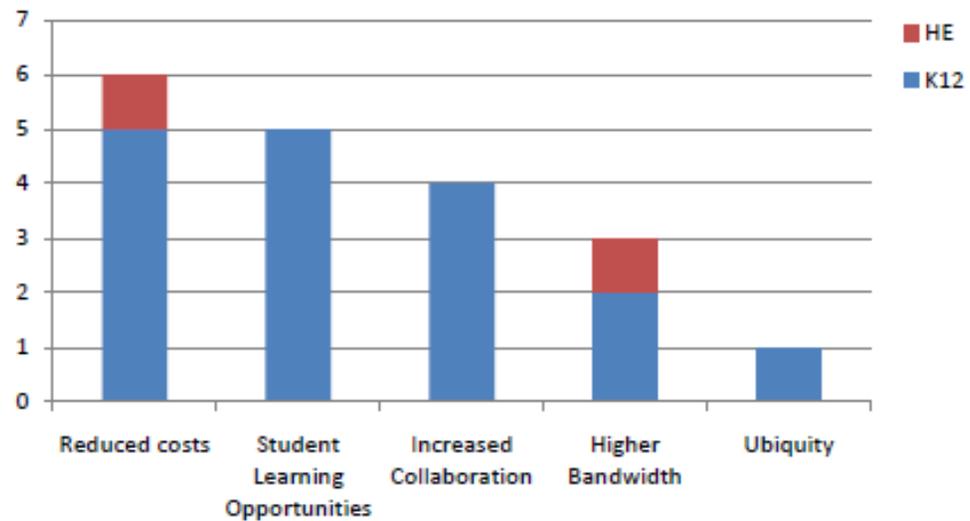
	K12	HE
Satisfied with existing	7	4
Distance Ed enhancements	7	1
Technical Support	5	2
Redundancy	1	4
Expanded Infrastructure	4	1
Awareness Building	5	
New Services	5	
Funding Related	1	
Participation/Inclusivity	1	
	36	12



Pareto Charts: POTENTIAL PARTNER Responses to Qualitative Survey Questions

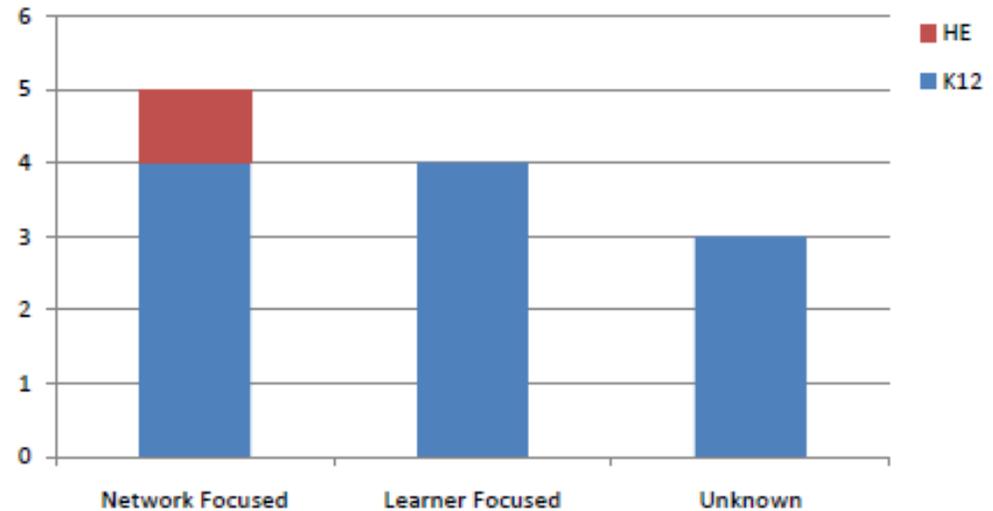
What would be the single most compelling advantage to make Network Nebraska's services distinctive and motivate you to partner with Network Nebraska?

	K12	HE
Reduced costs	5	1
Student Learning Opportunities	5	
Increased Collaboration	4	
Higher Bandwidth	2	1
Ubiquity	1	
	17	2



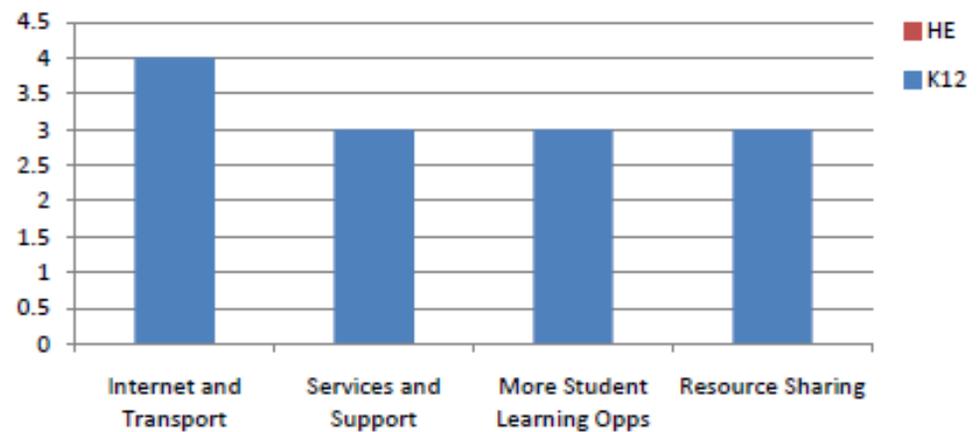
In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska-Education services should stand for in the hearts and minds of its partners?

	K12	HE
Network Focused	4	1
Learner Focused	4	
Unknown	3	
	11	1



14. What services would benefit your organization as a partner in Network Nebraska-Education?

	K12	HE
Internet and Transport	4	
Services and Support	3	
More Student Learning Opps	3	
Resource Sharing	3	
	13	0



*** APPENDIX: A – Survey Instrument ***



Thank you for participating in the Network Nebraska-Education Market Survey. Its goal is to provide the Education Council with information to assist in developing a strategic plan that improves the visibility, awareness, and services associated with Network Nebraska-Education.

Network Nebraska is the term used to describe the statewide multipurpose telecommunications backbone and associated service offerings and support. It is comprised of several subnetworks that includes Telehealth, Government, and K-20 Education.

Network Nebraska-Education offers network management, interregional transport, Internet access and Intranet routing for distance education, and provides access to the nationwide Internet2 research and education network. Network Nebraska-Education is a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is made possible by the public and private education entities of Nebraska.

All responses to this short survey will be kept confidential. Comments will be compiled and synthesized by members of the Education Council Marketing Task Group. Information will help improve both the quality and types of services provided by Network Nebraska-Education. Results will be posted on the NITC website.

More information can be found at:
NITC Education Council (www.nitc.nebraska.gov/ec)
Network Nebraska (www.networknebraska.net)

*** Choose one:**

- Current NN Partner
- Potential NN Partner

*** Which of the following best describes your institution?**

- Educational Service Unit
- K-12 School or District
- Higher Education

*** Which of the following best describes your job role:**

- Administrative
- Instructional or Staff Development
- Technical

Questions for existing partners of Network Nebraska—Education

Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on their relative importance to your institution:

	Very Important	Important	Neutral	Not Important
Student Learning Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive Video Conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling Distance Learning Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost Sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Shared Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership/Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting/Retaining Members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution:

	Very concerned	Concerned	Not concerned
Increased Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Education Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Membership / Participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance and Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

What are the strengths of Network Nebraska-Education services?

What are the weaknesses of Network Nebraska-Education services?

What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

What services or modifications to existing services would you like Network Nebraska-Education to provide?

Questions specific to Potential or Interested partners of Network Nebraska—Education

The name, Network Nebraska-Education, represents a collaborative initiative coordinated by the State Office of the CIO, University of Nebraska, and Nebraska Educational Telecommunications, and is made possible by the public and private education entities of Nebraska.

Partner-driven, it provides shared resources and services, network management and technical support, interregional transport, Internet access and Intranet routing for distance education, as well as access to the nationwide Internet2 research and education network.

LB1208 (2006) tasked the Office of the CIO with providing access to every education entity (public and private, K-20 institutions) by July 1, 2012.

What do you know, or have you heard, about Network Nebraska-Education?

What questions do you have about Network Nebraska-Education?

[Submitted questions will be posted in the FAQ on the Network Nebraska Website. If you would like an individualized response, please provide your email address]:

If you were to become a Network Nebraska-Education partner, rate the following attributes based on their relative importance to your institution:

	Very Important	Important	Neutral	Not Important
Student Learning Opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Interactive Video Conferencing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Scheduling Distance Learning Classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cost Sharing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
New Shared Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Internet 2	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increased Bandwidth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Leadership/Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recruiting/Retaining Members	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

If you were to become a Network Nebraska-Education partner, what would be your institution's level of concern with the following attributes?

	Very concerned	Concerned	Not concerned
Increased Costs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Network Speed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Technical Support	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Communication and Collaboration	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Distance Education Coordination	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Membership / Participation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Governance and Leadership	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other / Comments:

What would be the single most compelling competitive advantage to make Network Nebraska's services distinctive and motivate you to partner with Network Nebraska?

In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska's services should stand for in the hearts and minds of its partners?

What services would benefit your organization as a partner in Network Nebraska?

Final screen for both Existing and Potential Partners of Network Nebraska—Education



We welcome your feedback!

If you have questions or would like to know more about Network Nebraska, contact:
Tom Rolfes (402.471.7969 or tom.rolfes@nebraska.gov)

You may share the link to this survey with others in your organization.

NITC EDUCATION COUNCIL
MARKETING TASK GROUP

You will now be connected to the 2010 Network Nebraska Market Survey Report, Conclusions and Recommendations that resulted from the 2009 NITC Education Council survey.

Prev

Done

After completing the survey, respondents were connected to a URL displaying a PDF copy of the 2009 Network Nebraska Survey Report to reveal how their input directed decisions and changes in NN services.

* APPENDIX: B – Invitation to Participate *

From: Arnold J Bateman [mailto:abateman@nebraska.edu]
Sent: Tuesday, November 23, 2010 9:35 AM
To: Rolfes, Tom
Cc: Chuck Lenosky (clenosky@creighton.edu); Hoffman, Ed; Kozak, Mike; Golden, Rick; Steven Stortz (sstortz@clnorfolk.org); Witt, SuAnn
Subject: Re: FW: Network Nebraska Market Survey 2010

EC Marketing Task Group Members:

Below is the distribution protocol and updated timeline for the Network Nebraska market survey collection:

Also appended below is the updated DRAFT of last year's survey invitation that is set for DISTRIBUTION on Tuesday, November 30, 2010.

Distribution Agents:

Rick Golden --- University of Nebraska
Ed Hoffman --- State Colleges
Tom Rolfes --- Community Colleges
Tip O'Neill --- Independent Colleges and Universities
Mike Kozak --- Public K-12 schools and administrators
Mike Dulaney/Dan Ernst --- Public K-12 school administrators
Tom Rolfes --- ESU-Network Operations Committee, ESU-Technology Affiliate Group
Tom Rolfes --- NETA Technology Coordinators
Tom Rolfes --- NEHEIT (Nebraska Higher Education Information Technology group)
Steven Stortz --- Lutheran Schools of Nebraska
Jeremy Murphy --- Catholic Schools of Nebraska

Schedule:

- ◆ Survey will be finalized and posted to *Survey Monkey*, Monday, November 29, 2010
- ◆ First e-mail invitations will be sent Tuesday, November 30, 2010
- ◆ Reminder e-mail should be sent on or about Friday, December 10, 2010
- ◆ Last day to complete the survey is Friday, December 17, 2010
- ◆ Data analysis to be performed December 20-31, 2010
- ◆ Marketing group conference call the week of January 10 to discuss survey data and make assignments for conclusions, recommendations, SWOT analysis
- ◆ Preliminary survey data will be presented at the Education Council meeting, January X, 2011
- ◆ Follow up meeting late January 2011 to complete the report and prepare presentation for the CAP, Technical Panel, Education Council, and Network Nebraska Advisory Group meetings in February 2011

Would you please consider forwarding the introductory message below to your _____ lists to take this brief survey? We would appreciate the participation of the administrator(s) and technology and distance learning coordinator(s) most closely associated with Network Nebraska services. The survey branches to include questions for members and **potential** members of Network Nebraska.

You may want to strip off these instructional lines and then add your own signature to the bottom of the message.

Thank you. -- Tom Rolfes, Nebraska Information Technology Commission

Copy of Introductory email sent by NITC Education Council members to respective constituents



Dear Education Partner,

The Nebraska Information Technology Commission--Education Council has undertaken an important survey process to help the Network Nebraska statewide network enhance its position as a service provider and to better serve the needs of its partners.

This survey is designed to collect input from Network Nebraska's current and future partners in order to assist staff in improving the number, variety, and quality of services on the network.

As a result of responses from last year's survey:

- The Network Nebraska Advisory Group met nine times, providing a direct voice from partners to Network Nebraska operations.
- New services were introduced or expanded (e.g. traffic shaping, network management software, automatic notification system, and a 24/7 helpdesk).
- While increasing bandwidth, Network Nebraska participation fees and interregional transport costs remained level.
- Membership increased by five higher education entities due to increased outreach and communication.
- The CIO's Office competitively bid a 60% reduction in the unit price of Internet (from 2009-10 to 2010-11) for all E-rate eligible entities.

The link below will take you to the short online survey (estimated time for completion is 5-10 minutes).

We would appreciate the participation of both the administrator and technology and distance learning coordinator most closely associated with Network Nebraska services. You may also forward this email and survey link to others within your organization or outside of your organization who have interest in Network Nebraska services. All input is appreciated.

If you have any questions about this survey, please contact SuAnn Witt suann.witt@nebraska.gov

Please complete no later than Friday, December 17, 2010.

Upon completion of the survey, you will be taken to a copy of last year's survey report and recommendations. Your thoughtful feedback is appreciated.

The survey is available at: <http://www.surveymonkey.com/s/KCDVSV7>

Sincerely,
Marketing Task Group Members

NITC Education Council
<http://www.nitc.nebraska.gov/ec>

Network Nebraska
<http://www.networknebraska.net>

APPENDIX C : Survey Responses

Survey Responses from Network Nebraska Partners Grouped by Common Theme and Demographic

Survey Question: What are the strengths of Network Nebraska-Education services?

#1 - Response: Reduced Costs (24)

- K-12 responses (15)
 - Network Nebraska has provided a partnership that allows its members to provide premium services and service at very low rates.
 - RFP work and purchase of bulk discount I-1 and I-2 peering.
 - Ability to purchase bandwidth at reasonable price.
 - Bargaining and leveraging
 - The ability to bring internet cost down
 - Cost per Mb for bandwidth has been nice considering the economy
 - Saving us money!
 - Cost effective
 - Makes the cost of internet affordable to rural Nebraska areas
 - Sharing of the costs.
 - Concerted buying effort to reduce overall cost for Internet
 - Excellent pricing
 - Low Cost
 - Affordability
 - Cost
- Higher Education responses (9)
 - Low rates making the continuing growth of network-based services possible.
 - Shared Costs
 - Cost
 - Cost sharing and controlled costs have brought the cost to our institution to a lower level, allowing funds to be applied to a redundant connection.
 - Strengths – are very affordable costs
 - Affordable cost
 - Excellent cost savings
 - Excellent cooperative pricing model – really driving costs down
 - They provide very cost effective internet

#2 - Response: Bandwidth / Connectivity (17)

- K-12 responses (12)
 - Fast networking
 - Increased opportunities because of access to high speed internet
 - Connectivity across the state
 - Proving high speed network to schools
 - Statewide connectivity
 - Providing a data network within Nebraska BEFORE going to outside NE on the internet.
 - Having a statewide backbone
 - Increased speed in access to the Internet
 - Bandwidth
 - Increased bandwidth
 - Increase bandwidth through a collective group of members is vital
 - Increased connectivity to most any school in Nebraska, as well as to post secondary institutions
- Higher Education responses (5)
 - Providing better bandwidth

- Bandwidth
- Network speed
- Our early experience suggests that the greatest strengths are the ability to deliver significant amounts of bandwidth
- High-bandwidth capabilities

#3 - Collaboration and Shared Services (17)

- K-12 responses (12)
 - Coordination and service
 - The ability to share among our districts and meet student needs
 - It hasn't been realized yet to a larger extent, but the ability to share services will be the next real benefit for this partnership
 - Cooperation yields benefits for whole state and all participants
 - Collaboration on a Statewide network that allows participation from all parts of the state
 - Having shared edge devices.
 - Having monitored services and devices
 - Having access to I-2
 - Working as a partner with all entities
 - Collaborative services and economies of scale
 - I also believe the partnerships with K-12 and higher education adds a great deal of value to the system
 - Increased connectivity to most any school in Nebraska, as well as to post secondary institutions
- Higher Education responses (5)
 - Collaboration
 - The community – relying upon each other
 - Collaboration
 - Collaboration allowing value for partners
 - Shared system for all state educational entities. Bandwidth, service and support costs can be spread over a number of partners. Network Nebraska connects all corners of the state.

#4 - Student Learning Opportunities (13)

- K-12 responses (13)
 - DL opportunities
 - Providing opportunities for distance education and increased bandwidth
 - We are now able to connect with all schools in Nebraska. This is critical to our remote areas which prohibit our ability to offer classes in-house.
 - All the opportunities that are available to students
 - Distance Learning!!! When I was in school which was not very long ago, distance learning was not offered in our school because they refused to have and I was in a class A school; why they refused I don't know but there is a lot of other things that I see now that I wish I would have had the opportunity to take when I was in school, but no! Our schools was too selfish to think about what their student's wanted!!!
 - Potential in providing needed services / curriculum
 - The availability of education programs throughout the country
 - It is an excellent service for providing student with distance learning opportunities, especially for college credit and dual-enrollment credit courses
 - Access to many other courses at other schools
 - Wide variety of courses offered and accessible
 - The increased offerings the network creates for small rural schools
 - Student learning opportunities. Our student take several classes for dual credit
 - The use for classes for kids in our school. We wish we could use the services more

#5 - Reliability (14)

- K-12 responses (11)
 - Reliability
 - Reliability

- Reliable
- Works very well
- Availability
- Reliability of the system a definite strength
- Providing reliable services with minimal downtime
- The huge reliability of the network
- Good service
- Reliable
- Reliability
- Higher Education responses (3)
 - Excellent reliability
 - Recent last ditch efforts to identify and activate alternative routes to accommodate short notice provider outages
 - Recovery ring

#6 - Technical Support (9)

- K-12 responses (5)
 - Tech support
 - Readily available network troubleshooting and monitoring
 - Ben Mientka does a great job of working with ESUs to help resolve issues
 - Technical support
 - Ben M. and Tom R.
- Higher Education responses (4)
 - Fast alerts when something isn't working. Willingness to assist users is excellent
 - Access to network management products, Red-cell. WARN system notices of outages
 - Monitoring and report of odd/changing traffic flow patterns (for the purposes of potential compromised services). Routing in Network Nebraska that takes advantage of more direct paths for communication
 - Leonard Campbell's assistance!

#7 - Strength in Numbers (6)

- K-12 responses (5)
 - Strength in numbers and power of the state to enforce contracts and intervene in provider disputes
 - The strength in numbers approach has allowed its members great leverage and I believe this strength will continue to increase in future dealings with service providers
 - Flexibility
 - Robust service provided to all systems regardless of size and geographical location
 - NN has proven to be a great asset, and the incentive funds have been a great addition. I don't think that our current network would be possible with the addition of NN.
- Higher Education responses (1)
 - Aggregating services

#8 - Communication (5)

- K-12 responses (3)
 - Good communication and leadership for members
 - Providing a venue for schools and other entities to collaborate digitally in trainings, courses, meetings, etc.
 - Keep us informed
- Higher Education responses (2)
 - The communication opportunities between educational institutions in NE
 - Communication are good

Survey Question: What are the weaknesses of Network Nebraska-Education services?

#1 - Response: Distance Education Coordination (15)

➤ K-12 responses (15)

- Coordination of online learning opportunities and learning management systems
- Communication among entities about distance learning capabilities
- More and more rules to get DL classes
- The lack of training for administrators / counselors
- Scheduling
- The complications of the Distance learning rooms; not the mobile carts
- Course offerings, utilization of the bridge for meetings
- The cost of the Renovo System
- Would like to see more use for schools across the state. The ability to take a class from the whole state
- Scheduling can be an issue
- Some administrators may still have difficulty with the delivery of a quality course.
- Renovo scheduling
- Our schedules don't compare so it is hard to schedule classes
- Need more variety of classes offered.
- Have dual credit classes offered by community colleges

#2 - Reliability (9)

➤ K-12 responses (5)

- There have been times that our speed has been decreased on the network because we are a member of a local telco
- Occasional reliability issues, but that's normal and usually remedied quickly
- Unknown H.323/SIP network gremlins? (but if they are truly unknown, how do I know they exist?)
- Speed and reliability fluctuates extensively due to the size of the network
- Right now the bandwidth isn't reliable

➤ Higher Education responses (4)

- Windstream outages of which most are scheduled but with little notice. High Ed has a low tolerance for outages of any sort.
- QoS of video conference connections across the State (CSC to North Platte)
- We have experienced some minor service issues related to the configuration of (newly?) installed network hardware, though most have been short-lived
- Reliability continues to be a concern, though improvements have certainly been made in the last 12 months

#3 - Leadership / Administration (8)

➤ K-12 responses (5)

- Lack of vision about the future needs of the state, especially rural areas. What does the future look like if we build local systems that presume full client (as in students) access to broadband access in our communities? Are we prepared to provide this level of access? To rural districts, this is a growing and important concern.
- I think more could be done with NN if there was a CEO, if you will, who could advance some of the benefits more quickly. CAP and the NNAG groups are very good at the operational aspects, but meeting by committee take too long to get anything done. We need some real goal setting.
- The greatest weakness that I perceive is like any entity, the larger and more members it encompasses, the more difficult it is to make decisions that benefit the whole unit. As you continue to increase membership, you also increase your governance which makes it harder and harder to avoid bureaucracy.
- At this time the services are largely the network and access to Internet and synchronous distance learning. If NN is to grow it will have to become service oriented providing things like email, email filtering, web filtering, LMS, data backup, etc. All the ESUs provide those services independently which is costly. NN needs to become more like the MERIT networking Michigan.
- Coordination of resources available

➤ Higher Education responses (3)

- Leadership for Network Nebraska is an extra assignment for Rick. His time cannot be dedicated to the Network Nebraska project.
- Pretty thin support organization
- Perhaps figuring out the appropriate niche in K-12 education.

#4 – Communication / Marketing (8)

- K-12 responses (8)
 - Marketing the value of connectivity to all teachers and administrators in the state. We have the capability to do so much, and it is under used by most elementary, secondary, and post secondary institutions.
 - Struggle with the concept and understanding of how this partnership is mutually beneficial to all students and educators across Nebraska
 - Communication of services available / offered...is entirely dependent on my ESU's appropriate interpretations / translation. Direct communication with member districts regarding newly available services and enhancements would be useful.
 - Many of the K12 buildings and their associated infrastructure are not ready for the future. Not enough people are aware of what the network can do for their institutions; most think of it solely as a chalk talk network for the exchange of classes
 - Full statewide membership and communicating services to schools. Particularly the value of I-2 for members schools
 - I am not sure exactly what the program all entails
 - Technical support availability was not very well communicated when we first joined the network causing our institution to struggle with implementation
 - Making known what's available to all entities

#5 – No Weaknesses (6)

- K-12 responses (5)
 - None
 - We see Network Nebraska as our Internet provider and only our Internet provider. It's hard to grade Network Nebraska on any other item because of this. However, that doesn't mean that we need Network Nebraska to provide anything else
 - Don't know of any at the moment
 - None
 - None at this time
- Higher Education responses (1)
 - None noted

#6– Technical Support (5)

- K-12 responses (3)
 - Help desk support is not always aware of network outages and does not notify participants of network problems. I have never been notified of outages by network Nebraska and we have experienced several
 - The vast size of it can be pretty limited and troublesome at times. It can be difficult to narrow down problems at times
 - Support and training
- Higher Education responses (2)
 - Job prioritization – especially when everyone is out eating turkey
 - Spare part maintenance

#7– Redundancy / Bandwidth (4)

- K-12 responses (3)
 - Internet speed
 - We could always use more bandwidth
 - Not enough redundant fiber links
- Higher Education responses (1)

- Lack of redundancy is the major weakness which has forced us to contract with an outside non-NN vendor. This is very time consuming.

#8- Service equity (3)

- K-12 responses (2)
 - I don't see a weakness in the services but I DO see a weakness in community college politics. COMMUNITY COLLEGE BOUNDARIES NEED TO BE ELIMINIATED in order to truly have a "statewide" network.
 - Reaching remote areas of the state
- Higher Education responses (1)
 - Difficult to meet different needs of different entities

#9- Loss of control (2)

- K-12 responses (1)
 - Concerns about losing local control of our networks
- Higher Education responses (1)
 - The fact that it is tied in with UNSCN means that it is difficult sometimes to trust in the motives of the organization as UNSCN has a track record of over extending their authority into the domain of the campus.

#10- Cost (2)

- K-12 responses (2)
 - Cost
 - Some districts do not pay their fair share of the costs

#11-No comment (3)

- K-12 responses (3)
 - Fairly new to my position in Nebraska and do not have enough information to reply
 - I'm probably not aware of other services outside those that Ben provides
 - No comment

Survey Question: What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

#1 - Response: Reduced Costs (30)

- K-12 responses (20)
 - Bandwidth purchasing power i.e. lower price
 - Price per unit of network capacity
 - Cost effective access to Internet 1
 - Sharing of costs
 - Group purchase of things like Internet bandwidth, very inexpensive!
 - Cost
 - Lower cost
 - The cost of bandwidth
 - Lower cost
 - Cost is always the key advantage
 - \$ \$ \$ \$
 - Cost
 - Low cost
 - The ability to lower costs
 - Inexpensive
 - Reduced costs
 - Cost savings

- Ability to purchase bandwidth at reasonable prices
- Reasonable rate
- Negotiating lower prices across the state
- Higher Education responses (10)
 - Shared cost collaboration to distribute bandwidth at an equitable cost for the whole state
 - Cost
 - Shared costs and common infrastructure
 - Cheap and reliable high speed connectivity rates to the Internet and to other educational organizations across the state
 - Cost control
 - The single most compelling advantage seems to be the leverage which Network Nebraska exercises over service providers to keep Internet costs down
 - Cost of Internet service
 - Reliability and cost
 - Cost
 - Cost of bandwidth

#2- Student learning opportunities (14)

- K-12 responses (14)
 - Opportunity to connect to schools and programs across the Nation
 - Student opportunities to learn
 - Learning opportunities for our students
 - It gives small schools the ability to offer courses in a wide variety of subjects
 - Distance education
 - The ability to provide basic education to our remote rural locations
 - Ability to allow student readily available opportunities for enhanced education
 - Increased opportunities because of access to high speed, reliable Internet
 - Distance learning
 - All do great job of trying to coordinate opportunities for students
 - Equity of opportunity for students
 - Being able to provide opportunities for students
 - Course opportunity
 - The ability to offer college credit and dual-enrollment courses to our student body

#3- Partnership advantages (11)

- K-12 responses (10)
 - The greatest advantage to the network is our access to other entities through one low cost connection provider. That said, I believe that this is beginning to partner in importance with the educational links that membership provides.
 - Educational Service Unit 10 and the Nebraska Distance Learning Association are the two biggest motivators, assisting all institutions to partner together
 - Having a NE data network
 - Being part of the community of learners that brings together the K-20 community. Maintaining a healthy network
 - Being a member of a network for support is a compelling advantage of Network Nebraska
 - The promise of a true statewide network sometime in the future, even though it appears to end at Grand island right now and participants pay distance sensitive mileage to get their traffic there
 - Connectivity without leaving your community
 - Large Network
 - The physical properties of sharing an internal network
 - Unified and standardized equipment. Leadership
- Higher Education responses (1)
 - Real time communications with other educational/research institutions

#4- High Bandwidth (8)

- K-12 responses (7)
 - Bandwidth
 - Increased bandwidth
 - The increased bandwidth for schools
 - Increased bandwidth
 - High bandwidth network access
 - Bandwidth capacity
 - Bandwidth capacity
- Higher Education responses (1)
 - Excellent service at a very affordable cost, allowing everyone to have increased bandwidth and access to more services such as I-2 at reduced rates

#5- Collaboration/ Community (6)

- K-12 responses (5)
 - Continual improvement of the network through collaborative efforts of ESUs, UNL, and state also lead to a better network
 - Collaboration
 - It services as an avenue for collaboration through the digital format. This provides tremendous cost savings, opportunities for extended learning, and broadening of the capabilities of all entities to meet the needs of their clientele.
 - A statewide network with a “local” feel ... very important in outstate Nebraska.
 - Seems to be the primary organization supporting collaboration through technology
- Higher Education responses (1)
 - Collaboration

#6- Don't know / No comment (3)

- K-12 responses (3)
 - Fairly new to my position in Nebraska and do not have enough information to reply
 - NA
 - No Comment

Survey Question: In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

#1 - Response: Service Oriented phrases (13)

- K-12 responses (9)
 - NN is committed to providing reliable and cost effective Internet access
 - A forward moving service
 - Proving high quality service to all of the educational agencies
 - Service to everyone according to their needs
 - Combing resources to provide services to K12
 - To provide internet services at a shared cost
 - Serving Nebraska
 - I would hope it is working together to provide best possible services for all Nebraskans
 - Always trying to make “it” better
- Higher Education responses (4)
 - Quality access serving Nebraska
 - Quality Service at an affordable price
 - Reliable educational services for online students
 - “We strive to have the best, most reliable network services available to you.”

#2 - Enhanced Equity (9)

- K-12 responses (9)
 - Equal Education for all schools regardless of location or size
 - Broadband access for every student in Nebraska, no matter where they live!

- Creating equitable opportunities for all Nebraska students
- Connecting the rural and urban ways of life in the 21st Century through Network Nebraska
- Connect from local to world-wide
- Covering the state to equalize educational opportunities
- It's the digital highway for all learners
- Connecting Nebraska Students
- Creating Connections

#3 – Overarching Principles (9)

- K-12 responses (8)
 - Nebraska Educational Flight 247 *24x7) for all! Welcome to the Good Life!
 - High quality, Low cost
 - Accessible
 - Education's gateway to the Internet
 - It's our way and our highway so sit down, shut up, and enjoy the ride (ha, ha just kidding!)
 - Network Nebraska is the entity that is governing and aiding Nebraska's schools move to 21st Century Learning
 - Proving our students with the capability to stay connected in the 21st Century learning requirements to compete globally and regionally
 - A man, a wan, and a plan!
- Higher Education responses (1)
 - Network Nebraska-Education ... is instrumental to the successful delivery of education in the state

#4 – Enhanced Education Opportunities (8)

- K-12 responses (8)
 - Increased opportunities because of access to high speed, reliable Internet
 - Increase educational opportunities
 - Educational opportunities to all of the Heartland
 - Providing educational opportunities to students in their home school setting!
 - Proving a better learning quality for our students and schools
 - Assisting all educators to provide quality content to any curriculum, helping students to connect globally for the future
 - Network Nebraska allows districts to expand educational opportunities for their students, onsite without the expense of added staff
 - Making Education Bigger

#5 – Spirit of Cooperation (7)

- K-12 responses (3)
 - Statewide community of learners and educators through technology
 - We're in it together to enhance services to all
 - Sharing resources to achieve exuberant results
- Higher Education responses (4)
 - Together, we can do more
 - We achieve more working together than apart
 - Collaboration
 - State entities working together to achieve better connectivity at affordable costs

#6– Improved Connectivity (5)

- K-12 responses (3)
 - "Network" Nebraska
 - Networking our schools and our people
 - Reliable connectivity
- Higher Education responses (2)
 - Bringing you cheap and reliable high speed connectivity for the benefit of your faculty, staff, and students in their education and research missions

- Reliable, economic achievable, high bandwidth connection to all Nebraska education partners

#7- No opinion (1)

- K-12 responses (1)
 - No comment

Survey Question: What services or modifications to existing services would you like Network Nebraska-Education to provide?

#1 - Response: DL Enhancements (8)

- K-12 responses (7)
 - I would like to see Network Nebraska become a more pivotal player in the concept and implementation of the virtual school concept
 - Assign a lobbyist to Lincoln who can convince the Unicameral to abolish community college boundaries in Nebraska. As a member of a statewide network, I would like to have the right to research ALL course offerings and then choose the course(s) I feel best meets the needs of our students, regardless of which academic institution is offering it! ☺
 - The continued revising of Renovo for searching capabilities of all learning opportunities...not just DL classes and from a variety of post-secondary institutions
 - More trainings on the usage of RENOVO
 - Possible changing to make a more cost effective scheduling system.
 - A repository for online learning courses
 - I would like to see them partner with Nebraska colleges to provide dual credit class opportunities
- Higher Education responses (1)
 - Would like to see High Ed included in scheduling of video conferencing services

#2 - Technical Support (7)

- K-12 responses (5)
 - Strong support, yet let local ESU's control their own networks
 - Increased email / LIVE chat tech support
 - More outreach and help
 - Monitoring and troubleshooting bottlenecks. I know these services are supposed to exist and occasionally a problem is found and corrected but sometimes these issues go on for weeks before resolution
 - Better notification of unplanned vendor outages if you are made aware of them
- Higher Education responses (2)
 - Tools to help with performance and testing for video and audio conferencing
 - Increased network traffic analysis reports or tools

#3 - Awareness Building (5)

- K-12 responses (5)
 - Determine what services / client applications can be networked in this fashion to reduce local costs and needs for local expertise so organizations can remove that from their budget burdens
 - Would like to know what NNE offers now besides Internet services
 - Development of additional services that might be purchased based on needs – ala cart service options
 - Greater marketing of what Network Nebraska-Education can do. Perhaps this could be a vital part of the NETA conference and to administrators' conferences. Perhaps the Nebraska Distance Learning Association could become more visible to all educators, creating greater collaboration and connectivity between all levels of education.
 - Increased services as stated above

#4 - Redundancy (5)

- K-12 responses (1)
 - Redundant links

- Higher Education responses (4)
 - Redundant connection to CSC and western Nebraska. See if you can contract with Zayo for service to western Nebraska locations so we don't need to pursue this outside of the NN contract process.
 - Internet redundancy
 - Partner with other network initiatives (NebraskaLink) to provide redundant fiber based networks. Continue to expand into other service areas to provide decreased costs due to economies of scale
 - Lower cost redundant internet connections to Omaha

#5 - Expanded Infrastructure (5)

- K-12 responses (4)
 - Last mile (end to end connection) transport costs for all members at a reduced cost
 - Continue to increase bandwidth for Internet/distance education access
 - Network Nebraska has done a fine job at providing Internet for schools. Stick to what you're good at
 - Continue to grow bandwidth bargains!
- Higher Education responses (1)
 - I would like higher bandwidth (+1G) extended as a function of Network Nebraska and let partner/members work collaboratively on the services offered over the network

#6 - New Services (5)

- K-12 responses (5)
 - Directory federation...the ability to tie my LDAP/Active Directory into a federated directory which serves as the authentication mechanism for statewide services. The goal is not to create a statewide directory but rather to allow my district to maintain single-sign-on even when pursuing NN-e solutions.
 - Just a thought, but I think you are going to start to see a demand by businesses and community members for better access to this network and the resources on it. I think Network Nebraska needs to think about how to get this done. Right now my home cable line is a little bit better than my previous DSL line, but both are totally inadequate for what is coming. I don't see the providers stepping up!
 - Internet 2 access
 - VOIP
 - Consulting services and implementation services to assist potential and existing members in their needs. There are many things to consider when changing networks and whether an institution is large or small it is a daunting task that allow many to stay with the known and not venture into a collective network

#7 - Funding (1)

- K-12 responses (1)
 - I would like to see the incentive funds be opened up to other opportunities. It's a shame that so much is "given" away due to excessive funds. This I'm sure would be backed by the ESUCC and participating bodies, and hopefully with the support of NN.

#8 - Participation / Inclusivity (1)

- K-12 responses (1)
 - Open up the southeast corner of the state

#9 - Response: None expressed (9)

- K-12 responses (7)
 - Don't know - hit me with your bet shot
 - None to list at the moment
 - None
 - None at this time
 - Fairly new to my position in Nebraska and do not have enough information to reply!
 - Not sure

- No Comment
- Higher Education responses (2)
 - Okay as is
 - None at this time

**Survey Responses from *Potential* Network Nebraska Partners
Grouped by Common Theme and Demographic**

Survey Question: What do you know, or have you heard, about Network Nebraska-Education?

#1- Response: Nothing / Not Much (22)

- K-12 responses (20)
 - I am not aware of any of its services
 - Nothing
 - Nothing
 - I have heard nothing, aside from what is written above.
 - Not much other than what I've been told by ESU 10
 - No
 - Not much at all. I have not been associated with this entity at all during my career.
 - Nothing
 - I know nothing about Network Nebraska-Education
 - I really don't know about this institution.
 - Nothing
 - Not very much
 - We have a rep from Lutheran Schools, Mr. Stortz, and I get emails from him. My knowledge is limited; we don't have finances to participate.
 - nothing
 - I know very little about it.
 - Nothing
 - Nothing
 - NA
 - This survey is the first I have heard of this initiative.
- Higher Education responses (2)
 - Nothing
 - I haven't heard of it

#2- Statewide Network / Internet Provider (10)

- K-12 responses (10)
 - Trying to provide a distance learning network for educational institutions within the state of Nebraska.
 - Internet provider for the schools
 - Network Nebraska provides broadband network access to schools in Nebraska.
 - NN is a statewide online resource available to education entities in the state.
 - Networking our schools together. This was presented at a workshop taken last fall.
 - I know that it provides support with technology.
 - Network Nebraska is a network that provides high speed network connections to schools within Nebraska.
 - Partner based, fiber backbone network providing broadband to the schools in the state of Nebraska
 - Network Nebraska provides a backbone transport that also allows for distant learning collaboration. Also provides the ability for greater bandwidth at reduced cost.
 - Not a lot I do think it could broaden the scope and include all types of communication that schools use for either teaching or security.

Survey Question: What questions do you have about Network Nebraska-Education?

#1 - Response: None expressed (15)

- K-12 responses (7)
 - Don't know – hit me with your best shot
 - None to list at the moment
 - None
 - None at this time
 - Fairly new to my position in Nebraska and do not have enough information to reply!
 - Not sure
 - No Comment
- Higher Education responses (8)
 - Okay as is
 - I am not aware of any of its services
 - Internet provider for the schools
 - Not much other than what I've been told by ESU 10
 - Not much at all. I have not been associated with this entity at all during my career.
 - Nothing
 - NA
 - Not a lot. I do think it could broaden the scope and include all types of communication that schools use for either teaching or security.

Survey Question: What would be the single most compelling competitive advantage to make Network Nebraska's services distinctive and motivate you to partner with Network Nebraska?

#1 - Response: Reduced Costs (6)

- K-12 responses (5)
 - Technology resources offered at a reasonable cost
 - Cost
 - Cost and service
 - Cost
 - Cost and reliability
- Higher Ed responses (1)
 - Reduced costs

#2 - Response: Student Learning Opportunities (5)

- K-12 responses (5)
 - To elevate the level of competencies as an educational institution in the state of Nebraska
 - Increased opportunities for students
 - To benefit our students
 - Increased opportunities for teachers to develop technology skills

#3- Response: Increased Collaboration (4)

- K-12 responses (4)
 - Group purchasing for bandwidth and software
 - Collaboration
 - Being more connected to schools and especially the private ones
 - The possibility of gaining service without the commercial aspect of it.

#4 - Response: Higher Bandwidth (3)

- K-12 responses (2)
 - Reduced cost for higher bandwidth connectivity
 - Extra bandwidth

- Higher Ed responses (1)
 - Increased bandwidth

#5 - Response: Ubiquity (1)

- K-12 response (1)
 - Being available when needed

#6 - Response: Don't Know (2)

- K-12 responses (2)
 - I don't know of any
 - If it is a fit with what my company can offer as far as products, services, and support. Also expanding the communications scope to include mobile computing, two-way radio, etc...

Survey Question: In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska's services should stand for in the hearts and minds of its partners?

#1- Response: Network Focused (5)

- K-12 responses (4)
 - Equal technology access for every school
 - Connecting the gaps
 - Statewide partnership
 - Making Nebraska the best in resources, services, teachers and students
- Higher Ed responses (1)
 - Partnership

#2 - Response: Learner Focused (4)

- K-12 responses (4)
 - Help students for the future
 - Reaching out for students
 - Equal technology access for every student
 - Working together to make better students

#3 - Response: Unknown (3)

- K-12 responses (3)
 - Unknown
 - Not sure
 - This is a really stupid question to ask in a survey. What should an organization stand for in the hearts and minds of it's partners??? Are you serious??

Survey Question: What services would benefit your organization as a partner in Network Nebraska?

#1- Response: Internet and Transport (4)

- K-12 responses (4)
 - Increased bandwidth
 - Reliable, fast, cost-effective Internet access
 - Higher bandwidth Internet
 - Group purchasing and bandwidth

#2 - Response: Services and Support (3)

- K-12 responses (3)
 - Technical support

- Helping to elevate the level of networking and computers in education. Our biggest problem is keeping our hardware working properly. I also like the idea of having thin clients and workgroup stations in the classrooms. We presently have one such grouping of computers in our school.
- Unknown, but tech support would be appreciated for small private schools with no network managers onsite. The job of network management and troubleshooting falls to the most knowledgeable staff person who probably is a full time teacher and/or administrator and is busy already. This kind of stuff eats up large quantities of time.

#3 - Response: More Student Learning Opportunities (3)

- K-12 responses (3)
 - Expanded curriculum possibilities
 - Interactive video conferencing
 - Room video

#4 - Response: Unknown (3)

- K-12 responses (3)
 - Unknown
 - Not sure
 - This is a really stupid question to ask in a survey. What should an organization stand for in the hearts and minds of it's partners??? Are you serious??

#5 - Response: Resource Sharing (3)

- K-12 responses (3)
 - Collaboration
 - Help to move away from commercial entities and cost issues
 - An opportunity to present what we can offer and whether that would be a fit for the network. We don't want to waste any ones time with items that are of no concern.

#6- Response: Not Sure (3)

- K-12 responses (3)
 - Not sure
 - Any provided
 - I would have to see what services you offer. Presently we're part of SNDLC and are very satisfied with the services, cost, and support.

*** APPENDIX: D – Unprocessed Survey Responses ***

Network Nebraska Marketing Survey RAW DATA by group:

Groups = K-12 or HE / Public or Private / Administrative or Instructional or Technical

CURRENT NETWORK NEBRASKA PARTNERS

1. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on their relative importance to your institution

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Partnerships are critical to maximize the potential of the network and increase our efficiency.
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - I love to use video conferencing to add special speakers / presentations to the curriculum, at all levels, as well as for professional growth for teachers. This may come under the interactive video conference category.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Bandwidth reliability is very important
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:K-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - NO COMMENT
- Page: Current:HE:Pub:Inst:Survey (N = 1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - NO COMMENT
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pri:Tech:Survey (N = 3)
 - NO COMMENT
- Page: Current:ESU:Adm:Survey (N = 6)
 - Cost Sharing and the continued upgrades to the system have benefited schools in our ESU.
- Page: Current:ESU:Inst:Survey (N = 5)
 - NO COMMENT
- Page: Current:ESU:Tech:Survey (N = 10)
 - NO COMMENT

2. Reflecting on your experience as a Network Nebraska-Education partner, please rate the following attributes based on the level of concern to your institution:

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - As the Network Nebraska grows, it is increasingly important that someone be a steward for the network to assure its continued health.
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - NO COMMENT
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Redundant Internet access is something that will become crucial as my district moves services to the cloud. I am interested in seeing how close this option can get to being within my district rather than having to traverse all of the network to get to a redundant pipe provider.
 - Since the switch to Windstream for our bandwidth our schools internet connection has been terrible. We pay for 6mb dedicated and it takes me 45 minutes to download a 65mb file.
- Page: Current:K-12:Pri:Adm:Survey (N = 1)

- NO COMMENT
- Page: Current:-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - Our experience with Network Nebraska has been positive and we have a high level of trust in the services delivered and the cost has dropped as we aggregate our demand.
- Page: Current:HE:Pub:Inst:Survey (N = 1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - Not sure about the wording/intent of the prior set of questions. Based on our experience, we do not have any concerns with reliability, speed , costs, etc...as these have all been excellent.
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- k. Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- l. Page: Current:HE:Pri:Tech:Survey (N = 3)
 - "Concerned" in this context means "an important consideration for or important issue for" rather than "active misgivings about."
- m. Page: Current:ESU:Adm:Survey (N = 6)
 - NO COMMENT
- n. Page: Current:ESU:Inst:Survey (N = 5)
 - NO COMMENT
- o. Page: Current:ESU:Tech:Survey (N = 10)
 - NO COMMENT

3. What are the strengths of Network Nebraska-Education services?

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Fairly new to my position in Nebraska and do not have enough information to reply!
 - Bargaining and leveraging
 - Providing high speed network to schools.
 - Wide variety of courses offered and accessible.
 - Access to many other courses at other schools
 - The ability to share among our districts and meet student needs.
 - makes the cost of internet affordable to rural Nebraska areas
 - Cooperation yields benefits for whole state and all participants.
 - The ability to bring internet cost down and increase bandwidth through a collective group of members is vital.
 - Reliability, tech support
 - It hasn't been realized yet to a larger extent, but the ability to share services will be the next real benefit for this partnership.
 - Reliable, Cost-effective
 - Flexibility, affordability, and robust service provided to all systems regardless of size and geographical location.
 - Availability.
 - Connectivity across the state
 - Coordination and service
 - Sharing of the costs.
 - The increased offerings the network creates for small rural schools.
 - We are now able to connect with all schools in Nebraska. this is critical to our remote area which prohibits our ability to offer classes in house.
 - Student learning opportunities. Our students take several classes for dual credit.
 - Works very well
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - Increased connectivity to most any school in Nebraska, as well as to post secondary institutions.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Ability to purchase band width at reasonable price.

- no comment
- Technical support
- Increased opportunities because of access to high speed Internet. Good communication and leadership for members.
- Potential in providing needed services/curriculum
- Providing opportunities for distance education and increased bandwidth.
- Providing reliable services with minimal downtime.
- Increased speed in access to the Internet plus the availability of educations programs throughout the country.
- Saving us money!
- Low Cost
- Collaborative services and economies of scale. Reliability
- Concerted buying effort to reduce overall cost for Internet
- readily available network troubleshooting and monitoring, reliable and fast networking
- It is an excellent service for providing students with distance learning opportunities, especially for college credit and dual-enrollment credit courses.
- DL opportunities & increased bandwidth
- all the opportunities that are available to the students
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:K-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - The community - relying upon each other.
 - Collaboration allowing excellent pricing and value for partners.
 - Aggregating services in providing better bandwidth at a more affordable cost.
 - Monitoring and reporting of odd/changing traffic flow patterns (for the purposes of potential compromised services). Routing in Network Nebraska that takes advantage of more direct paths for communications. RFP work and purchase of bulk discount I1 and I2 peering.
 - They provide very cost effective internet and state wide connectivity as well as their disaster recovery ring.
 - Shared costs and common
 - Collaboration
 - Shared system for all state educational entities. Bandwidth, service and support costs can be spread over a number of partners. Network Nebraska connects all corners of the state.
 - Cost sharing and controlled costs have brought the cost to our institution to a lower level, allowing funds to be applied to a redundant connection. Recent last ditch efforts to identify and activate alternative routes to accommodate short notice provider outages. Access to network management products, Redcell. WARN system notices of outages. Leonard Campbell's assistance!
- Page: Current:HE:Pub:Inst:Survey (N =1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - Strengths...are very affordable costs, excellent reliability, network speed. Collaboration and communication are good.
 - Excellent cooperative pricing model - really driving costs down
 - The communication opportunities between educational institutions in NE.
 - Excellent cost savings. Good service.
 - Cost and bandwidth.
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pri:Tech:Survey (N = 3)
 - Our early experience suggests that the greatest strengths are the ability to deliver significant amounts of bandwidth at low rates, making the continuing growth of network based services possible.

- High-bandwidth capabilities.
- Fast alerts when something isn't working. Willingness to assist users is excellent.
- Page: Current:ESU:Adm:Survey (N = 6)
 - The use for classes for kids in our school. Wish we could you the services more.
 - Collaboration on a State wide Network that allows participation from all parts of the State.
 - Bandwidth and reliability of the system are definite strengths. I also believe the partnerships with K-12 and higher education adds a great deal of value to the system.
 - Keep us informed.
 - Ben M. & Tom R.
- Page: Current:ESU:Inst:Survey (N = 5)
 - Network Nebraska has provided a partnership that allows its members to provide premium services and service at very low rates. The strength in numbers approach has allowed its members great leverage and I believe this strength will continue to increase in future dealings with service providers.
 - providing a venue for schools and other entites to collaborate digitally in trainings, courses, meetings, etc.
- Page: Current:ESU:Tech:Survey (N = 10)
 - Distance Learning!!! when i was in school which was not very long ago distance learning was not offered in our school because they refused to have and i was in a class A school why they refused i don't know but there is alot of other things that I see now that i wish I would have had the opportunity to take when i was in school, but no! our school was too selfish to think about what there students wanted!!
 - Cost and reliability
 - Providing a data network within Nebraska BEFORE going to outside NE on the internet. Having a statewide backbone. Having shared edge devices. Having monitored services and devices. Having access to I2
 - What are they, other than internet and network diagnostics?????
 - The huge reliability of the network.
 - NN has proven to be a great asset, and the incentive funds have been a great addition. I don't think that our current network would be possible without the addition of NN.
 - Working as a partner with all entities.
 - Ben Mientka does a great job of working with ESUs to help resolve issues.
 - Strength in numbers and power of the state to enforce contracts and intervene in provider disputes.
 - Cost per Mb for bandwidth has been nice considering the economy

4. What are the weaknesses of Network Nebraska-Education services?

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Fairly new to my position in Nebraska and do not have enough information to reply
 - support and training.
 - Reaching remote areas of the state.
 - None.
 - Scheduling
 - Some districts do not pay their fair share of the costs.
 - Lack of vision about the future needs of the state, especially rural areas. What does the future look like if we build local systems that presume full client (as in students) access to broadband access in our communities? Are we prepared to provide this level of access? To rural districts, this is a growing and important concern.
 - The technical support availability was not very well communicated when we first joined the network causing our institution to struggle with implementation.
 - Renovo scheduling
 - I think more could be done with NN if there was a CEO if yo will who could advance some of the benefits more quickly. CAP and the NNAG groups are very good at the operational aspects, but meeting by committee take too long to get anything done. We need some real goal setting.
 - At this time the services are largely the network and access to Internet and synchronous distance learning. If NN is to grow it will have to become service oriented providing things like email, email filtering, web filtering, LMS, data backup, etc. All the ESUs provide those services independently which is costly. NN needs to become more like the MERIT network in Michigan.

- Struggle with the concept and understanding of how this partnership is mutually beneficial to all students and educators across Nebraska.
- Some administrators may still have difficulty with the delivery of a quality course.
- I am not sure exactly what the program all entails.
- The lack of training for administrators/counselors.
- None at this time.
- Scheduling can be an issue.
- Would like to see more use for schools across the state. The ability to take a class from the whole state.
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - Marketing the value of connectivity to all teachers and administrators in the state. We have the capability to do so much, and it is under used by most elementary, secondary, and post secondary institutions.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Need more variety of classes offered. Have dual credit classes offered by community colleges.
 - no comment
 - none
 - Coordination of resources available
 - Internet speed
 - Communication among entities about distance learning capabilities.
 - There have been times that our speed has been decreased on the network because we are a member of a local telco.
 - WE could always use more bandwidth.
 - Not enough redundant fiber links.
 - Communication of services available/offered...is entirely dependent on my ESUs appropriate interpretation/translation. Direct communication with member districts regarding newly available services and enhancements would be useful.
 - unknown H.323/SIP network gremlins? (but if they are truly unknown, how do I know they exist?)
 - Occasional reliability issues, but that's normal and usually remedied quickly. I don't see a weakness in the services, but I DO see a weakness in community college politics. COMMUNITY COLLEGE BOUNDARIES NEED TO BE ELIMINATED in order to truly have a "state-wide" network.
 - more and more rules to get DL classes
 - Right now the bandwidth isn't reliable
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - Perhaps figuring out the appropriate niche in k-20 education.
 - The fact that it is tied in with UNCSN means that it is difficult sometimes to trust in the motives of the organization as UNCSN has a track record of over extending their authority into the domain of the campus.
 - Pretty thin support organization
 - difficult to meet different needs of different entities..
 - Leadership for Network Nebraska is an extra assignment for Rick. His time can not be dedicated to the Network Nebraska project.
 - Lack of redundancy is the major weakness which has forced us to contract with an outside, non-NN, vendor. This is very time consuming. Windstream outages of which most are scheduled but with little notice. Higher Ed has a low tolerance for outages of any sort. QoS of video conference connections across the State (CSC to NorthPlatte).
- Page: Current:HE:Pub:Inst:Survey (N =1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - Reliability continues to be a concern, though improvements have certainly been made in the last 12 months.

- Spare part maintenance. Job prioritization - especially when everyone is out eating turkey.
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- k. Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- l. Page: Current:HE:Pri:Tech:Survey (N = 3)
 - We have experienced some minor service issues related to the configuration of (newly?) installed network hardware, though most have been short-lived.
 - None noted
- m. Page: Current:ESU:Adm:Survey (N = 6)
 - Our schedules don't compare so it is hard to schedule classes
 - Concerns about losing local control of our networks.
 - Coordination of online learning opportunities and Learning management systems
 - The cost of the Renovo System
- n. Page: Current:ESU:Inst:Survey (N = 5)
 - The greatest weakness that I perceive is like any entity, the larger and more members it encompasses, the more difficult it is to make decisions that benefit the whole unit. As you continue to increase membership, you also increase your governance which makes it harder and harder to avoid bureaucracy.
 - Making known what's available to all entities...course offerings, utilization of the bridge for meetings
- o. Page: Current:ESU:Tech:Survey (N = 10)
 - Don't know of any at the moment.
 - Full statewide membership and communicating services to schools. Particularly the value of I2 for member schools.
 - Cost
 - The complications of the Distance learning rooms; not the mobile carts. Also, many of the k12 buildings and their associated infrastructure are not ready for the future. Not enough people are aware of what the network can do for their institutions; most think of it solely as a chalk talk network for the exchange of classes
 - The vast size of it can be pretty limited and troublesome at times. It can be difficult to narrow down problems at times, and speed and reliability fluctuates extensively due to the size of the network.
 - I'm probably not aware of other services outside those that Ben provides.
 - Help desk support is not always aware of network outages and does not notify participants of network problems. I have never been notified of outages by Network Nebraska and we have experienced several.
 - We see Network Nebraska as our Internet provider and only our Internet provider. It's hard to grade Network Nebraska on any other item because of this. However, that doesn't mean that we need Nebraska Nebraska to provide anything else.

5. What is the single most compelling competitive advantage that makes Network Nebraska-Education services distinctive and motivates educational entities (Educational Service Units, public and private colleges, and public and private K-12 institutions) to partner with Network Nebraska?

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Fairly new to my position in Nebraska and do not have enough information to reply!
 - Unified & standardized equipment. Leadership.
 - Learning opportunities for our students.
 - Service
 - Ability to allow student readily available opportunities for enhanced education.
 - Course opportunity
 - Distance learning
 - Reliability
 - Bandwidth capacity
 - The ability to lower costs, increase bandwidth, and be a member of a network for support is a compelling advantage of Network Nebraska.
 - large network
 - Being part of the community of learners that brings together the K-20 community. Maintaining a healthy network.

- Cost-effective access to Internet 1
- All do great job of trying to co-ordinate opportunities for the students.
- Connectivity without leaving your community.
- Distance Education
- Sharing of costs.
- The increased bandwidth for schools.
- The ability to provide basic education to our remote rural location.
- It gives small schools the ability to offer courses in a wide variety of subjects
- NA
- Being able to provide opportunities for students.
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - Educational Service Unit 10 and the Nebraska Distance Learning Association are the two biggest motivators, assisting all institutions to partner together.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Ability to purchase band width at reasonable price.
 - Low cost high bandwidth network access
 - no comment
 - Technical support
 - Increased opportunities because of access to high speed, reliable Internet.
 - Seems to be the primary organization supporting collaboration through technology
 - increased bandwidth at a reasonable rate
 - Opportunity to connect to schools and programs across the Nation.
 - Student opportunities to learn.
 - Cost
 - Inexpensive, reliable bandwidth.
 - price per unit of network capacity
 - The ability to offer college credit and dual-enrollment courses to our student body
 - collaboration
 - A statewide network with a "local" feel.... very important in outstate Nebraska.
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:K-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - cost of bandwidth
 - Cost of internet service
 - High speed, real time communications with other educational/research institutions.
 - Cheap and reliable high speed connectivity rates to the internet and to other edicational organizations accross the state.
 - Shared costs and common infrastructure
 - collaboration
 - Shared cost collaboration to distribute bandwidth at an equiptable cost for the whole state.
 - Cost Control
- Page: Current:HE:Pub:Inst:Survey (N =1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - Excellent service at a very affordable cost, allowing everyone to have increased bandwidth and access to more services such as I2 at reduced rates
 - Cost
 - Usually, the downtime is limited to scheduled downtime. This has been a selling point. However, as the network ages, unscheduled downtime will play more of a roll in solving problems before they occur. Qwest's strategy in this service area is to cut the overhead and let the maintenance slide. Not a good example.
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- Page: Current:HE:Pri:Inst:Survey (N = 0)

- NO COMMENT
- Page: Current:HE:Pri:Tech:Survey (N = 3)
 - The single most compelling advantage seems to be the leverage which Network Nebraska exercises over service providers to keep Internet costs down
 - Cost
 - Reliability and Cost
- Page: Current:ESU:Adm:Survey (N = 6)
 - negotiating lower prices across the state.
 - Cost savings
 - Equity of opportunity for students.
 - reduced costs, increased bandwidth
- Page: Current:ESU:Inst:Survey (N = 5)
 - The greatest advantage to the network is our access to other entities through one low cost connections provider. That said, I believe that this is beginning to partner in importance with the educational links that membership provides.
 - It serves as an avenue for collaboration through the digital format. This provides tremendous cost savings, opportunities for extended learning, and broadening of the capabilities of all entities to meet the needs of their clientele.
- Page: Current:ESU:Tech:Survey (N = 10)
 - \$\$\$\$
 - Cost is always the key advantage. Continual improvement of the network through collaborative efforts of ESUs, UNL, and state also lead to a better network.
 - Having a NE data network.
 - Bandwidth purchasing power i.e. lower price
 - The value added services: i.e.. instant access to a large number of educational institutions. Also, group purchase of things like Internet Bandwidth; very inexpensive!
 - The cost of bandwidth and the physical properties of sharing an internal network.
 - Lower cost Mon, Dec 6, 2010 11:18 AM [Find...](#)8
 - Lower cost.
 - The promise of a true statewide network sometime in the future, even though it appears to end at Grand Island right now and participants pay distance sensitive mileage to get their traffic there.
 - Cost

6. In a short phrase, what is the guiding principle or slogan that you believe Network Nebraska-Education services stands for in the hearts and minds of its partners?

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Providing educational opportunities to students in their home school setting!
 - A man, a wan and a plan!
 - A forward moving service.
 - Accessible.
 - Serving Nebraska
 - Broadband access for every student in Nebraska, no matter where they live!
 - Connecting the rural and urban way of life in the 21st Century through Network Nebraska.
 - reliable connectivity
 - Statewide community of learners and educators through technology
 - NN is committed to providing reliable and cost effective Internet access.
 - Covering the state to equalize educational opportunities.
 - Educational opportunities to all of the Heartland
 - To provide internet services at a shared cost.
 - Increase educational opportunities
 - Providing our students with the capability to stay connected in the 21st century learning requirements to compete globally and regionally.
 - Equal Education for all schools regardless of location or size.
 - Always trying to make "it" better
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - Assisting all educators to provide quality content to any curriculum, helping students to connect globally for the future.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)

- Connecting Nebraska Students.
- no comment
- service to everyone according to their needs
- Increased opportunities because of access to high speed, reliable Internet.
- connect from local to world wide
- networking our schools and our people
- High Quality, Low Cost
- It's our way and our highway so sit down, shut up, and enjoy the ride! (ha ha, just kidding!)
- Network Nebraska allows districts to expand educational opportunities for their students, onsite without the expense of added staff.
- making education brighter
- Creating Connections.
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:K-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - Quality service at an affordable price
 - Bringing you cheap and reliable high speed connectivity for the benefit of your faculty, staff, and students in their educational and research missions.
 - We achieve more working together than apart
 - collaboration
 - Reliable, economic achievable, high bandwidth connection to all Nebraska education partners
 - Quality access serving Nebraska
- Page: Current:HE:Pub:Inst:Survey (N = 1)
 - NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - Network Nebraska- Education...is instrumental to the successful delivery of education in the state.
 - State entities working together to achieve better connectivity at affordable costs.
 - Together, we can do more.
 - "We strive to have the best, most reliable network services available to you."
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pri:Tech:Survey (N = 3)
 - Reliable educational services for online students
- Page: Current:ESU:Adm:Survey (N = 6)
 - I would hope it is working together to provide best possible services for all Nebraskans.
 - Providing a high quality service to all of the educational agencies
 - Creating equitable opportunities for all Nebraska students.
- Page: Current:ESU:Inst:Survey (N = 5)
 - Network Nebraska is the entity that is governing and aiding Nebraska's schools move to 21st Century Learning
 - It's the digital highway for all learners.
- Page: Current:ESU:Tech:Survey (N = 10)
 - Providing a better learning quality for our students and schools.
 - Combining resources to provide services to K20.
 - We're in it together to enhance services to all.
 - Nebraska Educational Fight 247 (24x7) for all ! Welcome to the Good Life!
 - Sharing resources to achieve exuberant results.
 - "Network" Nebraska
 - Education's gateway to the Internet.

7. What services or modifications to existing services would you like Network Nebraska-Education to provide?

- Page: Current:K-12:Pub:Adm:Survey (N = 56)
 - Fairly new to my position in Nebraska and do not have enough information to reply!
 - More outreach and help.
 - VOIP
 - None.
 - none at this time
 - Continue to grow bandwidth bargains!
 - Consulting services and implementation services to assist potential and existing members in their needs. There are many things to consider when changing networks and whether an institution is large or small it is a daunting task that allow many to stay with the known and not venture into a collective network.
 - Determine what services / client applications can be networked in this fashion to reduce local costs and needs for local expertise so organizations can remove that from their budget burdens.
 - Increased services as stated above.
 - Continue to increase band with for internet/distance education access.
 - Would like to know what NNE offers now besides internet services.
 - More trainings on the usage of RENOVO.
 - Open up the Southeast corner of the state.
- Page: Current:K-12:Pub:Instr:Survey (N = 6)
 - Greater marketing of what Network Nebraska-Education can do. Perhaps this could be a vital part of the NETA conference and to administrators conferences. Perhaps the Nebraska Distance Learning Association could become more visible to all educators, creating greater collaboration and connectivity between all levels of education.
- Page: Current:K-12:Pub:Tech:Survey (N = 38)
 - Not sure?
 - no comment
 - none to list at the moment
 - I would like to see them partner with Nebraska colleges to provide dual-credit class opportunities.
 - Redundant links.
 - Directory federation...the ability to tie my LDAP/Active Directory into a federated directory which serves as the authentication mechanism for statewide services. The goal is not to create a statewide directory, but rather to allow my district to maintain single-sign-on even when pursuing NN-E solutions.
 - Last mile (end to end connection) transport costs for all members at a reduced cost
 - Internet 2 access
 - Assign a lobbyist to Lincoln who can convince the Unicameral to abolish community college boundaries in Nebraska. As a member of a state-wide network, I would like to have the right to research ALL course offerings, and then choose the course(s) I feel best meets the needs of our students, regardless of which academic institution is offering it! :)
 - increased emailed/LIVE chat tech support
- Page: Current:K-12:Pri:Adm:Survey (N = 1)
 - NO COMMENT
- Page: Current:K-12:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:K-12:Pri:Tech:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pub:Adm:Survey (N = 12)
 - Tools to help with performance and testing for video and audio conferencing.
 - Would like to see Higher Ed included in scheduling of video conferencing services
 - okay as is
 - Lower cost redundant internet connections to Omaha.
 - Redundant connection to CSC and western Nebraska. See if you can contract with Zayo for service to western Nebraska locations so we don't need to pursue this outside of the NN contract process.
- Page: Current:HE:Pub:Inst:Survey (N =1)

- NO COMMENT
- Page: Current:HE:Pub:Tech:Survey (N = 8)
 - I would like to high bandwidth (+1G) extended as a function of Network Nebraska and let partner/members work collaboratively on the services offered over the network.
 - Increased network traffic analysis reports or tools
 - Partner with other network network initiatives (NebraskaLink) to provide redundant fiber based networks. Continue to expand into other service areas to provide decreased costs due to economies of scale.
- Page: Current:HE:Pri:Adm:Survey (N = 5)
 - NO COMMENT
- Page: Current:HE:Pri:Inst:Survey (N = 0)
 - NO COMMENT
- Page: Current:HE:Pri:Tech:Survey (N = 3)
 - Internet redudnancy.
 - None at this time.
- Page: Current:ESU:Adm:Survey (N = 6)
 - Strong support, yet let local ESU's control their own networks
 - A repository for online learning courses
 - Possible changing to a more cost effective scheduling system.
- Page: Current:ESU:Inst:Survey (N = 5)
 - I would like to see Network Nebraska become a more pivotal player in the concept and implementation of the virtual school concept.
 - the continued revising of Renovo for searching capabilities of all learning opportunities...not just DL classes and from a variety of post-secondary institutions.
- Page: Current:ESU:Tech:Survey (N = 10)
 - Don't know hit me with your best shot.
 - Development of additional services that might be purchased based on need - alacart service options.
 - Just a thought, but I think you are going to start to see a demand by businesses and community members for better access to this network and the resources on it. I think Network Nebraska needs to think about how to get this done. Right now my home Cable Line is a little bit better than my previous DSL line, but both are totally inadequate for what is coming. I dont see the providers stepping up!
 - I would like to see the incentive funds be opened up to other opportunities. It's a shame that so much is "Given" away due to excessive funds. This I'm sure would be backed by the ESUCC and participating bodies, and hopefully with the support of NN.
 - Better notification of unplanned vendor outages if you are made aware of them.
 - Monitoring and troubleshooting bottlenecks. I know these services are suppose to exist and occasionally a problem is found and corrected but sometimes these issues go on for weeks before resolution.
 - Network Nebraska has done a fine job at providing Internet for schools. Stick to what you're good at.

POTENTIAL NETWORK NEBRASKA PARTNERS

1. What do you know, or have you heard, about Network Nebraska-Education?

- a. Page: Pot K-12 Pub Adm Survey
 - I am not aware of any of its services
 - Trying to provide a distance learning network for educational institutions within the state of Nebraska.
 - Nothing
 - Nothing
- b. Page: Pot K-12 Pub Inst Survey
 - Internet provider for the schools
 - I have heard nothing, aside from what is written above.
- c. Page: Pot K-12 Pub Tech Survey
 - Not much other that what I've been told by ESU 10
 - No
 - Network Nebraska provides broadband network access to schools in Nebraska.
 - NN is a statewide online resource available to education entities in the state.

- d. Page: Pot K-12 Pri Adm Survey
 - Not much at all. I have not been associated with this entity at all during my career.
 - networking our schools together. This was presented at a workshop taken last fall.
 - Nothing
 - I know nothing about Network Nebraska-Education
 - I really don't know about about this institution.
 - Nothing
 - Not very much
 - We have a rep from Lutheran Schools, Mr. Stortz, and I get emails from him. My knowledge is limited, we don't have finances to participate.
 - nothing
 - I know that it provides support with technology.
 - I know very little about it.
 - Nothing
 - Nothing
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - NA
 - this survey
 - Network Nebraska is a network that provides high speed network connections to schools within Nebraska.
 - Partner based, fiber backbone network providing broadband to the schools in the state of Nebraska
 - This survey is the first I have heard of this initiative.
- g. Page: Pot HE Pub Adm Survey
 - Nothing
 - I haven't heard of it
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - Network Nebraska provides a backbone transport that also allows for distant learning collaboration. Also provides the ability for greater bandwidth at reduced cost.
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - Not a lot. I do think it could broaden the scope and include all types of communication that schools use for either teaching or security.

2. What questions do you have about Network Nebraska-Education?

- a. Page: Pot K-12 Pub Adm Survey
 - I am not aware of any of its services
- b. Page: Pot K-12 Pub Inst Survey
 - Internet provider for the schools
- c. Page: Pot K-12 Pub Tech Survey
 - Not much other than what I've been told by ESU 10
- d. Page: Pot K-12 Pri Adm Survey
 - Not much at all. I have not been associated with this entity at all during my career.
 - Nothing
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey

- NA
- g. Page: Pot HE Pub Adm Survey
 - Nothing
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - Network Nebraska provides a backbone transport that also allows for distant learning collaboration. Also provides the ability for greater bandwidth at reduced cost.
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - Not a lot. I do think it could broaden the scope and include all types of communication that schools use for either teaching or security.

3. If you were to become a Network Nebraska-Education partner, rate the following attributes based on their relative importance to your institution (COMMENTS):

- a. Page: Pot K-12 Pub Adm Survey
 - NO COMMENT
- b. Page: Pot K-12 Pub Inst Survey
 - NO COMMENT
- c. Page: Pot K-12 Pub Tech Survey
 - We currently have the above attributes except for Internet 2 with our current service. I have yet to hear an explanation of what Internet 2 is and what advantages it has over the regular Internet.
- d. Page: Pot K-12 Pri Adm Survey
 - None at this time.
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - NO COMMENT
- g. Page: Pot HE Pub Adm Survey
 - NO COMMENT
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - NO COMMENT
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - NO COMMENT

4. If you were to become a Network Nebraska-Education partner, what would be your institution's level of concern with the following attributes? (COMMENTS):

- a. Page: Pot K-12 Pub Adm Survey
 - NO COMMENT
- b. Page: Pot K-12 Pub Inst Survey

- NO COMMENT
- c. Page: Pot K-12 Pub Tech Survey
 - Our main concerns are reliable, fast, cost-effective Internet access.
- d. Page: Pot K-12 Pri Adm Survey
 - None at this time.
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - NO COMMENT
- g. Page: Pot HE Pub Adm Survey
 - NO COMMENT
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - NO COMMENT
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - NO COMMENT

5. What would be the single most compelling competitive advantage to make Network Nebraska's services distinctive and motivate you to partner with Network Nebraska?

- a. Page: Pot K-12 Pub Adm Survey
 - Cost.
 - Increased opportunities for students.
 - Cost and service
- b. Page: Pot K-12 Pub Inst Survey
 - Extra bandwidth
- c. Page: Pot K-12 Pub Tech Survey
 - I don't know of any.
 - Student learning opportunities.
- d. Page: Pot K-12 Pri Adm Survey
 - To elevate the level of competencies as an educational institution in the state of Nebraska.
 - Collaboration
 - Cost
 - Being available when needed
 - Group purchasing for bandwidth and software
 - Being more connected to schools and especially the private ones.
 - Cost and reliability
 - Technology resources offered at a reasonable cost
 - Increased opportunities for teachers to develop technology skills.
 - To benefit our students
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - The possibility of gaining service without the commercial aspect of it.
 - Reduced cost for higher bandwidth connectivity.
- g. Page: Pot HE Pub Adm Survey
 - NO COMMENT
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT

- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - Increased bandwidth reduced costs
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - If it is a fit with what my company can offer as far as products, services, and support. Also expanding the communications scope to include mobile computing, two-way radio, etc.

6. In a short phrase, what do you think should be the guiding principle or slogan that you believe Network Nebraska's services should stand for in the hearts and minds of its partners?

- a. Page: Pot K-12 Pub Adm Survey
 - This is a really stupid question to ask in a survey. What should an organization stand for in the hearts and minds of it's partners??? Are you serious
 - Reaching out for students.
- b. Page: Pot K-12 Pub Inst Survey
 - NO COMMENT
- c. Page: Pot K-12 Pub Tech Survey
 - Unknown.
- d. Page: Pot K-12 Pri Adm Survey
 - working together to make better students
 - Help students for the future
 - Connecting the gaps
 - Not sure.
 - Equal technology access for every school and student
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - State wide partnership.
- g. Page: Pot HE Pub Adm Survey
 - NO COMMENT
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - Partnership
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - making Nebraska the best in resources, services, teachers and students

7. What services would benefit your organization as a partner in Network Nebraska?

- a. Page: Pot K-12 Pub Adm Survey
 - I would have to see what services you offer. Presently we're part of SNDLC and are very satisfied with the services, cost, and support.
 - Expanded curriculum possibilities.

- b. Page: Pot K-12 Pub Inst Survey
 - NO COMMENT
- c. Page: Pot K-12 Pub Tech Survey
 - reliable, fast, cost-effective Internet access
- d. Page: Pot K-12 Pri Adm Survey
 - Helping to elevate the level of networking and computers in education. Our biggest problem is keeping our hardware working properly. I also like the idea of having thin clients and workgroup stations in the classrooms. We presently have one such grouping of computers in our school.
 - collaboration
 - Technical support
 - Interactive video conferencing
 - Any provided
 - Group purchasing and bandwidth.
 - Room video
 - Not sure
 - Unknown, but tech support would be appreciated for small private schools with no network managers on site. The job of network management and troubleshooting falls to the most knowledgeable staff person who probably is a full time teacher and/or administrator and is busy already. This kind of stuff eats up large quantities of time.
- e. Page: Pot K-12 Pri Inst Survey
 - NO COMMENT
- f. Page: Pot K-12 Pri Tech Survey
 - Help to move away from commercial entities and cost issues. Tue, Dec 21, 2010 6:48 AM Find...
 - Higher bandwidth Internet. Mon, Dec 20, 2010 9:45 AM Find...
 - Increased bandwidth
- g. Page: Pot HE Pub Adm Survey
 - NO COMMENT
- h. Page: Pot HE Pub Inst Survey
 - NO COMMENT
- i. Page: Pot HE Pub Tech Survey
 - NO COMMENT
- j. Page: Pot HE Pri Adm Survey
 - NO COMMENT
- k. Page: Pot HE Pri Inst Survey
 - NO COMMENT
- l. Page: Pot HE Pri Tech Survey
 - NO COMMENT
- m. Page: Pot ESU ADM Survey
 - NO COMMENT
- n. Page: Pot ESU Inst Survey
 - NO COMMENT
- o. Page: Pot ESU Tech Survey
 - An opportunity to present what we can offer and whether that would be a fit for the network. We don't want to waste any ones time with items that are no concern.

CURRENT MEMBERS

IMPORTANCE

Partnerships are critical to maximize the potential of the network and increase our efficiency.

I love to use video conferencing to add special speakers / presentations to the curriculum, at all levels, as well as for professional growth for teachers. This may come under the interactive video conference category.

Bandwidth reliability is very important

Cost Sharing and the continued upgrades to the system have benefited schools in our ESU.

CONCERN

As the Network Nebraska grows, it is increasingly important that someone be a steward for the network to assure its continued health.

Redundant Internet access is something that will become crucial as my district moves services to the cloud. I am interested in seeing how close this option can get to being within my district rather than having to traverse all of the network to get to a redundant pipe provider.

Since the switch to Windstream for our bandwidth our schools internet connection has been terrible. We pay for 6mb dedicated and it takes me 45 minutes to download a 65mb file.

Our experience with Network Nebraska has been positive and we have a high level of trust in the services delivered and the cost has dropped as we aggregate our demand.

Not sure about the wording/intent of the prior set of questions. Based on our experience, we do not have any concerns with reliability, speed, costs, etc...as these have all been excellent.

"Concerned" in this context means "an important consideration for or important issue for" rather than "active misgivings about."

Potential Responses:

IMPORTANCE:

We currently have the above attributes except for Internet 2 with our current service. I have yet to hear an explanation of what Internet 2 is and what advantages it has over the regular Internet.

None at this time.

CONCERN:

Our main concerns are reliable, fast, cost-effective Internet access.

*** APPENDIX: E – Work Group Action Plans ***

ACTION PLAN(s)

To be completed by task groups (see *Recommendations* section of this report).