A Higher Education TechQual+ Study

2018 UofM Annual TechQual Survey
for **University of Memphis**

Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
http://www.techqual.org

Contents

From the Higher Education TechQual+ Principal Investigator

This report is the result of a survey of technology service outcomes conducted at University of Memphis. The survey instrument has been developed through a collaborative effort between multiple institutions of higher education, a project known as the Higher Education TechQual+ Project. The goal of this project is to create a standardized survey instrument that assesses IT service outcomes in higher education, in a way that provides for benchmarks and comparisons between institutions. The results contained within this report are based on this survey. I hope that the reader finds the results enlightening and helpful in planning, developing, and managing technology services at University of Memphis.

The Higher Education TechQual+ Project is modeled on the LibQual+ project developed by the Association of Research Libraries (ARL) in conjunction with the Texas A&M University Libraries. I am grateful to the pioneering work accomplished by the LibQual+ research team and recognize that their work has truly transformed libraries by creating a culture of assessment within the library practice. It is my hope that the the Higher Education TechQual+ Project will have a similar transformative effect for technology organizations in higher education.

Dr. Timothy M. Chester
Principal Investigator
Higher Education TechQual+ Project

About the Higher Education TechQual+ Project

The Higher Education TechQual+ Survey had its origins in a pilot project conducted at Texas A&M University at Qatar in the Spring of 2006. Under the leadership of Dr. Timothy M. Chester, the management team of Information Technology Services (ITS) worked to build a survey instrument to gather feedback from the TAMUQ community of end users in a way that would provide objective criteria for continuous improvement and strategic planning.

They modeled their work on the existing SERVQUAL and IS SERVQUAL approaches, but paid particular attention to pioneering work by the leadership of Texas A&M University Libraries and their partners from the Association of Research Libraries who had previously developed the LibQual+ survey instrument. The LibQual+ conceptual approach was also based on SERVQUAL, a tool used in the private sector to assess service quality.

Following the success of the pilot project, a research project was commissioned by Dr. Timothy Chester. The goal of the project is to develop a scientifically reliable and valid instrument that can be adopted by all institutions of higher education to assess IT service performance. The TechQual+ survey is delivered through a web portal (http://www.techqual.org), thus shielding the participating institutions from the rigors and complexities of survey research.

The Higher Education TechQual+ Core Instrument is a web-based survey that requires approximately 20 minutes to complete. It asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for up to 13 IT service outcomes expected by faculty, students, and staff.

TechQual+ was developed through multiple rounds of qualitative and quantiative data collection from participating institutions. Using this data, the TechQual+ instrument is continually refined with the goal of insuring that the resulting instrument is both valid and reliable. The goal of the project is to understand what end users feel that "technology outcomes" really are and then to develop an instrument that allows for the systematic exploration of these outcomes in a way that allows for continuous improvement and strategic planning.

The TechQual+ principal investigator is grateful for the exceptional work by the staff of the Association of Research Libraries as they developed and implemented the LibQual+ process. The success of the TechQual+ project will be due in large part to the pioneering research that produced the LibQual+ survey.

Project Coordinators for University of Memphis

The Higher Education TechQual+ Project is a cooperative project between institutions of higher education. Each participating institution is represented by project coordinators who direct and conduct surveys for their institution.

This survey was conducted by the project coordinators for University of Memphis. The Higher Education TechQual+ project coordinators for this institution are:

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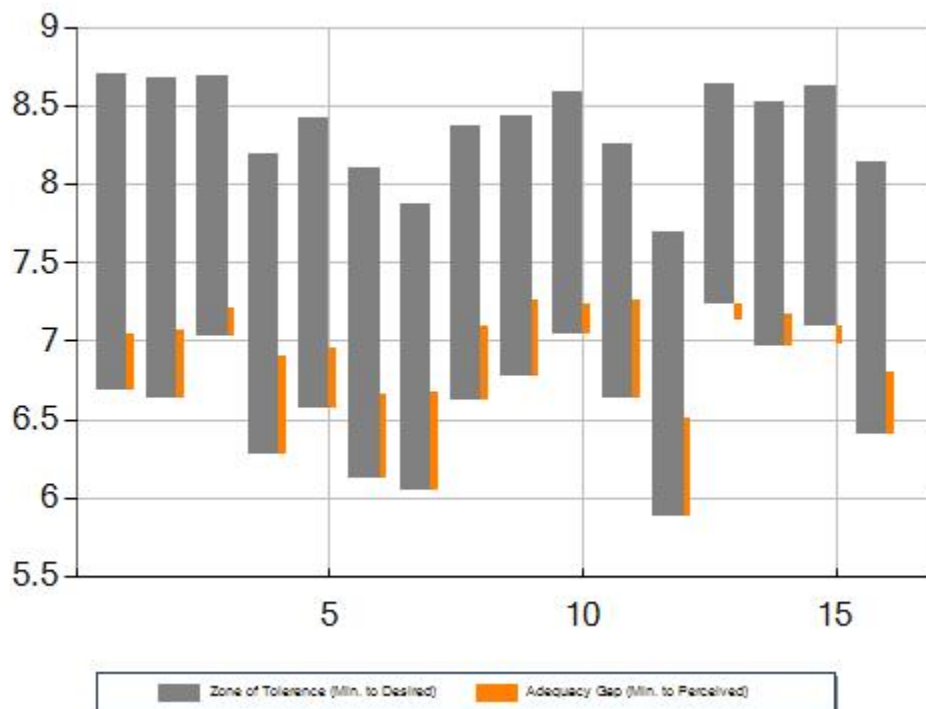## *Higher Education TechQual+ Data Analysis Guide*

The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis *H₀: Adequacy Gap Score = 0.* Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

Service Adequacy Gap Score: This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceeds end users minimum expectations, a negative number indicates a gap between the perceived performance and minimum expectations.
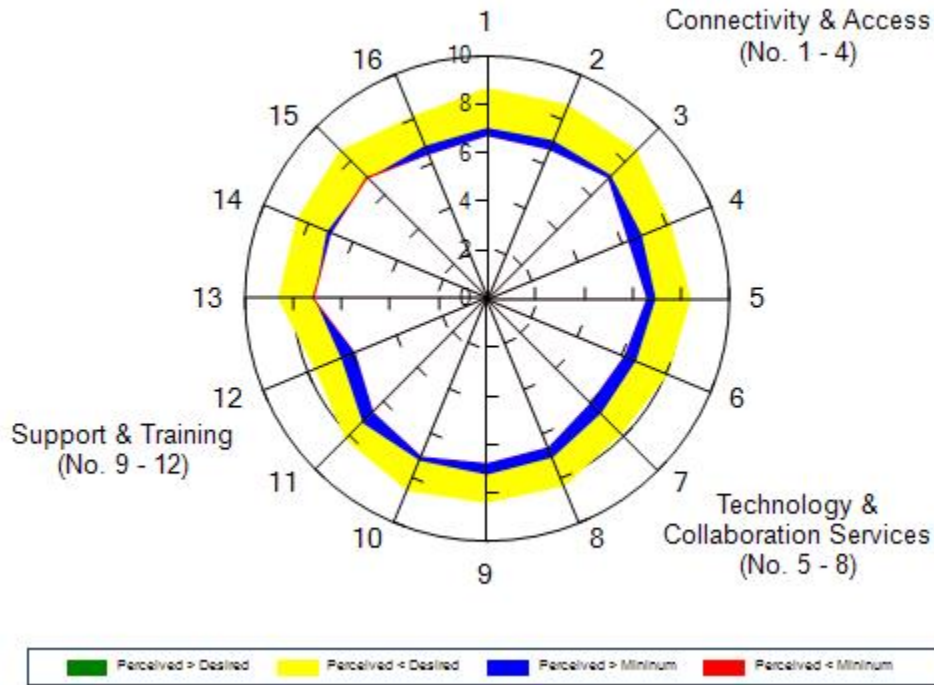
Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds end users desired expectations, a negative number indicates a gap between perceived service performance and end users desired expectations.

Zones of Tolerance:

For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is also computed and displayed against the zone of tolerance for each respective service dimension. This chart graphically displays the end users range of expectations across all service dimensions and your organizations performance against those expectations.

Radar Charts:

For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the y axis of the chart, and each 'spoke' represents one dimension of service. The colors green, yellow, blue, and red are used to express the perceived service levels against end users range of expectations (or, zones of tolerance).

Incomplete Surveys: The data contained in this report includes cases where the respondent completed an individual item but did not complete the survey in its entirety.

Suggestions: When the perceived rating is below the minimum level of service, the end user is provided the opportunity to make suggestions on how the quality of this service can be improved. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term.

About this Higher Education TechQual+ Survey

This survey consisted of multiple IT service outcomes grouped together into distinct core commitments expected by faculty, students, and staff. These core commitments for this survey were designed to assess these categories of IT service outcomes:

Connectivity and Access
Tell us about your ability to access technology services through the Internet

Technology and Collaboration Services
Tell us about the quality of Web sites, online services, and technologies for collaboration

Support and Training
Tell us about your experiences with those supporting your use of technology services

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the University of Memphis campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

Minimum Service Level Expectation - the number that represents the **minimum level of service** that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

Desired Service Level Expectation - the number that represents the level of service that the **respondent personally wants**. The respondent selects a rating that represents the level of services he or she desires.

Perceived Service Performance - the number that represents the level of service that the respondent **believes is currently provided**. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

Core Commitments and IT Service Outcomes for This Survey

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

Connectivity and Access

When it comes to...

Having an Internet service that operates reliably.

Having an Internet service that provides adequate capacity or speed.

Having an Internet service that provides adequate Wi-Fi coverage.

Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

When it comes to...

Having Web sites and online services that are easy to use.

Having online services that enhance the teaching and learning experience.

Having technology services that allow me to collaborate effectively with others.

Having systems that provide timely access to data that informs decision-making.

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Support and Training

When it comes to...

Getting timely resolution of technology problems that I am experiencing.

Technology support staff who have the knowledge to answer my questions.

Receiving communications regarding technology services that I can understand.

Getting access to training or other self-help information that increases my effectiveness with technology.

Additional Questions

Additionally, the project coordinators for University of Memphis included these additional questions with this survey, for which respondents were asked to provide responses.

14) Are there any technologies in use at the U of Memphis that you would like to see changed? Describe those technologies and the changes you would like to see implemented. (Open-ended Question) Self-reported faculty, students, staff, not declared only. (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

15) In your opinion, are there any forms of technology that are not in use at the U of Memphis that you would like to see implemented? Describe those technologies that are missing and how they should be used at the U o Memphis. (Open-ended Question) Self-reported faculty, students, staff, not declared only. (Open-ended Question) *Self-reported faculty, students, staff, not declared only.*

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

   a)
   b)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

   a)
   b)

Population Analysis

The total population (N) for this survey included the faculty, staff, and students (or portions thereof) of University of Memphis. The Higher Education TechQual+ project protocols state that respondents (n) should represent a random sampling of the total population (N). The responsibility for assuring a sufficiently large random sample resides with the project coordinators at University of Memphis. Deviations from the Higher Education TechQual+ project protocols may negatively impact the statistical significance of the findings of this study.

The analysis below is based upon self-reported information (page 1 of the survey) from respondents obtained via the "direct link" method of data collection. Values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

Total Population / Respondents

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	2006	1217	61%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	299	15	5%
Faculty	0	0	0%	234	183	78%
Staff	0	0	0%	405	296	73%
Student	0	0	0%	1068	723	67%
Totals:	0	0	0%	2006	1217	60%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	327	36	11%
Female	0	0	0%	1180	816	69%
Male	0	0	0%	499	365	73%
Totals:	0	0	0%	2006	1217	60%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	416	97	23%
0-24	0	0	0%	627	413	65%
25-34	0	0	0%	381	273	71%
35-44	0	0	0%	211	143	67%
45-54	0	0	0%	145	119	82%
55 & ABOVE	0	0	0%	226	172	76%
Totals:	0	0	0%	2006	1217	60%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

Key Findings for All Respondents

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis H_0: *Adequacy Gap Score = 0.* A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)	Negative Perceptions (Adequacy Gap Score < 0)
Having technology services that allow me to collaborate effectively with others. *Adequacy Gap Score = 0.11; N = 1175; P = 0.05*	Having an Internet service that provides adequate Wi-Fi coverage. *Adequacy Gap Score = -0.18; N = 1314; P = 0.00*
Receiving communications regarding technology services that I can understand. *Adequacy Gap Score = 0.21; N = 1123; P = 0.00*	

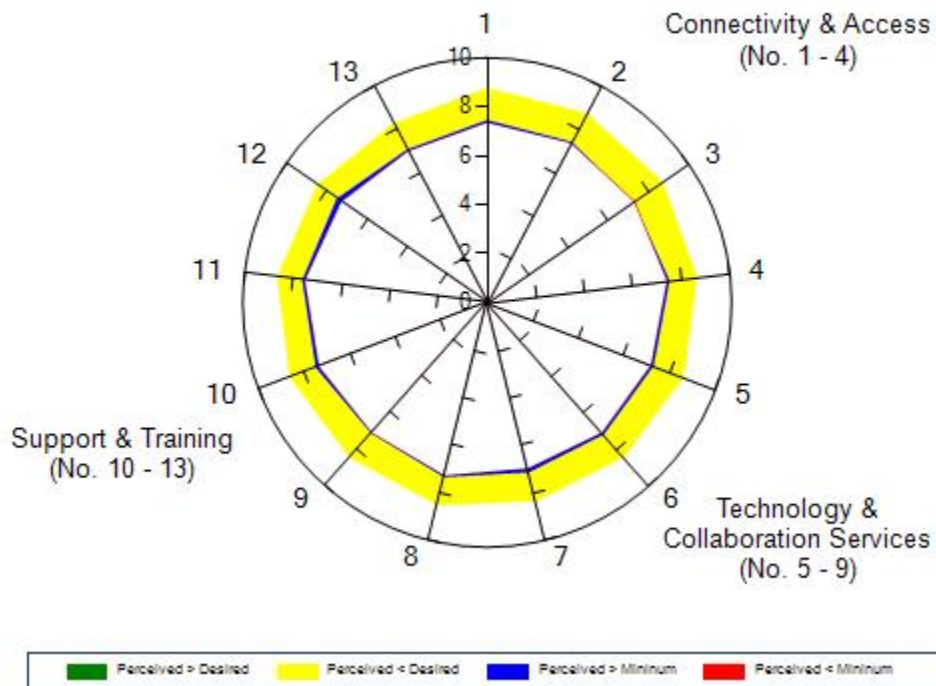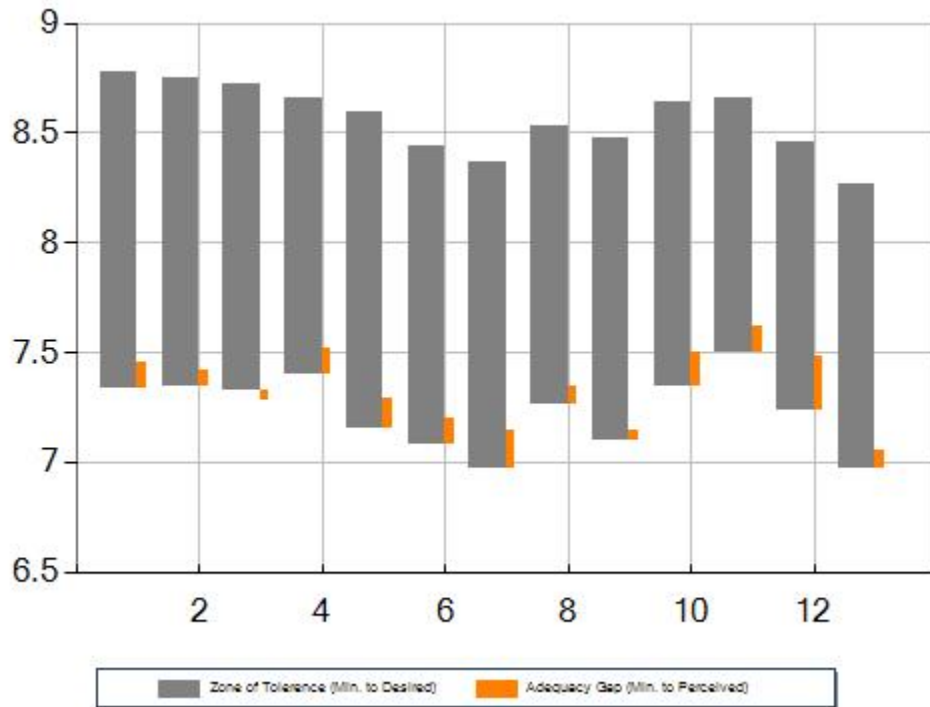**Data Charts for All Respondents**

Below are the charts for this view of the survey data.

Zone of Tolerance (Min. to Desired) — Adequacy Gap (Min. to Perceived)

Perceived > Desired — Perceived < Desired — Perceived > Minimum — Perceived < Minimum

Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation,N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis *H₀: Adequacy Gap Score = 0*. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access
Tell us about your ability to access technology services through the Internet

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.30	8.78	7.33	0.04	-1.45	1349	0.46
		Dev	1.67	0.61	1.61	1.77	1.58		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.30	8.76	7.31	0.01	-1.44	1300	0.90
		Dev	1.61	0.66	1.61	1.72	1.57		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.29	8.70	7.11	-0.18	-1.59	1314	0.00
		Dev	1.67	0.72	1.71	1.91	1.71		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.31	8.64	7.36	0.05	-1.28	1295	0.33
		Dev	1.78	0.83	1.75	1.96	1.74		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Technology and Collaboration Services
Tell us about the quality of Web sites, online services, and technologies for collaboration

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.13	8.59	7.16	0.02	-1.43	1233	0.68
		Dev	1.64	0.81	1.58	1.81	1.58		
6	Having online services that enhance the teaching and learning experience.	Mean	7.01	8.42	7.06	0.05	-1.36	1109	0.38
		Dev	1.80	1.01	1.64	1.88	1.62		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.92	8.36	7.03	0.11	-1.33	1175	0.05
		Dev	1.81	1.08	1.72	1.83	1.67		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.22	8.52	7.23	0.00	-1.29	1138	0.96
		Dev	1.65	0.94	1.56	1.71	1.51		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.07	8.47	7.04	-0.02	-1.42	1127	0.73
		Dev	1.80	1.02	1.77	2.06	1.79		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Support and Training

Tell us about your experiences with those supporting your use of technology services

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.30	8.63	7.35	0.05	-1.28	1138	0.33
		Dev	1.64	0.87	1.66	1.74	1.61		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.45	8.64	7.45	0.00	-1.19	1096	0.95
		Dev	1.60	0.82	1.67	1.78	1.61		
12	Receiving communications regarding technology services that I can understand.	Mean	7.17	8.43	7.38	0.21	-1.05	1123	0.00
		Dev	1.74	1.05	1.59	1.69	1.51		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.91	8.26	6.93	0.02	-1.33	1098	0.74
		Dev	1.91	1.24	1.76	1.91	1.70		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from All Respondents

When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

Having an Internet service that operates reliably.

This pretty much goes along with my answer to the WiFi question. Sometimes, it just doesn't work. [#2750513]

I sometimes am unable to connect my desktop computer with the server then often have to reset my system. I'm not sure if that is a server issue or a computer issue, but it happens on my GA computer. [#2750528]

You never know how well it will work. [#2750568]

Have it where a person can receive a Wi-Fi signal from anywhere. [#2750572]

Is not reliable at all. [#2750599]

This would be nice. [#2750624]

The U of M secure is very reliable. [#2750651]

Very important, when working with the HPC cluster and other university resources, it is crucial that my connection does not break. More access points/redundancy with wifi would help maybe? Ive never had problems with the hard line. [#2750662]

A lot of times when i try to pull up the u of m website on my personal macbook, it takes wayyy too long to pull up and sometimes i even have to wait and come back later [#2750696]

Change services. [#2750748]

I wish the secured wireless internet options worked more efficiently or that we received clearer instructions on how to use them. [#2750785]

The workers in the ITT department is not always knowledgeable about ECourseware. One day I called regarding ECourseware and I spoke with three people that was clueless. [#2750818]

REFER TO THE ABOVE. MAYBE SPEND LESS MONEY ON ADMINISTRATION SALARY AND NON EXISTENT REC CENTER'S AND GET SOME DECENT INTERNET IN THIS PLACE. [#2750826]

Fairly reliable service, but some days it just seems bogged down and the IT has no answers as to why [#2750866]

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none [#2750885]

Good [#2750889]

I would suggest having places for those whom whom simply are using more bandwidth(gaming) a room that is completely wired and having more students that want to push the extremes of the network with more working Ethernet ports [#2750899]

Sometimes the internet on the computers in the Tech Hub doesn't work. I suggest having routine checks that the Internet works consistently on these computers. [#2750906]

This can be improved. I always have to switch between secured and guest. [#2750915]

This is absolutely CRITICAL! Nothing is more frustrating than the internet crashing while in the midst of finishing an assignment and especially quizzes/examinations! [#2750939]

Internet is not the best, seems like dial up in some classes. [#2750961]

Sometimes the techhub internet doesn't even load. [#2750962]

The internet here is so frustratingly horrible. I can never get it to connect and run smoothly for more than about an hour. [#2750966]

Always a need for students, faculty & staff. [#2750997]

I work in a lab on the first floor of engineering technology, room 120A/B. Our internet frequently stops working and moves extremely slow. I have to bounce between the guest network and the main network just to get internet on some days. As the lab is where my office is located for full time work, it is extremely frustrating to not have a reliable internet connection. [#2751020]

The connection seems to drop and reconnect several times daily, leaving one sitting idly and impatiently for sometimes several minutes - time wasted when work is in progress. [#2751027]
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the nature of my work requires 100% reliability [#2751030]
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better communication with on the scene IT personnel [#2751065]

You are already working on the missing coverage areas. However, my concern is that sometimes even when sitting very close to an access point, the signal is weak or unreliable. [#2751089]

Again, internet is very important especially for class purposes. [#2751114]

I would like to be online, and not have to worry about it freezing up all the time, especially when i?m doing work for class. [#2751139]

It seems like the internet cuts out quite often. Maybe having more option for internet could improve this. [#2751204]

Have a system that can handle large amounts of traffic [#2751208]

Nothing specific. Continue to serve us. Thanks! [#2751209]

There are frequent internet outages in the Graduate and Family Housing on the Park Avenue Campus. [#2751254]
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na [#2751270]

I have taken course online for several semesters. I couple of times, I requested help for password issues or something else. The help desk has always been professional, accommodating and courteous. In the entire time I have attended University of Memphis, I experience the campus internet to be slow when I was on campus. Thank you for providing a great network so that students can complete their coursework and not be inconvenienced. [#2751297]

I have waving in some internet connections. [#2751321]

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same as above. [#2751359]

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must have [#2751371]

The internet service in our building is unreliable (i.e. there are multiple times throughout the day when the wifi will disconnect from my devices). There are also several areas in our building where the signal is too weak. [#2751394]

I would like to know that no matter where I go on campus, I will still have the same constant internet service. [#2751398]

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additional wireless coverage throughout buildings [#2751407]

Very very very important!!!!! [#2751411]

The wireless upgrade will hopefully address the source of recent service interruptions. [#2751420]

IMPROVE wifi in CHB- it is beyond slow [#2751430]

There were problems this year. Hopefully they are resolved [#2751549]

Just make it to where I don?t have to gamble on whether uom works or uom guess works. It?s always one not working or even both. [#2751598]

Some areas of campus have terrible service, but for the most part its pretty good. [#2751612]

Often in the middle of the day the internet goes out when I try to go to memphis.edu. Other websites may or may not work, but memphis.edu is ALWAYS a problem. Not sure if this is a server traffic issue, but it can be quite an inconvenience. [#2751642]

Every week or two, I have to reinstall the Mac SafeConnect application before I can use the internet. This is very frustrating and should be fixed. [#2751651]

While in Ball Hall often my email does not send. There are always server issues. [#2751672]

Internet in engineering cuts out semi frequently [#2751682]

The internet in the dorms is not always reliable and it loses connection pretty often. [#2751688]

Important [#2751689]

You came through my lab a couple of years ago and added a couple of ports and told me not to use switches. We have continued to grow and I now have over 40 devices on 4 ports!!! You need to provide a sufficient number of ports to classrooms. [#2751749]

I don't have any suggestions because I am not an expert on computer technology. There are times when I have to print power points before class and is either the browser just keep spinning or the website takes a long while to show up. Sometimes too the printing cause some problems. [#2751792]

Provide Better access/Service in my office at South Campus. [#2751811]

Honestly, I can't even figure out how to connect to the wifi on campus and I'm a graduate student. So... [#2751887]

YES [#2751893]

It's great the way it is. [#2756469]

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a bit slow [#2756470]

This is a basic tool and should be "a given". [#2756481]

Without a doubt! [#2756497]

Sometimes it's slow or stops working randomly. [#2757019]

The terminal at the UC do operate as fast as I'd like then to. the internet connection takes too long to load. [#2767324]

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drones with wi-fi nodes for dynamic redeployment in response to high demand situations. university could get higher utilization overall without increasing fixed capacity everywhere [#2767719]

Problems with the internet services are rare, but when they occur it halts productivity. This is not a big problem. [#2767720]

In today's world it is imperative to have reliable access to internet services, especially in a learning facility. I have only had problems when using certain onlines the school provides (like umapps). [#2767736]

N/A [#2767737]

There are numerous times in the various locations, from Elma Roane Fieldhouse to South Campus where internet will drop or if multiple people are on the Wi-Fi, it runs slowly. [#2767777]

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that's everybody's d emand [#2767810]

Yes, si far I don?t have issues with services, the only time that I was not able to connect with my laptop. The IT personal help me satisfactory. [#2767837]

This is very important with the number of people on campus each day. [#2767861]

I lose internet TOO MUCH. [#2767865]

Having to use IE ONLY is ridiculous! [#2767900]

In some cases, WiFi doesn?t always work so improving this would definitely be beneficial. [#2767903]

All services I have used regarding the internet are reliable. [#2767904]

This is crucial [#2767922]

I consider adequate wi-fi coverage to be under the umbrella of an internet service that operates reliably, so please see my other comment. [#2767970]

Most of the time, especially on UM campus, no problems. Lambuth campus, on the other hand... [#2767986]

UofM guest only works with Macbooks but doesn't allow everything. UofM requires Macbooks to download an access key, completely unnecessary. [#2767991]

I'm not sure but I think that part of the problem is that too many things are hitting our Internet at the same time. [#2767999]

The internet in Ball Hall lacks very badly. If you are on the bottom floor, you do not get any service. [#2768010]

Many days for long periods of time, my computer just seems to grind to a halt. The computer was only installed last year,m so I don't think that's what's at fault. [#2768032]

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increase number of access points and implement "handoff" features so moving between access points is seamless. [#2768086]

Super important [#2768090]

Not having to re-download the policy key every few weeks to the same computer would be a great improvement [#2768093]

No suggestion [#2768112]

Drops in Ball Hall in the afternoon [#2768130]

Just being able to inform us of when the network is going down by schedule and then maybe having some sort of backup for if the main servers do go down. I have experienced the network down multiple times this year. [#2768168]

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the wifi connection in some buildings is weak that I couldn't load some pages. [#2768183]

The internet service is very good [#2768197]

Having an Internet service that provides adequate capacity or speed.

I agree with the decision that the University has already made about the ways to improve the capacity/speed of the Internet on campus. With thousands of people using it, it was just time for an overhaul of the system we had in place. [#2750513]

Sometimes I am not able to use my laptop in class because ecourseware won?t load. [#2750568]

I like speed because I don?t have to wait , I can continue doin my research without lag [#2750570]

Or at least gauges activity and doesn't require frequent fiddling [#2750587]

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yes, Lambuth can be slow at times. [#2750624]

The internet speed has been consistent for me, I have no complaints. We don't have a need for it to be faster at the moment. [#2750662]

The internet can be very slow. When I need to look up time-sensitive information, I regularly have to use my phone?s LTE data instead of WiFi. [#2750689]

I would like to go around campus with wifi and not get disconnected. [#2750734]

Change services. Wifi here is horrible [#2750748]

Sometimes the wireless internet on campus is slow. [#2750785]

THIS. PLEASE. THE INTERNET HERE IS SO LAGGY. [#2750826]

Wired Internet is phenomenal. It almost never has any issues to speak of. Outages occur maybe once or twice per year. [#2750865]

Decent capacity, just make it reliable [#2750866]

The wireless speed is quite sensitive to the distance between the computer and the hot spot. [#2750900]

Sometimes UofM wifi is slow or doesn't work. It could be improved by technology that increases the signal strength. [#2750906]

This is EXTREMELY important! Essentially all student resources necessary for success are found ONLINE. I feel the Wi-Fi speed, strength, and ESPECIALLY capacity should be increased and reliable at least 95% of the time. [#2750939]

The internet in the techhub has a 50/50 chance of adequate speed. [#2750962]

Sometimes the WiFi works great, but after an hour or so, it becomes slow or will stop working. [#2750966]

Add more routers or WiFi extenders. With growing number of students it?s hard to stay connected to the WiFi on our personal laptops and devices throughout the day. [#2750969]

FIT to itnas r/w bandwidth leaves a lot to be desired [#2750970]

This is always needed. and again with the network upgrade project hopefully will impove [#2750997]

The internet frequently moves slow on the first floor of engineering technology, room 120A/B, where my office is located. Pages often do not load, and connecting to our wireless printer is often a lengthy process. [#2751020]

From what I can tell the speed is adequate. [#2751089]

Our internet went out during a presentation and it disrupted class. Very important. [#2751114]

Having to use online platforms for classes and multiple channels at once sometimes not fast enough [#2751115]

When it is up,and working it?s fine. Other than that it?s not as good as it should be. [#2751139]
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super important! [#2751216]

Sometimes the internet service runs slow. [#2751316]
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same as above. [#2751359]

In certain areas on campus, the internet service is slow or non-existent. [#2751398]

Very very important!!! [#2751411]

Sometime no speed at busy time [#2751439]

Much more band width for web access and email capacity. I need to be able to send and receive large image files. [#2751484]

I am satisfied [#2751549]

The internet on campus is adequate but coverage could be wider [#2751557]

Just needs to be faster in certain parts of campus, especially those auditoriums where classes are taught. [#2751598]

Lab does not have internet cable connection. We tried to get wifi adapters for computers in the lab but not allowed or supported due to security reasons. This is rather ridiculous. Think about everyone who is using laptops or smartphones, they are connecting through wifi anyway - so why worry about wifi for PCs [#2751645]

Important [#2751689]

Putting fiber into the buildings does no good if we don't have a sufficient number of ports. [#2751749]

Many times, the system is slow [#2751771]
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good [#2751786]

It hard to do effective work when, my internet service keeps going [#2751811]

Better coverage in Dunn Hall [#2751852]
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same [#2756481]

The Wi-Fi never loads anything and when it does it is loading really slowly. [#2756487]

The speed is too slow. Just today, I was working with four students in my office (Field House 212) and none of us could stay on the wifi. [#2756497]

In the past semesters on campus my laptop and phone have been running very slow on WiFi. Sometimes I can not even load the homepage or ecourseware. Playing Kahoot this semester for my class was difficult I constantly had the your WiFi is running slow message [#2767615]

The umapps are a great opportunity, but using them can be slow and at times freezes my computer. To provide more acceptable capacity and speed while using them would definitely help having internet services. [#2767736]

N/A [#2767737]
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must have fast speed [#2767761]

My job is very timely, so having adequate speed is essential and sometimes it isn't always reliable. [#2767777]
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would be an answer to my daily prayer [#2767810]

Internet speed is comparable to dial up. [#2767865]

Having to use IE ONLY is ridiculous! [#2767900]

In some cases, the WiFi I get from the university is slow and makes working on online homework difficult. [#2767903]

I have not experienced any problem with capacity or speed. [#2767904]

My department's computer lab (in McCord Hall) is 100% unequipped to operate software required by my program. While annoying delays of up to 10 minutes can occur when using AutoCAD and printing via Wi-Fi to the lab printer, the problem is intolerable when it comes to ArcGIS. Functions which take less than one minute to complete on a laptop often have to be left overnight to complete on the lab

computers; and more often than not, the program will crash and close mid-stream, causing important data to be lost. Every time you zoom or pan on an ArcGIS map screen, the entire image can literally take 20 minutes or more to reload. I finally had to borrow a laptop (ArcGIS doesn't make a program for my MacBook) to complete assignments. Work that takes half an hour on the laptop can take a day or more on lab computers solely because of the lag time in running the program and managing the data. They are essentially useless for a department-required program. [#2767909]

Please connect with Google Fiber or Tech initiatives at FIT (Fedex Institute of Technology) [#2767922]

It's fast, but at times, it slows down while I'm playing my Ps3 [#2767951]

Upgrade to fiber optic hardwired internet rather than the old copper wiring that is likely used. [#2767969]

Again, Lambuth Internet service can be HORRIFICALLY S-L-O-W...! [#2767986]

N/a [#2768027]

I'm told that this will happen this summer. [#2768032]

The internet works well at the University of Memphis. [#2768067]

The TechHub computers often take too long to log in. [#2768070]

The computers in the tech hub and library are entirely to slow. They take forever to even log on. [#2768073]

Super important [#2768090]

Important [#2768149]
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sometimes I brought my laptop to my classes but couldn't do anything because there's no connection [#2768183]

This is really important because fast internet is great [#2768229]

Having an Internet service that provides adequate Wi-Fi coverage.

The WiFi coverage indoors is great. I almost never find myself losing coverage indoors. However, the wifi outdoors is virtually nonexistent. I would like to see better WiFi signal outdoors. [#2750511]

I don't know how much can be done with this. There are just a lot of dead zones across campus. I've seen several people make jokes about how they can't connect to the WiFi while standing under a router. [#2750513]

I don't have coverage in many places. Specially when the weather is cloudy or raining. [#2750527]

There are spaces on campus that I recognize my wifi dropping. This is frustrating. I would think that wifi should span throughout the campus and not just have central locations at this point in our technology driven world. [#2750528]

Sometimes it is very slow. [#2750568]

The WiFi at Lambuth is hit or miss depending on where you are standing on campus. In some building there is no wifi and student are emailing each other to communicate while in those buildings. [#2750624]

There is a deadspot between Dunn Hall and the library that's exceedingly annoying which makes enjoying that courtyard difficult. [#2750629]

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n/a [#2750630]

Wifi coverage is pretty good, but in places like the uc it could be better. I find myself waiting for websites to load and the connection timing out too many times. [#2750662]

Need more improving [#2750704]

Get more routers? [#2750748]

WiFi is not fully available over entire Lambuth campus [#2750762]

See above. [#2750785]

Having an Internet service that provides adequate Wi-Fi Coverage is important because what happens if you have a paper to do and the Wi-Fi goes out on you minutes before you have to submit the paper [#2750814]

Wifi is pretty good inside the buildings. Outside it is iffy. Sometimes it works great, sometimes it doesn't. The hand-offs between wifi APs isn't stellar, but I am not sure how much of that is a function of the APs or the wifi adapter in the phone/laptop. [#2750865]

The wifi in some classrooms does not support the entire class at one time. [#2750884]

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none [#2750885]

Some buildings such as part of Wilder Tower has extremely poor wifi coverage making laptop usage very difficult. This could improved by expanding the wifi coverage and making sure that all buildings, offices, and class rooms have functioning wifi. [#2750906]
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this is adequate, but could be better to reach certain classrooms and/or outside student areas [#2750915]

Students should feel that no matter where they go, Wi-FI will be excellent! Nonetheless, if any areas had to be prioritized they should include the Library and the Tech-Hub! [#2750939]

Sometimes the University WiFi does not work when trying to connect personal computers or smartphones [#2750957]

WiFi won?t work in some areas, it?s 2018 I can?t believe I have to deal with this at such a great school like UofM, we have a great nurse program and engineering programs but the internet is not adding up. We can definitely do a lot better. [#2750961]

This is improving with the Network upgrade project happening hopefully this will satisfy students, faculty and staff. [#2750997]

I work in a lab on the first floor of engineering technology, room 120A/B. Our internet frequently stops working and moves extremely slow. I have to bounce between the guest network and the main network just to get internet on some days. As the lab is where my office is located for full time work, it is extremely frustrating to not have a reliable internet connection. [#2751020]

I have been employed at the U of M for almost 6 months and all of my experiences with IT has been favorable. Any questions that I have are answered promptly and any service requests that I have had were also resolved promptly. I have experienced only positive resolutions. [#2751028]

Many areas still have weak coverage and it takes time to connect. [#2751038]
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update dead spots [#2751065]

Wifi is not provided fully across all campuses. Main campus wifi coverage is fine (spotty in some of the older buildings, but that's to be expected). Park ave campus only has wifi coverage in the newer buildings, or in parts of older buildings (and the coverage doesn't reach to other places). [#2751070]

There is usually always a signal but it does not always provide the strength needed. [#2751089]

I should be able to use my laptop anywhere on campus and there are spots I can't right now. [#2751114]

Is not fully covered in some building evenly [#2751115]

My phone frequently drops Wi-Fi connection all over campus. The issue does seem to have gotten slightly better in recent months, though. [#2751131]

Make it more possible for the networks to stop switching back and forth. [#2751139]

I was never provided a wifi password for the secure login. [#2751147]

There are some spots on campus that do not have WiFi coverage. I would like to have WiFi available all over campus. [#2751160]

Get better wifi. More hotspots maybe [#2751208]
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yes!! [#2751216]

There are still some areas in camps that are not covered with wifi [#2751246]

Please provide more wifi coverage in the CERI buildings. [#2751254]

The university does a wonderful job of providing wi-fi coverage throughout the campus. [#2751258]

There is Wifi coverage in the main areas pf campus but in building like Billy Mac Jones building it is almost non existent. [#2751275]

In some of my advisor's offices they do not have adequate wi-fi coverage. We need to have wi-fi coverage that is available to all. [#2751316]

The strength of the wifi needs improvement. There are certain areas of the campus where the wifi moves slow or does not work at all. [#2751359]

It is such a big campus so I know it is hard, but I just really need consistent wi-fi as soon as I hit campus. It has gotten better but it is still a little bit spotty. And on my phone, the wi-fif will jump between data and wi-fi often. The services have gotten much better since I first came to college though. [#2751379]

Many places including the parking garage don't have adequate wifi coverage. [#2751396]

I would like to be able to move about on campus (including the parking lots) and not lose internet service. [#2751398]

MOST IMPORTANT!! [#2751411]

Improve the wifi coverage to ensure the same level of service from all areas of campus. [#2751464]

Sometimes the internet does not get connected, so I think the routers should be updated! [#2751527]

I am satisfied [#2751549]

I do not know how the system is setup so I couldnt make many suggestions, but in some rooms it seems to be difficult to find or connect to the internet although when connected it works pretty well. [#2751565]

Just make sure that uom guest and uom internet actually works when connected. [#2751598]

N/A [#2751601]

Wi-Fi coverage is always important so it's always better to have wide coverage and high speed Wi-Fi. [#2751608]

WiFi needs to be available not only in buildings but between buildings. Currently in a number of buildings and spaces on campus, when you step outside you have no working WiFi. [#2751635]

Yes [#2751643]

My role has me moving from location to location. I find myself regularly on the fringes of wi-fi coverage which does not allow my phone to communicate with the wi-fi effectively, but connected enough that it wont pull from the mobile network. I regularly turn off my wi-fi service to achieve uninterrupted service throughout my day. [#2751656]

Sometimes if someone is around the dormitories it is hard to use the WiFi to FaceTime or even stream videos. [#2751663]

Wi-Fi is spotty on campus, depending upon which building, which room, etc. [#2751671]

Important [#2751689]

Important [#2751765]

Not fully accessible in some buildings [#2751771]

Both wifi and internet service reliability in the FedEx Institute is spotty and unreliable. [#2751782]

When in the dorms (LLC) there are some days when my computer or phone have trouble connecting to the wifi, or simply the wifi isn't fast enough. For instance, on my phone - it functions quicker on cell data than on wifi. [#2751793]

The Wifi in my office is terrible and my IT guy never provides a reliable solution. He came in to refresh it and it the system was worse. Would love for memphis campus Wifi to reach my office. [#2751811]

Too many "black holes of service" outdoors, like in parking lots and other open spaces [#2751815]

I used to work in Wilder Tower which had horrible coverage. Students always had trouble connecting to the internet and the speed was slow. [#2751823]

There are part of the building without coverage [#2751834]

Having better wifi range around the campus would greatly improve this. [#2751850]

Better coverage in Dunn Hall [#2751852]

I do much of my work on a laptop and need excellent Wi-Fi to complete tasks. Often, I get results faster using the cellular data on my phone. [#2751879]

Wi-Fi is not available in outdoor areas, especially under the pavillion, in the garden, out in the quad, parking lots, etc. Buildings are not open at all hours or on all days. Our campus is an arboretum and is beautiful. I would love to see more people encouraged to spend time studying or relaxing in the green spaces. [#2751948]

Wi-Fi works poorly at graduate students facilities in the underground floor of the Fogelman Executive Center [#2756453]

More repeaters [#2756481]

Yes, please see the statement above. [#2756497]

It would be nice if wifi coverage extended to the parking lots, specifically the one on Southern. [#2767330]

Students do not have adequate coverage on campus when it comes to Wi-fi. The system should be updated to better support the campus community! [#2767650]

The wi-fi is decent on campus and in the buildings. [#2767652]

Through out the campus. [#2767661]

The Wi-Fi on campus is terrible and it is worse when you get to the outskirts of campus or older campus buildings [#2767672]
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various dead zones. Where I get it; seems OK. [#2767707]

Wi-Fi is spotty in some of the buildings, such as Mitchell. Even the wired internet would go out in Mitchell. [#2767710]

Wi-Fi on campus is not adequate [#2767727]

N/A [#2767737]

The Law School's WiFi is really intermittent and it needs to be fixed. [#2767754]

The Wi-Fi always seem to go out [#2767776]

Considering that I work on multiple different locations on campus where Wi-Fi coverage is essential, it would be reassuring to be in a location or situation where I don't have to rely on a hot spot to make sure I can sufficiently finish my work. [#2767777]

There are areas on campus where there's virtually no signal or it has problems with connectivity, even between main buildings. There's also the problem of speed and access when a lot of people are using it. [#2767806]

WiFi here is so bad. [#2767865]
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sometimes hard to log on or use mobile devices [#2767900]

I have not experienced any problems with Wi-Fi service. [#2767904]

Periodically, my laptop will disconnect or experience a lag connecting with the wi-fi-network when I am navigating between websites. If I log onto the u-of-m network, it will often boot me to the u-of-m guest network, which seems to be a somewhat less reliable connection. I don't know how you improve this, unless it involves increasing the signal strength of the wi-fi network. The actual coverage AREA is good. [#2767909]

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the wifi in our building is terrible and rarely ever works, not sure how to resolve this [#2767917]

Wifi Trees, Wifi on open spaces of campus that. The outside on campus fosters innovation and creation. The outside means the space between buildings with chairs or ledges. The best ideas happen outside or with some assistance of a break. [#2767922]

The Athletic Dressing facility does not have enough wifi coverage to all personnel over there. [#2767942]

It works pretty much everywhere besides the elevator and stairs [#2767951]

The Wi-Fi in our building is very weak. Coverage is very inconsistent. [#2767967]

In the psychology building on the fourth floor, some rooms have varying cell coverage. It seems that the wi-fi cuts in and out too. This is noticed primarily when I am trying to contact participants via Google Voice using my cell phone (and wi-fi calling, since my cell service doesn't work). I don't expect perfect wi-fi coverage, but I do expect coverage in each academic building. [#2767970]

No suggestions at this time [#2767981]

No real issues in most buildings, any way. [#2767986]

My phone can't get wifi in some locations. [#2768070]

Wifi can be spotty [#2768073]

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stop wasting money on access points like aruba networks or ruckus; ubiquiti networks is far superior in performance and reliability. increase number of access points and implement "handoff" features so moving between access points is seamless. [#2768086]

N/A [#2768090]

Policy-key difficulties can get in the way of Wi-Fi access [#2768093]

If I want to sit anywhere outside that isn't directly in front of a building, I have wifi problems. It would be nice if I could sit outside and not have to work only on homework that doesn't require the internet. [#2768094]

The athletic building on south campus is extremely spotty for wi-fi coverage. [#2768124]

Important [#2768149]

If I could not lose my wifi when walking on campus it would very helpful for me and I think if there was anyway to keep it covered on campus would make the general student body happy. [#2768168]

For some reason in certain building I get dropped from the campus WiFi. I know the University wants student to use the normal WiFi but in my building (Johnson Hall) I am only able to connected to the guest/visitor WiFi. Not sure why a few semesters back I could use the regular WiFi. I'm not sure if it is the number of students on at the same time maybe adding additional routers or something. Although my office is adjacent to the current router... [#2768191]

Wifi with faster connection and download can be installed in the classrooms. [#2768201]

Wi-Fi needs to be boosted, sometimes not adequate enough and I have to move to different rooms or places in a building [#2768240]

Having adequate cellular (or mobile) coverage throughout campus.

There are some problems in Gym. [#2750527]

I do not have any service when in Ball Hall on the first floor. This is the main area my classes are in, so this is problematic at times. [#2750528]

Several times, when I am walking from one building to another, I find that it takes longer than one minute to send messages on apps on my phone. [#2750545]

There are still 'dead zones' for Wi-Fi and internet connectivity. The recently announced increase should help to address that. [#2750565]

I have no problem with that. [#2750568]

The cellular coverage at the Kemmons Wilson School is somewhat subpar in most places. [#2750586]

There are certain areas on campus that the wifi would cut off. [#2750651]

My cell phone connection has dropped in quality in Wilder Tower and on the north side of campus. [#2750687]

In the Field House we can't use our phones [#2750703]

I think u should [#2750704]

No service in basement areas classrooms [#2750762]

The cell coverage is poor inside of centennial [#2750836]

This is very important! Sometimes my phone disconnects from WiFi while I?m in the middle of something and it?s super annoying. I think more motems should be placed around campus. [#2750857]

I don't know how you fix being in the middle of a building's basement killing all cell signal. But if you do know how - that would be a great thing to fix. As it is, if I receive a phone call on my cell phone - I need to leave my office and go into a laboratory or a classroom to talk without having the call dropped. I get "1 bar" or "Zero bars" in my office. I get "2ish bars in labs/classrooms" in basement. [#2750865]

Verizon could have stronger cell phone service, especially in buildings. [#2750884]

Needs To Work All Around Campus [#2750889]

Almost every student and faculty member has a cellular device. Cellular coverage should be available to everyone. This could also be improved by routine checks in various locations. [#2750906]

Super important especially for out of state students that way they can communicate back home easily. Maybe set up tiny cell towers in certain buildings such as in patterson to ensure better mobile coverage? [#2750916]

Cellular coverage is sometimes lost in elevators or big buildings when not connected to the WiFi, I think it would be good to have stronger signal so that not everyone has to rely on WiFi and thus making it slower [#2750957]

The WiFi is ?spotty? on campus. There should be seamless mobile coverage throughout the entire campus. In actuality, students do not have internet access on some parts of campus. [#2750966]

I do not have cellular coverage in my office [#2750986]

The cellular coverage on campus is not the strongest. Maybe improving the service by adding more towers or better wifi will help. [#2750989]

I?ve noticed many areas of the campus lacks cellular coverage. In my opinion, cellular coverage is more important than internet coverage. What if I had an emergency and was unable to dial out due to lack of cellular service? [#2751019]

I work on the first floor of engineering technology, in room 120A/B. I do not have cell service in my work space, so my phone has to be turned on airplane mode all day. Therefore, when I am expecting a phone call, I have to put my phone in the hallway on LOUD (and hope someone does not steal it) in order to get service for the phone call to come through. My co-workers do not have cell service as well, and we all have various carriers. [#2751020]

There are dead spots on campus with some carriers. [#2751035]

No earthly idea [#2751065]

Older buildings (concrete or cinder-block walls) block signal significantly. My office feels like a black hole for cell-phone service. I have to connect to wifi in order to make phone calls from my cell phone. [#2751070]

This makes me feel safe knowing I can use my phone throughout the campus. [#2751114]

It is spotty in some places on campus especially the older buildings. [#2751122]

I don't have this issue very much on campus. [#2751135]

Have service everywhere, and not just certain areas. For Example, In all areas of the dorm. You?ll go in certain areas and it?s fine, but you can go on another floor and the WiFi not work at all. [#2751139]

I'm in the basement at Wilder so service isn't the best down here. [#2751147]

Since I am at the law school, my experience with this will differ from main campus staff. I find that I have adequate cell coverage throughout the building, except maybe in some parts of the basement, which is understandable. [#2751159]
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yes! [#2751216]

Our cellular service in Hyde Hall is absolutely terrible! It doesn't matter which floor you are on, the call quality is poor and calls are frequently disconnected/dropped. [#2751223]

The mobile coverage is fine. [#2751331]

Cell phones will not work in our office, downstairs in Ball Hall. If I receive a phone call on my cell, I have to step out into the hall near an exit for people to hear me [#2751354]

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same as above. [#2751359]

Provide more reliable cell service ... IN MY OFFICE. [#2751368]

I believe this needs to be worked desperately needs work. In my building I know the basement I would have problems but on the 2nd floor I barely have 1 or 2 bars. It needs to be better on all floors especially the basement. If there was an emergency they would have to go up to a different floor and hope they have a signal. [#2751375]

I should not have to run to a window to answer my cell. [#2751388]

Signals are weak or not available at certain buildings especially where there are basements. [#2751396]

Very very important!!!! [#2751411]

Basement of ACB has little to no coverage. We have 60 plus students in the basement at any given day plus faculty - if there ever was an emergency cell coverage would be critical. Can there be a signal booster installed? [#2751421]

No mobile in elevator [#2751439]

My phone definitely has a poor connection in certain areas of the school. I use AT&T. [#2751474]

The only issues I have with cellular service are in my office and other interior rooms of the building. I have to stay in one place for the service not to cut out. [#2751495]

Some building, like Community Health have poor cell reception inside. [#2751514]

Need better coverage in low spots on campus, ex. ball hall certain areas. [#2751549]

Yes [#2751643]

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the only areas on campus without good connection are the elevators [#2751674]

The first floor of engineering technology (especially lab ET120) has no cell phone coverage. [#2751682]

The cellular service is inconsistent throughout campus. [#2751688]

Important [#2751689]

Cell coverage inside of the Engineering Tech Building is a JOKE! Pointless!!! Someone needs to fix this (at least for Verizon phones). [#2751749]

Important [#2751765]

Not fully accessible in some buildings [#2751771]

I did not get adequate cellular coverage in my lab. Sometimes my cell phone displays low networking issues. [#2751781]

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good [#2751786]

There are some dead places with no cell surface around the Art and Communication Building, particularly when down in the basement or on the first floor. [#2751793]

Cellular Service at South Campus is terrible [#2751811]

Cell phone service on campus absolutely sucks - somewhat better with Verizon compared to ATT [#2751815]

This is important as most students are on their cell phones on campus. [#2751823]

Still have big issues with cellular service in buildings, esp residence halls [#2751865]

I don't know if this is anything that can be fixed. Cell coverage is bad in basement/lower level areas. [#2751948]

It's great the way it is, no problems. [#2756469]

More consistency throughout campus and in various building. [#2756481]

In the PETE program, some of our classes are held outside on the track. Coverage out there is needed for academic purposes as well. Faculty share videos of how to perform drills, etc. using various technology tools and are in needed a reliable Wifi. Also, it is highly likely that faculty will drop calls while in the garage. It would be nice if we could have better service in garages and inside of some of the interior offices and classrooms that are not close to windows. [#2756497]

Somehow add service to McCord Hall. [#2757019]

Some areas of campus have poor cellular service than others. [#2766872]

Coverage is non-existent in older buildings. [#2767652]

I don?t have cell service in my dorm room. And this has been a struggle considering that i live and work in my dorm. So it has made me have to adapt and find different ways for people to get ahold of me. [#2767692]

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see above on Internet [#2767707]

Cellular service is bad in some of the buildings [#2767727]

N/A [#2767737]

In certain building cellular coverage is awful [#2767776]

I am fine with existing coverage. [#2767822]

Cellular coverage on the first floor of the Fogelman Executive Center is poor. I (as well as several other faculty) do not have cellular service in our offices (my office is Fogelman Executive Center 149). Anytime I need to use my cell phone for calling or texting, I have to go out into the Atrium or second floor. [#2767868]

Too many "dead" spots pose a safety risk. Consider adding repeaters [#2767882]

I'm not sure how you can improve on someone else services, thought it was services provider. Thanks! [#2767889]

Not all buildings where classes are held have adequate cellular coverage; to move from the 19th century with dial-up into the 21st century ALL classrooms should have more than 'adequate' mobile device coverage. [#2767897]

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sometimes hard to log on or use mobile devices [#2767900]

Some buildings like the arts and communications building make me loss signal inside. [#2767903]

I have not experienced any problems with cell phone service. [#2767904]

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in the basement there is an network issues few times [#2767908]

I have to leave my building (McCord Hall) to have a conversation on my phone (I am a Verizon Wireless customer). Occasionally, I can find a spot near a window and have a short telephone conversation if I don't move at all. Charging stations on campus are great. It would be awesome if there were a few more, maybe inside some of the class buildings so you could charge while you're working. [#2767909]

This is extremely important for me. [#2767919]

Just for family reasons and emergencies such as weather, news, ect. [#2767962]

There are certain locations where I have no coverage. [#2767967]

Please see comment regarding internet service that provides adequate wi-fi coverage. [#2767970]

If possible seek to have a cellular tower added to the campus to strengthen the cellular ability around the campus [#2767981]

There are times where i am in the library and the service would go out. If the management team could fix this issue, that would be amazing. [#2767996]

Get better coverage throughout campus [#2768011]

Cell phone service in the Admin building is spotty. [#2768056]

Sometimes there is not adequate coverage [#2768058]

Difficult to use cell phones in some of the buildings. Little to no service. [#2768071]

Super important [#2768090]

The athletic building on south campus is also extremely spotty for cell phone coverage, phone calls can only be made in a few spots in the building making work very difficult. [#2768124]

I am happy with what I have at this time but this issue is so important for safety on campus [#2768194]

Having Web sites and online services that are easy to use.

The University of Memphis website is very nicely designed. However, the ability to find specific information is rather difficult. The search needs to be implemented better. Each department also needs to have a more standard organization of their content for their respective sites. [#2750511]

Sometimes it's difficult to find important information that I need. Important information is sometimes just stuck on the back page somewhere. For example, it is a bit of a pain to find information on when priority parking passes are available for sale when you go . It would be nice if important information wasn't spread out over many different pages. [#2750513]

The University of Memphis does a very good job with this. [#2750586]

The University of Memphis website is insanely hard to navigate. Information is scattered across half a dozen pages. [#2750604]

Brightspace is frankly only marginally better than Blackboard and not by much. [#2750629]

Some things are difficult to find on the my.memphis.edu webpage. [#2750630]

Just optimizing and making them easy to navigate, needs to be quicker and able to view several different pages of information at once [#2750695]

Great idea [#2750704]

Many of the services provided, especially Banner, use very old web design concepts. Navigation is difficult and improperly worded searches do not find appropriate material. [#2750705]

The Memphis website has some information spread across multiple pages and elearn is not the most complete software. [#2750726]

Still hard to find things on the website, like student transcript. Rather than laying out steps on how to search, just put a link in the text to take you to the site. [#2750744]

Tutorials would be helpful [#2750750]

The University website is extremely difficult to navigate. Specifically, finding class listings and descriptions is very difficult. Maybe the search bar needs to be updated to offer better results seeing as this avenue rarely returns helpful results. [#2750777]

Travel claim web site is ridiculous. Two faculty and a secretary could not figure out how to use it! [#2750810]

Some pages on the u of m website are difficult to find and nagivate, and it take time to find the pages or to navigate them. [#2750857]

MyMemphis links are sometimes off. I'll click on something and it will tell me I don't have the right authority to view it, or a message similar to that. I definitely should have access to it. Sometimes it does that, other times it doesn't. [#2750908]

My Memphis is severely outdated, not to mention the student registration portals. They're clumsy to navigate and confusing to understand. [#2750910]

Faculty Portal still seems clunky. Hard to make attendance lists, download info via Excel, hitting back arrows takes me back into a different screen, etc. [#2750925]

Dead links for important forms and tasks are a pain as a new faculty member because I don't know who to ask when things don't work correctly. [#2750941]

Library database should be simplified, would help with research reports a lot more instead of having to take 4 steps that find an article. [#2750961]

I don't know how to use half of my MyMemphis or library services. [#2750962]

Our website is clunky and the two navigation systems are difficult to use. [#2750967]

UofM?s websites and portals are difficult to navigate, and some much-needed pages are hard, if not impossible to find. I?d suggest usability tests and then redesign. [#2750992]

It takes forever sometimes to find the correct contact numbers and/or buildings/room locations. [#2751026]

See the response to "Having systems that provide timely access to data that informs decision-making". [#2751027]

The web sites are set up for students - not a bad thing - but staff need easy to use sites, too. [#2751035]

Update some of the pages. [#2751043]

Sometimes I find the University's website and its various subsites hard to navigate. I think the University departments could do better in communicating their websites and if changes are made to them. It's almost like you have to dig and dig to find what you are searching for at times. [#2751052]

The main U of M Web site is complicated, clumsy, and you can only find things if you already know where they are. The UM Wiki is a great idea, but either I need more training, or others do, because it isn't easy to find information. [#2751058]
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inconsistency of formatting and differences between depts. is very frustrating. and slow interaction is annoying why are some formats in such wildly different sizes? [#2751065]
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sorry, trying to find something on your websites is a nightmare in terminology. where do I find help - resources or support? is that consistent across all departments? [#2751072]

I wish eCourseware was easier to navigate and all of the features worked. For example, if a student emails me from the Classlist, it comes to my UMmail. When I reply, I have no way of knowing they emailed me from eCourseware Classlist, and the email never goes through. But I don't get an error email until a day or two later. [#2751073]

It is extremely difficult to find the correct Web page. Everything feels pieced together rather than centralized. Some sort of internal exercise where everything is mapped out and then looked at with an eye to whether or not someone external to ITS could locate it would probably be smart. [#2751095]

Since the redesign of the website, it has become more difficult to navigate and find the resources that I need quickly and efficiently. [#2751112]

I would love to be able to use websites that are easier when it comes to assignments because some are just not good at all. For example, when it comes to using Connect, it doesn?t give ANY useful hints/help when it comes to doing simulations, and it?s a disadvantage because assignments can be due and if you don?t know how to work it, then you?re pretty much screwed. [#2751139]

Sometimes mymemphis is confusing but it is much better than some other sites [#2751143]

I'm getting acclimated to the website. I have had trouble finding the same information twice for basic courses regarding General Ed. [#2751147]

Some of the websites ("Look up classes" or "Employee Self-Service" for instance) are a little cumbersome and difficult to use. Streamlining them would be helpful. [#2751159]

This is very important to me. I work as a GA and when I need to pull up a website for a student and it takes too long or doesn't work I feel as though they do not get their time worth with me. [#2751166]

The myMemphis page is completely overwhelming. There are so many items to click and I have no way of knowing which ones are relevant for me. Each month when I do my leave report and pay my rent, I have to hunt for the right part of the page. [#2751203]

Yes!! [#2751216]

More time devoted to considering the user and intuitive design of the website. It is often difficult to locate simple information on university websites in general and U of M is no exception in my experience. [#2751225]

The website can be difficult to navigate and search for information. [#2751319]

Need more hours and promptness for online services. [#2751331]

I fell like there are broken links on the U of M site [#2751354]

The useability of our Campus website deteriorates month-by-month. Items are NOT organized for easy access. The amount of incorrect information seems to grow daily. The "catalog" is a legal document, yet the number of errors in it increases regularly. [#2751368]

Having 4 separate systems that faculty is supposed to use as part of the teaching & grading process is pathetic, annoying and useless. Banner Sucks, SSC duplicates 1/2 of what is in ecourseware, ecourseware has email that has nothing to do with the university email (Why bother?), a grading system that can't be tied to banner and limits file size but doesn't tell the user the file size limit. We are supposed to use UMDegree for advising, but can't clear a student's PIN or add permits from there and the grad students aren't in UMDegree. Beyond that we have UMDrive which is nice, but also has a

ridiculously low file size limit AND directory size limit (how 1980's) and Onedrive that works pretty well but isn't supported by IT. What a mess. [#2751383]

Website has become an advertisement for the university and has become more and more useless for current students, faculty and staff. [#2751388]

All the websites should be revisited to see "how many clicks it takes for a reasonable person to retrieve the intended information". If it takes more than three clicks, most of the users will get frustrated and leave that web page and find out other means to get the same information. [#2751396]

Ecourseware could be a little cleaner [#2751411]

Allow for departments to design websites that suit their needs instead of one size fits all. To many restrictions dictated by marketing. [#2751421]

I think there are a few things regarding the EAB system that still need to be worked out better. There are a few flaw in it such as the overall GPA being correct. [#2751445]

It is very easy no problems at all [#2751492]

The university of Memphis site is not very intuitive. The search is also not good at pointing you in the direction you are trying to go. [#2751530]

Some links on webpages are redundant and unneeded [#2751557]

My cousin said that at the Univ. of Arkansas Fayetteville they don't have to go to professors' offices or have their passwords in order to fix something on their computers. This would be nice. [#2751576]

Services to online only students that are also virtual. These services should enhance learning beyond current levels and outdated technologies such as message boards. [#2751599]

I feel like the more chaotic the page is with tabs and links the more complicated it is to maneuver through it. [#2751608]
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myMemphis on mobile internet is awful. Way too complicate [#2751612]

Website is not intuitive [#2751619]

The search feature for U of M is not as useful as it could be; I often have to go to Google search to find something on the U of M website (even though I see the U of M one is powered by Google, I do not get the same results). [#2751635]

Yes [#2751643]

The UofM website is not intuitive or easy for first time users. [#2751688]

HA HA HA! The UM website is a constantly changing MESS - bad URLs, 404 Errors, no redirects when URLs change (constantly), no easy way to update program or departmental info...get it TOGETHER, IT folks! [#2751752]

The website has an insane amount of header space and photo space. It is infuriating to have to scroll down every page before getting to the text that matters. Every. Single. Page. Go to page. Scroll down. Click. Page loads. Scroll down. Click. Page loads. Scroll down. Seriously? [#2751755]

My previous school used Canvas for online class work and Canvas was super easy to figure out. I have had a lot more trouble navigating eCourseware. It just isn't streamlined. [#2751763]

The university's main site is very poorly organized. For example, why do I have to "Search" to find out the academic year calendar? Why isn't this on a menu off the main page, like under Academics? [#2751815]

I know the university has a template for all of its web pages, but it is not easy to navigate at all. I'm sure you've heard it from students, faculty, and staff. [#2751823]

Websites are sometimes unclear, or links are not connected to anything or links are connected to the wrong information. Please make sure websites have clear information and have links that are working and up to date. [#2751828]

It is extremely difficult to find anything on the UM website without using the search feature. [#2751879]

There are probably a lot of diverse sub systems that make the entire UofM experience. The UI of any of them is poor. The Student/classes is abysmal. That sucker cannot even default to the current or next semester depending on give me my quick schedule or I want to pick classes for next semester. [#2751880]

The University of Memphis student user experience is extremely difficult. My undergraduate institution had much easier services, not only with Blackboard but also with the portal where we received information, paid, all of that. The UofM online clients are very disjointed and it took me a longer time to figure out where everything is. I still have to search for many things to do what I need to do to succeed as a student. [#2751887]

The University of Memphis could be updated to be more user friendly. The search function works well but sometimes I feel I miss out on timely events that could be on a month calendar that is easily accessed and updated. [#2751894]

Mobile version of ecourseware is abysmal. I force the desktop version on mobile devices because the mobile version is unusable. [#2751948]

Very Important for the work I perform [#2756414]

I find information about calendars, information about graduation and completing paperwork are scattered and difficult to access easily. Lots of clicking and checking different places to find what I need. [#2756424]

The current Banner system is inefficient with the Java update issues. Little to no documentation of the Banner system and how to use it is frustrating. [#2756450]

Make this obvious. Too many processes are unduly complex. [#2756481]

Better mobile interface for Elearn.memphis.edu [#2756499]

I feel if you are not tech savey there should be a place for people like that. I was not reaise in the tech erra and just came back to school in 20 years. [#2767324]

Web sites that can run on more than IE are needed. The Citrix, while very useful, is also buggy. The worst is ecourseware. Terrible experience. Prefer Blackboard. [#2767652]

Our catalog is awful, you can't find anything you are looking for and it takes forever to load. [#2767727]

The UofM website is awful and difficult to navigate. It is sad to compare it to other schools with creative degree programs. [#2767731]

N/A [#2767737]

The current Memphis.edu website design is NOT user friendly, though I will admit that recently it has slightly improved. The former website design that included an A-Z list on the front page near the top was very easy for people unfamiliar with Memphis.edu to use. [#2767744]
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must have the latest in browers, software, training materials (online or printed), [#2767761]

I don't care. [#2767882]

The memphis.edu website is terrible. It is difficult to navigate and even more difficult to find the information I am looking for. [#2767888]
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search capacity should be easier [#2767900]

U of M provides so many useful online services - but it's sometimes difficult to know what the capabilities are and where/how to find and use them. Maybe it would be helpful to provide IT orientation series on different online feature groups such as using databases or managing your records and account information or the most common accessibility issues. A single, unified tech site directory that incorporates all tech services and how-to guides might be helpful as well. [#2767909]

Squarespace, or use graphic designers when designing u of Memphis websites. UI interface is everything. It has to be intuitive. [#2767922]

Simpler format for university website. Too much congestion with unimportant information [#2767969]

Ecourseware is not very user friendly but all other online services are great. Even d2l can be difficult to understand. [#2767976]

The university's main website is not intuitive and is easily bogged down with irrelevant information. I think it would be beneficial via analytics to see what is most used and create short cuts to those areas. [#2767983]

Oh, PLEASE- there are so many 404 Errors and dead-ends in the UM website that external users often get frustrated and go elsewhere to other higher education institutions to seek what they may be looking for! The University of Memphis website is a user-unfriendly MESS, and has been that way for the past several years now. [#2767986]

I wish that we had more control over our web page (and also our public computers). We are often at the mercy of someone with an administrator password who will not honor reasonable requests (like "please update the browser") and makes everything sound like an imposition. [#2768032]

A lot of websites are hard to use and I am ill-informed. [#2768070]

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create webpages that actually link to information instead of dead-ends and pointless files. it is literally impossible to find any information on the university website. [#2768086]

Super important [#2768090]

The self-service website (my.memphis.edu) is cumbersome and not intuitive. A streamlining of that site would be very helpful. [#2768125]

The website mapping is confusing. Often forms and needed resources are not available. [#2768130]

At the Collierville location. Certain websites like cengage.com and mgrawhillconnect.com are being blocked! If you all would fix that problem for those of us who have evening class there and go there straight from work, would be able to do their homework, would be GREAT! [#2768132]

Important [#2768149]

I would like to see every faculty member have a web page AND a "button" on the UofM home page for "Find an Expert/Researcher" that then links to the pages. [#2768167]

Mobile ecourseware has not worked for at least 3 weeks now. [#2768204]

East websites would work great because some people do not know how to use complicated websites [#2768229]

Having online services that enhance the teaching and learning experience.

video on demand or similar service would be nice at Lambuth. [#2750624]

They don't. [#2750629]

Everywhere [#2750704]

The use of cloud based services like Mathematica and Matlab is often painfully slow and unreliable. Just check the major lecture halls in Dunn Hall - more often than not these and many other services are not usable. [#2750842]

Writing quizzes on eCourseware is somewhat of an irritation. But it's not like there are better options out there. Overall - eCourseware is on the "good" to "good-enough" side of things. [#2750865]

Fully integrate services so there are not different login pages and passwords for each service, TNe-Campus for example, work it out with their IT department to integrate a UofM login link, so I only have to login to the UofM website and click the link to go straight to my classes not sign in to another website. Collaborate with them and other shared online services so we can cut down on rhetorical 16 digit passwords that change constantly and now y?all have added DuoLink for double authentication, which I already have double authentication and encryption on my phone so really I am quadruple authenticating, because I have to login to my phone to access the duo app and approve my login to the UofM website. Encryption and network protection is very important, but instead of adding additional layers that are easily defeated, try securing network portals and combine the security layers for a more concise protocol. [#2750866]

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none [#2750885]

Students cheat way too much. Teachers should make their own tests. [#2750892]

Follow up appropriately when tickets ared issued for the IT department help. Hold mor famous wide training for sites like eCourseware, My Memphis and Library pages. [#2750895]

And online collaborative class forum (or chat), other than what's available on eCourseware [#2750910]

Really want something better for recording and editing online class lectures. Ideally something to screen capture with audio or ppt capture with audio. Right now I am using the internal ppt structure but it is not editable. [#2750941]

Ecourseware could be better. Eliminate the stupid ?in-system? email facility. [#2750992]

I?ve taken serveral online classes and I think the eLearn web application could use a visual uplift. It?s just not visually appealing. [#2751019]

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n/a [#2751043]

As a hybrid course instructor, the ease of use and accessibility of eCourseware is crucial to student success. It seems like outdated technology. I wish it had ways to livechat or video chat with students in real time. [#2751073]

Having free access to clicker-equivalent services and other programs that enhance learning and teaching. [#2751127]

These services should be more user friendly for faculty and students. They should also enhance the learning experience instead of making it worse. [#2751135]

Very important. I feel like as a student and someone who works with students, technology is a great tool. [#2751166]

Recorded lectures available online. [#2751208]

While I life eCourseware, I cannot say that it is the best online learning management system I have every worked with. It has limitations on what we can do in improving the look of the course and how we teach with it. [#2751223]

More engagement with staff and faculty about training in digital and computer literacy. For a variety of reasons faculty and staff have different skill levels. Sometimes the absence of that skill level causes embarrassment and people may not feel free or comfortable to seek training. Offering training online may help. Also engaging in dialogue openly about digital literacy and that it is a common, normal issue in this technology age where everything is changing and becoming obsolete all the time... may help to alleviate the stigma associated with not knowing how to use a program or software. [#2751225]

Some navigation within the online learning portal can be more user-friendly. i.e. accessing documents teachers have uploaded [#2751236]

Having knowledge of more classes to teach me how to use various computer functions such as OCS, Webinars and Conference Calls. [#2751270]

ECourseware is awful. There are so many better services available. [#2751295]

Ecourseware seems to add another layer between instructors and students, and can be difficult to navigate depending on the instructor's design. [#2751319]

Train new professors on how to effectively use eCourseware. [#2751327]

Having 4 separate systems that faculty is supposed to use as part of the teaching & grading process is pathetic, annoying and useless. Banner Sucks, SSC duplicates 1/2 of what is in ecourseware, ecourseware has email that has nothing to do with the university email (Why bother?), a grading system that can't be tied to banner and limits file size but doesn't tell the user the file size limit. We are supposed to use UMDegree for advising, but can't clear a student's PIN or add permits from there and the grad students aren't in UMDegree. Beyond that we have UMDrive which is nice, but also has a ridiculously low file size limit AND directory size limit (how 1980's) and Onedrive that works pretty well but isn't supported by IT. What a mess. In this category add Bluejeans that worked great as a website but is nearly useless as an app. [#2751383]

Need more collaborative tools especially there are a lot of free software including Google Educational suits. [#2751396]

Very important!! Not tophat! [#2751411]

I think some classes should be completely online or more online oriented. It's often time hard to understand my professors, but when the material is online it is universal. [#2751471]

I wouldn't mind seeing more services (like CALI quizzes, etc.) that utilize technology to teach. [#2751474]

DL2 is very cumbersome to use. Additionally, it does not provide the amount of space I need for my students to submit projects - specifically video. If this issue could be solved or at least improved, it would help tremendously! [#2751495]

I am satisfied [#2751549]
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it's ridiculous that there are almost no COMP courses for the Comp Sci degree available online [#2751551]

I need all the training I can get [#2751586]

I know we have entered the virtual world of technology but I am more old school when it comes to learning so I can care less about having online learning. I want better classroom learning, better quality teachers. [#2751608]

The eCourseware system is absolute garbage. It?s not intuitive and every instructor sets up courses differently. This makes it very easy to miss assignments or deadlines because every instructor decides to put everything in different places on the system. Most instructors also do not effectivly explain where things are or will expect students to find assignments on the system themselves with no instruction on where to find them or that they even exist. [#2751642]

Yes [#2751698]

Get rid of eCourseware. It is the WORST interface in the world!!! We are no longer TBR, so there is no reason for us to have to use that junk! [#2751749]

There are tons of content creation apps/subscriptions available (e.g., Videoscribe, Powtoons, etc.) that would allow us to create engaging content for students. Why don't we have subscriptions to such services? And if we do, why don't we know about it? Why doesn't the Uni regularly let faculty know about services that are available, including how to access and how to use. [#2751755]
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good [#2751786]

The university should use Slack. [#2751823]

Level of usefulness of eCourseware and other online materials varies from professor to professor. It would be great to standardize, as much as possible, the type, amount, and quality of material professors are putting online. Sometimes eCourseware material is glitchy, specifically when connecting to related, outside sources such as textbook software. It would be great if there was a smooth transition between U of M sites and outside textbook sites. [#2751828]

Instructors need coaching to get more out of these assets. Their failure of piss poor content looks bad on you, so please wipe the egg off your race because I give it a D+ over the past 6 years. [#2751880]

The computer lab on the 4th floor of Smith where my class is located is not adequate. Half of the computers do not work, and we must use SPSS on our personal laptops to succeed in the course. [#2751887]

I think ecourseware is lacking in functionality. It is bare bones and feels more like a bulletin board. It would be nice to have chat function embedded so students can chat with professor during office hours like the library does. [#2751894]

I need more options to engage students directly in their learning and in course collaboration. A lot of tools for this (wikis, video conferencing) live outside of the LMS, making their use (and assessing their use) more challenging. More options for students to use video (and easily share non-text content) is needed. [#2756424]

Since the Dunn building is so antiquated I do not use so much of this. [#2756470]

Enable system to "talk" more efficiently with each other. [#2756481]

E courseware is still way too clunky. We need a more advanced LMS that has more flexibility and that is more user friendly. [#2757014]

NA [#2757018]

I would love to have tutorial. [#2767324]

I wish eCourseware was more user friendly. [#2767330]

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ecourseware still sucks [#2767628]

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ecourseware is terrible. I still can't grasp why the decision was made to have emails sent through elearning stay in the system. I have an email address, but ecourseware doesn't use it. It is outdated, difficult to use, and lacks the power of better products, like blackboard. I have developed several online classes for this university and others, and this software is by far, the worst. Luckily, the elearning support team is incredibly nice and very helpful. They are wizards and can make the complicated and nonsensical GUI work. [#2767652]

Many of the forms and services that are online, are not online-friendly. Still require you to print something and fax it. There is hardly anything that you can complete from start to finish online. [#2767672]

The umapps are a great online service opportunity, but using them can be slow and at times freezes my computer. To provide more acceptable capacity and speed while using them would definitely help enhance my learning experience. [#2767736]

N/A [#2767737]

The eLearn system is not easy to use. It does not add anything useful to any classes. Particularly, the eLearn discussions are truly awful. There is no option to sort the posts by those you have commented

on or anyone else (for example, the professor) has commented on. It is also nearly impossible to navigate the discussions in general- why can't I sort by subject? Length? [#2767792]

We have online services but it need to be upgraded. We need more plataforms that help us to enhance the teaching experience. I am a grad student and I also GA assistant in the World language department. The quality of the computer lab, also need to be upgrade. [#2767837]

Elearn is adequate but there is definitely an update that the system needs. Also, it needs to be easier to use for teachers so they will actually use it. [#2767903]

I used blackboard in my previous institution. E courseware is not very colorful. [#2767922]

Ecourseware seems very clunky to me compared with other platforms I've used. It is difficult for me to know what my students see and menus are often in unintuitive places. Everything related to quizzes should be easily navigable from multiple places, for example, however, this is not always the case. [#2767961]

Use for digital study modules that are paid for though tuition. Every student should have access to free flash cards (such as those through pearson), practice quizzes, and more tutoring. Professors should have more GAs, TAs, and personal lounges on campus. [#2767969]

Again, easily accessible resources for online students are seriously lacking. [#2767986]
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reduce errors in the SSO system and better integrate Azure AD so repeated sign-ins on both services are reduced. I have to sign into my email every single time I launch the Outlook desktop application, and it should not be that way. I am also consistently signed out of individual school-sponsored servers such as elearn and myuofm.memphis. [#2768086]

Super important [#2768090]

E-courseware can be made to help the faculty teaching like attendance, uploading of teaching materials and e.t.c. [#2768201]
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ecourseware not user-friendly [#2768245]

Having technology services that allow me to collaborate effectively with others.

Do we have such thing online? I communicate with classmate through text or google docs. It would be good to have something like that with ecourseware [#2750568]

There are few UofM avenues to collaborate effectively. Online discussions are not very fruitful for this. In classes where I have had group projects, we have used Groupme. That worked well, but I have had a bad experience with discussions and not very good experience with emails in collaborating. [#2750611]

I would like better access at the Lambuth campus to webinar equipment, speakers for computers, and video on demand for the classroom. [#2750624]

I don't remotely understand a lot of the services you "offer" on campus or why I would use them over more popular solutions. [#2750629]

100: it must be a lot [#2750704]

Have to constantly rely on outside services to form study group. Some sort of social network for the school specifically would be helpful in getting students to form study group easier. Would also encourage a sense of community. [#2750713]

Improving the forms management systems, we are moving to DOCUsign so hopefully that will help. But the other form processing systems did not perform well. UMDrive also did not anywhere near adequate storage space so I had to store files elsewhere. [#2750719]

BlueJeans setup seldom works right for online class. [#2750744]

With the use of Office365 on campus, and microsoft one-drive for business - sharing large items on the "cloud" has become easier. My only gripe with onedrive is that it does not handle multiple syncing clients well... at all. It is comically bad. My office computer and home office computer essentially require "re-syncs" anytime I want to get a new file updated. But let me be super clear. One-drive is light years better than UMDrive. So - thank you for getting us off of UMDrive. I really really appreciate it. [#2750865]

Not easily accessible and integrated with UofM website, Mediasite is totally separate and requires additional logins. [#2750866]

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none [#2750885]

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eliminate "elearn" email addresses for instructors ? route directly to standard memphis.edu address [#2750929]

Would like to be able to make the lecture content interactive. [#2750941]

A better file sharing platform like Box to share private data with researchers outside of Memphis [#2750970]

I do not use UofM tools. I have always relied on Google?s platform. They are free, widely accessible, and more fully featured. [#2750992]

My experience with BlueJeans has been consistently bad. [#2750994]

The campus email system is wonderful. However, a "instant message" or "chat" should be implemented [#2751007]

Let' s get Skype for Business. [#2751035]

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totally different backgrounds and levels of experience make it an insurmountable obstacle [#2751065]

We've used Blue Jeans for speakers in my class successfully. [#2751073]

I just really do not like OutLook and prefer Gmail, but thats just me. [#2751080]

Systems seem to crash too often or not-function properly which often causes a delay in my productivity. [#2751133]

Very important. [#2751166]

Having some sort of chat function that's easier than elearn would be great. [#2751170]

Yes, I am desirous of having seamless communications with my teacher of record and classmates within the online community. I have had issues this semester with postings etc. [#2751185]

More accessible resources for building personal websites or RSO websites, and more space on umdrive or the ability to request umdrive accounts for specific enterprises. [#2751195]

I love Bluejeans as I use it frequently with meetings on the Memphis campus. However, there are sometimes issues with voice quality and there are times it completely freezes up. I do like it so much better than Skype as it is more reliable and with fewer connectivity issues than Skype. [#2751223]

Offering a hands on approach to learning and knowing how to use these functions such as Conference calls and Webinars. [#2751270]

Same suggestion regarding MACS [#2751302]

N/A [#2751364]

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must have [#2751371]

In this category add Bluejeans that worked great as a website but is nearly useless as an app. And the blogging software that is supposed to help record and turn a class in to a TED talk type video blog. It was barely usable as well. [#2751383]

This is my first semester at the UofM, but: is there a location on the main campus that has computers with dual monitors for students to freely use for collaboration or group projects? Are there any places for students to freely use projections to work on collaboration or group projects? [#2751428]

More education throughout the campus on: (1) which collaborative tools are available and (2) training for all potential users. [#2751462]

To my knowledge the University does not really provide useful technology to collaborate. UMDrive is clunky and other services do sharing better. Faculty and staff don't really use 365 as they should to collaborate. It would helpful to have applications like Slack to better communicate within the University instead of email and a product like Asana to help manage products. We seem behind in this area to help students learn these technologies and to help faculty and staff to perform and collaborate better together. [#2751466]

Have better instructions from instructors on how to use platforms [#2751528]

Needs to be more present and known. [#2751598]

Outside of online resources like Google Chat, Skype, and Google Docs, how else can I collaborate? How do we effectively communicate the collaboration tools that are available? [#2751601]

Yes [#2751643]

Wanted to buy a PCs for office and Lab. We are supposed to go through IT services to get a better deal and services. In the end, the price through the IT service is higher than one can buy from stores or online. So what is the point of IT services here - to offer a higher price and force us to buy? [#2751645]

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connectivity is often an issue [#2751672]

We need a FUNCTIONAL solution (e.g. WebEx or GoToMeeting)... the Adobe solution doesn't work 80% of the time. [#2751749]

No way. [#2751752]

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good [#2751786]

I just recently learned that the all students, faculty, and staff have a Skype account. However, not all computers have cameras which kinda defeats the purpose having Skype. The whole point is to video conference. IM is good, but video is better. [#2751823]

It could be our departments lack of knowledge, but we just started using Skype for Business to IM each other. I'd love a one-hour class on how to use it more effectively. Or if there is a better IM system to let the campus know about our choices. Also I feel Skype for Business slows down my computer a lot. [#2751833]

Appreciate the growing use of online docs, ect. Keep it up! [#2751865]

As an MIS student about to graduate I do not understand how you think there was any social collaboration available. I am a night time student and i am not aware of ANYTHING. Needed exactly those services in group projects over last 3 years and nobody mentioned anything you had. We did google or dropbox or hangouts as well as skype to collaborate in teams to do actual classwork. Your grade here F [#2751880]

YES [#2751893]

Operating a fully online degree means we have students (and faculty collaborators) in multiple locations. Using technology to manage paperwork would be much more efficient. [#2756424]

It's magnificent! [#2756469]
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the groups are difficult to organize on the web. I have tried asking or help to organize groups in Outlook but have never been successful since the new technology has been inputted [#2756470]

Publicize what you already have. [#2756481]

Switch to Google applications; enable the chat or messenger ability in Outlook. [#2757019]
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discussion boards on ecourseware could be way better [#2767628]

Onedrive is OK, but a bit hard to make work; especially if needing to collaborate beyond campus. Otherwise, feels like we are on our own. [#2767707]

My dept. is trying to use all kinds of services such as Slack and other non UOM applications for communication and project management. I am not comfortable with using outside applications because it's easy for things to disappear with no trace. If there are university offerings, we should be using those, but from the way it's presented from our top person, there are no offerings. [#2767710]

While there are certain technology service opportunities (example, umapps) they tend to run slow or make it difficulty for multiple people to use them at once. As many group assignments are common it is important to have an efficient way of collaborating in real time with no glitches. [#2767736]

N/A [#2767737]

I cannot think of anything that offers this service. I had never expected this service, but now I realize there are none. [#2767792]

Yes. Definitely technology services. [#2767837]

Having to use IE ONLY is ridiculous! [#2767900]
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create facility to create groups in the e-learning page,so that project team members can effectively communicate in the particular course page itself. [#2767908]

If you have them, I'm not aware of them. We have to use Google Drive, and it's not the best. [#2767909]

Faculty could promote using slack or groupme for communication among peers. [#2767922]

We use Adobe Connect routinely. [#2767986]

Email in eCourseware is difficult to use. A page displaying who is online and a module offering a "chat" to replace email email (much like Facebook's in-browser messaging-chat combo) would be much easier. Discussion boards in eCourseware should send notifications, but ONLY when someone replies to your post. [#2768049]

N/A [#2768090]

Do not have a CRM or cloud based collaborative workspaces for developing online program sites. Google is recommended [#2768130]

When my department was hiring, Bluejeans went down a number of times and there was simply not enough support staff available to deal with it. This kept happening over a 2 week period of time. The support staff who were available were working hard for us, but they were also on other projects too. You had a sense of some really worn out kids who wanted to do their jobs well who were just too spread out because there was too much work to do. Good attitude, over extended. At another point, the candidate was in house giving a job talk and we could not get our systems to work properly, finally we moved to another room. Again, not enough staff to help. But the schedule off 45 minutes. This candidate had the experience of being dropped during the Bluejeans interview, having tech not work when she was here, AND the water going out in our building. What impression does that leave the candidate with? You need more staff. BAAAAAD! [#2768253]

Having systems that provide timely access to data that informs decision-making.

My answer is pretty much the same as the Web site question on this one. [#2750513]

Due to the ever changing degree plans of some departments, I think it is important that IT departments stress the importance of updating degree requirements and plans in a timely manner for students (such as over breaks or a week before advising, as has happened to me) and that event information is up to date for students interested in getting more involved. This is true especially in cases such as TigerLink [#2750533]

The computers in the tech hub are so slow!!! They need to be updated badly. I will come in to print something off quickly or look something up and will have to wait 25 minutes for the computer to log on to the internet. [#2750599]

I would like notifications in the minibar on ecourseware for when I receive feedback on a dropbox submission. I also feel that the calenders for online classes are frequently very sub-par and do not include all the important information on due dates. (I usually have to search through the calendar, the dropbox, quiz list, and discussion list to find all the due dates I need to note.) [#2750611]

I can't search for courses from my iPhone. [#2750629]

I find the OIR system to be challenging. [#2750685]

Interact with students even when there aren?t technology issues. [#2750693]

Many teachers simply refuse to use or learn how to use the resources we do have. [#2750713]

I think the IT department should push other departments to update class pre requisites and such to be updated by a certain time, lest they be nullified. I say this because I have dealt with two separate situations where my degree planned has been drastically changed because departments switched pre requisites during the middle of a school break and then two weeks before advising. It is truly frustrating and makes me feel as if my department and college do not care for my future. I also hope that TigerLink will update regularly, as some job postings are from 2012 and are a bit concerning with their authenticity. [#2750742]

Grant proposals, course redesigns, student population preferences often require access to student data (like ethnicity, gender, grades etc.) that regular faculty don't have access to. However, there is a limit how much one can ask from the privileged few who do have access. Can you come up with a frictionless, practical solution? [#2750842]

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none [#2750885]

Bridge the gap between student and information. All info of opportunities should be given when the student arrives at university. This is not the case most of the time [#2750915]

Window base computers are slow, in the UC, MAC?s are faster. The other day it took me 10 minuets to log in to a computer, I needed to print a paper out before class. Couldn?t even log in I had to find another computer, everyone uses the mac?s because there faster. [#2750961]

The website completely crashes and/or my session times out over and over again whenever it comes time to register for classes. It makes no sense how I can't have the classes I want and pay for because of some tech error. I should not have to change my educational plans because the U of M servers can't handle what its made for. I'd prefer to fill out forms with pencil and paper. [#2750962]

INB only runs on Internet Explorer, which is not my favorite to use. [#2751026]

UM statistical data should be simple to navigate and download, not require the entry of parameter after parameter after parameter in a query. And anyone using Banner INB with its meaningless alphabetical codes stands no chance if they are the least bit dyslexic. [#2751027]

I think we have things in place, but not widely known. [#2751122]
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use of IOR is kludgey and not intuitive. change this. [#2751264]

Need more programs offered for MAC Users [#2751302]

N/A [#2751364]

Financial and Student information -- need a centralized system where various, specific reports can be run for accounts, demographics, enrollment, etc without having to access numerous sites [#2751373]

It is there, but is hard to find / use [#2751388]

University needs a modern Business Analytics (BA) tool to optimize prompt decision making and high level graphical presentation of data utilizing dash board and KPI (Key performance Indicator). [#2751396]
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need to increase speed of accessing shared drive networks off campus [#2751407]

Very important.. especially for group projects [#2751411]

Decision support systems and the data they contain are all over the place, poorly centralized, and conducive to arguments over authorities. [#2751420]

As a student, general data that is required for research, and has been approved for access, should be made available to students. The process of gaining access is disheartening and causes students to not want to work with the staff. [#2751481]

More areas on campus should b covered by the Wi Fi network. [#2751509]

Faculty material available to all who need material for IT material for education. [#2751510]

I am satisfied [#2751549]

Just early reminders need to be more noticable about registration and other things. [#2751598]

Yes [#2751643]

The accounting software used by faculty to access grants and other account information feels very out of date and is awkward and difficult to navigate and use. [#2751651]

Yes [#2751698]

OIR site has potentially very useful and usable data and tools - but an utterly incomprehensible, user-unfriendly interface with no available instruction on how to maximize usability for specific purposes - like having a super-fantastic vehicle with no keys or user manual! [#2751752]

Again, the system is slow at times, even switching computers does not always resolve having access. [#2751771]
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good [#2751786]

I would love to have better access to systems that work effectively. [#2751811]

Not sure exactly what is meant by this but it would be nice if posted grades and assignments on elearn could be sent to me via email. This survey rating system was more confusing than it needed to be and might possibly render more false results. [#2751837]

Every time I needed this for a class is was all done via off-site offerings. [#2751880]

This is more about the professors' use of technology. Not all use the tools available. The email system in ecourseware is super annoying to use for recipients. [#2751948]

Very Important for the work I perform [#2756414]

Not having student data (like programs of study) available digitally (or the data from them easily available) restricts decision-making at the program level. [#2756424]

It's marvelous. [#2756469]

Easier navigation through the website. Easier access to data. [#2757023]

Some OIR searches are still difficult to navigate. [#2766871]

N/A [#2767604]

Information in real time is very important [#2767727]

While there are certain technology service opportunities (example, umapps) they tend to run slow or make it difficulty for multiple people to use them at once. As many group assignments are common it is important to have an efficient way of collaborating in real time that informs group decisions, so projects don't fall behind due to technology. [#2767736]

N/A [#2767737]

Banner 9 will soon be installed. I believe this will help. [#2767835]

N/A [#2767837]

A universal app for smartphones to interact in classrooms provides data to the instructor in real time. We need to catch up to other universities that already use this technology. [#2767897]

No suggestions at this time [#2767981]

The OIR Enrollment generator is almost impossible for a typical faculty (i.e., non-Statistics prof.) to use - there are NO instructions on how to generate a simple 1-5 year enrollment history for one's own program, so faculty is left to make hit-or-miss efforts. [#2767986]

Wish we had a way to get our own analytics for things like database use, etc. [#2768032]

Yes [#2768058]

N/A [#2768067]
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everything was fine I love the university of Memphis. [#2768072]

N/A [#2768090]

The speed of WiFi in the library is too slow [#2768112]

Poor integration of systems that dos not allow for student tracking [#2768130]

More mobile friendly online platform. [#2768188]

I understand the data cannot come across at light speed and am happy with the data that I receive at this time. It seems to be timely-I am most interested in the texts about problems at the university which affect me. [#2768194]

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Better use of mid-size office/conference room for meetings of up to 25 people with A/V capabilities, especially in the UC. [#2750565]

The University of Memphis does a very good job of this, especially in the Kemmons Wilson School. [#2750586]

The spaces at Lambuth have technology but they often are not working or working well. [#2750624]

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some of the projectors, like the one in TH 103, have dim bulbs and/or warped projector screens [#2750646]

There needs to be a computer lab at Jones Hall. [#2750649]

Where are all the computer/work labs? Every building should have a couple small/medium rooms with a comfortable atmosphere(carpeted?) and normal office-style chairs that aren't broken. There don't even have to have computers in them, just spaces with power outlets and ethernet cords, and maybe monitors. Almost everyone has a laptop and some of the computers you have(with the exception of the library and uc) are way too slow to use. We should be able to access these anytime during the day without worrying that another class will be in there. The ones available in Dunn are a terrible example of this idea, do not follow that example. [#2750662]

There need to be more smart classrooms with regular projectors in Dunn Hall. I was pregnant from last spring to this last fall semester, and my classroom didn?t have a projector at which I could sit and teach. I was very sick for the entire pregnancy and had to leave class, several times, due to nausea and dizziness from standing. Having a way to write problems on the board and project them without having to stand, in each of the classrooms, would be very useful for instructors with health conditions. [#2750689]

Wish we had more smart classrooms [#2750703]

The computer lab for Fogelman really needs an update. The one near the undergraduate advising rooms. [#2750712]

It would be nice to have more rooms like the conference rooms in th the tech hub that allow small groups of people to study and use a computer to be projected on a tv screen so everyone can follow along. [#2750716]

Classrooms with advanced technology to increase learning. No chalkboard classrooms! [#2750734]

Update the technology in classrooms on the main campus in a similar way to that of the Lowenberg College of Nursing Campus [#2750742]

Blue Jeans sound seldom works well in the classroom for online students. The sound cuts in and out, it is hard to see students in the back, and students talking in the class may not be heard by online participants. Please think about getting a 360-degree camera with 360 sound four the middle of the table for online students. [#2750744]

N/A [#2750748]

My only suggestion would be to extend hours available to students for computer labs. I?m not sure if my opinion matters since I am on the Lambuth campus but for us, we don?t have enough hours to use the Mac lab we have. [#2750761]

More options on Lambuth campus. [#2750762]

We need a computer lab or a set of matching classroom computers for Civil Engineering students. So far, I have taken two classes, Visualization and Computation which would have benefited from being held in a computer lab. Students are required to have laptops but we are not informed upon applying to the college that professors will be teaching to the PC programs. It is extremely difficult for apple users or students with other versions of the programs (AutoCAD, Excel) to follow, even though professors try to work in the occasional tip on using apple to the class. This could be resolved by holding the class in a lab or having a class computer set. Students have access to Citrix Receiver programs in class but these can crash a computer on occasion. Additionally, in these classes the bulk of the (home)work is done during the class lab. Computer difficulties during the semester could make this class a great challenge to continue to pass. ***Also, you must arrive to the 12:40-5:20pm class with a fully charged computer and hope your computer has good battery power because there are not enough plugs to go around. Many of the desk-embedded plugs no longer work and the classrooms are filled to the brim. [#2750777]

The library is always full and I wish that there were more collaboration areas. [#2750789]

Classroom projector/computers frequently malfunction. After putting in a work order they work a few days and then are down again. There is no help (instructions) for how to resolve problems in the classrooms. [#2750810]

I mean more computer labs is hardly ever a bad thing. Also maybe letting anyone use a computer lab since some buildings only let their majors use their labs. [#2750826]

Classrooms in Dunn Hall seem to fall into disrepair. Computer terminals are not ready for use, screen projectors are not properly set up, students and faculty abuse the existing technology, poorly designed whiteboard spaces etc. [#2750842]

I feel like the library should stay open later than 11PM. Most people have work until late, and the tech hub is hard to reserve a room because it is so packed. [#2750846]

Need training on setting up interactive FaceTime type sessions live with suppliers and external resources in classrooms. [#2750850]

More rooms, also food options provided [#2750862]

There is technology but it requires a professional to use it, we often waste class time waiting for the IT to show up and figure out what the professor has done wrong [#2750866]

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none [#2750885]

The Library needs updating. In fact, it should really outshine the Tech-Hub by not only providing conducive studying environments but also increased availability of Tech-Savvy study rooms. I believe the computers in the library should be updated as well. [#2750939]

Ugh I had lots to technology problems in my classroom this fall. Audio not working was the #1 problem. I also was sometimes not able to access the internet. The IT people came quickly but it was not an ideal situation. [#2750941]

The overhead projectors are getting aged in many classrooms and having difficulty [#2750955]

New spaces are needed or remodel the ones we have, make the teacher and student meeting area more personal, I feel I?m distracted when there?s 5 other teachers talking about something else in the same big room. Come on UofM. [#2750961]

Classrooms are dirty, and are not inviting. Would like projectors that could be used with tablets or smartphones in a wireless manner. [#2750992]

Good! [#2750994]

Some of the older buildings are equipped only with projectors and speakers for the computers. As an instructor, that's bare minimum. Ease of access for the projectors, however, is very good. [#2751070]

We have space, however, I would like to have more collaborative space. I have a computer lab, but I would like a space that has tables we can move around to do more dynamic group and collaborative work. In the current model, we are stuck in rows which makes communicating more difficult. [#2751122]

It is my opinion that every administrative office should have access to a conference room that has technology available to train staff, hold meetings and be able to conduct business with others across the campus and outside of our campus. [#2751130]

Very important. [#2751166]

There are some areas in Jones Hall where the WiFi won?t be available. It could be because some of the classrooms are underground, but still I expect it to work everywhere on campus. [#2751194]

The classrooms would benefit greatly from document projectors. [#2751203]

Make more [#2751208]

Every building that has classes should have a computer lab for student use and for faculty to schedule those resources for activities that can't be completed in a regular classroom. [#2751211]

Yes!! [#2751216]

Again, some places at Lambuth are limited in what they offer. For example, the technology available to our students in the library is outdated and is sub par compared to what the other colleges in our area offers. Printing service there for the students is poor. They can only print in sections of 10 pages at a time. As a research-based and quality educational university, we must do better by the Lambuth students and give them the learning/library resources that are comparable to Memphis Campus and other colleges in the area. [#2751223]

All classrooms need dual monitoring capability so lecturer can access notes when doing presentations. All classrooms should have document cameras. The ability to draw on the computer screed is desirable. Current desk space for the instructors is not adequate. [#2751264]

There are lots of meeting spaces, but when you need to have a presentation with a computer, telephone or projector, appropriate meeting space is much more limited. [#2751275]

There needs to be more technology in the meeting rooms in the library [#2751280]

Could add more of those meeting space or portable laptop carts for classrooms. [#2751363]

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need more spaces where teleconferencing is possible (conference rooms that can be booked for meetings) and does not need special skills to set up and use [#2751388]

Need more meeting spaces with collaborative tools so that students can get connected with other students to perform virtual meetings. [#2751396]

Very important! But it's only in tech hub! :([#2751411]

The main places my marketing class group meet up to work on project assignments are the study rooms in the McWherter library, which are usually filled and so is the study mini rooms in the Fogelman building. Is there more study rooms on campus and if yes, where? I think these rooms should also be displayed on the map for convenience, or alink somewhere on memphis.edu. [#2751428]

Create more spaces for groups to meet that may not require reservation. [#2751464]

My colleagues and I deal with visual art and technologies that work in that field. We need smart classrooms with computers, printers and projectors that reproduce images at industry standards. [#2751484]

My experience with tech in classrooms is MUCH improved this year! Thank you! [#2751495]

The older buildings (Patterson) do not have enough outlets or the outlets are only located on a wall making it difficult to charge/use laptops during class. In particular long classes (i.e. 2-3 hrs). [#2751505]

Access to those who are helpful with attention and address for those who are capable. [#2751510]

Classroom space seems limited. [#2751515]

The university does a good job with offering multiple study spaces in different parts of the campus incase some are not available [#2751534]

Printers and immediate available tech help with a phone call. [#2751547]

Could increase to include all meeting and classroom space [#2751549]

Computer lab/classroom settings with up to date and working technology devices are lacking on campus. [#2751557]

Seems to be scarce. Panhellenic was perfect. [#2751562]

Having more rooms with recording equipment would be helpful as a psychology student wh needs to sometimes record sessions for supervision. If these were in Ball Hall where all of our classes are, that would helpful. [#2751585]

Very important. Hands on is how we learn. [#2751586]

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more spaces to do work other than the library and the UC building is overly crowded with little work space. [#2751608]

Yes [#2751643]

I'm a language student and I consider our classrooms are not Optimus for languages acquisition. [#2751648]

The Lambuth Library has no technology in our classrooms. [#2751664]

Need more silent graduate student spaces in the places where we study---Ball Hall....like the library cubes only at Ball Hall [#2751672]

Yes [#2751698]

At Lambuth, we have two classrooms that are computer labs in our business building, Vernell-Jones. One is an HP/Dell lab and the other is a MAC lab. While the MAC lab is open all day, the HP lab is used for instruction only. Most students, like myself, only know how to use HP or Dell computers and have minimal knowledge of how to use a MAC. If both classrooms would be open for student use throughout the day instead of just one, that would be more beneficial for everyone. [#2751721]

Important [#2751765]

U of M is well behind the times with "smart boards" and other tech [#2751815]

There are many classrooms without document cameras and electronic white-boards. Please put in all classrooms. [#2751834]

Updating meeting locations and classrooms to include ability to do online meetings, classes is very important in this era. [#2751865]

Database class without computers. Java programming class without computers. This was a joke questions to see if we were paying attention right? [#2751880]

I feel most of the classrooms are equipped with the ability to use computers to project on to the screen for lectures. However, some of the computers in the psychology building seem to be using an older type of connection from desktop computer to screen projector. As an ESL teacher, I had difficult figuring out how to use the technology. If it can't be updated, at least have a laminated set of easy to follow instructions on how to project the computer image on to the screen would be highly useful in the future. [#2751894]

The newer classrooms with power outlets on tables are VERY nice to have. Older classrooms aren't equipped as well, but that's OK. I like the old buildings. [#2751948]

Most classrooms that I have been in are overcrowded and raggedy with old-fashioned half broken desks, no working technology, some even with no air conditioning. Others are nicer. I like my class in 316 JM Smith because it has tables with working outlets built into them for plugging in devices, adjustable chairs, and working overhead screens that work with the teachers computer. [#2756429]

I am in the Dunn building-computers but frequent overheads do not work or too slow to get downloads for teaching [#2756470]

Claass ro Technology is inconsistent and not always reliable. [#2756481]

We need more plugins for students to plug up their mobile devices. Students use their cell phones, tablets, or laptops in my class everyday to engage in class activities and conduct searches online. [#2756497]

I have been at the University for several years and I almost always have to deal with subsstandard technology. Specifically, Many classrooms have very old desktop machines for presentation. They are slow and unreliable. Two of the computer labs that I have used have very old computers for the students. It would take us 10 minutes just to get up and running. [#2757014]

Add more computer labs with UPDATED technology and update the technology already on campus. Trying to learn statistics on the computers in the 4th floor computer lab (room 414) of Smith Hall is impossible. (Even just turning them on is impossible sometimes.) Having people to actually care for and update the equipment would be nice too. [#2757019]

There needs to be more places for students to have open studying with computers tables and desks with extended hours for students traveling and residents. [#2767621]

There are a few areas like this on campus, but they don't do much to really help meetings. More of these rooms and more equipment that actually helps would be great [#2767628]

While most of the classrooms have tech, many times it has been messed with, it is left on and equipment can be difficult to get working if someone has fiddled with the settings. [#2767652]

I believe UoM has greatly improved access to and support of teaching with technology. Whenever I have a problem in the classroom with technology, it is resolved quite quickly. In my school (PUBH) we are in sore need of a smart classroom with computers. Right now there is only two classrooms (labs) on campus where I can teach my graduate courses. I recommend more classroom/labs for UoM. [#2767696]

As a graduate student I have access to a computer lab that definitely helps my accessibility of classrooms or meeting spaces with technology. However, the library study rooms that I would prefer to use lack technology (in place of white boards) which causes a difficulty in gaining the best learning experience. [#2767736]

N/A [#2767737]

Humanities classrooms (those in Patterson, Mitchell, Jones, and Clement) have outdated technology. [#2767792]
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it would be very helpful to introduce smart board in most of the classes, using a sharpie can be something of the past for university like ours [#2767810]

We have some however, we need more update space for meetings with technology. I am in the foreign language Department and we don?t have this type of space. [#2767837]

I believe there should be more private spaces for those students that do not stay on campus and can have a private space to study somewhere, maybe similar to the library but smaller and personal for one individual. [#2767859]

There should be more computer labs on campus and the ones already available should be advertised. [#2767896]

The technology provided in most classrooms is minimal at best (e.g. basement of Patterson). New, up to date equipment is instrumental to maintaining a high level of 21st Century instructional demonstrations of how to include technology with our students. Simply having a computer with a pull-down screen and projector is no longer up to date (including overhead projectors from the 60's). Interactive equipment (e.g., Promethean, SmartBoards) should be in every room with an app for smartphones available to students to engage and participate in class. [#2767897]

We don't even have enough plugs. (McCord Hall) [#2767909]

Sometimes faculty or students do not make full use of the tech available in classrooms. [#2767922]

Additional Study rooms in the dorms, library, Fogelman college of business, and Fed Ex Institute [#2767969]

There is so much development of bridges and making things look nice on the outside around campus, but improving the CLASSROOMS is where our focus should be! Rather than focusing on attracting new people, keep your current students and faculty happy with updated classrooms, seating, technology, and artwork. That way, you have reliable sources going out into their personal networks and advertising your university. [#2767970]

Many learning spaces have outdated technology that are slow and difficult to use. [#2767983]

All of my teachers use lots of technology in order to help us succeed. [#2768067]

There is not enough collaboration rooms or meetings rooms open to students. [#2768073]

N/A [#2768090]

I think the technology in the classrooms is pretty basic right now. I think having a dongle so that laptops can be plugged up to the projector will enhance the classroom setting and speed up presentations and just make everything flow better. [#2768102]

***i go to lambuth campus. could probably use more smartboards? [#2768115]

I hate the white boards. I also hate the fact that the chalk boards were replaced with the white boards without consultation. The chalk dust harming the projectors is BS, but that was the excuse. What I hate the most is making the change without any regard for the faculty who use the chalk boards all the time. [#2768116]

The access is limited in UC or library, some buildings have labs but they're not always available. There's a class inside the lab or they are not open yet before my first class. [#2768183]

First. All rooms need to be updated with wide screens and new brightvwide sceeen projectors. Some rooms have and others have not, including high use rooms like Clement 317. It is frustrating! Second, these projectors should be bright enough so as to not require turning out lights. Turn out lights and you might as well give students a pillow too. Third, I don?t understand why we don?t have better tech, like touch screens that allow us to use stylus pens to real time circle something or underline it in real time while we are running our presentation. [#2768185]

More collaboration space on Lambuth campus! [#2768188]

The classrooms in Dunn building are so inadequate-usually equipment is dirty and difficult to get connected. [#2768194]

I have had to work with some old computers that don't operate as efficiently as they could. this seems to be improving. [#2768242]

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need more space in the Community Health Buildibg [#2768245]

Getting timely resolution of technology problems that I am experiencing.

not timely enough. Critical takes 3 days. [#2750521]

Have someone answering 24/7. Were college students. A lot of things happen late at night. We can?t wait 3 days for a reply. [#2750536]

One time my email account was hacked ans it took me almost 2 weeks to fix it. [#2750568]

N/a [#2750630]

Responding in general would be nice. Also, not having a door tag that says "on a service call" 100% of the time that I come by for help. [#2750637]

Excellent. My biggest desire is to be able to not have to log in if I leave my computer for 5 minutes. It's in a private office and I lock the door when I go to the restroom or anything. It drives me nuts to have to log in 30 times a day. [#2750703]

Yup [#2750704]

Everything takes forever, especially elearn. [#2750713]

I had a technology problem getting access to the VPN for cluster access and support took over a month to reply. [#2750726]

Tutorials would be helpful; Training classes [#2750750]

Sometimes technology related work orders take a really long time to get fixed [#2750807]

Having technology problems resolved immediately, especially problems experienced during a class period. [#2750832]

The local tech staff is highly responsive and works more than their fair share. But I think that they our overwhelmed by what is coming their way. [#2750842]

No problem here except perhaps urgent weekend issue. [#2750850]

The College of Arts and Sciences staff is outstanding. Please give them raises - they do a really good job. [#2750865]

Make sure employees understand that they do actually follow up with IT issues ASAP. I suggest m hiring students/ employees who are majoring or have completed their degree in IT and/or related fields. These individuals should also display extensive "know how" of both common and uncommon issues. [#2750939]

I never get any help on my tech problems. [#2750962]

Sometimes it difficult to get questions answered or issues resolved over the phone help system. [#2750967]

This can still be a problem when you have to use the online reporting system. Most things don't apply to our unit and it is still not user-friendly. [#2751038]

Never had a problem. [#2751052]

LSP's with more experience, please [#2751065]

If my problem can be handled by the help desk, I get timely resolution. If not, their can be a wait. [#2751067]

When I've had to call the Help Desk with eCourseware issues, they haven't been able help. It takes a day or so to find and call me back with an answer. At times, I've needed immediate assistance. [#2751073]

James Beel is not prompt, even when matters are pressing and interfere with my ability to do my work. [#2751109]

Ticket ticket ticket....a ticket request is understandable for tracking the types of requests received or to track what the staff is responding to, but the system is not user friendly for making requests. Too many options to click through and figure out am I creating it correctly. The ticket system needs to be enhanced for an easier request experience. [#2751130]

I once filed a ticket with tech support about computer issues, and didn't receive a response until ten months later. That's not a typo. Ten months. [#2751131]

It would be much better, and definitely more convenient if our questions would get answered in a reasonable amount of time. Rather than us being put on hold for a ridiculous amount of time because it seems like we?re on hold for longer than we are actually having a conversation with the expert/tech. [#2751139]

I believe that this area is not a concern for me at this time... Thanks [#2751185]

Most of the time the solutions have been timely but sometimes it has taken a few tries. [#2751203]

Quicker response times [#2751208]

Yes! [#2751216]

The ticket system is too restrictive. I fully understand the value of tracking issues, however, there is no adequate way of resolving an issue that comes up immediately before a class begins. An ad hoc reporting method to handle emergency situations is needed. [#2751264]

There are issues that have been brought up with the technology in my lab that have never been resolved. It seems like the process takes forever, and the job isn't done well when it is done, so the issue never goes away. [#2751335]

It's not that it isn't timely, it's just that the web seems to always go down during a peak period, I have a line of students out my door and the LSP is dealing with another person's critical issue. [#2751356]

Response time is very slow when requesting IT support. [#2751364]

LSPs are Excellent. Service through helpdesk is sometimes excellent and sometimes poor. [#2751368]

I have always had very good service when it comes to experiencing technology problems [#2751371]

When work orders are received, an e-mail with an estimate of a time frame for problem resolution might be helpful. At times, weeks go by with nothing being done and a person has to follow-up with a phone call to get a job done. [#2751373]

LSP's do a timely job, but any time it needs support from across campus it is a problem [#2751388]

Support desk employees need more training on the common issues, so that they are not simply a transferring protocol. [#2751396]

I don't know where to go for this [#2751411]

To ensure that customers are able to receive help during all hours the ITS Service Desk is open, have staff that are able to handle all issues. [#2751464]

When an issue is voiced, it takes a very long time to get resolved. I have been dealing with a current issue for over 1 month presently [#2751479]

Not timely. [#2751522]

More exposure to where to get in touch with technology problems help lines [#2751528]

The system is not set up to effectively address technological issues. I know our IT person is backlogged a crazy amount of the time because he is not solely devoted to our department - and it's not his fault it seems like the structure of the IT department is ineffective. It can take months to even hear back because 1) people aren't properly trained on how to even use the IT request system, 2) it's changed so people are confused, 3) he's devoting his time to multiple departments (to my understanding) and it leaves him pulled in all sorts of directions. [#2751573]

Having an experience technical team helps resolve problems faster. [#2751608]

Response when a ticket is open can be 2-3 days, and one time was over a week. [#2751635]

Yes [#2751643]

The service is rather slow and IT always claim that there is too much work. Does it take a week to install windows onto a new computer? [#2751645]

I always get timely answers to my questions. [#2751664]

They have always responded well. [#2751672]

Yes [#2751698]

We get timely resolutions for technology problems. [#2751721]

For classroom support, NOW is critical if class is to be conducted. Not having someone to call or having to wait 20 min for someone is NOT acceptable. [#2751749]

WHEN and IF IT HelpDesk personnel are capable... 3 out of 10 times. [#2751752]

The parking department was super fast on helping me out as the semester started. I had a tech issue ordering my permit. It took me longer to get help in admissions with an online transcript issue I was experiencing. [#2751763]

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good [#2751786]

Graphic Design department needs new printers. Repairing the old ones does little to stop their break downs; we need newer systems. [#2751793]

This only happen if i call the main office, no my assigned IT staff member. [#2751811]

No help on the weekends is awful for me. [#2756445]

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again, get it right the first time. [#2756481]

This is over all pretty good, but once in a while, the problem will be responded to quickly, but not actually resolved. [#2757019]

Also critically important. [#2767513]

Maybe 50% of the time this occurs. I had to install a video card in a colleagues tower because the people who worked in IT, not the workstudys or interns, actual employees, couldn't do it. [#2767652]

The same day or within an hour or two would be great. [#2767661]

Quicker turnaround of new telephone and data installations [#2767673]

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please provide a better teacher for The classes you offer for technology learning [#2767691]

My student email was hacked my first semester and when I called technology services they said they would look into it. I waited almost a whole semester to call back, but when I did I had great service and the problem was tricky but they did a great job of walking me through all the possible problems till it was corrected. However while my student email was hacked I missed important emails and it was difficult for my teachers. Timely resolution of technology problems is very important to my learning experience. [#2767736]

N/A [#2767737]

I have had great experiences with I.T. I find the technicians very helpful. [#2767749]

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just a better internet would answer most of all issues [#2767810]

I have never had to wait more than 24 hours to have a tech issue resolved. The IT staff are exceptional, and greatly appreciated. [#2767897]

Problems that are addressed are addressed relatively quickly. But some problems are never addressed. [#2767909]

Less difficult phone calls with IT. My calls have taken a minimum of 30 minutes [#2767969]

This is not a suggestion but a comment. I ALWAYS receive timely support from 678-8888 and employees that provide support on-site. [#2767976]

In receiving a non-solution in 1-3 days after the initial call or online request, I do not consider that a "timely" resolution - I have had tickets closed only for me to have to respond that, in fact, nothing was resolved or even appropriately addressed, and have the ticket reopened! [#2767986]

In the library, there would be times where the kic scanner or the printer would stop working so i would have to go on a different floor to print or use a different, more difficult scanner to scan. [#2767996]

Like everyone else (I suppose) I want problems resolved immediately, but have expectations that there will be a reasonable wait; however, while I get very fast responses to my report of a problem, I often am not contacted again, either to update me on how and when the problem will be resolved or to verify that it has been. [#2768015]

Not always [#2768058]

Most people can't help. [#2768070]

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everything was fine [#2768072]

N/A [#2768090]

Most of my job relies on a computer, if something goes wrong I cannot fully do my job. [#2768124]

The IT department is great, but our individual IT representative in my department is less so. [#2768125]

I took a test and it never opened up, I spoke with a help support but the problem was never resolved. Maybe they didn't find out what the problem was, not really sure because I never heard back from anyone. [#2768235]

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somewhat [#2768245]

In a different comment, I let you know you need more staff. They are over worked. [#2768253]

Technology support staff who have the knowledge to answer my questions.

I think overall they are good but some of the IT staffis better than otehrs. I don't like it that they do not respond to critical helpdesk request. I had one of those and it took them 3 days before they showed up and that was after I complained to helpdesk. When I brought it up to the IT person, she basically shrugged her shoulders.Now I have had a helpdesk request marked HIGH, and already a day has passed. I wonder how many more days I need to wait before they contact me. [#2750521]

Train them. All I know is when I was a freshmen, u couldn?t figure out how to work the online system for oral comm. I went through 4 different people at the tech help desk and none of them knew what to do. Which they should because that?s apart of ecoursesare. [#2750536]

Technology staff are reactive instead of proactive, particularly with new faculty. Have learned of many technology/service aspects of the department, but technology staff are selective about who they assist. [#2750537]

I called several times to change my password and the person I talked to were very slow in helping me. [#2750568]

Have a course where they can experience almost any problems that a person could encounter. [#2750572]

Half the time the workers in the tech hub don't know how to answer my question or when a printer messes up just tells me to print again instead of giving my prints back. [#2750599]

Students often can't help, but it's not a big problem. The bigger problem is when the computer, projectors Etc do not work after 4:30 and your trying to have class [#2750703]

Lacking. Need more of them. [#2750713]

Sometimes I ask IT a question and I will ask it in a somewhat simple way, but the response I get is sort of more like ?You can fix it on your own? instead of an ?I can help with that!? coupled with a push in the right direction. [#2750742]

I really haven't had an issues so I can't recommend any improvements in this area. [#2750826]

Help desk by phone sometimes has people less experienced. [#2750850]

Sometimes the staff, especially the students, don?t know how to help with certain technical issues. This should be fixed because you guys are here to help us with our problems and they can?t be resolved if no one has a solution. [#2750857]
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none [#2750885]

I am satisfied with the timeliness and level of expertise of the tech support agents from the Center for Teaching and Learning, but I have had inconsistent experiences with the ITS service desk. Whether or not my issue gets resolved quickly through ITS really seems to depend on the agent helping me out. I'm not quite sure how to improve this service, given that I don't know how this office operates. Most of the tech support questions I have concern eCourseware, so I often end up getting directed to CTL if it is open. Hiring more staff or extending the hours for CTL might help. [#2750913]

I have only ever had ?help? from the staff twice. Both times they were only able to give me a vague answer to my problem. I expected them to at least come see what the problem (with my tv) was. Having this staff seems pointless to me. [#2750966]

I have often found when I make contact that I'm talking to someone who doesn't have the knowledge to answer my question and has to "bump it up the line" to a supervisor. That's understandable, but about half the time I never get a response back from that next person. Many times the problem is just fixed by them with no personal contact and I often would have liked the opportunity to talk with them about the problem so that next time I would know how to handle it myself if possible (or to answer other questions I might have had). I don't usually make contact again because I know I'd have to go back through that same process of working through several layers of personnel. [#2750994]

The staff is extremely knowledgeable. However, their response time isn't very efficient. [#2751007]

Graduate Assistants in IT with a greater ability to converse in English would be a godsend. If they don't really get what you're asking, how can they possibly answer? [#2751027]

They are knowledgeable but can be a little rude when answering questions or assisting with problems. They may think they are being professional but as a user it doesn't come across that way. [#2751038]

The support staff always seems to know the answer to the problem or will research it. [#2751052]

There are a very few tech staff who are less than sociable and seem more interested in sharing their vast store of knowledge than assisting you. [#2751067]

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we need more trained LSP personnel. grad students are ok but change so often the learning curve is detrimental. [#2751072]

The support staff at the satellite campuses has been exceptional when we've had tech problems in class. [#2751073]

The Data Administration team is amazingly quick at answering all question quickly. When I run into issues that fall outside of their realm though I find the answers I receive to either be not well informed or slow to come. [#2751095]

Most times the answers are timely. [#2751122]

It's sometimes frustrating when an answer can't be given right away. I know it's not always feasible to receive quick responses, but I feel that the overall perception should be that everyone's concerns should be treated like it's just as 100% important to the support staff as it is to the person reaching out for support. [#2751130]

I don't think this is an issue they seemed well informed [#2751143]

Sometimes, I honestly do not think the employees know more than I do. As mentioned above, an in person training session would be helpful, especially for new employees. When I first got my computer, Windows 10, my documents were trying to save onto the server constantly and I ended up losing a

lecture. Apparently, a setting needed to be changed. This would have been nice to know ahead of time before I had to do a help desk ticket. [#2751203]

Train them well. [#2751208]
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super important [#2751216]

This comment is not reflective if the LSP's in my department. They all perform well. [#2751264]

Same suggestion regarding MACS [#2751302]

The first contact people have with the IT department is usually with a student worker over the phone or in person in a lab! That experience is often determines how clients judge the entire department, unless their issue is sent further up the chain in an open ticket or something. I was once a student worker for the department, so I remember wishing training was more than twice a year or told it?s a workflow for that when in need of assistance from a higher staff member. Consequently, the training is subpar and needs to be extended throughout a semester by team leaders and coordinators for the sake of service. Training should cover proper customer service heavily, no more quick bursts of new information without details to follow up, and testing throughout the semester on new things and old information as well! Therefore, support staff mem ever can become more confident and knowledgeable about possible question. Workflows are great, but off the top knowledge cuts down on call times. I took this job with no knowledge of technology, but no one would have known because my tone of voice was always confident. Students need to value this position as it can lead to various opportunities, just as it?s done for me even before completing my degree this semester! [#2751351]

I do not have any problems with this. [#2751359]

LSPs are Excellent. Service through helpdesk is sometimes excellent and sometimes poor. [#2751368]

It is always good to have someone to answer questions that I need. [#2751371]
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n/a [#2751458]

Tech staff have to understand that dealing with visual art is very different than dealing with text and computations. [#2751484]

It classes for putting together for those involved in support of faculty.support in have documentation o [#2751510]

Supplement help desk staff with Intelligent Tutoring Systems like the kind currently in development in the UofM Institute for Intelligent Systems. You could probably get grant funding for that. [#2751514]

There seems to be a variety of computer set ups in the music department that make it difficult to know how to cope with individual units. [#2751515]

Not always well informed. [#2751522]

Maybe just providing more education on who to contact and how - send out yearly emails to faculty, staff, research assistants, and graduate assistants on how to operate efficiently, who is the proper contact for what problems, etc. [#2751573]

Ecourseware is difficult to set up. Even your support staff sometimes has problems with it or makes mistakes. Does this include repair? If so, I still have a problem that I reported a month ago and have had your staff look at it several times. [#2751576]

They?re nice [#2751598]

This need to be improved significantly to be able to provide quality and speed services. [#2751645]

Yes [#2751698]

Reading a script or having my LSR tell me that they don't have the ability to do things (because the ability has been centralized) isn't helpful. Give the LSRs the tools to do their jobs (e.g. let them create static IP addresses and EASILY white-list devices). [#2751749]

Responsiveness, courtesy, and effectiveness varies depending on who responds. [#2751752]

.... [#2751811]

The IT department for our school (SHS) is great! Rob is wonderful and very helpful! When I call 8888, a lot of time is wasted getting information and the student not understanding what to do. I try to avoid 8888 when I can. They are very friendly, it just takes too long. [#2751813]

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have called the Help Desk on several occasions and they were clueless as to issues or resolutions [#2751815]

Overall good. However, it is difficult to know where to get answers. for example in ecourseware, I put in grades for discussion and it does not show in grades. I do not know where or how to get answers. [#2751834]

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communication is the key. I was once told that I couldn't ask any questions because there is a chain of command and I was to menial to talk to him because he was a IT supervisor and he has been here for 20yrs or more [#2756440]

Having someone who can actually do something on the weekends to help students experiencing problems in online classes. [#2756445]

Get things right the first time. Too often getting a problem corrected involves multiple requests. [#2756481]

Over all, fairly good, but I have experienced some people who don't seem to know what they are doing. [#2757019]

Need more knowledgeable students in labs. [#2757022]

Critically important. [#2767513]

This is the biggest weakness. One of the workstudy students sent to my office for a simple task, destroyed my equipment, and I had to replace it with department funds. I have requested quotes on hardware and software numerous times. I needed software to work for an online course, and they kept telling me to have the students come to campus. Sure, I'll tell the gentleman in the armed services in Germany to stop by campus to use the PC. [#2767652]

Answering questions with the correct resolution would be appreciated. [#2767661]

Help desk is accessible, but often lack answers to questions. It is difficult, but could be improved. [#2767707]

This is not a problem. I just have had a single instance when I needed answers quickly in order to do my job. [#2767720]

My student email was hacked my first semester, and while I waited almost a whole semester to call IT back, I had great service and the problem was tricky but they did a great job of walking me through all the possible problems till it was corrected. [#2767736]

N/A [#2767737]

The students working on the front desk do NOT have the right answers. Provide them with additional knowledge or have a supervisor scheduled after hours. This may have improved over the last 6 months because since the issue I had, I have not had to work with a student at the helpdesk phone line. [#2767835]

The Tech Staff have always responded quickly and have answers to my questions. A+ staff. [#2767897]

Our IT guy is great! But, when I call 8888, it takes a long time because a student worker will take forever getting my information. As a faculty member, there are times when I may need an immediate answer because I'm in the middle of class. [#2767967]

Hiring student workers who can explain things in layman terms. [#2767969]

EVERY TIME I have had an issue with the eLearn/eCourseware system, the HelpDesk person responding cannot assist me, but does his/her best to translate and then transfer my issue to someone in the eCampus (or wherever) support team. Typically I do not hear back until a day later, and the problem inevitably has not been translated correctly. I then must start over with the eCampus tech person! [#2767986]

If you mean the LSPs for the most part they are very good. If you meant the Helpdesk, there needs to be some improvement. [#2767999]

Our department is often snowed by a blizzard of technology explanations about why IT cannot do what we request. Other IT folks have been able to do these things. [#2768032]

N/A [#2768067]

I suppose. [#2768070]

Many times the workers in the tech hub can not answer my questions which is extremely frustrating. [#2768073]

N/A [#2768090]

Last time I went to the tech support they just sat there and googled the problem, which I had already done before going there. I still fixed it myself later but... [#2768094]

One of the IT people came to connect a fellow grad to the front office printer. It took a few days for the IT dept to come out and after that it took her over an hour and a half trying to get it to connect. The IT dept was able to print a test sheet (from the computer settings) and left. The computer actually wouldn't print I ended up helping to connect to the printer. More training. [#2768191]

I'm new and my first exposure was awkward. In hindsight, the tech should have easily been able to realize that upon my first login that I should have been opening Outlook to get into my email and not using the web!! My boss was not in the office yet so I was trying to login to my email as I waited for her to arrive. Should've been easier for the tech to assess this issue instead of directing me to Firefox. [#2768199]

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this would be great because some people do not know how to use technology. [#2768229]

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takes a while to get help with ecoursware [#2768245]

The my Memphis website has gotten easier to use since being in shcool, but there are still tools on the website that I didn?t know were there. Informing students about each of the amazing features on the my Memphis portal would allow us to be even more proactive and productive. Thank you for your time. [#2768263]

Receiving communications regarding technology services that I can understand.

It would mostly be nice to just receive direct communication. If something like eCoursware is being updated, it would just be nice to know. We're always having to go by rumors we heard around campus. [#2750513]

I?ve never had internet problems at the U or M! So thankful! [#2750544]

On more than one occasion, services were down for a few hours. When I called to determine availability, it was either scheduled and no notice was sent out or, recently, it was scheduled an not even the Help Desk was aware that it had been scheduled. [#2750705]

Easy to read emails discussing new workshops or a how-to guide. [#2750734]

I never get these emails. [#2750962]

This is an area that needs improving. It has improved but as most communication through out the department (ITS) needs continuing improvement. Items and procedures need to be relayed to users in a timely manner and there are times this doesn't happen. [#2750997]

See response to "Technology support staff who have the knowledge to answer my questions". That road runs both ways. [#2751027]

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campus wide communications are not always clear in spelling out exactly what is going to happen. great news that we are upgrading. when will It happen in my building ? if there is a campus wide problem with email, web access, etc., don't make us search for an answer, put the message on your website in a prominent place. that will also reduce the calls to 8888. [#2751072]

I myself an a visual person. Sometimes putting information in writing needs to be enhanced with video guidance. [#2751130]

I think when the employee does not know the problem, it is hard for s(he) to communicate the solution. [#2751203]

Yes!! [#2751216]

Use a variety of people to communicate or get input from a variety of skill sets, ages, ethnicity. [#2751225]

We have a lot of work to do with our online presentation (web space, D2L, etc.) but we have been making big gains with accessibility and whatnot so we are doing a lot better. [#2751249]

The university does an excellent job of ensuring that the internet services are updated and ready for use [#2751258]

Same suggestion as above regarding MACS [#2751302]

No problem regarding service communication. [#2751331]

I want to receive more communications than we currently receive (faculty). I would like some other media besides a faculty newsletter. Thanks. [#2751343]

The emails that are sent from the IT department are lackluster, very monotoned, and rarely read unless red warning writing is present! The voice needs to be more upbeat and engaging, so students can actually notice and receive the information. This is a technology driven generation with limited attention spans for things that are uninteresting or beneficial to them, I?ve done research on this, and I?ve worked for companies who needed this type of knowledge. I just hope this free, but extremely valuable information is used!! For example, the subjects should be attention grabbers that show portray an immense benefit a student wouldn?t ignore! Microsoft Office is free for students; many are unaware! A email with an attention grabber can solve that twice a semester with added perks and details about the department also! [#2751351]

It just seems that every time I get used to one system, it becomes obsolete and I need to learn a whole new system. [#2751356]

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we are not kept informed of major changes coming down the pike (ie upgrade to Banner was only mentioned in one emailed news letter).....more needs to be done to keep faculty informed of changes to computer system that will affect their jobs [#2751388]

I never understand what you all send [#2751411]

I rarely use helps. [#2751489]

My skills are very basic. I do not always understand communications. [#2751515]

Not receive any. [#2751522]

Simplify the emails. [#2751598]

What communications??? Ticket system doesn't provide ANY intermediate info. [#2751749]

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good [#2751786]

You presented knowledge about services to the general population? I find that hard to believe. [#2751880]

I do not receive emails regarding technology services often or when I do, it is buried in emails with other information that I do not read. Therefore, I think it would be good to have emails sent out that are specifically about technology services, such as where to get help and classes to improve your skills. [#2751943]

Use the KISS method [#2756481]

Often, messages are long, full of links and documents. Keep it simple. [#2767652]

Barely any communications of value. Once in a blue moon we get a mass-email from IT on something of very minimal value. [#2767707]

I am not a techy, so sometimes the technology language can be a little challenging to understand... [#2767720]

I personally am not technology savvy so if I have a problem I believe it is extremely important to have basic communication I can understand. When I did encounter a computer problem the IT person was very helpful by giving me step by step/ walking me through each possible problem till it was solved. [#2767736]

N/A [#2767737]

See question about getting access to training. There needs to be better consolidation of information regarding technology services. [#2767909]

More useful information posted to webpage or around campus [#2767969]

I actually receive Impact Reports - which ARE very helpful, as I teach exclusively online via eCourseware. But the [#2767986]

They use all the proper terms, which is confusing. [#2768010]

Like everyone else (I suppose) I want problems resolved immediately, but have expectations that there will be a reasonable wait; however, while I get very fast responses to my report of a problem, I often am not contacted again, either to update me on how and when the problem will be resolved or to verify that it has been. [#2768015]

When? [#2768070]

Last week someone (presumably a student) created a fake email account under my name and used it to cancel a class. IT colleagues for the School of Health Studies, academic integrity and campus police have all been informed and there has been no resolution, to my knowledge, in finding out who may have done this. On-line security is very important to me, particularly if the person who did this has access to other students' email and possibly other information, and potentially grades, etc. [#2768077]

N/A [#2768090]

I feel like not very much changes technologically on campus. If i'm wrong then students should probably hear more about it [#2768102]

I couldn't follow instructions via phone, I got help in person twice. [#2768183]

Not everyone knows the lingo of some of the technology terms [#2768194]

Getting access to training or other self-help information that increases my effectiveness with technology.

As a TA, I was basically on my own for learning how to use ecourseware. I could not find website tutorials for things like how to post grades.It would be nice to have easy access to tutorials for basic information like that. [#2750513]

I attended a Photoshop workshop and I thought it went too fast for a beginner like me. There were people who had alredy done it and knew much mroe than me, I left not having learned much. I think the instructor was not effective and the class should have been divided into beginners and intermediates. [#2750521]

This would make it easier to fix problems with my citrix receiver; it took a long time to fix that. [#2750545]

It would be great if there were more online and in person trainings for systems like "Campus". [#2750553]

Have more speaking seminars regarding technology. [#2750693]

More boards in tech areas that describe basic procedures and potential uses [#2750695]

I don?t know of any self-help information at the U of M. There may be some but it?s not advertised. [#2750712]

More webinars and incentives for completing training would be a nice addition here [#2750719]

I would love to receive more emails on workshops for IT. [#2750734]

N/A [#2750748]

I would be very interested in this. I am not receiving emails about training. [#2750850]

I think videos should be uploaded by employees to teach students and faculty how to use the new technology around campus. [#2750857]

Is there any useful training available to student and not in the form of a semester long class, I?d really like to learn how to fully utilize excel. [#2750866]

I have not noticed any problems with technology, for my purposes. My main usage is wi-fi and internet, and there is adequate speed and coverage for the websites that I use, which is basically legal research, email, and university web pages. [#2750867]

Make basic computing an required course along with knowing to basic programming. [#2750899]

There needs to be some form of campus-wide tutorial video sent out on how to use your MyMemphis page and every tab on it as well as eCourseware and library services. [#2750962]

Staff are hired as-is, which may be fine on day one, but, after a decade or two, those technologies formerly mastered are no longer relevant. Training for new/modified software and/or operating systems would be greatly appreciated instead of simply installing them on our computers and leaving us to figure them out on our own. A prime example would be Windows' switch from the English language to dumbed-down pictographs, which some of us are apparently too intelligent to navigate sufficiently. [#2751027]

There should be more training, especially for new employees who have minimal skills. There is also a desperate need for training is software like Access - there is also little expertise within IT in relational databases for PCs. [#2751035]

The basics of most technology has some sort of information about how to use it. But when staff are using a few software programs in depth, there should be more deep training in all software, even if only a few people need to know each one well. Much more information/training on the tables behind Banner. More staff need basic knowledge on relational databases, and some staff need in depth knowledge of it - even if not in IT department. [#2751058]
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you offer good training sessions for faculty, but staff members are not always aware of the software or training available. [#2751072]

The biggest shortcoming of ITS that I have encountered is lack of data training/information readily available to the user. There doesn't seem to be a central authority (or at least I have not been made aware of one) that maintains a legitimate data dictionary with key fields for joining across sources and interpretation of fields. Given that this is standard at most companies I am having a hard time reconciling myself with the fact that ITS does not do this here. Having something of this nature would ensure accuracty of reporting. [#2751095]

While I am sure these resources exist, I feel they should be better advertised and easier to access for those who need them. [#2751112]

I don't think it is very intuitive. I spend a lot of time trying to identify recourses to help my student navigate D2L. [#2751122]

I don't believe I would know where to go other than calling the help desk. I called the help desk three times about getting access to a product and got a different answer each time. It never was installed. I am an online instructor and do not come to campus. [#2751123]

I think majority of people can find self help information already on the internet [#2751143]

As a new employee at the UoM, I had a difficult time learning the new software programs. While I know there are online courses available, an orientation with actual people would be helpful. For example, I signed up for an eCourseware class but dropped out when I realized I didn't know what bluejeans was and that this would require a class to learn this. [#2751203]

Yes!! [#2751216]

I teach at Lambuth and not everything needed sometimes is offered here. Tony Pearson is our IT person and he is wonderful in terms of resolving issues, providing info, and is very prompt in his response. Outside of that, we are sometimes limited in what we know about or have access to. [#2751223]

It would be nice if we had regular training opportunities for technology, perhaps a semester calendar for some widely used systems. Basic and Advanved options. You could also send staff short tips and tricks on those same systems. Best practices, shortcuts, etc. [#2751235]

Systems that effect the efficient flow of work, i.e. advising, have changed since last semester. No information/training was provided. Help documentation on the d2L system are less than minimal. I got more information from videos produced by ETSU. [#2751264]

Most of the available training is very generic and basic. [#2751275]

Getting information to staff on what classes or training are available to staff without to consonantly check the website. [#2751322]

Please implement workshops for different programs or software. This semester I noticed a lot of student simply not knowing how to do things on Word and ECourseware; professors are often annoyed by questions about those things, so if the IT department is truly the heartbeat of the campus then they?d help students survive by giving them more tools for success in technology workshops! [#2751351]

I get used to one system and then have to learn another new system. It's not the training so much is the CONSTANT training. [#2751356]

Training is accessible but not always useful. Models should take from work we actually do (for example, ADA accessible pdf examples should have problems that need correction; inDesign workshops should use the marketing templates.) Learning to do vague things is not as helpful as concrete examples from work we actually do. [#2751366]

Ask TOM is useless! Finding online help is getting harder (see previous "advertisement" comment. [#2751388]

As a university it should subscribe to one of the best online training providers like Lynda.com for all its constituents. [#2751396]

I never see training for this [#2751411]

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training modules on ecourseware are not sufficient. I rely mostly on myself to learn everything about ecourseware. [#2751489]

I have found the online self help difficult to access - specifically, I have not been able to find exactly the subject I need. [#2751495]

I am unsure that I have access to basic technological training. [#2751515]

Not always timely. [#2751522]

It would be nice to have some self-help classes or video tutorials online, especially whe using e-courseware. [#2751531]

What happened to the Adobe classes (and others) that were taught in a face-to-face classroom. Can we get LaDale Whaley back? She was an absolutely wonderful teacher. [#2751562]

Online help is VERY difficult to maneuver and find what you need.. [#2751576]

Very important [#2751586]

Just make it more noticable that it?s available. Hard to find these [#2751598]

Yes [#2751643]

I would like more training with computers. [#2751664]

Where can I get training? What kind of training? That would be awesome. [#2751671]

Yes [#2751698]

N/A [#2751752]

We need help Excel training [#2751771]

I'm not aware that any training exists that address this need. [#2751823]

I would love on-line modules to improve knowledge [#2751834]

Teachers didn't know how to put class work up on the class portal system. Grade - F [#2751880]

I have never seen a training for making life easier/faster for getting organized [#2756470]

N/A [#2767604]

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better access to adobe software (citrix sucks!) and actual lessons on how to use it better would help students from all majors! also, there are so many students who don't even know about the free microsoft package!! [#2767628]

I would like to take a course to advance my ability to use technology in my classroom. [#2767639]

Our training modules are unhelpful. Especially Banner training. [#2767672]

Having on-line tutorials would be great. And the few I have tried to use were not user friendly. How can I learn anything effectively when the software that operates the tutorials is so difficult to maneuver? On two separate occasions I just gave up. It wasn't worth the stress. And the one time I signed up to take a face to face training session, the trainer didn't show. [#2767677]

Is there training available? If so, what, where and how? [#2767710]

I would like access to more interactive classes that provide more detailed training. [#2767720]

I have used certain umapps that I had to self teach through watching Youtube tutorials and looking for step-by-step research into how to use these apps, as my teacher's dirrections where vague and unhelpful. It would be nice to have a page dedicated to directions on how to use these apps. [#2767736]

N/A [#2767737]

More areas of the campus should come under coverage . [#2767822]

Asking everyone what's needed to help them improve would help! [#2767889]

Some of the information is out there, but it's challenging to know where to go to find it or what's available. As far as I know, the tech lab in the UC focuses more on troubleshooting than training. The communication gap about how to make the most effective use of technology services is probably the single biggest reason students don't (or feel they don't) have access to effective resources - and is probably responsible for a significant underutilization of those resources. [#2767909]

More indepth training with excel, powerpoint, ect. than just the usual beginners training. [#2767962]

Set up free workshops around once per week that train students to use advanced technology. Also post interactive lectures online and through email that contain incentives for students. [#2767969]

Try to locate where students can get help with eCourseware questions or introductory information... [#2767986]

Host workshops that teaches students how to use various electronic devices [#2768011]

Online trainings or tutorials would help for basics of systems----so that we can at least know when we're being fed a line of BS. Maybe I need to investigate an online class. [#2768032]

N/A [#2768067]

I got no training. [#2768070]

N/A [#2768090]

A course for freshman (or any grade really) that teaches basic technology and how to use eCourseware and UMApps. It wopuld be most helpful for first year college students. [#2768151]
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would love to have training provided, especially during the summer months. [#2768167]

Direct training or Webinar should be provided to staff and faculty regularly. [#2768201]

This would benefit a lot of people [#2768229]

I would like to get more technology training. Our department has had several helpful sessions, [#2768242]

Additional Questions for All Respondents

The project coordinators for University of Memphis included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.

14) Are there any technologies in use at the U of Memphis that you would like to see changed? Describe those technologies and the changes you would like to see implemented. (Open-ended Question) Self-reported faculty, students, staff, not declared only. (Open-ended Question) Self-reported faculty, students, staff, not declared only.

eCourseware is a great tool but it is limited in its features. I would like to see a more centralized platform in which students can collaborate together (instead of posting blog posts or sending personal messages to each other). [#2750511]

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tech hub computers signing in faster and web pages loading faster [#2750512]

I would like more tutorials on how to use the resources that are available. It can be difficult to get information on them. [#2750513]

No [#2750526]

I suggest a university check on the computer systems in common labs. There are very new expensive computers in department that are not working properly because of some problems and it is wasteful. [#2750527]

I think there are always way that we can be improving and implementing changes. I am not as tech knowledgeable as I would like to recommend. [#2750528]

I would like to see more of the technology sandbox! By that I mean developing and growing it more so that involves other things outside of 3D printing. I think also providing students with guides when using things such as projectors, so that they can look to the guide for quick technical questions [#2750533]

No technologies needing to be updated. [#2750534]

About 1/3 of the computers in the tech hub don?t work. My tuition goes towards that does it now? I?ve gone in multiple times and not been able to use a computer because all the working ones have been taken. This must be fixed. Especially for students who live on campus and don?t have laptops. [#2750536]

I would like for the wifi to be accessible throughout the when campus,not only at some parts. [#2750538]

The network inside and outside the campus in near territory needs to be improved. [#2750539]

There should be print stations around campus and in the buildings! [#2750544]

Citrix receiver [#2750545]

N/A [#2750556]

The 3D printer access can be improved [#2750557]

I would like if the computer labs are open later at night for students who live on campus so they are able to access them at any time. Maybe putting a couple of computers in the dorm building for the residents? [#2750562]

Ecourseware is oudated [#2750568]

The computers in the tech hub . They are pretty slow to me . I have to log out then log back in [#2750570]

N/a [#2750572]

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n/a [#2750578]

The technology we have is amazing as it is. [#2750582]

N/A [#2750586]

I think the technology here is great and It is very usr friendly and always has helpful staff. [#2750589]

Bsnner Tiger Scholarship Manager [#2750606]

The schedule builder is way too confusing to operate. Should be a lot easier [#2750608]

Better calenders or lists of assignments with their due dates for online classes. [#2750611]

N/A [#2750614]

There are some places in certain buildings that do not have good cellular service with my carrier ATT. Its is decent outside of most places but inside the bigger buildings there are issues. Having better wifi outside would be a nice addition because there are some deadspots between buildings. It would be nice to have photoshop or other photo editing software programs already installed on a computer to use. [#2750616]

I would love to see more technology in the Library at Lambuth. The computer lab in the Library has a printer that will only print 10 sheets before having a melt down. There is no technology for teaching in the library. The Library at Lambuth needs all of its technology updated. [#2750624]

I don?t believe any technology on campus needs to be changed. [#2750628]

Wifi that doesn't require installing Spyware if you're on a non-Linux machine, more acceptance of open formats like ODF, not using Microsoft as an email host. [#2750629]

I would like more Macs and fewer PCs. [#2750630]

N/A [#2750639]

No, everything is fine as far as technology. [#2750643]

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easier website to submit technology service requests [#2750646]

The quality of the ink printing at the UC Tech Hub needs improvement. A year ago, it used to be in perfect ink quality. What happen? The laptop computers room in SM 414 needs to be fixed. Some don't have Microsoft Word on it. Opening up few of those laptops are slow. [#2750649]

NO ONE EVER check on the MAC computers in the McWeather building on the second floor (those machines are missing adequate software like Pages and Numbers) There is a limited amount of MACs on campus as it is. It would make since to add Adobe Cloud on PC computers to balance that. [#2750661]

Maybe make it easier to submit requests for HPC software installation [#2750662]

The physics center room has very outdated computers that need to be updated. And the chemistry learning center needs printers. [#2750665]

I would like to see more Dell computers in the Tech Hub. [#2750670]

I'm pretty happy with ITS [#2750685]

I think that the myMemphis portal feels outdated and is sometimes confusing to use. [#2750687]
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better wifif and printers [#2750688]

The accessibility to printers is sometimes rare in some buildings. [#2750690]

Noting comes to mind. [#2750691]
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none [#2750697]

The ability for there to be private rooms with computer stations as well as a meeting table for collaboration would be nice. This way if needed during a study session or group project, computer access isn?t limited to outside the meeting space walls. [#2750698]

Need mee buses [#2750704]

Need 3D printers that dont break down all the time. [#2750713]

It would be nice to see more up-to-date computer laboratories in the areas of study that would use them best (e.g. engineering, mathematics, computer science, etc.). [#2750714]

To have the ability to print using our printing pages from our personal laptop without having to log onto a school computer. [#2750716]

I would like to see some of the technology consolidated. For example the ability to clear a student from the degree auditing system and to change major and/or assign advisor from that system would be much more efficient. Currently most staff members needs multiple screens and multiple tabs to do things...as well as multiple forms. [#2750719]

Not that I have noticed. [#2750724]

The uofm and uofm-secure are in the same subnet and need to be isolated. The none WPA2 enterprise uofm wifi needs to be phased out so that unsuspecting students are not caught into thinking their wifi connecting is secure. Also from either of those wifi connections, one can scan a large portion of the Memphis network. This needs to be locked down for security. Currently it would be vary easy for malware to spread and possibly even devices hacked if people use weak or default login. [#2750726]

Be able to access all computers and logging on to computers at anytime without a problem. That?s the problem I have been having at the tech hub all the time. [#2750727]

The current Citrix configuration has been very finicky in my experience. [#2750729]

I think EVERYONE needs access to Turnitin. [#2750734]

I would like lecture halls (larger ones such as the one on the second floor of the JM Smith Hall building and the Psychology Auditorium) to have multiple screens for projections. This is something that the Lowenberg College of Nursing has done and I think it is very effective. Interactive rooms where the walls are white boards and laptops can be plugged into a projector would also be great if they were more common. [#2750742]

BlueJeans sound is horrible, the professors seem limited in their ability to control the tech issues, and online students have little recourse other than suffer through bad sound [#2750744]

There are times (and way too many) where the uofm tends to have an error when I need it the most. [#2750747]

I am not technology savvy as I could be. I believe technologies used now are efficient for me to do my job. [#2750750]

I guess the internet is very slow at times when there are a lot of people using the computers in the tech hub and it bothers me because I am trying to get something done really fast. [#2750757]

No. [#2750766]

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not sure [#2750768]

No, there are no technologies in use at the University of Memphis that I would like to see changed. [#2750775]

We should not have online testing in the Math department. It is only an avenue for cheating and exerting minimal effort. [#2750777]

We need a better file sharing system. UM Drive is hard to use. I work with colleagues at other Universities. Those Universities have Google Docs, Box and other types of file sharing systems that are easier to use. [#2750781]

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n/a [#2750782]

Better wifi. [#2750785]

I think it may be necessary to have wifi coverage all throughout campus that works 24/7. [#2750786]

None [#2750788]

No. [#2750789]

Everything is fine so far. [#2750792]

More consistent internet connections, a few more convenient printers, 3d printer access [#2750794]

No [#2750795]

No [#2750797]

Generally, better wifi reliability and availability. Expand awareness of two-factor authentication (duo). [#2750801]

Better connection in all campus areas. [#2750805]

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n/a [#2750806]

Whatever system that we're using to secure internet. I keep having to download the key despite bringing this to the tech's attention. It boots me off the internet in the middle of using it and won't connect until I redownload. [#2750809]

Give library computers access to a wider variety of programs (e.g., MATLAB, LabVIEW, PSpice). [#2750813]

As of right now, I feel like the technology services that are provided at UofM are great and I really wouldn't like the see anything changed. [#2750814]

No [#2750815]

Software needs to be updated in a timely fashion. Right now, some programs will work in Google Chrome; However, other software will only work in IE. For example, I have to use, IE to access Banner INB. [#2750818]

In the Wilder Tower, the computer needs to be updated because they're always moving slow. [#2750819]

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eCourseware. Burn it to the ground. It is terrible. Also Outlook. It is a TERRIBLE email server. Please please please adopt Google. [#2750820]

No [#2750821]

N/A [#2750825]

Not particularly. Maybe just update the computers that we have. [#2750826]

Better Internet connection and wifi coverage. [#2750837]

WiFi!! [#2750841]

Cloud-based services for scientific computation software (like Mathematica, Maple, Matlab) are slow, unreliable and just tedious to use. Cloud-based versions of Adobe software like Photoshop and Illustrator are better than nothing, but lack important functionality. In general, I find that the Citrix Receiver causes a lot of problems, especially during off-campus sessions. [#2750842]

I would like to see more printers and help desk available thought campus. [#2750844]

An update on computers in the engineering building could be helpful. Updated wifi would definitely be helpful. Printers need to be in more convenient places. [#2750846]

NA [#2750850]

I think there should be more charging stations with longer cords. I think the library website needs to be revamped. It?s websites very confused and is frustrating to use because I struggle to navigate it. I think it needs to be more simple to use. I?m not sure if this pertains to technology but the chemistry labs need to be revamped. They?re old and I think the technology that is used is behind other universities. [#2750857]

In the Hyde bldg, it's hit or miss if we xmcan connect to UM Wi-Fi. We take tests with our computers every 2 weeks. This needs to be fixed. [#2750860]

The equipment of the journalism department needs an update! Also it would be great to be able to work with adobe on home computer via unis licence [#2750862]

The Wi-Fi needs to be improved for students sake. It?s very slow and horrible service [#2750863]

Not that I can think of. Overall, the UofM is in a pretty good spot technology-wise related. I wish there was a why to install some of the Citrix apps onto my personal laptop that I use for business purposes. My guess is that this is almost entirely related to the Adobe site license, and I would be surprised if that ever changes. This situation has arisen because a laptop better suits my ability to get work done, but the University/College does not really "fund" computer updates, and they really really don't buy high-performance/lightweight laptops. It comes down to the department level, and that only happens when funds are available / excess (does not happen often). So, my "office" computer is a nearly 8 year old computer that only runs applications necessary for admissions. My personal laptop is functionally my work laptop that has limited access to some apps. Citrix not an ideal solution - but it's the functional one that satisfies licensing requirements. So I get why things are the way they are, even if not the best solution for me. [#2750865]

Recording lectures and remote viewing should not be a hassle, I am a disabled student and I miss a lot from not being able to see the board and what is going on in the class room, mediasite is alright but it isn?t as functional as Id like, and the monitoring equipment requires set up and tear down between classes. Install it in more classes and teach the staff how to use it so classes can be reviewed by other students. [#2750866]

No [#2750878]

The online teaching experiences is terrible [#2750885]

I think we need to move towards making the entire campus, not just the academic buildings, wireless. That should be a priority. [#2750887]

No [#2750889]

Students don?t need to see what questions they get wrong immediately after an online test because they will take a screenshot of it and send it to their friends. [#2750892]

I would like to see the Library assistant have some knowledge to improve or help you with your computer questions. [#2750893]

I would like to be able to use my cellular internet at the university of Memphis [#2750894]

Make eCourseware user friendly. [#2750895]

Yes, please get rid of Desire2Learn Course Management System, Learning Management System. Please explore returning to the use of Blackboard. [#2750898]

There are some ethernet ports in the UC Alumni lounge that do not work. [#2750899]

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maybe making the wifi stronger in some pllaces [#2750905]

I believe there should be more free color printers on campus available for student use. I recently needed something printed in color and there was only one location on campus that allowed free color prints. [#2750906]

As an instructor, I find eCourseware/D2L awkward and difficult to use, especially for online instruction. Using another platform would likely make online teaching easier. In my experience, and the experiences of other instructors I've talked to, students also have trouble using the D2L interface and sometimes find it confusing. Resolving these problems is often difficult if one is teaching an online class and does not have face-to-face instruction during which it is possible to pull up the page and show students where things are. Briefly, D2L seems to be unnecessarily difficult for both students and instructors to use, which takes time away from planning or other work (for instructors) and study time (for students). [#2750913]

Access to printers in all the buildings that way if someone forget to print they dont have to run to the uc or library. [#2750916]

Sometimes the computers in the Tech hubs sign me in but take a very long time to load so if possible I'd like something to be done about that. That has happened a few times this semester. [#2750917]

The umApps software is slow and buggy. [#2750928]

I would like to be able to have university software on my home computer as a faculty member. I always take work home and it is a pain not to have things like Adobe Acrobat on my home machine. [#2750941]

I would like to have all of the doors open automatically--without having to hit a button. Lots of times my hands are full and the doors are hard to handle. [#2750942]

I like it all and encourage keeping up the good it is and maintaining and improving and maintaining at all the good and diversifying intensively. [#2750943]

I wish for more compatibility towards other majors around campus. For example, adding applications that Computer Science students can use for studying and/or homework. [#2750944]

No [#2750947]

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not really, just trying to keep up with the ones we have. Do not like ever changing banner/mymemphis/elearn systems and changes with new programs constantly arising [#2750955]

Upgrade to better desktops the MAC?s are awesome, the windows desktop are slow [#2750961]

The whole system for registering my classes is terrible on the first day of registration. The whole thing crashes over and over on multiple computers, and I don't get the classes I want especially not the ones with small class sizes. YOU NEED TO FIX THAT. [#2750962]

No [#2750966]

Integrate UM Degree, Banner, and SSC. One-stop service. [#2750967]

- An archival storage solution that is capable of maintaining a backup of large data sets. We currently had to roll our own 100+TB solution but would have liked to have been part of a managed solution. - SafeConnect has really annoying properties when it comes to embedded devices and Linux platforms. So much so, that I am forced to have exemptions put in place for nearly every system we utilize within MD2K. Not everyone spend the majority of their workday in a web browser to allow the system to re-authenticate. - [#2750970]

I would like the printers in the technology hub to print in better quality. Many times it is hard to clearly read the work that I print. [#2750973]

Provide more information on how/whether students can receive tutorial assistance on how to utilize available software tools [#2750977]

Sometimes it takes a while to get logged-in on the computers in the library. Also, my classmates and I had a lot of issues using the computer lab on the 4th floor in Smith Hall. [#2750985]

N/A [#2750987]

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no. [#2750993]

Digital maps if my answer to question 15 is nit applicable. [#2751007]

N/A [#2751013]

Good with what I have [#2751014]

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n/a [#2751015]

Better WiFi coverage and speed [#2751016]

NA [#2751020]

None at this time. [#2751023]

The concept of improvement should lean more toward the quick, easy, and similar, rather than toward the more intricate, varying, and convoluted. Efficiency and fast turnaround should be the goal. When a process done in half and hour ten years ago now takes two hours, something is bad wrong. [#2751027]

I can not think of any changes needed that would support or improve my job at this time. [#2751028]

NA [#2751029]

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better building security requiring access control systems and technology. Having live video streaming capability on my computer monitor to access cameras on campus. [#2751030]

Most of the internal technology we use that requires use of a browser struggles to work with every popular one. Banner doesn't work in Chrome, Firefox, or Edge for many people forcing them into bizarre Citrix workarounds. [#2751033]

None that I can think of. [#2751040]

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none that I can think of [#2751042]

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n/a [#2751043]

Would like to see more wireless coverage outside roaming from building to building. [#2751046]

No. I think the U of M provides many different forms of technology in abundance. [#2751049]

All faculty and staff should be utilizing the same versions of software campus-wide. [#2751053]

None [#2751059]

Would it be possible to set up a printer in the tech hubs that could be accessed by student's personal computers? A printer with a weak/short-range wifi access and Uid login, so that students would have to be nearby and printing accounts could be debited. [#2751062]

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we pretty regularly have software that overlaps (for example, think about how many ways we do surveys here); training software is also all over the place; bluejeans is duplicated as there are a ton of other communication tools everyone uses [#2751064]

Add more wifi hotspots in older buildings, to overlap coverage. Think about getting a cell tower on campus. [#2751070]

I hope this is the correct place for this suggestion. The computer lab at the Millington campus is awful. It is outdated and so very slow. Students can't print documents for class in a timely manner and the computers sometimes freeze up during online exams. Other campuses have fast and current technology and I would expect all students to have equal access. [#2751073]

Don't like OutLook [#2751080]

Use of more apple computers in labs or at least having apple computer systems for the resources [#2751081]

No, i think the technologies I use are being used appropriately. [#2751087]

We are Microsoft heavy which not always helpful when trying to work from a phone without having to download an additional app. [#2751089]

I sometimes have issues with our online library services and getting access to articles. [#2751090]

In my opinion there are too many overlapping/redundant technologies used here at UofM. Is there any sort of auditing process -- perhaps an informal CBA -- done on new technologies adopted (at regular intervals) in order to be sure the money should still be spent on the technology? Or a process to check if a technology service we already use would cover what a new one is proposing? [#2751095]

N/A [#2751099]

Registration [#2751102]

Although Citrix provides an invaluable resource and access to numerous software programs that would be incredibly costly to purchase individually for students, it is often incredibly slow and there have been times that the programs will unexpectedly freeze (even minutes into opening the program), close itself, and lose all progress. While I try my best to save my work as I go, it becomes incredibly frustrating when this occurs right after I have opened my documents as this process can take a significant amount of time. It would be wonderful if the efficiency of this service could be improved. [#2751112]

An end to online assignments [#2751115]

Live Text - very confusing program to use and assess with. Not all students have an account. Do they have to upload, etc. more training would be helpful. [#2751123]

I would like to see free access to more technologies like clickers that enhance classroom learning. Also software to maintain databases of multiple choice questions that you can use to build assessments. Also better information provided about what resources are available for those who are teaching. [#2751127]

I would like to see more cohesiveness around the campus. There are too many different setups with technology. One department has the high end nice equipment and display monitors or announcement screens and other areas barely have any or minimal. We are student centric and we need to present ourselves as such. Students and staff need to see that we are one and present the best all around.

They should be able to go to the UC and see the same information being displayed on monitors in Wilder Tower, The Admin Building, Tiger Den, Brister Hall and everywhere across campus. We need a central way to display announcements and information. [#2751130]

Possibley TopHat. I have heard many complaints from students about how TopHat doesn't allow students to see the answers after they've completed a quiz, only their score. How are they to know what to improve or work on? [#2751135]

I would like to have more updated technologies for our department, such as Ipads for event check ins and traveling. [#2751138]

I would like to see the WiFi connection changed because it would be much better if it were a stronger connection in every area of the campus. [#2751139]

D2L is not satisfactory and seems quite dated. The grade book is very difficult to set up and it does not provide services like taking attendance having students using a code to enter on their phone or tablet that go right into the gradebook or integrate with the services that do. I know that the competitors ten years ago were not much better but I have seen very few updates or improvements to D2L in the ten years or so we've had it and so it feels like it is a couple of generations of technology behind where it ought to be. [#2751141]

No [#2751143]

I would like to see ecourseware redesigned to be more user friendly. [#2751146]

I would like to see TES College Source be implemented. I think it will increase the time on evaluations of transfer students and allow unofficial evaluations to become more accurate. [#2751147]

I would like to see the Banner system updated or just better user friendly. [#2751148]
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no [#2751152]
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none that I can think of at the moment. [#2751156]

None that I can think of. [#2751159]

No [#2751160]

As a student I have encountered numerous problems concerning the use of technology by staff during classes and for class requirements. Perhaps additional training for adjunct staff would be helpful. It is very stressful when a student is getting a grade for online assignments they are not able to access, and the teacher of the class doesn't know why or what to do about it.I have asked on several occasions for assistance with accessing material only to be told the teacher doesn't know what to do. [#2751161]

Faculty actually needs to utilize smart classrooms. [#2751164]

App that you can log on to your ecourseware. [#2751166]

More funding for better desktop computers in the library. Also, better wifi. And Tech Tuesday and the Library in general deserves more funding. [#2751167]

So far my experience with University technology has been great. I can't really think of any suggestions. I know that some of the computers in the library take longer to load than the others but none of them are incredibly slow [#2751169]

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it's unacceptable that accounting still requires paper forms for EVERYTHING. This is 2018. Why can't we scan receipts and digitally sign documents? [#2751172]

No. [#2751176]

NA [#2751178]

Everything is working fine on my end. [#2751191]

The Windows computers in the technology lab in the UC take forever to log you into your account. I?ve waited 30 minutes one time for a computer just to sign me in. However, I?m very happy that we don?t have to constantly click just to print a paper now. That was something I was really surprised an happy about. [#2751194]

I have not had enough experiences with technologies on-campus to be able to answer this question. [#2751197]

D2L [#2751198]

Better phones for staff at the library would be nice, since the phones there are quite old and outdated. [#2751200]

UM degree needs to be available for the graduate programs. I am not sure who this falls under, but this might be something that IT can help with. [#2751203]

No, I am content with the technologies. [#2751205]

More training for support staff at 8888. Some seem rather clueless as how to communicate with people. And on nit-picky level, please stop saying It's a wonderful day at IT services or whatever it is. If it were a wonderful day, I wouldn't be calling you. Faculty/Staff. [#2751206]

Nope [#2751209]

No. [#2751211]

-----

wifi kind of sporadic on campus. [#2751216]

Don't know. [#2751217]

Easier to connect laptop to printers - more printers for students on campus [#2751218]

I would like to be able to change the print format when printing reports. [#2751222]

More axcess to printers [#2751226]

I would like to see a decision making process that determines (based on job duties) who needs a MAC versus a PC. All IT purchases to include printers should be made by ITS and delivered to a central ITS location for tagging distribution. All printers should be networked (VIP exceptions) and all-in-ones should be not allowed. [#2751228]

The online journal collection with the library is difficult to navigate and access documents. [#2751236]

-----

noneI don't know of [#2751238]

We have several computer labs throughout campus but it would be nice to see several compact, easily accessibe computers randomly accessible throughout campus for those moments when one of us needs to randomly log into a computer to check something (or to remote into our desktop computer). This isn't a huge deal but several other schools have these and it would be nice to see more of this on our campus. [#2751249]

I would like to see more recordered lectures in class. A few of my teachers use devices to record lectures and they are really helpful [#2751250]

No [#2751257]

N/A [#2751258]

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banner website supports only internet explorer and many people face the issue working on it that would be good if UoM makes changes to website compatible with all browsers [#2751265]

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eCourseware. [#2751266]

None [#2751270]

N/A [#2751275]

N/A [#2751280]

No [#2751281]

I feel we have excellent service [#2751282]

The scanners at the library are not very reliable, and do not produce high quality scans. [#2751285]

No. [#2751287]

More Classrooms with Computers [#2751289]

NA [#2751294]

Different online platform such as Blackboard or Google?s interface [#2751295]

None that I can readily think of. [#2751301]

I think the My Memphis Portal could be more user friendly [#2751302]
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the catalog is not user friendly for staff or students. [#2751303]

I feel as if the MyMemphis website needs a GO update. It can be very confusing to navigate.
ECOURSEWARE also needs to be overhauled, I feel at times it is very slow and frustrating to work with.
[#2751307]

None [#2751308]

None. [#2751316]

Provide bigger projection screen in classroom [#2751331]
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yes [#2751334]

N/A [#2751335]

N/A [#2751347]

I do not see the need for any changes right now, but we should always have an opened ear to listen to
the needs of our students. [#2751349]

I don?t hear people talking about UMDrive as much, so I?m wondering if it?s just a promotion issue or
simply locating It. [#2751351]

The wifi is my only issue. It does not work all the time. [#2751359]
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no [#2751363]

New computers for GAs at McCord Hall. [#2751364]

OUCampus is confusing and could be more user friendly. [#2751366]
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no [#2751367]

Would like to see improvements in eLearn (D2L). Using software through the Citrix gateway is
infuriatingly slow. At some times, it becomes unusable. [#2751368]
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no not at this time. [#2751371]

I come from a school that used gmail as it's primary email system for faculty, staff, and students. I find that it is much easier to use and better to collaborate than some of the Microsoft products that we use. It could be that my computer is so outdated that it makes it inefficient to use, but I shouldn't have to wait 30 seconds for an office calendar to update. [#2751372]

Projectors in classroom are not very clear, somewhat glare, and lightining are not easily adjustable for human visibility and reading. [#2751374]
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no [#2751376]
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n/a [#2751381]

No suggestions. [#2751382]

Distance leaning software that works across multiple platforms and mobile devices. (i.e. bluejeans) [#2751383]

Again....web pages for current student and faculty need to be separate from the "advertisements" for prospective students". Make it usable for those that are HERE! New online course catalog STINKS! Computer work order system STINKS! The categories make NO SENSE, I end up using "OTHER" about 90% of the time. [#2751388]

No. The technologies are pretty good and easy to use. [#2751391]

I think we should look into cost benefit analysis for some of the most expensive software we are using here at the University of Memphis including TigerBuy(sciQuest/Jaguar) [#2751396]

I can not think of anything [#2751397]

More WiFi converage on engineering science building [#2751406]

I want a printer in chemistry LLC [#2751411]
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n/a [#2751416]

The portal is really clumsy. It's difficult to find things, and the interface is so-so at best. SSO is also clumsy. It's nice that there is a single authentication interface, but why the repeated challenges? [#2751420]

N/A [#2751424]

The only need for change that I see is the need to speed up the computers on the first floor of the McWherter Library. Usually, login takes around 1-3 minutes wait after typing in the requested login information. Afterward, some computers need to update or they either say to wait for the computer to load; this is very frustrating, especially for students who are pressed for time. Please update, speed up, or clean the computers or something. [#2751428]

Better support [#2751430]

I would like to see the built-in power outlets in the classroom tables updated and fixed [#2751438]

I think there are still some things with EAB that need correcting. We still have to use My Memphis a lot to get accurate information such as GPA's etc. It can be tough having to go back and forth to find the information you need. We should have one good strong system to find everything or almost everything. [#2751445]

There are no current technologies in use that I would like to see changed. [#2751455]
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not at this time [#2751456]
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yes student [#2751458]

N/A [#2751460]

There are some computers in the UC Tech Hub that are either incapable of being logged into or are slow at logging in. I would welcome seeing that changed [#2751461]

I think that sometimes the WiFi in ball hall can be spotty so any improvement there is much appreciate [#2751465]
-----

n/a [#2751472]

Better wifi. [#2751476]

I don't think eCourseware is very good. It is not particularly intuitive or user friendly. Supposedly it has lots of capabilities, but those are not at all obvious. I'd like to replace it totally with a more user-friendly system. [#2751480]

The dashboards, or the ability to adjust them, should be made available to students - especially those that depend on the items to complete research. [#2751481]

No [#2751483]

We need digital projectors/monitors that deliver high colour fidelity and can be accurately calibrated. [#2751484]

Faster processing speed and more storage space on desktop computers. [#2751486]

Ecourseware is a terrible service [#2751487]

Need periodically send out reminders to faculty about "new tech" stuffs accquired on campus. For example, I did not hear we have the BLueJean service untill some other faculty mentioned to me; I did not hear about "Proctor U" again untill someone told me about. Would be a good idea to send emails to faculty about "new " stuffs the IT department offers. Even if it is old stuff, you can send out periodic emails and show case these tech. [#2751489]

I believe U of M is ahead of the game in technology compared to others in Memphis, but on a national scale, I think we have a way to go. [#2751491]

No [#2751492]

None [#2751494]

Updates in the sound system of the conference and event rooms. [#2751498]

No at this time, everything works quite well. [#2751500]

The wifi in the CH building is somewhat unpredictable. [#2751503]
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no not aware of. [#2751510]

More computers in the tech hub! [#2751519]

I think eCourseware should be replaced by something more modern and in my opinion, our reporting software is not user friendly and seems outdated. Also, it would be so nice if UMdegree could run reports. I know it does for the undergraduates, but it does not have that capability for the graduates. [#2751521]

I would like the library's e-book access to stop restricting the number of pages you can download from a book. [#2751523]

NA [#2751525]

In the student, lounges need more mac and better pc with fast connections [#2751526]

I think we should have the technology to talk to the students of other universities online. [#2751527]

Less online schooling for classes [#2751528]

This may not fall into this category, but the terminals for calling the campus police are really bad. The quality is awful and the person who answers doesn't really seem to care. [#2751530]

I would like to see more 3D printers as well as Kic Scanners on every floor of the library. [#2751534]

Expand the Wifi coverage area on campus as well as the band width and speed. [#2751539]
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more flexibility with in eCourseware [#2751549]

N/A [#2751550]
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everything is pretty good in this regard [#2751551]

Faster WiFi and more coverage. [#2751552]
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ecourseware [#2751553]

No [#2751558]

Not really a change, but I would like to see ecourseware, or some other form of online, at your fingertips way to get hw, notes, communicate with your prof; be more of a requirement for professors to use. [#2751575]

I don't know of any technology I would like to see changed. [#2751585]

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eLearn can be taken advantage of more or replaced with virtual meetings. The technology can be upgraded in the learning environment. Recently i switched advisers and the new one uses bluejeans for meetings. Why had this not been implemented before? It has increase my satisfaction with the program tremendously. [#2751599]

N/A [#2751601]

Not really [#2751603]

More study rooms around campus with projectors to practice presentations. Increased number of small-computer labs and printers and scanners located around campus, so we don't' have to walk across campus to use these tools. Little tech-corners in each building/floor for example. [#2751604]

-----

none [#2751605]

Most desktop computers in the tech hub are incredibly outdated and are poorly maintained or cared for. [#2751611]

The Tech Hub computers are SLOW. They are also dirty all the time. The staff does not clean off the computers or tables. Put the computer lab back into Mitchell Hall. Too many students to have just the tech hub and library. [#2751615]

When looking up classes, I wish I didn?t have to click new search and go through the whole process all over again [#2751618]

I would love to see the AUTOCAD program Fusion360 added to the STEM desktops and virtual desktops. It is a user friendly 3D design software that I believe would be a great addition to our computers. It is also free for students, and it is a great intro to 3D design. [#2751634]

Access to more Macs for students on campus; change frequency and difficulty of choosing new passwords, to make logging into computers on campus less of a hassle (I have to use a password manager to keep up with the password, and it takes time to look up and type in the randomized password I have, which can slow down class). [#2751635]

Nothing I can think of [#2751637]

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eCourseware, there has to be a better system than this. It?s poorly designed and the email system within it is pretty useless. [#2751642]

No [#2751643]

Management is the main issue. [#2751645]

Would like the learning management system to be migrated from D2L to Canvas. I find Canvas to have several advantages over D2L that would make the teaching and learning experience enhanced. [#2751646]

N/A [#2751647]

EMS, the part that is responsible for resume editing, it is very sophisticated Using Citrix is not easy using software on UMware is very challenging and I lost my results after one day, it does not show where it saves the data [#2751652]

No [#2751661]

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no [#2751662]

N/ [#2751663]

N/a [#2751670]

I'd like to have online training available to me. I manage a web site, yet it the support I get for training is nil. Marketing keeps putting more and more demands on us, and this isn't even part of my stated job description! [#2751671]

The University of Memphis IT department is great. [#2751674]

Yes sometimes wifi service goes out in BallHall on the 3rd floor. Better wifi [#2751681]

None that I can think of. [#2751685]

More printers throughout campus. [#2751687]

The internet speed is very slow. It works perfectly one minute then the next it?s barely working at all. [#2751698]

None. [#2751721]

I would like to see some computers at the Technology Hub run smoother and faster, but sometimes it is slow due to new updates or slow with loading pages from a web browser. [#2751736]

No. All are good. [#2751737]

Get rid of eCourseware and go to Blackboard. Also, get a GOOD web conferencing software package subscription. Adobe Connect SUCKS! Doesn't work half the time... Get WebEx or GoToMeeting please. [#2751749]

N/A - just clean up the websites to allow outside (as well as inside) memphis.edu visitors find what they're looking for without constant dead-ends. [#2751752]

SETE is a disaster. It routinely cuts off written comments. And moving from paper to electronic evals has significantly reduced the quantity and quality (e.g., very few written comments now) of the evals. [#2751755]

Umdrive. It?s not easy to find a specific material in umdrive [#2751762]
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eCourseware is a clunky service. I have used Canvas and found it to be very streamlined and user friendly. I'd love to see a change there. [#2751763]

More smart podiums in the classrooms [#2751765]

I would like more spaces to collaboratively work together with like smart boards. [#2751768]

Needs to be a cross walk button at the south west corner of the holiday inn. Right now you have to walk across the street to press the crosswalk button. [#2751769]

N/A [#2751770]

Personally, I would like to see more Apple computers available in multiple buildings other than the UC and library. [#2751780]

I use Citrix receiver to use software. I feel that more apps should be introduced there to help student learning.For example, PSpice. Access to journals are not up to the mark. University should buy access of more journals. [#2751781]

Laptops [#2751786]

Cellular and wi-fi services in the basement of the student union 0n Lambuth campus. [#2751790]

Improvement in the timing of school website to show up on the screen. [#2751792]

New printers for the Graphic Design department in ACB. They are constantly breaking down, getting jammed, or the alignment is off. We need newer systems. Also, having a 3d printer that is in the ACB building so it can be more easily accessed by art students, rather than just having one in the library. [#2751793]

No, they all are great to me. [#2751796]

No [#2751806]

The speed of the WI-Fi. [#2751808]

I'm *VERY* pleased with the speed of our wi-fi (such as in Fogelman). but we need better coverage in open areas of campus, like open spaces, parking lots, etc. [#2751815]

I would like to have better cell phone coverage on campus [#2751821]

No [#2751830]

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update the mobile version of ecourseware. it is too simplified, does not show notifications. [#2751837]

Student/GA workers knowledge level at help desk phones, ext 8888. I have been misinformed. I will do better in notification to supervisor. I asked for one and was told none were available when I called back. I failed to follow up w/phone call next day. [#2751839]

I would like to see an improvement in a mobile printing services that allows students to print documents from their mobile device. The current one crashes more than it works. [#2751841]

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ecourseware. It's not very intuitive. Or simply linking email and ecourseware. [#2751844]

Fix the problem with multiple logins locking up the SAS Citrix server's subsequent logins to SAS. And make the tech support personnel AWARE of how to correct that problem when it occurs - INSTEAD of saying it is a Citrix problem. Only ONE person in Tech support - a very helpful person - knows how to fix that configuration screwup. [#2751848]

I would like the internet speed to improve and wifi range to be greater overall around the campus. I can walk from my room to down the hall way in my dorm and lose a wifi signal randomly for no reason. I also think classes rooms could benefit from making sure the computers and projector operations are more clearly labeled. Many of my teachers get confused on how to get those operational. [#2751850]

Better coverage in Dunn Hall [#2751852]

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n/a plus I don't know what "Self-reported faculty, students, staff, not declared only" means in the question. [#2751879]

I believe that leadership of IT has to get out of academia and into the real world to see how things are really done. You can then present more of the real world to your customers, students. [#2751880]

See other answers [#2751887]

I'd love to see more software accessible through UMApps, and more year-to-year consistency in licensing. [#2751890]

N/A [#2751893]

I am not sure. I am honestly not aware of all the services the university has to offer. I would suggest collaborating with departments and/or professors to make the services more well known. I would ask for the service cues to at least be acknowledged the first class and maybe on the syllabi. [#2751916]

The only technology that I would like to see changed is an improvement to the WIFI service as it does not connect well to my phone outside buildings. [#2751943]

Wi-Fi in outdoor areas Better mobile implementation for ecourseware It would be nice to have "mini" computer labs or stations in different buildings at Lambuth. Currently, the only places to print material

are in Wilder and V-J. It would be nice to have a small printing station available in the Rec center and Hyde. [#2751948]

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i fo not use technology on campus. I am a non-traditional student who does most classes online. [#2756412]

Wifi. The wifi is slow in the middle of the day when there is a high volume of students. [#2756413]

The Wi-Fi connection is very weak on campus, if this can be upgraded for better connectivity [#2756414]

I would like to see more tables with outlets, and adjustable chairs. Auditorium seating is lame, and so are rigid desks that don't seem to fit anyone comfortably. Repairs or updates on overhead projectors should be inventoried. [#2756429]

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no [#2756446]

Banner. I do realize it is being upgraded soon, but please provide better training on how to use it. When I worked here in 2003 there was a half day training on banner with notes, when I came back after 11 years there was a 45 minute training, that was very brief, with few handout notes, and I provided notes later to the trainer who had never seen what I gave her and she said they were very beneficial. [#2756450]

N/A [#2756454]

I would like to see some newer computers that operate more efficiently. My classroom computer seems to be fine, but the one in the department office is old and slow. [#2756460]

N/A [#2756462]

Improved citrix reliability and speed [#2756468]

Not to my knowledge at this time. [#2756469]

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more training on what is available and how to use it-foreign language downloads [#2756470]

No. [#2756471]

N/A [#2756478]

NA [#2756481]

None, not very technical. [#2756483]

None, not very technical. [#2756484]

Campus wi-fi needs to have better coverage all across campus and dorms (specifically, carpenter complex). Wi-fi speeds and service also need to be increased. On campus wi-fi only works accurately for me about 65% of the time. [#2756492]

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video technology to be more user-friendly. Navigating through several outlooks accounts [#2756496]

I do not have anything I would change. [#2756498]

Maybe integrate OneDrive or Google Drive with the U Drive. U Drive is nice for intra- campus file transfers but I can open files all over campus with google drive, and then go open it at home without remotely connecting to the U Drive. [#2756499]

I would like for top hat to run faster. [#2757013]

NA [#2757018]

Add more computer labs. [#2757019]

I wish my.uofm.memphis.edu didn't time out so quickly. [#2757021]

Elimination of security key in order to login to UM secure. [#2757028]

No [#2757029]

Not at the moment [#2762424]

No. [#2766869]

UMDrive is showing its age. Too hard to transition to OneDrive with old microsoft packages. [#2766870]

Speak and spell available for anyone who needs it [#2767324]

NO, not at this moment [#2767325]

Banner needs improvement. [#2767330]

Faster internet speeds [#2767602]

N/A [#2767604]

Na [#2767615]

Some of the computers on campus do not load the internet and it either takes a couple tries, or using a different computer entirely. It only becomes a big problem when a lot of the computers are being used by others. [#2767619]

A tech hub for students to charge phones and computers [#2767621]

Refresh of systems, my monitors are very old and cannot be raised to a more ergonomic eye level. they are stacked on books. [#2767623]

Wi-Fi network could require UofM username/password for login, to increase security. Separate network may be too costly though [#2767627]

Way better interface for ecourseware! [#2767628]

N/A [#2767634]

Printers for easy use [#2767638]

Better WiFi [#2767646]

N/A [#2767654]

N/A [#2767667]

More meeting spaces with projector access. Possibly a campus server. So for instance, when I book a room in the UC to show are webinar and I can't access email to get the link information. I have to have a flash drive or my own laptop to hook up to the PC. Meeting spaces should also automatically have whiteboards. [#2767672]

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no [#2767673]

There is bluejean, I would like to see more in person training opportunities at the Lambuth Campus. There are various services at the main campus that we do not have here at Lambuth. We need them too. [#2767675]

Better WIFI [#2767679]

No [#2767680]

I would like to see better cell phone coverage. There seem to be a lot of dead spaces. [#2767686]

The computers in the library and tech hub can be very very slow at times and it takes 5 minutes to log into my profile. A lot of the projectors at in bad shape in the classrooms. [#2767688]

I think we keep changing everything too often. [#2767691]

N/a [#2767692]

We share a common printer among 15 faculty/staff (in PUBH) and the printer most assuredly malfunctions. I would like to see better consistency/reliability for printer services. [#2767696]

I would like to see all Supervisors/Housekeeping to have access to their own computers. [#2767700]

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cloud file sharing. Googledrive or Dropbox approaches are better than Onedrive. Onedrive has a lot of good features, but feels like a poor stepchild next to alternatives. I've been trying to adopt onedrive more broadly, but still buggy. [#2767707]

I would like to know where a staff member can go to use the internet and print on their personal time since some departments monitor all computer and printer use and not everyone has a home computer, printer or internet. I have no idea where a staff person can do this, and I've looked on the UOM site, trying to find this information. [#2767710]

No [#2767715]

NA [#2767716]

I wish that the computers in the McCord Hall computer lab were faster in order to run the software we need on them. [#2767718]

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university should make their own electric vehicles in the engineering building [#2767719]

No. [#2767720]

My main issue is the catalog. It is VERY hard to navigate. [#2767727]

The only technology I have an issue with is umapps. I understand that it is hard to use them when everyone has access, but it would be great if there was a way to not have them connected to the school server or something. I'm not super technology savvy but if there is way to download them from like a usb or have them somehow permanently on my personal computer (like a year subscription, but free to students) I think it would really make them easier to use and ad to my learning experience. [#2767736]

No [#2767737]

/a [#2767739]

I would like to see a quick survey instrument implemented to see if the students are engaged during a lecture. [#2767749]

No [#2767752]

The computers in the library are still slow and not able to use. [#2767753]

Use Blackboard instead of eCourseware. [#2767754]

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disable twitter while on campus [#2767761]

The music department needs better in-laws consoles and speakers for the classrooms. [#2767762]

I think the WiFi is good here [#2767773]

None [#2767774]

No [#2767776]

I don?t like that we cannot e-mail our professors through e-courseware. That is very inconvenient at times. [#2767779]

N/a [#2767781]

University web is drab and lacks excitement. [#2767786]

So far I have not encountered any problems technology wise that comes to my attention. [#2767789]

Humanities classrooms (those in Patterson, Mitchell, Jones, and Clement) have outdated technologies and severely lack power outlets. [#2767792]

I can not think of anything to input at this time. [#2767799]

I would like to see Ecourseware become easier to access on MyMemphis. [#2767802]

Some of the printers in the technology hub could use some cleaning or improvement, color printing is kind of lame and the price for it is high. [#2767806]

I love using the Tech Hub in the UC whenever need a quit place to do homework, but even though there are multiple computers I find the Dell systems to be super slow. I have had experiences with Dell computers before and I have always had problems with them, I am assuming that the computers are Dell because of the monitors. I am not a huge fan of using Mac computer because I find them confusing, but in this case I prefer to use them because they are fast and don't glitch up like the Dell computers do. I know the school can't just buy a thousand new computers, but I like to see a slow change of computers throughout the computer labs. [#2767809]

I feel like the wifi is great and internet works fine. [#2767811]

No, I am still learning how to access the technology on campus. [#2767812]

Better (faster/better coverage) WiFi [#2767818]
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n/a [#2767821]

N/A [#2767822]

I'd like to see a few more large scale plotters/printers available. [#2767827]

I think the technologies that the university uses are great and up to date. [#2767829]

N/A [#2767833]

Yes. Our technology tools such as computer lab need to be upgraded. Space is small, all the computers are close each other. We don?t have a meeting with the technology tools to work long distance. We have a tiny conference room that we adjust with technology tools for a long distance class. We were able to communicate successfully but, it is not permanent. Now, we only classes we need improve in many technology resources. [#2767837]

I would like to see a CRM that is more user-friendly and intuitive than Hobson's Connect. [#2767839]

Better and faster WI-FI [#2767847]

The automatic doors should work. [#2767851]

No [#2767854]

There are no services that I would like to see changed. [#2767856]

I feel the technologies are already upgraded enough, but they could be checked on now and then to make smaller changes if the technologies currently here are getting slower or having more problems than normally. [#2767859]

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n/a [#2767860]

No [#2767861]

I would like to see internet and wifi speed increased considerably. It may seem alright to you but it is not. Furthermore, my office desktop loses internet off and on. That shouldn't even be a thing on a school campus that considers itself professional. [#2767865]

-----

staff would like technologies. [#2767876]

I work in the library and when the IT technicians are called they worked the problems or problem until it is resolved. Service that is provided in the library is excellent. [#2767880]

I have sometimes tried to send in my work to my professor, and the site was so busy it would not let me in. This was very frustrating. Perhaps a better system that would allow students entry to send their work in would be a good idea when they needed to, whether the site was busy or not, would be better. [#2767881]

More up-to-date computers in labs and classrooms. Grant money is the best way likely. [#2767886]

Things presented to me has been great... Thanks! [#2767889]

I still do not find D2L intuitive or easy to use. It is way behind other software (e.g. tophat) in ease of use or providing innovative ways of supporting classroom instruction. [#2767895]

The technology provided in most classrooms is minimal at best (e.g. basement of Patterson). New, up to date equipment is instrumental to maintaining a high level of 21st Century instructional demonstrations of how to include technology with our students. Simply having a computer with a pull-down screen and projector is no longer up to date (including overhead projectors from the 60's). Interactive equipment (e.g., Promethean, SmartBoards) should be in every room with an app for smartphones available to students to engage and participate in class. [#2767897]

I would like to be able to use Google Chrome NOT OUTLOOK and IE [#2767900]

I would like to see elearn used more and made into an easier platform to use for teachers. If teachers find this system more attractive then others than they will gravitate to it. [#2767903]

I am not aware of any needs. [#2767904]

Citrix server in the lab at McCord Hall is a nightmare for accessing data-heavy applications. I don't know whether this means a different server, more computer memory or what, but what is there is not working. It's difficult to understand how to use UMDrive. [#2767909]

I would like for 3D printers to be more available [#2767918]

The tech hub at the University Center should probably be improved. The majority of the time that I go in there, the computers don't work properly. There were several occasions that I had to wait 30-45 minutes to find a computer that would work properly. [#2767919]

The registrar and student tab on mymemphis are not very intuitive. I have to scroll all the way down to find tigerxpress. [#2767922]

Technology is great! [#2767925]

Technology through the online apps, such as the statistics app, that communicate and work better with Apple products. [#2767927]

None [#2767944]

I think they are all efficient [#2767950]

I wanna see more iPads used in classrooms [#2767951]

I am not a traditional student who does not spend enough time on campus to determinea response to this quotations [#2767959]

More real life training classes than having to intern. [#2767962]

Let incoming students access Tiger Link. You are preventing students who have been accepted and enrolled in programs from seeking employment on campus prior to their first day. This deters students from coming to Memphis, as they need reliable employment from the beginning. [#2767969]

I'd like to see a streamlined ecampus site. It is easy to ov relook assignments [#2767974]

Ecourseware needs to be MORE user friendly. I can be very difficult to figure out if the system will do what I want and then even more difficult to determine HOW to get it to do that. It does not function like other systems we typically use. It feels I have to learn a whole new way of communicating to get the ecourseware system to work. [#2767976]

If possible changing/upgrading the telephone system to a more modern system to include headsets [#2767981]

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no [#2767985]

The Faculty CV system is ancient and AWFUL! [#2767986]

No [#2767988]

Some times in the ball Hall building the Wi-Fi is slow and have trouble connecting [#2767989]

Better security and safety settings because I receive too much phishing e-mails every semester which wasn't the case at my previous institution. [#2767992]

I would just like the coverage and speed to increase. As far as the library, because i am there majority of the time, maybe having a kic scanner on every floor and updated printers would help. [#2767996]

We need to have more structure regarding our technology, the use of that technology and how we implement technology. The running joke is that someone goes to a conference, sees a software demonstration and comes back saying that we need to buy it. The sad part is, we usually do. ESAC needs to be revamped. [#2767999]

There have not been any problems that I have had with any technology recently. [#2768002]

I would like to see more instructional assistance with Ecourseware, such as an accessible tutorial for its use by adjunct faculty who have had no experience with this system. A live classroom instructional opportunity would be very good. I was lost for a while and I was fortunately helped by another adjunct. [#2768004]

The process to clear a student for registration is ridiculously complicated. The centralized scholarship computer system fails to identify qualified students. [#2768007]

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i would like more options of internet through out the campus. It would benefit the students, especially since Ball Hall since this is an educator building, which always incorporated technology. [#2768010]

-----

none [#2768017]

-----

no. [#2768020]

N/A [#2768022]

N/a [#2768027]

N/A [#2768029]

None [#2768039]

As of now all the technologies at UofM are very good. Don't need any changes in them. [#2768041]

I think that the U of Memphis is already doing a great job providing technology services. [#2768055]

Better ink for the printers. Sometimes when I print the ink barely show ups. [#2768067]

No [#2768069]

The vending machines need to be cheaper. [#2768070]

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no [#2768072]

Maybe more Apple computers for those of us who are used to it CHB [#2768078]

I am not happy with the current LMS system, but I will look to see what the new interface is like. [#2768080]

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no [#2768081]

Make everything better. SSO and Azure integration need serious work, as do wi-fi coverage, speed, and reliability around campus. Work on the parking payment terminals, make them faster, smarter, maybe even place a guard to stop payment-evading and tailgating. [#2768086]

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no [#2768088]

N/a [#2768090]

The u of m website is very confusing especially when trying to pay for your classes [#2768091]

More smart-boards, projectors and other presenting technology in study rooms to practice presentations and working with that technology [#2768093]

I would like to see a system that is easier to collaborate on. When doing group projects, oneDrive is not reliable enough because of delayed responses and email notifications and if there are any groupchat options on eCourseware, I have not been made aware. [#2768094]

-----

n/a [#2768098]

No [#2768100]

No [#2768103]

N/A [#2768109]

No [#2768112]

No [#2768114]

There is no improvement needed. [#2768123]

NONE [#2768128]

LMS is cluncky would like to BB or Cnavas. Need a CRM. [#2768130]

No, but would love to have a computer lab in the Patterson building! For God sake it is the English building and it needs a computer lab there! [#2768132]

N/A [#2768137]

I would like to see a study center at the Lambuth campus where nursing students could meet and study together with the use of a whiteboard and other assistive technologies. I am not a nursing major, but I have seen the need for them to communicate with each other in the computer lab, which can be disturbing for others using the lab. Also, the interactive white board in VJ 202 is not operating correctly. It would have been beneficial for education majors to work with a smart board before residency. [#2768140]

Elearn is a little outdated with the email not being cellular friendly [#2768146]

On the Lambuth Campus, there is not a tech there to assist you for computer needs. [#2768147]

No [#2768149]

Make the printer access going quick. Sometime it have problem different program preventing it not to print or delay printing. [#2768153]

Libary timings for weekend: Please open it early like 7:30am [#2768159]

No [#2768164]

We need a switchboard that actually has the CORRECT office phone numbers for INDIVIDUAL faculty members. This is the outside world's first impression of the UofM and when it takes forever for the switchboard operator to FIND the name and then you get connected to a department instead of the individual, it makes the UofM look "small town". We're better than this. Just FIX IT! [#2768167]

Maybe more charging stations if that counts. I see many people work on their phones this semester so maybe just having a few more stations. [#2768168]

No, I believe that as technology advances, the school will do their best to incorporate the latest. [#2768173]

I would like a better WI-Fi connection. [#2768174]

-----

none [#2768175]

MOBILE Learning----- infuse it, let's learn from it. [#2768177]

Online student have not used campus systems. [#2768181]

I would like more sockets to charge laptop or cellphone inside buildings and class rooms [#2768183]

See my earlier comment [#2768185]

N/A [#2768191]
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not at this time [#2768194]

In my opinion I feel that the internet coverage on campus is great [#2768197]

Routers. [#2768201]

More easily accessible outlets for laptops. [#2768204]

Not for me. I'm not that tech savvy anyway. I do well to keep up with what I have to keep up with. [#2768209]

There are no websites that need to be changed [#2768229]

No I think U of M is doing a great job. [#2768235]

I would like it to be easier to access library material on line. [#2768237]
-----

make ecourseware more user-friendly [#2768245]

I would like for the feature "Submitted on behalf of" feature to also create a copy of the ticket for the one who is submitting it. For example, I might submit something on behalf of my boss, but the ticket itself will not appear in my list of tickets. It makes monitoring issues very difficult. [#2768248]

N/a [#2768263]
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15) In your opinion, are there any forms of technology that are not in use at the U of Memphis that you would like to see implemented? Describe those technologies that are missing and how they should be used at the U o Memphis. (Open-ended Question) Self-reported faculty, students, staff, not declared only. (Open-ended Question) Self-reported faculty, students, staff, not declared only.

drones [#2750512]

Nothing in particular. [#2750513]

No [#2750526]

I think there are always way that we can be improving and implementing changes. I am not as tech knowledgeable as I would like to recommend. [#2750528]

From a scientific/STEM student view, I would love to see the physics department get instruments to more accurately help the Optics course that is taught! I also think that the UofM?s main campus should take a tip from the Loewenberg College of Nursing and have multiple projector screens for larger classrooms, to ensure all students can see properly. Another thing from the off-main-campus Nursing school was the interactive study rooms from their libraries, I think STEM students (especially engineers) would greatly appreciate being able to write on the walls of a study room without anxiety about ruining the wall (such as what is kind of happening to one wall in EA?s 3rd floor) [#2750533]

More Macs would be appreciated. [#2750534]

There is no technology that I see that is not effectively used for the University. [#2750538]

N/A [#2750539]

Electronic Message boards throughout campus for event calendars, notices, etc. [#2750543]

Print stations! [#2750544]

N/A [#2750556]

The sandbox in the library. [#2750557]

Something like google docs to collaborate with classmate [#2750568]

No [#2750570]

Not that I know of [#2750572]

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n/a [#2750578]

I feel like we should be able to rent iPads. [#2750582]

N/A [#2750586]

You could maybe have computers/printers in other buildings, like buildings with classes [#2750589]

More collaboration rooms. The ones in the tech hub are constantly full and the ones in the library are too small or don't have a computer. [#2750599]

What products are other schools using? [#2750606]

Better collaboration software for things like group projects. [#2750611]

N/A [#2750614]

At the computers, there should be a power plug and cord (permanently attached to the power source by a computer)so that those who forgot their charging cable can charge their phone while working on a computer in the library for example. There are charging stations outside but not in the library at the computers or work desks. [#2750616]

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video on demand streaming into the classroom. At Lambuth we do have a good collection of video that can be played in the classroom. We have to interlibrary loan them from main campus or other libraries. Video on Demand or some other similar service would fix this problem. [#2750624]

More double monitors per computer at certain locations [#2750625]

I do not think there is any technology that Memphis doesn?t have that I would like to see. [#2750628]

Virtualized Linux machines for CS students. [#2750629]

N/A [#2750639]

I think touchscreen monitors would be nice when it comes to computers in the lab. [#2750643]

-----

attendance recorder within the same site as the course page on eCourseware [#2750646]

Not that I know of at this time. that I know of [#2750649]

I would like to see Adobe Cloud on a wide range of computers. Also the ability to use Wacom tablets for drawing projects. [#2750661]

Nope [#2750662]

Top hat access for all faculty. [#2750667]

Maybe a hearing disability technology to help students that can?t hear be able to participate. [#2750670]

Apple mac [#2750688]

Technology that can project written content to the board, while the instructor sits, in every classroom [#2750689]

No [#2750690]

Noting comes to mind. [#2750691]

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none [#2750697]

See comment above. [#2750698]

Security and buses [#2750704]

More security on campus. Cameras aroud the parking lots to discuorage theft. [#2750713]

Implementing secure systems to prevent against data loss or corruption would help me feel more secure about my data. [#2750714]

Everything that we?ve used I?ve enjoyed. [#2750724]

Same described as question 14. [#2750727]

RFID Chips in our campus cards. [#2750729]

All good [#2750733]

Turnitin access! [#2750734]

Any technology that I think needs to be implemented has been done so as the College of Nursing?s campus, and I think should be used as an example when updating the UpfM?s main campus and other campuses. [#2750742]

Decent desks in the English building (Patterson). No, that?s not a digital technology, but I can barely fit a single book on my desk. [#2750743]

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360 degree cameras for online classes, with sound that is omnidirectional [#2750744]

Nothing much to say about this question [#2750747]

Any technology will allow for increase productivity and effienency is welcomed. [#2750750]

I'm not really sure-have not really thought of it. [#2750757]

No. [#2750766]

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not sure [#2750768]

I would love to see Smart Boards installed into the Classrooms at the University of Memphis. This will provide faculty, students and staff with an opportunity to enhance their knowledge. [#2750775]

At another University where I worked you could get your voicemail messages through your email. Could we have a telephone voice messaging system that does that? This was over 10 years ago, so I think the technology has been available for a while. [#2750781]
-----

n/a [#2750782]

I think the U of M offers a variety of technologies and I cannot think of any other types to add. [#2750786]

None [#2750788]

None that I can think of. [#2750789]

No [#2750792]

Tablets and iPad could be used in class rooms to answer live questions and take poles [#2750794]

No, all of them are useful. [#2750795]

No [#2750797]

Not that I can think of! [#2750801]
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none that I can think of. [#2750805]
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n/a [#2750806]

We pretty much have everything from Mac's to Go pro's. They can try to bring more awareness to all the computer labs and hubs we have on campus. A lot of people don't know they can check out a Go-Pro or can use the 3d printer. [#2750809]

N/A [#2750813]

In my opinion there is not anything that I feel is a necessity and needs to be implemented immediately [#2750814]

No [#2750815]

I would like to see an expansion of SAB. At this time, UMDegree is not working effectively for the students. If a student changes their major, all substitutions are wiped out the system. Therefore, substitions has to be re-entered in the system. [#2750818]

Google for email [#2750820]

No [#2750821]

Elmo document cameras in every classroom [#2750822]

N/A [#2750825]

Not that I can think of. [#2750826]

3D printing expanded. [#2750837]

I wished faculty were given an inventory about what more advanced technology is available for their use. [#2750842]

VR [#2750849]

Assistance on making classroom more interactive technically. [#2750850]

I think there should be a software that records lectures. This will be helpful when students are reviewing for exams. The camera could be mounted to the projector and could be connected to the same power source. Basically, when the projector comes on, the video camera comes on and starts recording. This idea can be tweaked but I think it could work. I?d like to see more communication between universities nationally and internationally. This would be very helpful in foreign language classes because students could talk to universities in other countries and work on their language skills. This could happen with the use of a video camera. [#2750857]

Not that I can think of. Again - very very broadly - the UofM is in a pretty good spot technology-wise. The classroom computers and projectors work well. The classroom computers feel fast enough (log on fast, open applications like powerpoint fast). Office365 works well enough (despite the Onedrive multi-client sync issues). In my specific area, mostly related to being a graduate coordinator, I wish I could automate some things better. But, it would require more effort by University Tech/Programming personnel than I think we have the spare capability/time for. UofM Degree will help some, but probably not a complete solution. Basically, improvements to student tracking related to keeping on track with time-to-degree would be great. But it is not an easy solution, since each department is practically unique at the graduate student level. However, I want to be clear on one thing. I am excited about the graduate application software with liason that is supposed to go live this summer. Really excited. It will make my life somewhat easier with grad student applications. [#2750865]

Digital Books, stop killing so many trees. Tell profs to make their slides digitally available, get rid of all the damn paper products. [#2750866]

No [#2750878]

Change Microsoft OneDrive to gmail. [#2750884]

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none [#2750885]

It would be nice if there could be copy machines for the students to use. [#2750886]

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n/a [#2750887]

There's nothing wrong [#2750889]

Laptops allowed more [#2750892]

I would like to see the Apple computer products compatible with programs and homework assignments. [#2750893]

I would like to see the smart boards used more in the classroom. [#2750896]

I would like to see some of the retired hardware donated to an organization such as the ACM or the Computer Science in general. [#2750899]

Better support to online teaching, including facilities for lecture recording and post-recording-editing. [#2750900]

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nothing that i have noticed [#2750905]

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iPads would be helpful because they are portable and you can take them to someone who you have a wuestion [#2750907]

The school I transferred from allowed us to rate the classes we had taken as well as the professors we took the class with. It was basically like ratemyprofessor.com but sponsored by the school and viewable by students. It was really helpful when registration periods came because they would help me understand what the class was like and if a professor was good for it. We should have something like that here. [#2750908]

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automatic air fresheners in the restrooms as well as more outlets in classrooms [#2750916]

No [#2750928]

I would personally love to see more usage of Excel and Powerpoint, as I believe most people want to learn how to use the programs but are unaware of what all they can actually do. [#2750930]

Really want something better for recording and editing online class lectures. Ideally something to screen capture with audio or ppt capture with audio. Right now I am using the internal ppt structure but it is not editable. Would also like the students to be able to interact with the recorded lecture by adding comments. I was interested in voicethread for this but I am not sure how user friendly that would be. [#2750941]

More filtered water stations would be nice. [#2750942]

I'm not aware of all that the University offers I only know it offers more than I'll probably ever be able to utilize to the most economizing efficiently economized making the most of the least of all of it and maintaining and improving and maintaining in diversifying intensive investments for me and it and the Memphis community and Tennessee and the United States. [#2750943]

I don't believe so. [#2750944]

No [#2750947]

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no [#2750955]

Another relaxation zone would be nice. [#2750962]

I would like to see a green screen room, similar to the one at the University of TN at Chattanooga, used for shooting videos. [#2750966]

Can we switch to Blackboard or get an upgrade to D2L? [#2750967]

I don?t hear many people using the 3D printers or printing center. How to shops and guides should be posted around campus and flyers of the possible things you can make. [#2750969]

- eduroam [#2750970]

I think the university utilizes technology fully. [#2750973]

N/A [#2750987]

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speed the inter net. [#2750993]

The need for technologies is an ongoing item. Every day there may be a process or application that will make users life easier. If something is brought up and helps the University community it should be introduced and researched. [#2750997]

Instant Messaging. An app that shows the campus in 3D. The map shows buildings, classrooms, where you are, etc. [#2751007]

Docusign [#2751013]

Good with what I have [#2751014]

I am unsure [#2751015]

More technology places implemented throughout campus [#2751016]

I would like to see Tableau. This application allows businesses to turn data into secession making dashboards. Businesses are now using their data as an asset and to be able to turn that data into a decision making tool is priceless. [#2751019]

NA [#2751020]

None at this time. [#2751023]

Some form of IM system. For easy messaging of people who are at their desks. Phone calls can be too disruptive sometimes, and emails are easily missed. [#2751026]

Nothing new should be added unless it directly addresses the failings noted in the immediately previous response. Otherwise, it's only the addition of more baggage that contributes, ultimately, to even greater inefficiency. [#2751027]

No, not at this time. [#2751028]

NA [#2751029]

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same as above [#2751030]

I'd like to see more training offered for technologies we already have. I feel like I'm only seeing the same opportunities repeated and nothing intended to go beyond the bare essentials. [#2751033]

Some classrooms in Ball Hall have SmartBoards, and we have no idea how to use them/they seem like they are not working. It'd be nice to be able to use those! [#2751040]

Skype business and chat options that are easy to use [#2751042]

More interactive. More large touch screen kiosks and signs for directions, if a class is cancelled, what's on the menu at Tiger Den, booked parking facilities, etc. This is especially useful for our disabled students. Charging stations for cars, laptops and phones around campus. [#2751043]

Not necessarily. Maybe update laptops that are rented from library. [#2751049]

None [#2751059]

Work with lab coordinators to incorporate tablets into the science lab courses. Mainly to replace paper data sheets and instructions for the lab experiment. As well, instant grading, attendance, etc. [#2751062]

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skype for business linked with voip phone; sharepoint [#2751064]

Solar power. We have plenty of rooftop space on our campuses-- why not use it? [#2751070]

Gmail accounts for employees so we can collaborate on google docs simultaneously without using our personal accounts. [#2751077]

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n/a [#2751080]

The tech lab in the Field house, been a health studies major for 3.5 years and never knew about it [#2751081]

I'd like another large format printer/plotter with access for printing conference and research posters. [#2751087]

I think it would be beneficial for the U of M to be a google based campus. Students do not use outlook but do use Google Drive, Docs etc. [#2751089]

No. [#2751090]

N/A [#2751099]

NO [#2751102]

Halo Lenses (VR) for classes such as anatomy labs able to see better than plastic model [#2751115]

I would like to see more technology use and text alerts for our students. [#2751138]

I think all the forms of technology that are being used in my class room are plenty helpful and at this point I see no need for improvement [#2751143]

N/A, I'm too new to know about all the forms being used, not used. [#2751147]

It would be good if the University used a system called Podio. Podio is a project management program. [#2751148]

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no [#2751152]

Facetime for meetings. It would be nice to see who you're meeting with. [#2751156]

None that I can think of. [#2751159]

None [#2751160]

There needs to be more emphasis on working out the problems with basic technology. Using things like "I-clicker Reef" adds another layer of complexity that is not necessary and adds one more thing to the list of possible technology failures. I recently sat for a half an hour of wasted time in a class where tech support was there trying to straighten out problems with I-clicker reef. We need less technology, not more, until the basics are working smoothly. [#2751161]

The tech is there, just not being used. [#2751164]

Give every student an iPad to keep up with assignments, and with Barbri already on it. [#2751167]

Again I can not think of any that I need currently [#2751169]

No. [#2751176]

NA [#2751178]

There could be more forms accessible digitally. Example, accounting forms. [#2751191]

Nope! [#2751194]

I'd like to see more creative and maker technologies open to the student body, like laser cutters. [#2751195]

None that I am currently aware of, but I will definitely be taking this survey again the next time it is offered. [#2751197]

Another LMS [#2751198]

More tablets for staff especially at the library, to be able to provide quick answer for students and stations for searching the library catalog. [#2751200]

No, I am content with the technologies. [#2751205]

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no [#2751206]

Nothing really [#2751209]

No. [#2751211]

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virtual experiences [#2751216]

Don't know. [#2751217]

I would love to see Great Plains operating system implemented. [#2751222]

Make the move from desktops to Laptops with docking stations. [#2751228]

Not at this time. [#2751236]

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no, very satisfied with service now [#2751238]

In general we are a very tech-forward university so we don't have much room for growth in this area. [#2751249]

Not at this moment [#2751250]

No [#2751257]

N/A the university does a great job with keeping staff and faculty with tracking updates, changes, and new technologies. [#2751258]

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printers with wi-fi functionality [#2751265]

No [#2751270]

I would like to see more modern meeting spaces. Maybe to include self standing desk or more white boards for collaboration of ideas. [#2751275]

N/A [#2751280]

No [#2751281]

No [#2751282]

Tegrity recorded lectures [#2751283]

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n/a [#2751285]

The University provides the technology I need to be successful. [#2751287]

Turn It in software for students [#2751289]

NA [#2751294]

Better online student platform, more wireless coverage outside of buildings, access to online participation apps such as Nearpod [#2751295]

None that I can think of at the moment. [#2751301]

MAC HELPPPP [#2751302]

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it would be nice to have a campus wide instant message type program (similar AIM). it is much easier to get questions answered quickly via chat than phone or email during peak times [#2751303]

None [#2751308]

No. [#2751316]

Document Camera [#2751331]

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yes [#2751334]

N/A [#2751335]

N/A [#2751347]

None. [#2751349]

I think we are great in that area! [#2751351]

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n/a [#2751359]

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no [#2751363]

N/A [#2751364]

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no [#2751367]

Easier "recording" of class meetings. Perhaps video. Perhaps voice over ppt-files. Tools for synchronous delivery of graduate courses would allow significant growth in our graduate program. [#2751368]

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no [#2751371]

Funding and support for a more mobile staff. Again, my last job at a smaller public institution and most staff had laptops as their primary workstation. This allows people to take their computers with them to meetings, home, and while traveling. Everyone here seems to carry around pen and paper and are completely disconnected while in meetings. It's 2018. Let's change the culture at UofM to bring us in line with the rest of the modern world. [#2751372]

Might want to consider to offer Distance Learning via IP direct commnication for off campus classes, so two or three centers can have the same class with the same instructor/professor. This will assist enrollment growth and convenient to students without having instructor in several locations. [#2751374]

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no [#2751376]

Augmented reality [#2751381]

No suggestions. [#2751382]

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a collaborative fabrication technology space that included more than basic 3d printers (those are ubiquitous) that steps up to laser cutting (including metals) laser scanning, automation and animatronic development, and encourages cross-over between disparate groups like arts and engineering. [#2751383]

They?re all pretty good. [#2751391]

BA tool. [#2751396]

I can not think of anything [#2751397]

No [#2751406]

More places for group work with white boards and overhead screens with computer for effective group work (not only in tech hub) [#2751411]

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n/a [#2751416]

CRM and coordinated digital marketing are missing or inconsistent here. Why is that? [#2751420]

Virtual Reality Labs [#2751421]

N/A [#2751424]

I am not in need of a projector but sometimes when my group and I meet we have to bring our own devices to view the content. If we were aware where the rooms with projectors for the student or group uses that would be fantastic. If there are no such amenities then making them available for student use would be great, or just awareness in case they do require such services. [#2751428]

I would like to see interactive smart boards for more dynamic learning used at U of M [#2751438]

I think some of the stuff we were told to download a year or two ago, such as Skype for Business. My office was told we had to have it and I haven't used it one single time. [#2751445]

I don?t see the catalog for viewing newspapers used often. I don?t think most people know or have no use for them. I?ve only use it one time. [#2751455]
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can't think of any. [#2751456]
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student, i have no problem [#2751458]

N/A [#2751460]

I think I am not sure if there is anything I would change [#2751465]

Asana or other project management application Slack or communication application to reduce email [#2751466]

Maybe in the Computer Science department especially more resources should be available. Computer Science should have a better area for students to code or to learn different languages other than Java. [#2751471]
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n/a [#2751472]

More stuff like CALI quizzes - like we saw in undergrad [#2751474]

At this time, I cannot think of anything else we may need. [#2751481]

There aren't any that I personally need that is not offered. [#2751483]

It doesn't matter what technology as long as there is agreement across campus. Especially with faculty that work with students, but are using different software (Campus, Maxient, etc.) [#2751486]

Back when I was here in 2004, most salaried staff had cellphone allowance. Taking into consideration they are on their phones discussing work related items, I think that should be an item in all department budgets. Also, access to one drive from home for work related items. [#2751491]

None [#2751494]

I would like more options when it comes to Microsoft office and so forth. [#2751500]

N/A [#2751503]
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nothing advanced. [#2751510]

I would like to have access to "virtual" programs, i.e., the use of (I do not know the appropriate terms here) "headgear vision glasses". The type of thing I am thinking of is used to help people overcome

phobias. The headgear gives a visual situation, such as an image of a spider, which triggers a response and allows a student to learn to cope with it in stages. This could be used to advantage in the music department for those coping with stage fright, or fear of improvisation. [#2751515]

Technology at UofM is great! Just need more buildings with available computers. [#2751519]

No. [#2751523]

NA [#2751525]

No not at all [#2751526]

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no [#2751528]

N/A [#2751534]

Provide some workshops to introduce the new developments in the IT areas. [#2751539]

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cannot think of any [#2751549]

N/A [#2751550]

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more telepresence classes, so I can take classes physically taught in a UofM classroom without having to actually step onto campus [#2751551]

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blackboard [#2751553]

No [#2751558]

Outlets in classrooms. Not too many but at least 2 on each wall. [#2751565]

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one of my professors uses an app called remind! to text us during office hours and even out of them. I've never felt so in tune with what is going on it my class. [#2751575]

I don't know of any forms of technology that I would like to see implemented. [#2751585]

Iphone chargers need to be placed around campus, it?s scary when your phone dies at night in a dire situation. [#2751598]

More video and conferencing platforms in the online classroom. Let's move beyond the message boards! Social media and technology has advanced with twitter, facetime, and other sharing services. Why has online learning remained stagnant? [#2751599]

Smart Board Tutorials [#2751601]

None [#2751603]

More Scanners, smart boards rather than whiteboards so notes can be saved to a computer but "written on" on the board. [#2751604]
-----

none [#2751605]

More touch screens or interactive technology. It?s affordable, easy to use and most importantly obtains students attention more effectively and for longer periods of time. [#2751611]

Better wifi [#2751615]

I think we are using a good amount of technologies [#2751618]

The new Apple Classroom app [#2751632]

I think that TigerZone is a great idea, and it is encouraged a lot by the faculty and organizations. However, it needs a nice revamp in its user-friendliness before it is actually helpful. [#2751634]
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wider availability of document cameras in the classroom to allow professor to display paper documents or objects to the whole class more easily; this was standard at my previous institution. [#2751635]

I don't know [#2751637]

N/a [#2751643]

Canvas LMS. [#2751646]

I would like to see the campus safety app used more. I would like to see instructors encourage students use of the app. [#2751647]

No [#2751661]
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no [#2751662]

N/a [#2751670]

I would suggest opening another computer lab that is closer to dorms so that people will feel more safe at night. [#2751674]

I don?t understand what your asking my this question. [#2751685]

No, everything is good. [#2751687]

Not really [#2751698]

None. [#2751721]

I would like to see some more computers with two monitors similar to the Bloomberg Trading Lab in Fogelman. Two monitors will allow me to split information on one screen and work on another. Example - information from eCourseware on left monitor and Excel on right monitor to input data. [#2751736]

No. [#2751737]

Interactive holography and auto-intuitive VR interfaces. [#2751752]

Lab of High speed computer or workstation for big data management. [#2751762]

Chromebook rental for faculty, students, staff use in campus. [#2751765]

I would love to see smart boards implemented more and see more high tech learning devices. [#2751768]

See above comment [#2751769]

N/A [#2751770]

I would like to see Ipads given to honor students and students who are on the Dean's List. [#2751780]

Only Microsoft office application is available for students to download in own PC. Some basic tools such as Adobe, Matlab, Antivirus, Windows should be freely downloadable to students. [#2751781]

Laptops [#2751786]

None that I know of. [#2751792]

Not that I know of. [#2751796]

No [#2751806]
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iPads [#2751808]

Smart boards in the classroom. Give us back overhead projectors in the remodeled classrooms, like in Fogelman! I used to be able to hand-write solutions to problems and then project them. Now I have to re-write them on the board or scan them, email them to myself, and project that from the computer in the room. Very cumbersome! [#2751815]

Slack. [#2751823]

No [#2751830]
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broader range of software preinstalled in campus computers like autocad, programming ide's mapping software anything... maybe there could be like 10 dedicated computers with a huge suite of potentially useful software installed in the library [#2751837]
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15) A one stop shop (landing page) for all Business and Finance division including procurement and foundation. [#2751839]

Most departments are still in the stone ages and wouldn't know HOW to use technology IF they had it. Notice that in classrooms usually the software IS installed in that one classroom and the Citrix Server connection IS NOT USED (as it has a different file referencing syntax in SAS). And, then there is the "Chinese" component that either don't know what they are teaching or don't care and so they BLOW THROUGH IT at light speed HOPING TO LOSE most of the students and act like they are in China so students will NOT ask questions! Call that what you WANT! I've seen that happen multiple times when a Chinese professor is teaching a course fo the FIRST TIME. It IS what happens in live classes. [#2751848]

I wish there was a better way to find clubs and activities with people on campus. I found the photography club on a complete fluke via Instagram. I'd love to participate and meet new people, but without a clear way to know if the activities I enjoy have a group on campus or not makes it difficult. [#2751850]

Better coverage in Dunn Hall [#2751852]
-----

n/a plus I don't know what "Self-reported faculty, students, staff, not declared only" means in the question. [#2751879]

Analytics in the undergrad MIS-BI experience. [#2751880]

I would like to see the staff use Ecourseware more often. It is a great way for students to stay updated on assignments and grades. [#2751884]

Blackboard instead of eCourseware and whatever the University of Tennessee, Knoxville used in 2012 for registration, payment, etc. [#2751887]

N/A [#2751893]

YES, I could use the full Microsoft suite, but all of it is not available. [#2751896]

There is not only new technology that the University should be implemented but rather make more use out of the technology already used such as the TVs in the library. [#2751943]

More simulation technology for nursing! [#2751948]
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n/a [#2756412]
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no [#2756413]

A site license for Nvivo would be a tremendous help. A site license for VoiceThread would be something I would utilize. All paperwork for students should be online, similar to cayuse for grant submissions. Tracking down signatures and lost paperwork should be a thing of the past. That should be the highest priority. [#2756424]
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no [#2756446]

N/A [#2756454]

No,I have been satisfied so far with the technology around school [#2756462]

None, not to my knowledge. [#2756469]

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not sure need more training [#2756470]

No. [#2756471]

In an art lab it is critical that demonstrations can be given that present the quality of the images being displayed, full color and full resolution for everyone in the class. Effectively this means sharing the instructor's screen with the student's screens where the quality of the displays is equal. Projectors are a total dead dog and televisions are a step up but still woefully inadequate. It is also important to be able to share any display in the lab easily without disrupting ongoing student work to facilitate sharing individual instruction with students who might also benefit, and demonstrating equipment that might be attached to individual computers such as scanners and printers. [#2756472]

N/A [#2756478]

More interconnection between systems. Too much duplication. [#2756481]

None, not very technical. [#2756483]

None, not very technical. [#2756484]

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n/a [#2756492]

NA [#2756496]

Students need access to tablets and laptops. Or, more classrooms need to be turned into computer labs with these devices. [#2756497]

I would like to see a tablet that we can use to create graphic work on. [#2756498]

Docked bike rentals on campus. TigerCycle. Companion mobile app to rent them by the hour etc. Webcams in dining halls to see if queue lines are prohibitively long. McCord needs security cameras at entrances. [#2756499]

No, I think we pretty much have all the technology I need here on campus. [#2757013]

NA [#2757018]

Google applications. [#2757019]

Collaborative docs, like Google docs. It would be nice to have multiple people be able to edit a spreadsheet. If this is already at UofM I apologize for not knowing about it! [#2757021]

No [#2757029]

Not that I can recall [#2762424]

No. [#2766869]

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no [#2767324]

Not that I know of at the moment [#2767325]

None that I know of. [#2767330]

N/A [#2767604]

Na [#2767615]

Maybe in class clickers because when we use online programs such as tophat to answer questions from our professor, sometimes the internet prevents me from being able to do so. [#2767619]

The online courseware data is not very compatible with cell phones, and is not very up to date with an app for courses [#2767621]

Instant Messenging system. [#2767623]

Maybe digital posters/advertisements that display ongoing and upcoming events on campus, and times [#2767627]

We should be using textbooks that are available in ebook! It takes no time at all for a grad assistant to scan the pages of a text book for students! Why do we still pay for printed books? Its absurd? the internet exists. [#2767628]

N/A [#2767634]

Ipads [#2767638]

Transferring data from one semester to the next seems very complicated. [#2767640]

Online student groups for selling textbooks [#2767646]

N/A [#2767654]

I would love to see more interactive technology in some of our student areas like UC, Wilder and/or the Library. [#2767666]

N/A [#2767667]

More meeting spaces with projector access. Possibly a campus server. So for instance, when I book a room in the UC to show are webinar and I can't access email to get the link information. I have to have a flash drive or my own laptop to hook up to the PC. Meeting spaces should also automatically have whiteboards. [#2767672]
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no [#2767673]

We need video on demand or some program similar to access up-to-date subject matter videos/audio for our classes. [#2767675]

No [#2767680]

No, I think we have every form of technology there is. [#2767686]

There are no use of ipads or tablets. [#2767688]
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more training classes for photoshop, etc with better trainers [#2767691]

N/a [#2767692]

No [#2767700]

You need to make a project management program available and offer training. My department is trying multiple things and combined with lack of communication, it's constant chaos since some of them don't respond to multiple email requests. [#2767710]

No [#2767715]

NA [#2767716]
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electric trams for on campus travel should be accessible to handicapped students [#2767719]

No. [#2767720]

Bring back the online, self-paced training database for faculty and staff that we used to have years ago (Element K) or something similar to it, like Lynda.com. [#2767735]

It's possible I am unaware of it if this person exists already but if there was someone to go to to teach you how to use certain technology applications the school provides that would be a great and fast resource (for example someone who can teach how to use any umapp). [#2767736]

No [#2767737]

N/a [#2767739]

Open-ended survey from the student mid-semester for faculty to gather information to modify teaching if necessary. [#2767749]

No [#2767752]

Not that I can think of [#2767753]

Smart boards. [#2767754]

No [#2767762]

This survey is formatted wrong. [#2767764]

I think all the thugs we have age aren?t adequate enough for us [#2767773]

None [#2767774]

No [#2767776]

N/A [#2767781]

Not to my knowledge. [#2767789]

Streaming High-tech Information Boards around Campus [#2767799]

I would like to see classrooms unlocked prior to class. It is annoying to have to sit in the hallway before a test. I attended Florida State University for my undergrad and we had locks on the classrooms that automatically unlocked 20 minutes before class. [#2767804]

Better Wi-Fi bandwidth and signal [#2767806]

Some people recommend having ipads and tablets implanted in computer labs because it's smaller, but I find computers to be stronger than tablets and ipads. [#2767809]

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the white board in classes should be changes, it is not safe for people to keep injesting chalks and markers. Could introduce smart boards. smart boards are cheap and sustainable, easy to maintain and safe. [#2767810]

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n/a [#2767811]

Yes, there are telephones on campus in descent operation standards, however, updating the phones will allow administration offices the needed connections to one another. [#2767812]

Laser engraving machines and CNC machines. [#2767818]

N/A [#2767822]

More open access to software download packages. Citrix receiver is great but extremely slow. [#2767827]

I can't think of any at the present time. [#2767829]

N/A [#2767833]

I an a GA student in the Department of World Languages. I described some upgrade to the prior question. Also, classrooms need to provide more in the technology areas, because we received training in technology class, however, students don?t have these tools in the classroom. Many time students they use their phones but you cannot know if they are doing a personal or school research. [#2767837]

I would like to see more Apple desktop computers [#2767847]

A server/computer playground to where the Cyber security concentration can have something to practice penetration testing and other things [#2767851]

No [#2767854]

No, there are not. [#2767856]

No, I believe that all technologies are in use here! [#2767859]

No I believe that we are utilizing all technology that I am aware of. [#2767860]

No [#2767861]

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yes some places for the staff. [#2767876]

I do not know any that is not provide on campus. [#2767880]

I would like to participate in some classes to learn how to use the computer better. I am an older student, so this is difficult for me. That would be great. I know I am not alone in this request. Send the email to students to let them know of classes that are available so they can learn the ins and outs of the computer. [#2767881]

I'm not that savvy with new technology, so don't knows what's out new! [#2767889]

The technology provided in most classrooms is minimal at best (e.g. basement of Patterson). New, up to date equipment is instrumental to maintaining a high level of 21st Century instructional demonstrations of how to include technology with our students. Simply having a computer with a pull-down screen and projector is no longer up to date (including overhead projectors from the 60's). Interactive equipment (e.g., Promethean, SmartBoards) should be in every room with an app for smartphones available to students to engage and participate in class. [#2767897]

Hate Outlook and IE [#2767900]

I would like to see about training to is the C&C man June in the engineering department. As an engineer, I want to have access to that equipment like I have access to the library?s 3D printers. [#2767903]

I am impressed with the services offered. [#2767904]

It would be super helpful to have a few scanners for student use on campus. Another suggestion is to have real-time on-campus activity available online. You could use it to check for book availability in the library or the bookstore, available parking in general lots, crime activity or service outage reports, locations and times of on-campus events, etc. Finally, it would be REALLY great if the library placed all its archival documents and special collections in digital files for remote access (with a logically organized index or table of contents). [#2767909]

I think the University should implement the use of tvs to display when someone?s order at the food places in the UC are ready, cause multiple times people have stolen another persons food in the Chic-fil-a line [#2767918]

Not that I'm aware of. [#2767919]

Podcasting studio or recording studio available for student use. Soundproof rooms are rare. But U of Memphis has done a great job with the charging trees and all the items provided in the library such as 3d prints and go pros. Good job there! [#2767922]

More computer labs like the tech hub or larger tech hub! [#2767925]

More technology that integrates better with Apple products and interactive boards, etc. [#2767927]

None [#2767944]

Not that i know of [#2767950]

Dorm toilets should have motion sensors, I don't like having to touch the toilet in order to flush [#2767951]

CRM [#2767952]

NA as I am new to technology and an older student. I respect the decisions of U of M to give me what I need in order to persevere in my job performance. [#2767962]

Use blackboard.learn for course materials [#2767969]

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unsure [#2767974]

Not at this time [#2767981]

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no [#2767985]

No [#2767988]

Not that I know of [#2767989]

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n/a [#2767992]

3-D Printing, charging stations, car charging stations [#2767993]

I dont have any suggestions. The university is pretty good with staying ahead with technology [#2767996]

This is truly and open-ended question. We have relied for years on home-grown, do-it-yourself programs - this approach needs to be thoroughly revisited and rethought. We spend a lot of time devising a program that takes more time than it is worth. [#2767999]

I would like to see more interactive projectors such as smart boards to enhance classroom experience. [#2768002]

More instruction for Ecourseware. [#2768004]

I would love to see clicker remotes for quizzes. [#2768010]

I would like to see everyone with their own University of Memphis laptop. I think that should be included into the tutition. [#2768020]

N/A [#2768022]

N/a [#2768027]

N/A [#2768029]

None [#2768039]

I would like to have an UofM app like what we have for only Alumni right now. With the implementation of this app we can get everything on our fingertips rather than logging into the UofM website all the time. [#2768041]

I think the only thing that I would recommend is that with the outdoors phone chargers, maybe they could have some chargers that were compatible with Android phones. I think the ones they have now are just for Apple phones. [#2768055]

N/A [#2768067]

No [#2768069]

I'd like some form of eco-friendly automobile to be installed for quick movement between classes, but I guess now I'm just asking too much. [#2768070]

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no [#2768072]

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external hard drives [#2768078]

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no [#2768081]

You probably use too much technology and need to seriously improve the technology you do implement yourselves or contract out like elearn. Elearn is not at all reliable and no effort is made to warn students/teachers/users to make accommodations to avoid using the system or make-up work that is missed because of outages. Reduce downtime and warn students and instructors of planned maintenance at least one full month before maintenance is required in order to allow all parties to make these plans. That applies to all servers and technologies, not just Elearn. [#2768086]

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no [#2768088]

Active tracking by request only [#2768090]

Metal Detectors [#2768091]

Smart-boards, projectors, virtual reality experiences, more digital signage around campus to act as digital pinboards with cycling info that people can send in a slide to be added and displayed once approved [#2768093]

I think our news should be digital in more than one place. Like a touch screen pad around campus showing events. this would engage the students [#2768098]

I have not seen any other form of technology that the U of Memphis does not have [#2768100]

No [#2768103]

Docusign [#2768109]

No [#2768112]

No [#2768114]

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instructions on how to convert pdf lectures to online lectures [#2768116]

I believe most of the technologies here at U o Memphis are in use. [#2768123]

NONE [#2768128]

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wireless printing [#2768131]

N/A [#2768137]

No [#2768149]

Make a lot of touch screen monitors [#2768153]

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no [#2768159]

Yes. online access to actual classrooms at Uof M. [#2768164]

Cameras in the parking areas, especially the garages, for safety. [#2768167]

I am not sure if this is where I should put this suggestion but, I would like to have maybe some free Excel/Ppt/Word classes so students know how to use them all without a big problem. [#2768168]

None that I can tell. [#2768173]

N/A [#2768174]
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none [#2768175]

MOBILE learning, whole courses interfaced with the capability to morph from PC to tablet to phone. [#2768177]

I have only seen the inside of one room so N/A [#2768181]

Yes. As I said before - those stylus pens or whatever they are called - along with a touch screen interface that allows me interact with a power point presentation I?ve already made while I am presenting. [#2768185]

N/A [#2768191]

No changes needed [#2768197]

Card reader for Student attendance. [#2768201]

For me no, but I'm sure there are some out there. [#2768209]

There should be a greater supply of color printers on campus ...with no extra charge [#2768229]

U of M is doing a great job. [#2768235]

Nothing comes to mind at the moment. [#2768248]

N/a [#2768263]

How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.5853 (n=1249)

How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

7.2340 (n=1248)