UBC Enterprise Dropbox

Feedback Summary – Survey and Focus Groups
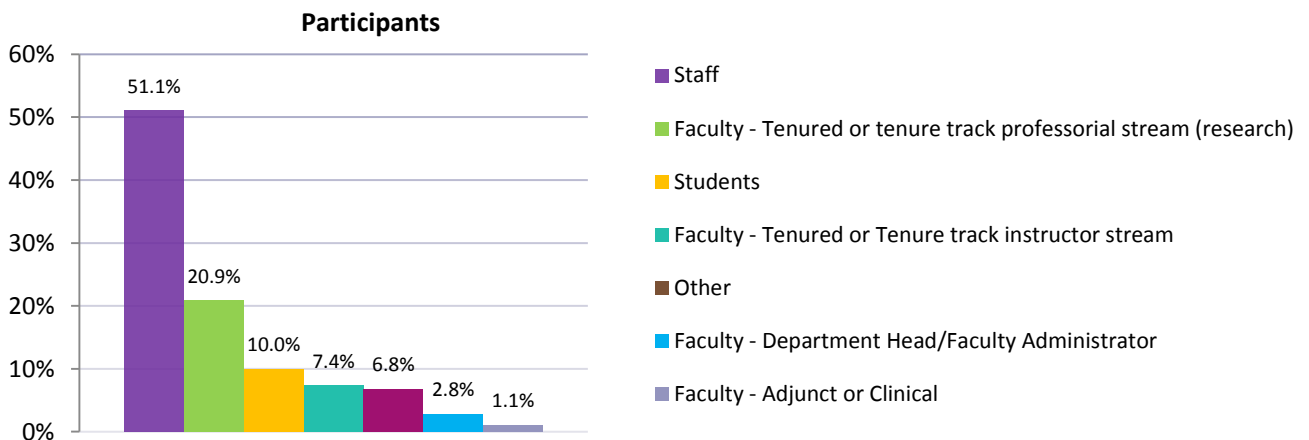
Contents

I. Survey

- 651 responses were collected from January 29, 2013 to February 6, 2013.
- Participants were recruited through SNAG mailing list, Client Services Managers, referrals from personal contacts (ie. Steve Cundy, Martin Kirk, Clement Woo) and Deans and department heads.
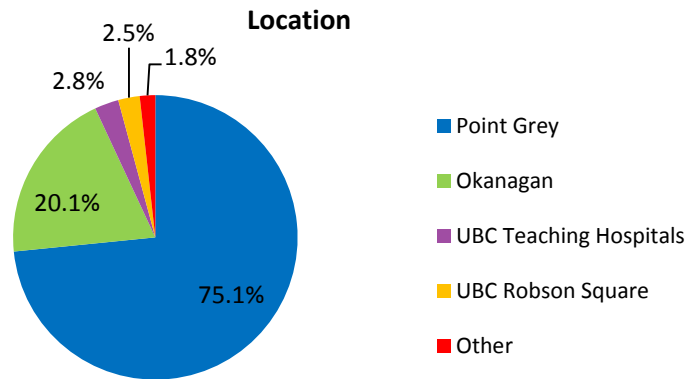
Key Findings

- Ideal storage space would be 20GB
- Participants expect a competitive pricing model to other file hosting solutions. 5GB seems to be the standard storage provided at no cost
- Sharing and collaboration capabilities inside and outside of the university network are key to using the UBC enterprise dropbox service
- UBC enterprise dropbox service must be accessible via multiple platforms and devices
- Most participants are not aware of the Home Drive Storage Service. Those that are aware feel that it does not replace their need for a Dropbox-like service

Demographics

- Staff and faculty members who are in the Tenured or Tenure track professorial stream were the two largest groups of participants with 51.1% and 20.9%.
- Breakdown of participants:

Participants

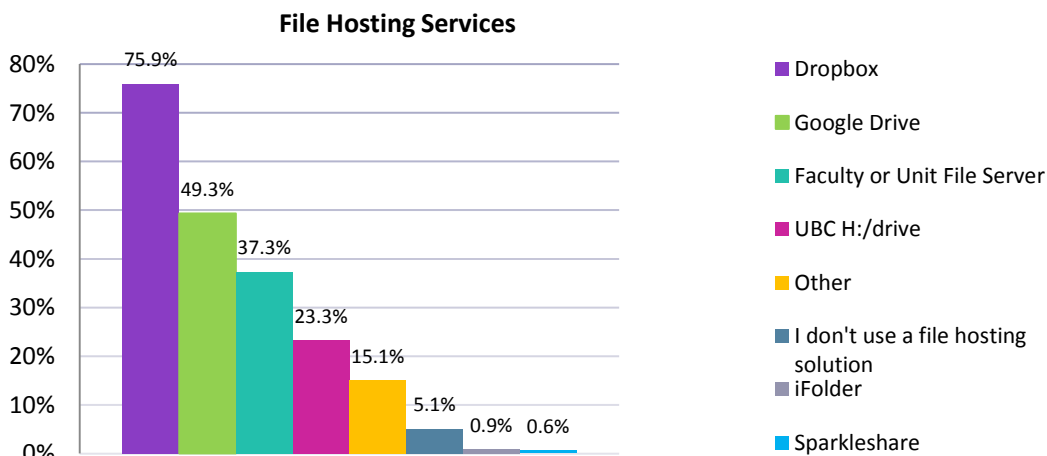| Percentage	Category
51.1%	■ Staff
20.9%	■ Faculty - Tenured or tenure track professorial stream (research)
10.0%	■ Students
7.4%	■ Faculty - Tenured or Tenure track instructor stream
6.8%	■ Other
2.8%	■ Faculty - Department Head/Faculty Administrator
1.1%	■ Faculty - Adjunct or Clinical

  - o Students include research assistants and grad students
  - o Other includes Librarians, Research Associate, Postdoc, Grad students that also taught classes

- Location of participants
  - o Most participants were located at Point Grey campus (75.1%) and Okanagan (20.1%) campus

Location

- 2.5%
- 1.8%
- 2.8%
- 20.1%
- 75.1%

- Point Grey
- Okanagan
- UBC Teaching Hospitals
- UBC Robson Square
- Other

  o Other included working from home, BC Cancer Agency, and online teaching

File Hosting Services Currently Used

- 90.6% of participants have a need for a file hosting solution
- Types of File Hosting Services:
  o The top 3 file hosting services are Dropbox with 75%, followed by Google Drive with 49.3%, and Faculty or Unit File Server with 37.3%.

File Hosting Services

- 75.9%
- 49.3%
- 37.3%
- 23.3%
- 15.1%
- 5.1%
- 0.9%
- 0.6%

- Dropbox
- Google Drive
- Faculty or Unit File Server
- UBC H:/drive
- Other
- I don't use a file hosting solution
- iFolder
- Sparkleshare

  o Other includes SharePoint, iCloud, Skydrive, SugarSync, FTP Server, SpiderOak, Evernote

UBC's Dropbox-Like Service

- 96.3% of participants are interested in an enterprise-dropbox service offered by the university
- Top reasons for not wanting a dropbox service provided by the university:
  o A dropbox service is not necessary for their role
  o Current system works and meets their needs
  o Won't offer enough storage that will meet their expectations
  o Too many devices and platforms to use

- Ideal features
  - Expected Storage
    - o 25.1% participants expect to use 20GB of storage, followed by 22.8% of 100GB, and 19.3% of 5GB

Expected Storage

6% 4%

25%

23%

19%

15%

8%

- 20GB
- 100GB
- 5GB
- 10GB
- 2GB
- More than 500GB
- 1GB
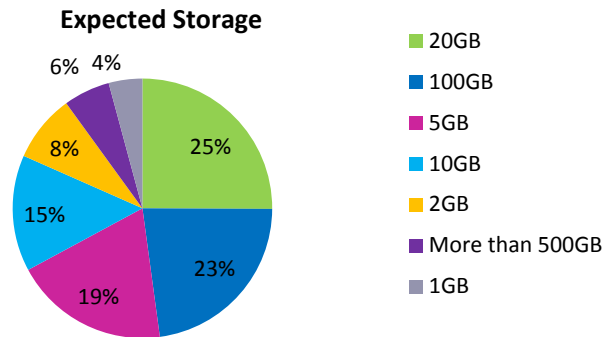
  - Pricing Model
    - o Almost half of the participants stated that 20GB should be provided at no cost. Surprisingly, 5GB is the next best choice with 20.7%, which could be because most file hosting services offer at least 5GB of free storage. 10GB came in third place with 17.1%.

Amount of Storage Provided at No Cost

2%

10%

17%

50%

21%

- 20GB
- 10GB
- 5GB
- 2GB
- 1GB
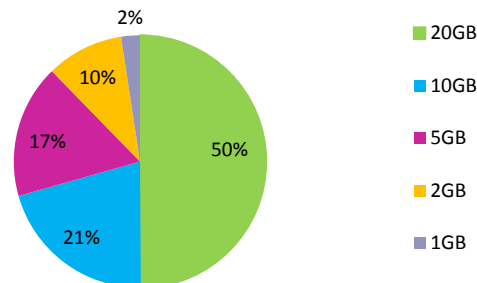
    - o There is great interest in paying for storage if the UBC enterprise dropbox service is hosted in Canada and meets the university's security and privacy requirements. Approximately 70.1% of participants are willing to do so.

  - Sharing Model
    - o Sharing capabilities inside and outside of the university network are fairly important. Sharing files with colleagues at UBC is the most common practice with 91.4% followed by sharing files with colleagues at another academic institution with 54.1% and colleagues in a professional practice with 31.8%.

Sharing Model

Legend:
- Family and friends
- Colleagues at UBC
- Colleagues at another academic institution
- Colleagues in a professional practice
- Colleagues in the health authority
- Clients
- Vendors
- Other

Values shown: 22.3%, 91.4%, 54.1%, 31.8%, 11.8%, 18.0%, 12.7%, 10.1%
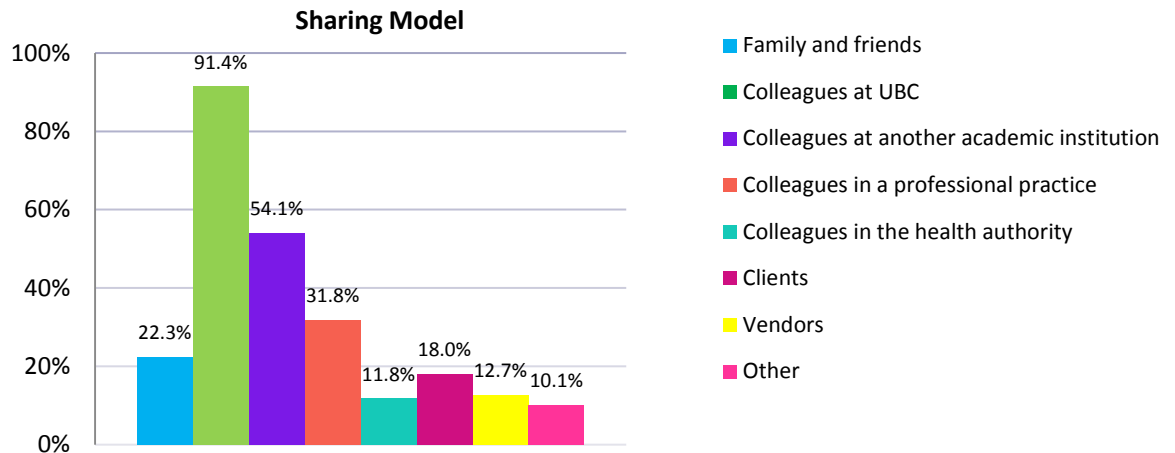
- o   Other include students, attendees at an event, and teaching assistants

- o   Types of files that participants would upload vastly varied. Most common files are word documents (90.5%), PowerPoint presentations (81.4%), and graphic files (67.4%). Almost half (47.3%) would also upload video files. Other types of files included spreadsheets, software artifacts, and MP3s.

- o   Desktops (85.6%) and laptops (88.6%) are the most common devices to access the dropbox service. More than half of all participants would also access via smartphones (57.8%) and tablets (56.7%). Other types of devices include VDI and research servers.

- o   Most common operating systems that participants would use are Windows (74.7%) and iOS (56.4%).

Operating Systems

iOS	Linux	Android	Windows	Chrome	Not sure	Other
56.4%	16.3%	24.1%	74.7%	17.8%	5.4%	12.9%
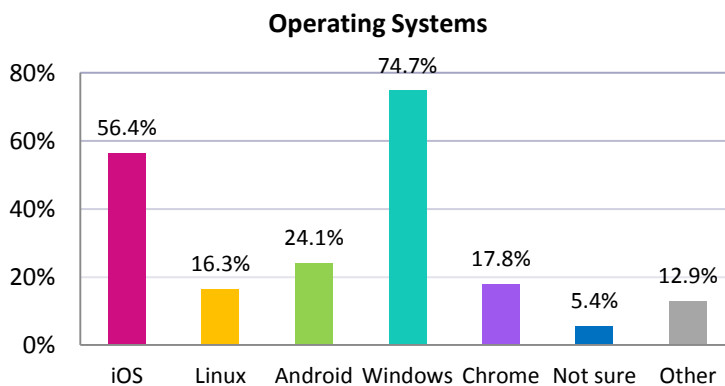
- o   Other operation systems that participants would also use are Mac OSX, and Blackberry.

- o   More than half (56.2%) would like to administer the dropbox service on their own. 27.2% would like their local IT team to support it, and 16.6% would like the service to be managed centrally.

UBC Home Drive Storage Service

- Most participants have no knowledge of H: Drive. Only 29.3% are aware of it.
- Top reasons that H: Drive is not meeting expectations:
    - Uses VPN, which makes it inconvenient
    - Unable to share files inside and outside university network
    - 20GB is too small
    - No automatic synchronization abilities with folders
    - Difficulties to install
    - Not compatible across multiple platform and devices
- Almost half of all participants believe that UBC's dropbox service will replace their need for an H: Drive. 20.3% disagreed, while 28.6% are not sure.

Additional Comments

- "If it's not cheap/free and easy to use, I will not use it. I would not be willing to pay for such a service when there are so many free programs available"
- "Needs to be accessible from all computers and all devices (regardless of Mac/Windows). Automatic backup and synchronization would be optimal"
- "I need to be able to share files with people outside of UBC; VPN should not be required. The service should be fast to access from anywhere, from any device"
- "The storage space should be scalable on a user by user basis with the ability to manage user's space requirements"
- "Dropbox service should be self-manageable (do not have to go to IT every time a change needs to be made)
- "Having sophisticated permission controls is important"
- "If you copy exactly what Dropbox is offering at the moment, but with a server based in Canada, I think this would work"

II. Focus Groups

Summary

- Five focus group sessions were conducted for staff, faculty, System and Network Administrators Group, and researchers.
- A total of 34 people attended representing Botany, CTLT, Civil Engineering, Education, Electrical and Computer Engineering, Forestry, James Hoggs Research Centre, Land and Food systems, Law, Math, Medicine, Nursing, Physics and Astronomy, Office of Vice President Academics, Pharmaceutical Sciences, School of Population and Public Health, and Science
- **All types of devices are commonly used.** Most file hosting services provide web access and use of all mobile devices (tablet, smartphones, Windows phones, laptop)
- **Level of usage** varies among groups, but most use their file hosting service daily
- **Types of files** include graphics, medical images, PDFs, PowerPoint presentations, large video clips, word documents, simulation files, sensitive data such as student records
- **Most common critical requirements:**
  - Security and encryption
  - Sharing and collaboration options (inside and outside of university network)
  - Able to control what files to list as public and which files to list as private
  - Pricing model – free or at least competitive with other file hosting solutions. Dropbox offers 5GB of free storage
  - Adequate storage size – Competitive to other file hosting solutions
  - File synchronization via web and multiple desktops
  - Compatible for all devices
- **Most common ideal requirements:**
  - Expiry dates for links
  - Password protection for shared files
  - Backup capabilities
  - User friendly
  - Editing and revision capabilities
- **Proposed solutions:**

    1) No Home Drive Storage Service, only UBC enterprise dropbox service
    - Majority supported this solution. H: Drive is not commonly used in most departments and there is still a big group of people that have no knowledge that the H: Drive Service exists.

    2) Keep Home Drive Storage Service, offer 1GB of free storage for UBC enterprise dropbox service
    - Majority did not support this solution. Most agreed that it would not change their current state of need for a Dropbox-like solution. They will resort to using their current file hosting service.

- Participants are very eager to learn more about the UBC enterprise dropbox service. They want the service to be available as soon as possible
- Beta testing is a strong interest for everyone

1) SNAG Focus Group

- Two focus groups were held for SNAG, with a total of 18 participants.
- Participants represented Physics and Astronomy, Land and Food systems, Botany, School of Population and Public Health, Math, Medicine, CTLT, James Hoggs Research Centre, Forestry, Law, and Electrical and Computer Engineering.
- All participants used a file hosting service. Popular choices were UBC Home Drive, Team Share, iFolder, Dropbox, and Sparkleshare.
- Top reasons for currently using a file hosting service:
  - o Research collaboration, share files with one another (inside and outside of university), storage, flexibility for clients to use their personal machines

- Current file hosting service:
  - o **Types of devices used**:
    - ▪ Pretty much all devices are used including tablets, mapped drives, smartphones (ie. Windows Phone, Androids, iPhones)
  - o **Frequency of usage:**
    - ▪ Level of usage depends on groups (ie. researchers may use it more often than someone in an administrative position), but a majority use it almost every day, especially for those that have their file hosting service mapped to their desktop.
  - o **Types of files:**
    - ▪ CVS, letters of references, audio files, large video files (clinical videos), word documents, presentations, graphics, medical imaging, PDFs

- Ideal file hosting service:
  - o **Most critical requirements:**
    - ▪ Sharing and collaboration options, allow people without a CWL to access files
    - ▪ Encryption (automatic)
    - ▪ Must comply to BC privacy acts and university privacy and security requirements
    - ▪ Pricing Model – Most participants agree that it should be free or at least be offered a competitive pricing model to other file hosting service solutions. Dropbox offers free storage up to 5GB
    - ▪ Adequate storage size – Storage provided must be competitive to other file hosting service solutions.
    - ▪ Synchronization with web and ensure that all browsers are able to view and access it
  - o **Additional features that would make the service ideal:**
    - ▪ Quick and easy to use
    - ▪ Individuals can manage their own settings and not use UBC IT resources
    - ▪ Ability to change and control sharing settings with public and private
    - ▪ Sharing access with teams
    - ▪ Editing and revision capabilities
    - ▪ Expiry dates and password protection for shared links

- Two factor identification (sender and receiver) to enhance security measures
- Seamless backup features (minimum 30 days backup)
- Free open source
- Java is not involved
- Notifications of new files/folders that have been uploaded (when sharing folders)

- Proposed solutions:
    1) **Scenario 1** – No Home Drive Storage Service, only UBC enterprise dropbox service
        - Majority supported this solution as most people are not using the H Drive. People that are using it are confident that they can find alternative solutions to replace it
        - Comments:
            - "Love it!"
            - "The H drive is actually added workload. Many professors don't know how to use it and it requires IT assistance"
    2) **Scenario 2** – Keep Home Drive Storage Service, offer 1GB of free storage for UBC enterprise dropbox service
        - Majority did not support this solution. Many thought 1GB was not enough storage and not worth the extra effort installing the service since competitors offer a better solution
        - Comments:
            - "This is worse than the first solution"
            - "I might be able to sell 1GB if I mention something about complying to privacy and security requirements"

- Additional comments:
    o Everyone agreed that all mobile devices should be able to access the proposed Dropbox solution since most file hosting service offer various platforms for desktop computers and mobile devices
    o "It would be great to team up with other universities and arrange a deal with Dropbox"
    o "20GB may be enough for a standard user. Researchers may go over that amount, but may be willing to pay for extra storage with grants"

2) Researchers Focus Group

- A total of four participants attended representing Nursing, Civil Engineering, Physics and Astronomy, and Electrical and Computer Engineering
- All participants used a file hosting service. Popular choices were DropBox, SugarSynch, UBC Home Drive, Google Drive/Google Docs, Pogo Plug, Zythos
- Top reasons for currently using a file hosting service :
    o Moving around platforms easily (**big issue for everyone**)
    o Synchronizing folders and backup
    o Collaboration and editing
    o Video Simulations

- Current file hosting service:
    o **Types of devices used**:
        ▪ All devices: desktop computers, laptops, mobile devices (smartphones, and tablets)
    o **Frequency of usage:**
        ▪ Use it every day, for most of the day
    o **Types of files:**
        ▪ PDFs, Word, Excel, simulation files, videos, data files

- Ideal file hosting service:
    o **Most critical requirements:**
        ▪ Security is **critical**, especially for nursing. They often document patient interviews, sensitive topics, etc.
        ▪ Encryption for sensitive data (ie. Student records)
        ▪ Easy to use interface that is user-friendly. Everything should be readily available.
        ▪ All devices should be compatible.
        ▪ Must be able to share documents/files between multiple computers
    o **Additional features that would make the service ideal:**
        ▪ Quick and easy to use
        ▪ Ability to change and control sharing settings with public and private
        ▪ Sharing access with teams
        ▪ Editing and revision capabilities
        ▪ Seamless backup features (minimum 30 days backup)
        ▪ Fast upload speed
        ▪ Would be nice to control access to files (sophisticated permission controls)
        ▪ Students can use it

- Proposed solutions:
    1) **Scenario 1** – No Home Drive Storage Service, only UBC enterprise dropbox service
        ▪ Majority supported this solution as most are not currently using the H Drive.
        ▪ Comments:

- - "Great, if extra space can be purchased"
  - "Transition may be hard. Data management is tough."
2) **Scenario 2** – Keep Home Drive Storage Service, offer 1GB of free storage for UBC enterprise dropbox service
   - They vastly prefer option #1. There is no added value to the proposed UBC Dropbox situation, not enough storage. They would go back to using Dropbox.
   - Could go to other extreme and only give 1GB of space for HDrive and 19GB of space on Dropbox
     - "Second option is not a solution for me – I would just continue to use Dropbox as I do right now"

- Additional comments:
  o Installing a client would not be an issue
  o "Google should not be trusted – students are using it extensively"

3) Staff and Faculty Focus Group

- A total of 12 participants representing Nursing, Office of Vice President Academics, Science, CTLT, Education, President's Office, and Pharmaceutical Sciences
- Only one participant is not currently using a file hosting service. Popular choices were Dropbox, SharePoint, Google Drive, and internal storage
- Top reasons for currently using a file hosting service :
  o Sharing (especially for larger files) and collaboration
  o Sustainable solution (don't have to print everything)
  o Portability and convenience – Can access anywhere and use multiple machines and devices

- **Current file hosting service:**
  o **Types of devices used**:
    ▪ Desktops are the most common. Other devices include laptops, smartphones, tablets, and Chromebooks
  o **Frequency of usage:**
    ▪ Range from constantly (every time user is on their computer) to daily
  o **Types of files:**
    ▪ Excel, word documents, PowerPoint presentations, PDFs, student records, graphics

- **Ideal file hosting service:**
  o **Most critical requirements:**
    ▪ Security and reliability (able to access the service 24 hours a day, 7 days a week)
    ▪ Sharing and control capabilities to limit certain files to specific groups and individuals
    ▪ Able to upload large files
    ▪ Can access it from multiple devices and through web browsers (Safari, Chrome, IE, Firefox)
  o **Additional features that would make the service ideal:**
    ▪ Expiry dates and password protection for shared links
    ▪ Seamless backup features
    ▪ User friendly (for different levels of technological knowledge)
    ▪ Adequate storage size – Storage provided must be competitive to other file hosting service solutions.
      • If 20GB is offered, the next level of storage to be offered should be 50GB
    ▪ Able to delete files permanently
    ▪ Bandwidth for streaming
    ▪ Easy to install
    ▪ Don't need to access VPN to use the service off campus

- Proposed solutions:
    3) **Scenario 1** – No Home Drive Storage Service, only UBC enterprise dropbox service
        - Most people were fine with removing H: Drive since they were not aware of the service to begin with; however, Office of Vice President Academics has a lot of sensitive data on their H: Drive. They will need some time to find an alternative solution and transfer all their files.
        - Comments:
            - "Will there be an alternative for personal storage if H: Drive is taken away?"
            - "We'll need to be notified ahead of time if we're transferring our data to someplace else"

    4) **Scenario 2** – Keep Home Drive Storage Service, offer 1GB of free storage for UBC enterprise dropbox service
        - Everyone agreed that 1GB is not enough storage. Most people will resort to using their current file hosting service.
        - Comments
            - "This just complicates things. There would be too many services. Let's just have one"
            - "People will have to duplicate copies on Dropbox and the UBC dropbox"

- Additional comments:
    - "The ideal model would be Google Drive and Dropbox combined. You have sharing and editing capabilities. You can always switch back to the previous copy."
    - "Free would be ideal"
    - More communication was requested for the Dropbox-like service that UBC is proposing, since most people weren't aware of the Home Drive Storage Service. There should also be Guidelines and procedures on using the Dropbox-like service.
    - There were some questions regarding the ownership of the Dropbox after an employee transfers out of a department or leaves UBC
    - There was a strong interest in testing the product

Appendix A – Survey Questions

UBC Enterprise Dropbox Survey

UBC has a number of enterprise storage solutions available to all staff and faculty at UBC, as well as storage options implemented locally at the faculty and department level. Despite the diversity of offerings currently provided, needs have not been fully met and UBC faculty and staff have been using DropBox or similar cloud hosted solutions to store and access data across multiple devices. As the vast majority of the cloud solutions are hosted outside Canada, this presents risks to data that is stored on these systems, and significantly reduces the types of data that can be usefully stored due to BC privacy and security legislation and UBC Policy.

UBC is currently undertaking a proof-of-concept to assess what options might be available and what the university community would require from a UBC hosted solution offering similar functionality to the UBC community, in a manner which meets UBC Policy and BC legislative requirements.

Your feedback is critical to help us understand whether this service will be useful, and what elements are important to the University community. Please complete the survey questions below. If you have any questions, please contact ubcit.communications@ubc.ca

1) **Please identify which group you belong to:**

- Student
- Staff
- Faculty - I am a dept head or faculty administrator
- Faculty - Tenured or tenure track instructor stream
- Faculty - Tenured or tenure track professorial stream (research)
- Faculty - I am adjunct or clinical
- Other (please specify)

If you selected other, please specify _____

2) **Which UBC campus are you located at? Please select all that apply.**

- Point Grey
- Okanagan
- UBC teaching hospitals
- UBC Robson Square
- Other (please specify)

If you selected other, please specify _____

3) Which <u>file hosting solution(s)</u> do you currently use? Please select all that apply.

Definition of a File Hosting Solution - A cloud storage service that is used for file sharing and collaboration.

- Dropbox
- Google Documents
- iFolder
- Sparkleshare
- Faculty or unit file server
- UBC H:/drive
- I don't use a file hosting solution
- Other (please specify)

If you selected other, please specify _____

4) Do you have a need for a file hosting service?

- Yes
- No

5) Would you be interested if the university offers an enterprise-dropbox service that allows you to safely and securely store data that can be accessed across multiple devices while meeting university privacy and security requirements?

- Yes
- No

6) Please tell us why you would not be interested in an enterprise-dropbox service offered by the university.

_____
_____

7) How much storage would you expect to use in this type of solution?

- 1 GB
- 2 GB
- 5 GB
- 10 GB
- 20 GB
- 100 GB
- More than 500 GB

8) How much storage should be provided at no charge?

- 1 GB
- 2 GB
- 5 GB
- 10 GB
- 20 GB

9) Would you be willing to pay for the storage used for an UBC enterprise dropbox service that is hosted in Canada and meets the university's security and privacy requirements?

- Yes
- No

10) Who would you share the files in your dropbox with? Please select all that apply.

- Family and friends
- Colleagues at UBC
- Colleagues not at UBC but at another academic institution
- Colleagues in a professional practice
- Colleagues in the health authority
- Clients
- Vendors
- Other (please specify)

If you selected other, please specify   _____

11) What type of files would you upload onto your dropbox? Please select all that apply.

- Videos
- Graphic files
- Word documents
- PowerPoint presentations
- Other (please specify)

If you selected other, please specify   _____

12) What devices would you use to access your dropbox? Please select all that apply.

- Tablet
- Smartphone

- Laptop
- Desktop computer
- Other (please specify)

If you selected other, please specify   _____

13) What OS would you use? Please select all that apply.

- iOS
- Linux
- Android
- Windows
- Chrome
- Not sure
- Other (please specify)

If you selected other, please specify   _____

14) How should this be administered?

- I want to manage it myself
- I want it to be managed centrally
- I want our local IT support manage it

15) Are you aware of UBC IT's Home Drive Storage Service?

- Yes
- No
- Not applicable to me (UBC Okanagan Campus)

16) Please tell us why the Home Drive Storage Service does not meet your needs.

_____
_____

17) If UBC offered a UBC dropbox service, would this replace your need for H:/drive?

- Yes
- No
- I don't know.

18) Additional Comments?

_____

_____

19) If you would like to join our mailing list for updates about this project, please fill out your information below.

Name: _____

Position Title: _____

Department: _____

Email Address: _____

20) If you would like to enter to win an iPad 2, please fill out your information below.

Name: _____

Email: _____

We are also conducting focus groups for our Enterprise Dropbox Service on the **Point Grey** campus for these following dates:

SNAG
1) Feb 1, 11:30am - 12:30pm
2) Feb 4, 12:00pm - 1:00pm

Researchers
1) Feb 6, 12:30pm - 1:30pm

Staff and Faculty
1) Feb 7, 1:00pm to 2:00pm

If you are interested in participating, please contact Winnie Wan at Winnie.Wan@ubc.ca for more information. Food and refreshments will be provided at all sessions.

Thank you for taking the time to complete this survey. We greatly appreciate your feedback!

Appendix B – Focus Group Questions

UBC IT is developing a dropbox-like service. The purpose of this focus group study is to find out your level of interest is for this type of service and also your needs and requirements. There will be two parts to this focus group. Part 1 will be a series of questions for you to answer and Part 2 will be a couple of scenarios for you to review. Please feel free to voice your comments openly.

Duration of Study: 1 hour

Introductions

Please state your name, department of where you are from, and if you are currently using a file hosting service similar to Dropbox.

Part 1) General Questions

1) Why are you using a file hosting service?
2) What devices do you currently use to access your file hosting service?
3) How often do you use your current file hosting service?
4) What type of files do you upload onto your file hosting service?
5) Please identify your most critical needs and requirements for a dropbox.
6) Please identify your Ideal needs and requirements for a dropbox.
7) What devices would you like to have to access your dropbox?

Part 2) Scenarios

There are a couple of ideas that UBC IT is considering for its enterprise dropbox service.   These are just two of the **many** options that we're looking into. Please state what your level of interest, concerns, and thoughts are for each of these options.

Scenario 1) Remove Home Drive Storage Service, offer only UBC enterprise dropbox service

- *Home Drive Storage Service Description*
  UBC IT offers a Home Drive Storage Service to all staff and faculty members at no cost. Each user receives 20 GB of storage space to store all their documents.

- *UBC Storage Hosting Service Description*
  Using UBC's on-campus storage solution, UBC IT's Enterprise Dropbox Service will offer storage, file synchronization and client software. Users will be able to create a folder on their computer, which will securely synchronize with a central server. Files placed in this folder can also be accessed through a web browser and mobile devices, including smartphones and tablet computers. Furthermore, files or folders can be shared with people both inside and outside of university network.

Please state:

    a.   Your level of interest

    b.   Your concerns

    c.   Your thoughts of this service

Scenario 2) Keep Home Drive Storage Service, but provide 1 GB of free storage for UBC enterprise dropbox service

Please state:

    a.   Your level of interest

    b.   Your concerns

    c.   Your thoughts of this service

General Comments

Additional comments?