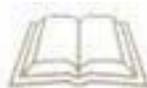


*A Higher Education TechQual+ Study*

**2016 UofM Campus Technology Survey (TechQual+)  
for University of Memphis**



**Higher Education TechQual+ Project**  
Assessing IT Service Outcomes for Technology Organizations in Higher Education

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## ***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 quantitative 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:

Hull-Toye, Carolyn  
Assistant CIO  
Information Technology  
toyehull@memphis.edu

## Higher Education TechQual+ Data Analysis Guide

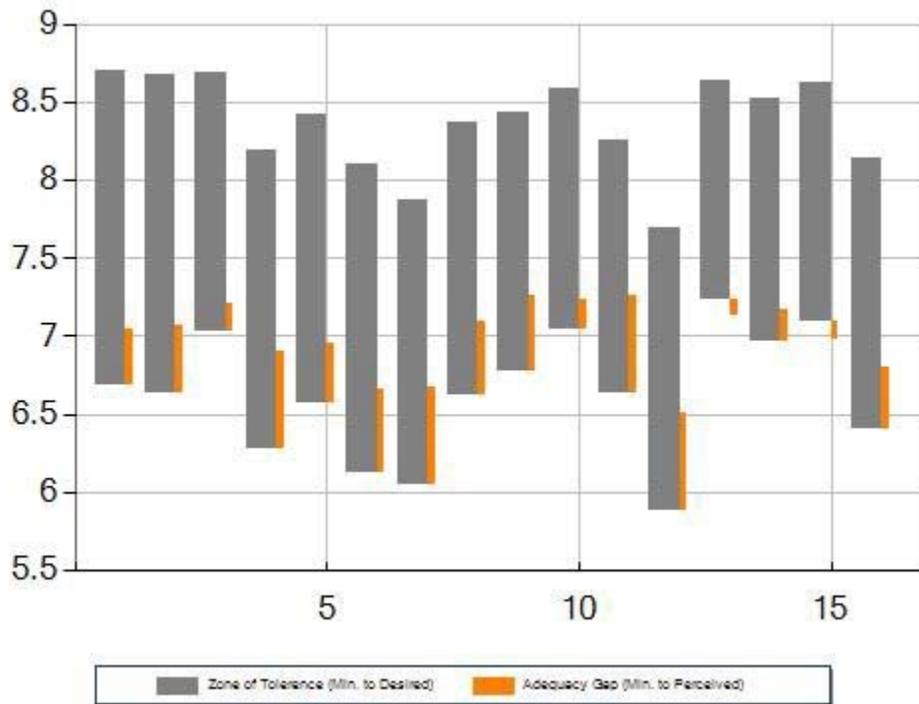
The data from this survey is presented in multiple ways:

**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  $H_0: Adequacy\ Gap\ Score = 0$ . 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.

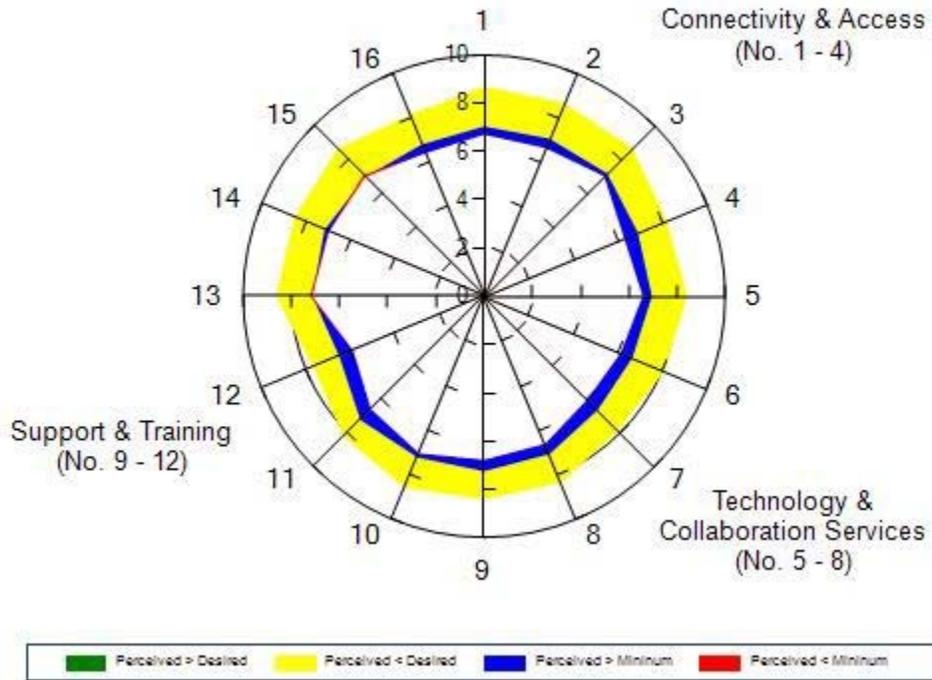
**Service Superiority Gap Score:** This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service 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.

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%	1185	691	58%

### Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	244	5	2%
Faculty	0	0	0%	166	130	78%
Staff	0	0	0%	238	186	78%
Student	0	0	0%	537	370	68%
<b>Totals:</b>	0	0	0%	1185	691	58%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % =  $n/N \times 100$ ; # 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%	275	29	10%
Female	0	0	0%	609	438	71%
Male	0	0	0%	301	224	74%
<b>Totals:</b>	0	0	0%	1185	691	58%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % =  $n/N \times 100$ ; # 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%	346	83	23%
0-24	0	0	0%	271	191	70%
25-34	0	0	0%	219	156	71%
35-44	0	0	0%	115	78	67%
45-54	0	0	0%	85	65	76%
55 & ABOVE	0	0	0%	149	118	79%
<b>Totals:</b>	0	0	0%	1185	691	58%

Legend: Pop (N) = Total Population; Resp (n) = Sample Size; Resp (n) % =  $n/N \times 100$ ; # 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)

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

*Adequacy Gap Score = -0.26; N = 729; P = 0.00*

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

*Adequacy Gap Score = -0.26; N = 686; P = 0.00*

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

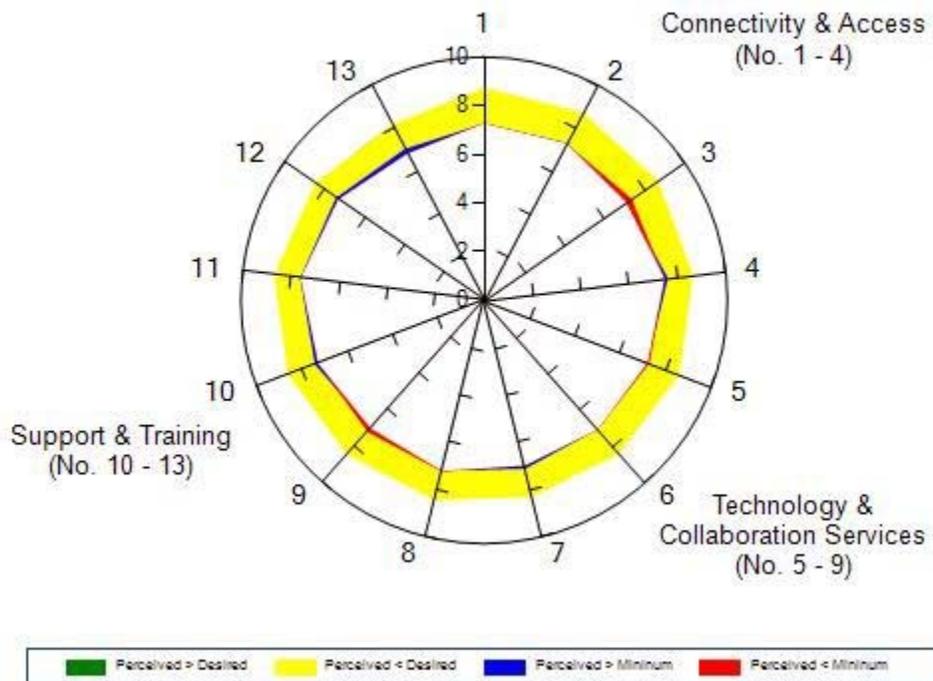
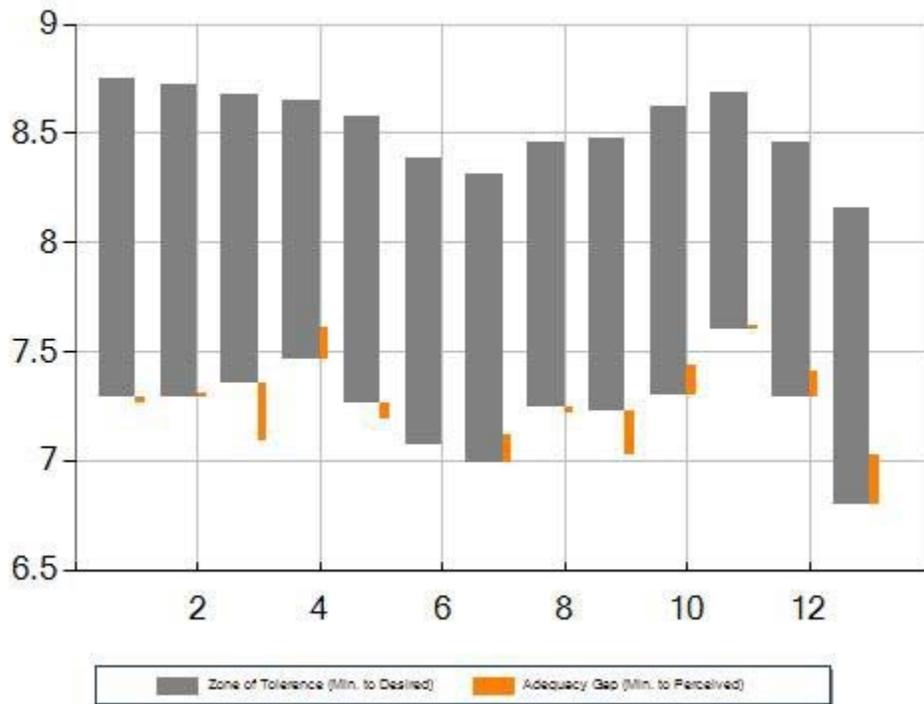
*Adequacy Gap Score = -0.20; N = 629; P = 0.00*

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

*Adequacy Gap Score = -0.24; N = 617; P = 0.00*

## Data Charts for All Respondents

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



## 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  $H_0$ : 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	7.24	8.74	7.17	-0.07	-1.56	752	0.31
		Dev	1.62	0.63	1.68	1.77	1.62		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.27	8.70	7.19	-0.09	-1.52	734	0.17
		Dev	1.58	0.70	1.66	1.67	1.68		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.28	8.65	7.02	-0.26	-1.63	729	0.00
		Dev	1.68	0.84	1.82	1.97	1.84		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.40	8.61	7.41	0.01	-1.20	725	0.91
		Dev	1.68	0.94	1.78	1.92	1.73		

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  $H_0$ : 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	7.27	8.58	7.02	-0.26	-1.57	686	0.00
		Dev	1.51	0.80	1.65	1.81	1.66		
6	Having online services that enhance the teaching and learning experience.	Mean	7.01	8.37	6.87	-0.15	-1.51	603	0.06
		Dev	1.67	1.06	1.72	1.91	1.76		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.94	8.26	6.92	-0.01	-1.34	652	0.87
		Dev	1.79	1.25	1.74	1.89	1.74		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.24	8.46	7.04	-0.20	-1.41	629	0.00
		Dev	1.56	0.99	1.63	1.74	1.57		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.16	8.47	6.92	-0.24	-1.55	617	0.00
		Dev	1.68	0.98	1.77	1.96	1.75		

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  $H_0$ : 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	7.29	0.00	-1.33	637	0.96
		Dev	1.56	0.78	1.67	1.70	1.60		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.55	8.68	7.48	-0.07	-1.20	612	0.31
		Dev	1.50	0.78	1.59	1.70	1.52		
12	Receiving communications regarding technology services that I can understand.	Mean	7.20	8.42	7.29	0.09	-1.13	623	0.21
		Dev	1.67	1.05	1.56	1.73	1.51		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.80	8.16	6.86	0.06	-1.30	601	0.43
		Dev	1.94	1.34	1.82	2.01	1.82		

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  $H_0$ : 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.***

I experience breaks or slow downs in Internet service in my office in ball hall on a fairly regular basis (about twice a month) [#2316437]

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How about more wall sockets in the classrooms in Mitchell Hall. The university can invest all it wants in internet and wireless service, but its meaningless without the power to run hand-held devices and laptops. [#2316442]

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Network coverage around campus is great. Overall speed is very slow though compared to other schools ive been to. we hover around 15mbps in a non congested area but say UTK their student network is gigabit access. [#2316449]

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Should constantly check to make sure is working properly in different areas especially dorms. [#2316457]

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no [#2316460]

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usually pretty stable except for in some of the dorms [#2316463]

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There is something that happens when I use Chrome on a MacBook Pro and accessing Google services (gmail etc.) When I log in using FireFox this "slow down" does not happen. [#2316464]

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Ensure that the wifi is strong and consistent in all buildings on campus [#2316468]

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It is a must and the internet service is very good. I am sometimes worried about the phishing emails that come time and again. Please ensure stringent information security measures. [#2316471]

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As a distance learner in a grad program, I have experienced missed opportunities and entire classes due to the U of M internet not functioning properly over the past year. [#2316496]

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Overall, internet service has been fairly reliable. [#2316500]

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Na [#2316532]

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There are so many times over the last five years where my internet has crashed on me or I wasn't able to use my internet when I needed to. The problem has gotten better but continues to need improvement. [#2316536]

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no [#2316564]

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It simply should operate without glitches more often than it does (more service updates, more maintenance, etc). [#2316565]

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needed much [#2316579]

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With internet service that isn't reliable it makes it hard to get homework done. [#2316589]

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Stop lowering speeds for software like Skype and video streaming sites [#2316606]

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Right now I am extremely happy with the UofM's technology service. [#2316611]

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See above [#2316624]

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Timing out iften [#2316638]

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In the FedEx building, wifi connections are unreliable. This is embarrassing when the name of the building is FedEx Institute of Technology. [#2316640]

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I think this would go along with my comment above about living in the sorority house. [#2316655]

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Very spotty in older buildings [#2316659]

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Service is reliable on campus computers, but not my personal computer which I use frequently for work responsibilities. [#2316673]

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The uofm guest network operates better than the regular uofm network. For some reason, I can not get any work done on the uofm network. Speeds are slow, and pages take minutes to load. On the guest network, however, I hardly ever have issues. Keeping the regular uofm network reliable would be ideal. [#2316694]

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What's been going on with google? At the randomest times google won't load on google chrome, denying me a very useful tool as it relates to school. [#2316711]

-----

There are times when services drops [#2316715]

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There's inconsistency sometimes in my building and impacts email. [#2316739]

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Determine a route to have faster internet service, maybe changing companies, etc. [#2316777]

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The wireless internet service is poor in some campus areas. The wireless internet service should be upgraded to reasonable quality that can support appropriate loads. [#2316778]

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Google Chrome can be a bit slow at times it seems and there are certain programs on Banner that don't seem to work well with it. Sometimes I still have to use Internet Explorer to open certain things up in Banner but Explorer has problems of it's own. [#2316786]

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Pertains to the wifi issues. Other than that Internet service is usually very good. [#2316799]

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Getting a full day's worth of emails in one big lump at 9:13pm is counterproductive and costly where performance and basic operations are concerned. Must have been a lightning strike in the cloud. Wish we still had our own server on campus. The switch was not an improvement. If anything, it is consistently proving a detriment to daily departmental operations. You can't print and copy exams that aren't received until after the class has met for the day. [#2316824]

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It works well enough. Sometimes slows down. [#2316825]

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Sometimes Internet service drops or slows to a crawl [#2316851]

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we have issues on south campus and Carpenter complex. NWS is working on that [#2316852]

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See the above comment. [#2316853]

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Better wireless coverage in my office. [#2316867]

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great job [#2316871]

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Sometimes but not often the Wifi will connect to my device but there will still be no internet connection. This is a problem that I've only experienced on campus. [#2316916]

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N/A [#2316919]

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I don't know how to improve but some days (especially rainy days) I have a difficult time getting my office computer to connect. This morning for example, I started trying to connect at 8:30 and was not connected until 10:30. This wasted 2 hours of my time when I had important things to get done.

[#2316951]

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The internet will connect and disconnect often. Its needs to stay connected especially for students that use e-books. [#2316971]

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very important [#2316975]

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It is slow 30-40% of the time - I don't know how this is fixed [#2317002]

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Ibid. [#2317030]

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Upgrade computers and hardware [#2317072]

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A must for learning [#2317156]

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Have had very little problem with uofM over past 4 years. Great work. [#2317212]

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Perhaps we should vet different vendors annually or every two years to ensure our service is the best. [#2317274]

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The expected time of connectivity on my personal laptop is 10 to 15 at best. I suggest Expansion of bandwidth (maybe splitting more for separate connections of certain areas/things), more accessible areas FOR personal computer use that INCLUDES hard-point connection (Ethernet port sites installed) in different buildings other than the library and Fed Ex Forum. Expansion of connectivity-Wireless in library has low connection farthest from building. [#2317437]

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In today's society it is crucial that we have access to the internet. However, I do believe that we must be prepared in the event that we don't have access to the web. I believe that we should never completely rely 100% on the internet. We should always keep important information and phone numbers, etc either

saved on a jump drive or written down in case the internet is unavailable. We need the internet everyday, but we must not let the internet limit our capabilities of researching on our own. [#2317446]

-----

Teach classes on a Saturday early mornings and on Friday evenings for those of us who are no longer 21, 25, 30, 35. Just keeping it real folks I am 62 and honestly I could use some kind -er, gentle -er, help in knowing how to operator these computers. Thank you. [#2318563]

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The wi-fi at the law school is very unreliable. [#2318655]

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Citrix is sooo slow and laggy [#2318688]

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This is important. [#2318792]

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Service sometimes runs very slow when a lot of students accessing the network. Would love to see an improvement in that field. [#2318812]

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The internet is so slow, and it would be much better if its fixed [#2318847]

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No changes are needed. [#2318860]

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I think the network is pretty good, but I hear complaints about wireless getting dropped as people move across campus. [#2318874]

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The internet can be spotty. I will start working on something when the internet is running, and then not be able to submit because the internet will drop. [#2318888]

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The tech support has been first rate! [#2319582]

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N/A [#2319593]

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Too slow at times. Sometimes programs requiring online access crash. [#2319613]

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The network throughout campus is terribly managed. Safeconnect is the worst software I've ever had to deal with. Its invasive and buggy. It doesn't even have a client for linux machines so I don't even see the point in forcing restrictions on students using windows and macs. If the purpose is to secure the network why wouldn't you secure it against someone using linux? Don't you think someone using a customized operating system would be more dangerous than someone with a basic Windows 10 install? [#2319669]

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Please make an effort to have a faster internet connection. [#2319689]

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Many notifications before even accessing internet [#2319693]

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Much of my problems relate to how the wired/wireless is set up as much of the equipment in my lab requires the ability to receive UDP heartbeat packets and the 141.225/10.100 division makes that impossible. [#2319695]

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***Having an Internet service that provides adequate capacity or speed.***

How about more wall sockets in the classrooms in Mitchell Hall. The university can invest all it wants in internet and wireless service, but its meaningless without the power to run hand-held devices and laptops. [#2316442]

-----

I being connect to the internet any chance that I get. [#2316446]

-----

no [#2316460]

-----

put departments hogging bandwidth on seperate subnets so that others may work peacefully with fewer hourglasses [#2316461]

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It would be helpful to know that the machines are actually running at the highest level possible, but many of them seem to be very slow. [#2316496]

-----

Na [#2316532]

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Live streaming of video/voice over webinar platforms (with clients across the nation) need an increased capacity or speed. [#2316565]

-----

With little capacity and speed it not only makes it frustrating to use but it also wastes a lot of time. [#2316589]

-----

Internet is ALWAYS slow on campus. Especially due to the amount of times you are rerouted for security measures. [#2316593]

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Speed varies in my office so much that sometimes I have difficulty accessing basic email. [#2316608]

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It's been a disaster this past month. It's easy to forget how fast internet can work, but when it takes a minute instead of 5-10 seconds, something is wrong [#2316624]

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Sometimes the wifi gets extremely slow. [#2316655]

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Internet goes so slow when using a laptop provided by the university [#2316657]

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Internet in the Fogelman building can be really bad, completely unavailable in some classrooms and study spaces. [#2316686]

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there should be strong, fast, and reliable wi-fi across all areas of campus. [#2316689]

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The internet can be very slow at times [#2316715]

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would be lovely [#2316765]

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Our bandwidth does not allow for online video conferencing at times. [#2316784]

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I have a lower-end U-verse service at home, and it is often faster than the service in my office. A research university with slower service than our homes, sigh? [#2316790]

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My office computer runs explorer very slow and I have to use it to access the information needed to do my job. [#2316822]

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See above. I would call a nine-hour delay rather slow. [#2316824]

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I sometimes experience intermittent latency issues [#2316851]

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more speed is never a bad thing. [#2316852]

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We often experience connection issues when using the Internet. It can either be very, very slow, or not work at all, or you get an error message and have to repeat the search until it actually works.

[#2316853]

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Great job [#2316871]

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Internet service in the History building starts to clog up & slow down half an hour before the 9:10 am class I teach. Students arrive in greater numbers & log on with their cell phones: I suspect much of the usage is for personal reasons or for entertainment & has little to do with academics. [#2316896]

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N/A [#2316919]

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Things are pretty good in the CHB. [#2316962]

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Speed is important when it comes to assessing an e-book during class. [#2316971]

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It is slow 30-40% of the time - I don't know how this is fixed [#2317002]

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can be slow and crash while connected [#2317014]

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In most cases, my experience has been that it might be the actual computer that causes the internet to run slower during my interface. [#2317030]

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Upgrade equipment [#2317072]

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Buy better switches and bigger pipes to the local wifi units, you slam me for 300/ course for WEB I want to see that money spent on better IT facilities when at the campus. [#2317212]

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Once I find a good spot, the service is great. [#2317234]

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We have internet issues constantly and it its mostly due to the capacity level. [#2317274]

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Sometimes the service is slow, so I try changing to UofM guest; most of the time this is adequate solution, sometimes it is not. [#2317293]

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internet better due to GIG upgrade, but boot up and network apps are still unacceptably slow to get running. [#2317307]

-----

Wifi in the UC is not very good. Wifi is not always accessible outside where people sometimes like to study. [#2317409]

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Increase bandwidth! Computer labs can experience serious lag due to high volumes of use. This even causes websites to have time-out issues. To help, maybe include in labs other available computer labs and locations so people can try elsewhere. This might seem crude, but with loading issues, people may be willing to find other labs for faster connection. [#2317437]

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Needed ASAP!! [#2318577]

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Our speed seems slow to me. [#2318640]

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Citrix is sooo slow and laggy [#2318688]

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When I used the desktop pcs in various computer labs (connected via ethernet) the speed was more than adequate, and much faster than my internet at home. In fact the computer itself is outrun by the Wi-Fi, the computers sometimes having memory leaks for no reason and having to shut down programs. [#2318744]

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Speed seems slow at times, although that may be equally due to the age and power of the computer provided to me. [#2318768]

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Faster Internet service would be a great help. [#2318792]

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I believe this will only be achieved by the ISP. [#2318802]

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No changes needed. Service is great as is. [#2318860]

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When I first started working here three years ago the Internet system and speed was great. I really am not sure what changed but something did change drastically, now the system gets stuck, its slow and it really causes me not to be as efficient on my job because I am constantly having to shut down restart etc, it really is a time stealer. So I can definitely see a difference from years ago. [#2318878]

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Faster internet so that when doing demonstrations in front of classes, I don't have to wait while the page loads. [#2318901]

-----

Some building internet services is slow or just stops working out of nowhere. Possible checking the connection each day or monitoring the connection speed during the day to see what could be done [#2318911]

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the service seems intermittent at times, and often slower than expected. [#2318914]

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I have had issues in the past with not being able to access databases due to usage limits [#2318926]

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The WIFI is often very slow during regular semesters. [#2318956]

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My computer is often too slow, and I cannot keep open all the windows I need open at one time. [#2319613]

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I get notification to install a software every other day. I do not uninstall the software but I do get the error every time I try to access Internet though UofM wifi. [#2319693]

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Adding more servers on the upper levels of the library would be a great addition to the UofM!  
[#2319711]

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

Wireless access in the classrooms of Mitchell Hall is abysmal. Surely we can have improve coverage in our classrooms. [#2316442]

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This is very important. Many professors require online work even though you aren't taking an online class, so if there isn't a wide range of wifi that can cause a problem. [#2316457]

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The Fieldhouse does not have great service [#2316462]

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some of the dorms have hit or miss wi-fi [#2316463]

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Its good enough for the entire campus. [#2316471]

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Wi-Fi coverage at least in the Admin Bldg seems to be spotty at best. [#2316498]

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It will be really important, going forward, that the entire campus become wireless. As it stands, there are still many areas where I can't access the internet. [#2316500]

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Wifi is OK in some places and weak in others. I've had to resort to a portable wifi unit from my mobile provider to get adequate levels in my on-campus office [#2316522]

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WiFi needs to be much better. [#2316532]

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I don't know if it's possible, but there should be a wifi router in every residence hall. [#2316541]

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Have WiFi transmitters on pathways and sitting areas on campus [#2316575]

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needed much [#2316579]

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There are several areas that do not allow one to pick up the wifi signal. I know I have this issue around the McCord building and through the court yard with the waterfountain. [#2316588]

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WiFi is so so so important. 99% of college students need WiFi to do homework, billing, communicating, and so many other things. Without WiFi it makes it 100x harder on the students to get things done. [#2316589]

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Wifi always fails and is generally slow. [#2316593]

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There is no Wifi service working on my computer, I'm required to hardwire in, which works well when I'm at my desk but then I cannot move my laptop. [#2316600]

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When I lived in my sorority house, we rarely had working internet. You had to find a special place in the house to sit and couldn't move unless you wanted to lose internet. Routers were put in to help, and there was still an issue at times. [#2316655]

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The WiFi is very spotty depending on where on campus I am. I often have to switch form the regular UofM wifi to the Guest wifi because one or the other does not work as it should [#2316662]

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In Fogelman particularly, I'm almost always forced to use the guest network and it can be really slow or patchy. [#2316686]

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in some places that are even on the campus, wifi is not covered [#2316687]

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Multiple areas of campus, particularly outdoors lack coverage [#2316715]

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Wi-Fi coverage and speed in the Community Health Building is somewhat slow and spotty in places making it difficult to complete assignments in designated study areas. [#2316724]

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There are still areas of the UofM without Wi-Fi coverage. Wi-Fi should be available in all buildings on campus. [#2316727]

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A number of rooms only have weak WiFi coverage. IT often tells us that the coverage is good, but when it comes to internet conferences we have to look for place to plug in our laptops. [#2316729]

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Most of the world revolves around WI-FI internet. There are too many dead zones around campus. There are too many dying zones around campus. The WI-FI coverage should be transparent and most adequate anywhere around campus. [#2316778]

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Wi-Fi coverage is spotty (even in my office), slow, and often unreliable. Surely we can do better. And how about more outdoor coverage; just stepping outside a few feet should not result in a dropped session. [#2316790]

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There are certain places where the wifi is pretty bad. Surprisingly the library is one of them. In certain areas of the library it's hard for my laptop and iPhone to pick up the wifi. Also near the subway restaurant closest to the theater building. The wifi is terrible over there. [#2316799]

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see above comment [#2316822]

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This is one of the highlights of UofM's technology infrastructure. I'm impressed by the coverage. [#2316851]

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we seem to have pretty good coverage at this time. More is always better, of course. [#2316852]

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IT has attempted to adjust the wireless in my office building and it still has problems. More routers? Stronger routers? I don't know the answer. [#2316867]

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great job keep improving [#2316871]

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ALL buildings on Park Avenue Campus do not have Wi-Fi. This should be fixed. [#2316904]

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The WiFi coverage in Dunn Hall is quite insufficient. I can barely get WiFi in my office. [#2316905]

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Wifi is critical in BYOD, but at least in Dunn Hall, Wifi is terrible. [#2316919]

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There is poor Wi-Fi connectivity in several rooms. [#2316923]

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Some buildings make wireless signals extremely weak. I would suggest adding more routers for those buildings. [#2316937]

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Some areas of our building we cannot connect...even my office some days. [#2316951]

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No real complaints. Things might slow down if lots of people are accessing the wifi, but that is not unusual. [#2316962]

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Wifi access is extremely variable depending on the user's location. I have found it to vary widely from one side of a room to another, much less one floor to another or one building to another. It should have a consistent speed. [#2316966]

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This very important to have because most students have to use their laptops or tablets in class. E-books require an internet connection. [#2316971]

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This is very important and sometimes connection is not good or is totally absent [#2316975]

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Duh I could have had a V-8! [#2317212]

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Some spots in the library are slower than others, which is strange. Wi-fi could be boosted a little. I usually just play musical chairs to find the best spot. [#2317234]

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Perhaps we should vet different vendors annually or every two years to ensure our service is the best. [#2317274]

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Yes please [#2317285]

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OK [#2317307]

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Increase connection points or expand connectivity Many buildings have little to no connection. The library top floors and areas furthest from entrance experience low connection (unless on a university computer). Not all buildings have a connection point/adaptor, and rely to one close by, which makes the connection questionable. Ethernet port sites are rare and few in-between. would help with laptop connection [#2317437]

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I think it is very important for communication with staff and other students. It is also required to complete tasks for classes. [#2317453]

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Sometimes I can't get on the Wi-fi and there is a great need for truly having the best service you can have you just never know when it will truly be needed. [#2318563]

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The wifi is super spotty, unreliable, and slow. [#2318578]

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Sometimes I lose Wi-Fi when walking between buildings on campus. I am not sure how this could be improved, but this is a personal problem I am experiencing while trying to use it at school. [#2318604]

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Just can't get wifi all over campus. [#2318640]

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none [#2318689]

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I live in Smith Hall on the third floor in the corner and the service there is terrible if there is anyway that I can get better connection that would be great. [#2318706]

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We need better coverage of Wi-Fi especially in the Carpenter Complex area. A lot of times, devices will be very slow or won't reach connectivity. [#2318709]

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this is very imperative [#2318720]

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When it came to using my phone on the Wi-Fi, it would connect to the Wi-Fi in my settings but it would take forever to load simple web pages or apps, if it loaded at all. [#2318744]

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We need to work towards free national or state-wide wi-fi [#2318752]

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This would help improve Internet service. [#2318792]

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Install more repeaters around the rec center area and in the middle of campus around the UC to Dunn Hall if possible. [#2318802]

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The library often has very poor wi-fi coverage on the fourth floor. I field complaints from visitors all the time. [#2318806]

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WiFi is essentially solid on campus, but I still find at times I'm in meeting spaces where the signal is weak. [#2318811]

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Wifi is not capable of handling the load. [#2318819]

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Wifi is sometimes spotty around campus. [#2318839]

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It would be better if the wifi inside the departments, for instance the chemistry dept is fixed to work adequately before expanding it. We definitely struggle when it comes to the internet [#2318847]

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No changes needed. Service is great as is. [#2318860]

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Wish wifi would work better all over campus, including outside so we can sit outside to do homework on our laptops on a nice day, like outside of centennial. [#2318863]

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Coverage does seem to be all over campus. A class of computer science students brings Wi-Fi to it's knees [#2318873]

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Wi-fi coverage on campus is spotty. I particularly notice it in Ball Hall, where I have most of my classes. The problem is not as severe in the PAN building where I work directly with students, but has impacted work in my office at Bldg 29 on South Campus. I am often unable to use the computer in my office for working online because of a poor Wi-fi connection. [#2318888]

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As soon as staff or student walks outside a building, the Wi-Fi drops. can you make it work better outside the office buildings, thanks [#2318897]

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Making sure that classroom have great wifi coverage [#2318911]

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The WIFI signal is weak in many parts of Smith Chemistry Building. [#2318956]

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I often turn off WiFi on my phone when moving around campus or even my building (FIT). The WiFi is spotty at best, and frequently drops out altogether even when I'm sitting still. On my work laptop I spend a lot of time just waiting for it to reconnect to the network. [#2318958]

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very important [#2319586]

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Wi-Fi tends to still be slow in some areas across campus. Wi-Fi is highly important for those student sitting in a classroom or employees working together with laptops. Mobile devices and laptops should not have issues. [#2319646]

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I am pleased with service most of the time. [#2319654]

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Wifi access in ES 220 is terrible. The university has tried to get away with very access points and it just makes the coverage awful as well as the number of supported devices. [#2319669]

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I can't get WiFi in some places on campus. [#2319675]

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Please a faster wi-fi connection. [#2319689]

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Wifi Coverage is not Appropriate in FCBE. And have to be to specific to certain areas to access it. [#2319693]

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Adding more wireless range in the upper levels of the library. [#2319711]

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it's pretty good, but it could be even better:-) [#2319811]

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***Having adequate cellular (or mobile) coverage throughout campus.***

Several areas inside buildings fail miserably for cell phone service. [#2316385]

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improve coverage in the fogelman Executive center [#2316429]

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I don't know how to solve this problem, but if it were to get solved it would be fantastic so I don't go over data every month. [#2316430]

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no [#2316460]

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There are parts of the buildings that I frequent, Smith hall, ellington hall, life sciences that do not get adequate cell phone reception. [#2316536]

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some parts of our buildings coverage is non-existent - after numerous complaints you just give up on any resolution. [#2316564]

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needed much [#2316579]

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This is very important to me because I like to have the security of knowing that if something were to happen I could call for help [#2316589]

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Past few months have noticed coverage disappears. Don't remember that before. [#2316624]

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Important to have as crime can be high in this area. If no cell phone coverage, police coverage. [#2316629]

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With safety being an issue, there should be no dead spots for cell reception. [#2316637]

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Centennial does not have good cell reception. [#2316672]

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As soon as I enter my dorm (centennial/Richardson) I lose signal [#2316701]

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Terrible or no service in my area where i teach and where my office is [#2316706]

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Centennial Phone service is trash. As soon as I walk in, especially when on the phone, I lose service. [#2316711]

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I am unable to receive my T-Mobile cellular service in many buildings on campus, including the Community Health Building on the Park Avenue campus. These 'dead' areas need to be eliminated. [#2316727]

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having a Social life is important, also being able to quickly look things up is useful [#2316749]

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Totes import [#2316765]

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Texting is a problem in and out of buildings. [#2316766]

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Cellular service is not good on campus [#2316784]

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Being able to get text and email on my phone when I am in a different area is very important but most of the time I am having to use my data on my personal account because the wi-fi does not pick up well. [#2316822]

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some issues in Centennial Place, but that is being addressed. Otherwise, pretty good on campus with Verizon. [#2316852]

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I often lose calls on my cell phone, which blows my mind given that I am in the middle of the city. [#2316867]

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spotty in some places.but could be a carrier specific problem [#2316871]

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Really need signal repeaters in some of these buildings, especially if the school is going to rely on a SMS-based system for distributing safety information. Some buildings receive NO coverage. [#2316940]

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For emergencies cellphones need to be available. [#2316971]

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I don't know how you get connections in the buildings but we rely on this service for work as we don;t have landlines [#2317002]

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cells always say wifi is unstable [#2317014]

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Need better coverage for ATT wireless cell service on campus, especially in FCB [#2317044]

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Make more cellular device-friendly apps that students can access to provide more reliable internet connections. [#2317063]

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Making it easier to connect to mobile connection. [#2317105]

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Dependable Cell coverage is important. [#2317156]

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When walking through campus if you need a quick access to your email internet occasionally will go down on your mobile device if this were better that will not happen [#2317178]

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the coverage appears to be average [#2317274]

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no cell phone access in my office....dead space. [#2317307]

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When tower don't pick up signals that is a problem not all the time but some days more than others it is right down a pain in the neck. [#2318563]

-----

Needed ASAP!! [#2318577]

-----

My phone doesn't even pick up in several buildings on campus. Even dropped a call on the disability office while sitting in a classroom. [#2318578]

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is this an ITS problem? Seems like it's a cell provider's problem. [#2318625]

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Same-not available consistently. [#2318640]

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At the Kemmons Wilson School, it is very difficult to use a cell phone after you enter the lobby [#2318692]

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The wifi on my phone works in every building on campus except for my dorm room which is where I spend most of my time. [#2318706]

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lose service in dorm (centennial) [#2318721]

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Electronic coverage needs to be faster. [#2318731]

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Certain areas (such as areas inside the library) sometimes reduces my signal. [#2318744]

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update the radio receivers inside the buildings [#2318757]

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Cellular coverage within the Engineering Technology building is spotty at best. [#2318768]

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Cellular Service is not up to par in the UC. My phone often won't send text messages or email's unless I am on wifi. There are also times when I have a hard time hearing phone calls. I'm not sure if there is anything we can do about that, it might be more of a Verizon problem. [#2318816]

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Cell coverage throughout campus has improved, though I still run into issues. [#2318839]

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No changes needed. Service is great as is. [#2318860]

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Coverage is manageable. I am able to access whatever it is I need to get to. [#2318876]

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All cellular phones SHOULD work on campus in each and every building. Currently, service is very spotting or non-existing. [#2318889]

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reception in the basement of FEC is HORRIBLE - you have to go outside the building to get reception. Also, the phone lines go dead or scratchy frequently. [#2318951]

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Working on campus with undergraduates has certain "constraints." With that said, i notice that around lunch (roughly 12pm - 1pm) and then again around 530pm, using the internet on campus becomes difficult. Slow response times from websites, lots of time outs, in general a frustrating experience. I chalk this up to essentially being netflix and youtube HD video stream traffic - since that is about the only reason i can come up with that would cause such issues Beyond seriously upgrading capacity - there is probably not much that can be done. Beyond that - internet at the University of Memphis is very reliable, and has gotten better in the last 6 months it seems - and an anecdotal basis. Regarding cell service - I work in a basement. Reception is terrible unless i go near a window. Beyond putting cell antenna's on wilder tower - not sure what can be done. [#2318953]

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When I am under the communication building, section where the subway is located. My cellular device loses signal entirely throughout half of the place. Especially nearing the areas in front of the men/women bathroom, next to the subway. Where the seating arrangements are. Signal for me and my friends goes down to 1 bar is not none at all. [#2319567]

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really important simply for communication [#2319586]

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Internet service is spotty on campus. Not tech savvy, so not sure how to improve. [#2319590]

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Spotty.... [#2319593]

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Sometimes wireless drops but it is better. [#2319679]

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Cellular coverage is low at few points in the campus don't get a signal. I use Tmobile. [#2319693]

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Even with a personally purchased network extender I barely get a signal in my office within the Engineering Technology Building. [#2319695]

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

I would like to see printer services in wilder tower [#2316434]

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The new banner platform is a significant improvement over the previous version. Thank you. [#2316442]

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They seem pretty bulky [#2316450]

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My Memphis may have had an update to its format, but the banner self service should be a completely new redirect to a list which displays all of the information effectively. I believe that would make it much more accessible and therefor productive for both the user/student and the administration. [#2316455]

-----

The new University web site is hard to navigate and a lot of information - important information -has been taken off or summarized. For example, there are many times when I need to open a catalog to find required courses for a specific major. A PDF would work great. What we have now is non-functional. Large blocks of color and photos can't be used as substitutes for real information. [#2316475]

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The services available are great. The training times always conflict with my scheduled. [#2316493]

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Our general campus website (www.memphis.edu) is entirely too busy and too marketing oriented. Very, very hard to dig through to find useful information. Feels like it was designed by some on LSD. Regular business stuff seems OK (my.memphis.edu) within its capabilities. [#2316522]

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I'm not sure how to fix because I'm not sure what the problem is, but my perception is that Microsoft, or whatever Microsoft-friendly services the law school uses throttled my use of Gmail and other Google products when I was connected to the law school Wi-Fi. Not good, and the issue couldn't be repeated anywhere else I went during the academic year. [#2316523]

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\*The process for adding money to one's campus card is not particularly user-friendly \*The redesign of the myMemphis pages makes it very hard to find anything. \*Since the memphis.edu site was redesigned, many links under the academic pages don't work. [#2316563]

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same as above [#2316564]

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Banner and MyMemphis platforms are not laid out in a user friendly way, tricky to navigate. [#2316565]

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So far I haven't experienced much, but what I have experienced is the main website for the U of M. So far I have found it to be clunky and a little bit more difficult to use then it should be. [#2316570]

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needed much [#2316579]

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Use blackboard [#2316606]

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The memphis.edu is better than it was 10 years ago, but it is still very difficult to search, especially when you are looking for specific information. [#2316608]

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Actually, the web site is not very easy to use. [#2316614]

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Would obviously enhance staff time and effort. New system frustrates rather than assists. Missing web sites, inadequate search functions, hard to find phone numbers on web sites and really hard to find staff resources and tools [#2316624]

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Have the capability to pay tuition by credit card in portions, not just all or nothing. I may want to use two transactions, but I need to drive all the way to the university to do in person which defeats having this available online. [#2316629]

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The selection of buttons and other means to take you directly to a site with a specific purpose is very often poor, even to the point that there seems to be no way to begin except for starting a new search for the appropriate web site. Broken links on web sites are common. [#2316639]

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Make the university website friendly for faculty use. Even after a year, it is MUCH harder to find and do the things a member of the faculty needs to find and do. It looks fine. It works like crap. [#2316665]

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The ecourseware system is clunky and way too complicated to be used effectively. If there was some way to integrate assignment due dates with a google calendar, so I could set up personal reminders, and the ecourseware site itself was easier to navigate, I would have much less trouble and frustration with the site. [#2316694]

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As a current student, having websites and online services that are quick and easy to access is vital. Websites and online services that apply to specific majors and disciplines is very important. [#2316696]

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the University of Memphis web sites are not intuitive. You have to have several clicks to find information buried several page downs. Make more intuitive. [#2316723]

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The web site is not very intuitive in its design and makes it difficult to navigate and find the resources that I am looking for. [#2316724]

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The most recent changes in the UofM website have made access to information more difficult. There are too many links, and the links are poorly described. I used to be able to search for and find information easily. Now I cannot even find the area to search for information. Links are hidden within links, and one would not know they are there by the description. Improve the descriptions of where to find information. [#2316727]

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Some links on the university website still point to non-existent pages. [#2316730]

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Our website is not functional--it may be more attractive but does not navigate well and students, faculty, and staff have issues. [#2316739]

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Please Memphis make your page user friendly, it just runs people in circles at the moment. [#2316765]

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The new University web site may be a great recruiting tool for students, but faculty and staff must constantly "search" for basic information that should be one click away. The old site was much better for employees. [#2316790]

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This had mostly to do with your homepage, and how it would constantly change. The mymemphis portion of it became more confusing. Especially on mobile devices. [#2316799]

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it seems like every time you do an upgrade some of my information is deleted, half of the upgrades are a waste of time ,you just change an icon here & there and move the same information to a different spot. [#2316804]

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the new University website is AWFUL and extremely hard to navigate!!!!!!! [#2316822]

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Who in UM's webmaster's office is working so diligently to create their job, over and over. If it ain't broke, don't fix it. The "new and improved" website is only user friendly for people who play on phones all day, if even that. We don't do eContracts on phones. If you want a playground, please make it separate from the office. Faculty and staff need cut-and-dry, get-it-done systems. We don't care about "pretty". And we certainly don't like spending 20 minutes trying to re-discover how to get to class schedules or anything else. [#2316824]

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Memphis.edu is difficult to navigate especially for first time visitors. [#2316825]

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The UoM website is good but if you are not persistent it can be difficult to find information you are looking for [#2316851]

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I think the bulk of the issues with easy to use sites is using old methods on current technology. The number of steps and systems required for advising and admissions is absurd and unreasonable. I shouldn't have to access 10+ screens to find a student academic transcript-and only one system should give access, rather than at least the 3 I have had to learn to search. If we are going to be required to use the two different types of Banner and UMdegree and Matrix/OnBase, there should be written instructions easily available. Each time I need to use a new system, I have to make calls to 2 or 3 departments to find the one person on campus that has ever successfully navigated Banner INB, or whatever that ancient system is. OR just assign one person to find all of the transcripts (and parts of transcripts) in one place. Gathering transcripts is meant to be probably 2% of my job, but there are many days I have spent hours looking for them. IT is always as helpful as can be and are responsive. They can't help me find things in such a convoluted system. [#2316867]

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Allow staff services to be accessible via the U of M mobile app. I would like to access my timesheet/leave report, view/acknowledge and approve timesheets for others, update addresses/contact, view leave balances via the mobile phone and tablet app. [#2316871]

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Fix ALL 404-errors from when the UofM website changed. [#2316904]

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Many webpages are out of date or not reachable after the university decided to make changes for branding purposes. [#2316905]

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Student portals like elearn and mymemphis are not very intuitive and difficult to navigate. They could have a lot of improvement. [#2316908]

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The change in the websites has led to some problems and it is not clear that the process adequately took into account the fact that websites are also key working tools for faculty and staff. The design of some of the pages two or three levels down is also not good for faculty websites where the visitors (other researchers, prospective grad students, etc.) want the key information about that faculty member's research in the foreground. [#2316934]

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Banner is still an antiquated piece of crap with a web overlay. How sad is it that they can't even have similar formats between pages that faculty use all the time. TBR got over on us I guess. [#2316936]

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The website is obnoxious to navigate. While it is understandable to save money by using the developed mobile version of the website on for non-mobile devices, it's also lazy and looks cheap. [#2316940]

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The changes made to the website this year by the university were a disaster! The platform was selected without feedback from the faculty, and as a consequence it is rather difficult to use. [#2316943]

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It is too hard to hard find needed information on the university website [#2316944]

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I'm not thrilled with Desire2Learn- there are other platforms that are easier to use and better facilitate online teaching. [#2316965]

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Every student isn't computer savvy so it should be easy for all students to use. [#2316971]

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Navigation on U of M sites is difficult and NOT intuitive - I rely on search much more than I think I should - Web page headings and directional choices would be helpful [#2317002]

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Ecourseware can sometimes be difficult to use. [#2317198]

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You probably buy access to the student planning and required classes system. That is a dog that should be put out of it's misery. Taking night classes for 4 years now and it still shows plans from 2012 for classes for me to take like I was a full time student. [#2317212]

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Good websites are all a plus. It's even better if they are easy to use. No one wants to have to read a manual about how to work something. Especially in college , we're already reading enough. [#2317245]

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It would be nice if the websites had tutorials or a legend that explain how to use the different software or even perhaps a list of all programs available and what information the program will reveal. [#2317274]

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Yes [#2317285]

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The new university website looks great but made it harder for current students and faculty to get to the information they need. Suggest a "pretty" page for recruiting but give a "functional" page to current students and faculty that does not require 3 or 4 clicks to get to anything useful. [#2317307]

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Format of websites is not very modern or appealing. [#2317409]

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Still can't find things on the new web site. It is hard to navigate. The A-Z list on the front page of the old site was fantastic. [#2317448]

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I have experienced several occasions where I click on a link on the U of M website, and I am brought to a page that says "This page is currently unavailable." This is very frustrating and limits our ability to find the needed information. [#2318573]

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Need also. [#2318577]

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Travel Services is an unnecessarily redundant process - you have to do the same things online and in hard copy. The current website is frustrating. There's WAY TOO MUCH boilerplate white space, menu,

text, etc. at the top of the page. The user shouldn't have to scroll down an entire screen before getting to the information s/he came to the website to get in the first place. This is true for the mobile version (you have to get past a full menu AND a photo before getting to the substantive text) and the non-mobile version. [#2318622]

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Our web site is frequently hide-n-seek. For example the last roll out of the updated web pages came at a most inconvenient time for academic staff involved in registration and most significant changes do seem to always be at a crucial time with little prep and little testing. [#2318640]

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this will be very flexible [#2318720]

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Sites are sometimes not very intuitive and misleading. Have to go searching for things sometimes. [#2318744]

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Trying to find some academic departmental forms/information is not exactly user friendly. You almost have to know specifically how things are named in order to find them. [#2318749]

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Sometimes it is difficult to find immediately the information; it may seem pretty straight forward to a technical person but to the lay person it maybe difficult; [#2318762]

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Sometimes navigation can be slightly confusing or cumbersome. [#2318768]

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Too many things faculty have to do have the least user-friendly features and are just horrible to use, especially when it comes to advising: UMDegree is ok, but clearance/permits on banner are the most ridiculous things ever. These things need to be improved. We shouldn't have to do both UMDegree and Banner... No other university I've taught at imposes such a thing. [#2318769]

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I find the online course listings (for registration) slow and bulky to browse. I wish there were something like the old printed course schedule that one could scroll or page through, to get a quick survey of what was available. Having to specify a department, step through multiple choices, then back out to start the process over for another department, seems to be very slow. Even having to write an SQL query would be quicker, for me.. [#2318793]

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In an effort to make our online footprint more accessible and more responsive to the needs of user's devices, we have not gotten it right with that University of Memphis' website. For months after the site was launched you had a very unreliable search box on the home page for the university. It was just ridiculous that you could only search the site part of the time. This function was absolutely necessary because the current structure of the site makes access difficult. Everything seems to be buried. It is endlessly frustrating. [#2318806]

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Current web design is poor. It is difficult to navigate. [#2318819]

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The U of M Web site is hard to use. Not intuitive. It used to be intuitive, but the redesign foiled all the good and brought in problems. [#2318828]

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As a faculty member, I really dislike how you have redesigned the website. As a consequence I try to use it as little as possible and try to either google the page I want or just use the search function. In the past I found the site easier to use and would use it more. [#2318837]

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keeping up with a techno world when we come from a generation of "looking up" info in libraries is a game changer. Services that keep that in mind speed up the learning process. [#2318840]

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No changes needed. Service is great as is. [#2318860]

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The new portal is better. [#2318874]

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Make sure information is accurate and gets updated [#2318879]

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Our departmental web site is horrible. Also, eCourseware is very limiting. Fix these [#2318910]

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It is very difficult to find any information on the current University of Memphis website. Searches often result in false hits and everything but the information I need. The site needs better organization. Is there still an A-Z list? I can't find one. The list was very helpful. [#2318913]

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There are a number of pages in the U of M website with links that do not work [#2318925]

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The new mymemphis is more user friendly than the last version, but I still find myself needing to go through several pages to get where I need to be, especially with registration. [#2318926]

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I am fairly new to eCourseware, but have figured it out on my own. To their credit, each of my professors announced the first day in class that they would be glad to stay after class and help anyone with any training or issue they may have with eCourseware. I do think easier access to and navigation through online information regarding class offerings for the next semester needs improvement: perhaps courses listed by campus location, each listing link include all important details including credit hours, textbooks/supplies needed, etc., instead of having to keep clicking links. Thank you for your consideration. [#2318930]

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The revamped university webpage is much worse than the old one - search features especially suck when trying to find the correct forms. [#2318951]

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Both the portal and banner are extremely clunky and offer poor user experience. [#2318955]

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After the recent overhaul of memphis.edu, there are still a lot of empty pages, broken links, etc. The pages that do contain info are not very well organized, and I often go down numerous blind alleys before I find what I'm looking for. Usual solution is to Google: [search term] site:memphis.edu [#2318958]

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Just a quick comment. Updating the Faculty CV - this has got to be the most user UNFRIENDLY program I have ever experienced in my life. Let's add one more - Clearing students to register and issuing permits (" Block ... Next," "Record ... Remove") ... I feel as if I am back in the MS-DOS days. [#2319585]

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Not intuitive at all. E-Courseware is not simple to use unless one has been specifically shown or trained. [#2319593]

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The sites are difficult to navigate. Many links are hidden and people do not find important information easily. [#2319613]

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Our university website is a collection of hits and misses. The marketing folks have done well overall but I'm not sure they prioritized function over aesthetics. There are lots of webpages that are yet to be completed or under completed. [#2319628]

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The new website still provides challenges when an employee needs to locate information to assist students or other staff members. [#2319646]

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Some information regarding University services and/or information pertaining to the catalog are not easily found or linked through the website. When doing a 'search', some of those links are not found or do not work. [#2319660]

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The new website is better looking but hardly functional. Lots of dead links and redundant pages [#2319669]

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Since the new web design it is not very user friendly when trying to find things on the web site. I don't like to scroll all the time when trying to find sites or forms. [#2319679]

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With last year's web site redesign, I've found it difficult to find things that were once easy to find. [#2319682]

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Memphis.edu has few broken links that doesn't work [#2319693]

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The new website is HORRENDOUS! It sucks - I am sorry but there is no other way to put it. Finding things is impossible, the color scheme results in an inability to find links, the flow is poor, the "live tiles" are a BAD idea. Students find us and information about Memphis IN SPITE OF THE SITE! [#2319695]

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Perhaps as a result of "new websites" mandate, I find that there are dead links that remarkably stay dead for months (file not found message), especially on the Provost's site. Links should be tested. Online faculty evaluation online system is terrible--is 3-4 years old but causes big problems for faculty and administrators using it. WorkforUM is clunky but can be negotiated. [#2319822]

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***Having online services that enhance the teaching and learning experience.***

Use blackboard [#2316429]

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realize many do not have docx or xlsx formats and use the compatible formats for word and excel 97-03 like most of the usa realizes for compatibility [#2316461]

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depends on the teacher, not necessarily the online service [#2316463]

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The smart classrooms aren't very smart at all. Loading of programs is very slow and frustrating. [#2316470]

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This is pretty vague. An example of this would be.....?????????? [#2316475]

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distance learning is ineffective on our satellite campus' [#2316564]

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I use Excel a lot and online services to learn more about it would be nice! [#2316600]

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Create server space on u of m server for professors to design their own online teaching experience [#2316606]

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Get the professors trained in e-learning. Make sure their tickets for e-learn that is not set up properly is fixed timely. [#2316629]

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On opening a computer at a podium in a classroom, it takes me over five minutes for bring up slides from the public section of my umdrive site. Even getting into myMemphis so I can click the electronic campus resources takes several minutes -- this is usually because there is some hang-up for starting a background program. Faculty tend to use the same classrooms -- why cannot we have quick log-ons in some podia? Is this beyond your computer skills? WHat about the computer skills of some comp sci or comp eng'g student? [#2316639]

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Elearn's pretty terrible. So many pages, tabs, sections - and everyone uses it differently. Also doesn't push any notification about updates to deadlines or news. [#2316686]

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As a current student, having online services that enhance, promote learning and knowledge can drastically enhance the teaching and overall learning experience. [#2316696]

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Make Ecourseware available without having to click through the myMemphis portal. [#2316714]

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Most teachers don't use these. [#2316715]

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There are services, but I have no idea how to find them or access them through the newest UofM website. The computer in my office is very old (I received it when a computer lab closed and it was left over equipment). Faculty need up to date equipment, and should not be expected to bring their own laptops to be efficient. [#2316727]

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eCourseware is still not meeting the needs and is difficult to integrate the publisher programs such as Cengage Mindtap. [#2316739]

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Could be neat [#2316765]

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We should offer/suggest free services for professors to design more effective lessons such as Zaption, Nearpod, Tophat, etc. [#2316784]

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Web cams are dirt cheap, so why do I have to use my personal Skype account to meet with people remotely? [#2316790]

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I have not seen anything that would make feel that will make feel this is something we are doing well in. Maybe it is a advertisement issue again. [#2316799]

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Having taught online for another university previous to UofM, I was surprised how cumbersome it is to navigate through our ecourseware. Viewing assignments is cumbersome, entering grades as well. I would like to be able to easily see how often my students are logging in and have a roster that is easy to find. I want to navigate from the content portion to the associated discussions and assignments smoothly. [#2316867]

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Thanks for introducing Adobe software training. We needed this. Keep it going, plus offer self-paced training like Lynda.com or Youtube tutorials. [#2316871]

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I mostly like eCourseware as I'm getting to know it better. It would be nice to have the option of student wiki pages like Blackboard. The grading features of eCourseware are a little confusing. But the tech people have been great about answering questions for me and walking me through the fixes. [#2316901]

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Need more BASIC (beginner level) training for providing classes on-line and integrating on-line resources in classes [#2316906]

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I still find D2L not very intuitive or easy to set up, but I am also aware that the alternatives are not much better. [#2316934]

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Unless the course is an ONLINE course, online learning should enhance the learning process, not supplement or replace it. There is no reason why non-online degree programs should be entirely online. [#2316940]

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they are adequate. I have heard that blackboard is much better than ecourseware from my colleagues at other universities. [#2316943]

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The computer labs don't enforce the regulations of not talking on cell phones or talking in general. [#2317094]

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Having Blackboard or a similar software so that students can use mobile apps and a one stop place to view grades, assignments, and course material on their phones and on the go. Currently, you have to get on a browser and go to websites that are not meant for mobile devices. [#2317117]

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Doing class research is key to learning experience [#2317156]

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Yeah that is what I am paying for isn't it? The SharePoint is only as good as instructor participation and some do nothing and others do a lot. So get the instructors to do more to present students with better info. [#2317212]

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More collaborative tools [#2317261]

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I think you do okay in that area. Smart boards would be nice. [#2317274]

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Yes [#2317285]

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Issues with new projectors have cost class time, as well as log in / boot up delays [#2317307]

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Highly encourage staff to increase online activity for studies. Applications I have used for study: Quizlet, Wolfram Alpha, online Quiz interaction application used with teacher in which students answer through own technology devices (then answers displayed on teacher's projection screen) [#2317437]

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I have found several great web resources that the U of M has; however, they were not easy to find. I have usually learned about them through staff or other students. A quarterly email with descriptions of all the available resources would be very helpful. [#2318573]

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Need. [#2318577]

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I think that online services are becoming increasingly important. I feel like I learn more from classes that have online services and content that enhance learning rather than classes that don't have them.

[#2318671]

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Your website is abysmal for finding anything. I had to get training just to access website resources. Not good. [#2318688]

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easier ways to share data and conference would be nice. [#2318689]

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more interactive Skype like or webcast lectures student/instructor interaction [#2318752]

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I wish I could download the elearn materials for a course in a few steps, instead of having to go through a sequence of steps for each lecture, each handout, etc. Also, while the lectures for a course are typically displayed in order, most professors name the files in such a way that when downloaded, the logical order is lost unless I do a lot of work to order them. Could professors be encouraged to precede file names with 01, 02, 03 etc., or could that be provided by the software? [#2318793]

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We really should offer more synchronous online classes and an overall better online learning environment. [#2318806]

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The online courses need to be more accessible for students with disabilities (AND CAPTIONED!) [#2318809]

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Most of our online services are comparable to other similar institutions, yet they are essentially faculty-centered and do not always match the mandates for universal design for learning. Would like to see services that all students, regardless of learning preferences, abilities, or disabilities, can manage to enhance the following learning experiences: - engage their learning imagination and discoveries via internal motivations, - access representations of curriculum knowledge-base to gain self-directed mastery of content they do not understand, - express how they have gained curricula and extra-curricula competencies through diverse forms of executive action. Most students do not buy assigned textbooks

mainly because of costs. Need a service for academic departments to create or locate and distribute free or low-cost Open Educational Resources (OER) to replace expensive textbooks. Adaptive learning opportunities are being explored but we have no supported solutions for implementation. Need to acquire technologies that adapt the learning path to the student's assessed competencies. For students taking non-credit continuing education courses, we need an open training LMS service that interfaces with Banner and allows open enrollment. Such a service would also be useful for student, faculty, and staff training courses and for competency-based credit-by-exam education. [#2318811]

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Please have faculty, staff, administrator and alumni association directories that are easy to use. [#2318824]

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Our office needs to communicate with our student population as whole and in subsets (students in their final semester before graduation, for example) - so far, this has not been possible with any sort of reliability. [#2318825]

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ecourseware is not very effective for instructors who want to encourage students to submit work in a variety of formats, self-recorded audio for example. [#2318842]

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No changes needed. Service is great as is. [#2318860]

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I would say that ecourseware is my favorite online service that I can learn classroom material, as well as communication. [#2318876]

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yes, please offer learning experiences online or by department, thanks. [#2318897]

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eCourseware has basic services. Need ability to Dropbox large files. [#2318910]

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There has to be better services available for online classes. Our system seems to be outdated. [#2319590]

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Too much 'breakdown' and "hit or miss" in the classroom. [#2319593]

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It would be great to have a type of instant messaging for instructors to use with their students. This would increase responses and allow students to ask questions easier. [#2319620]

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I not aware of any IT technology teaching and learning experiences other than the few Photoshop and Banner navigation classes offered in Learning Curve. [#2319646]

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Get rid of eCourseware and go to Blackboard (or anything else). [#2319695]

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

Our managed email is terrible and doesn't let you do anything beyond sending/receiving email. [#2316440]

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Free dropbox for all students would be awesome. More online storage needed. [#2316450]

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incompatible formats too frequent with cross-platforms [#2316461]

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I feel the infrastructure is good and I have never felt any problems with the WIFI. [#2316471]

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This is a great idea and i have participate on several but they are available during my teahcing schedulle. [#2316493]

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The Bluejeans platform and the general effectiveness of the machines used for distance learners must be improved so as to help those of us who rely on them to participate in the classes we pay for. [#2316496]

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Campus' collaboration technologies (similar to google hangouts, yammer, etc.) are really minimal to non-existent. Pretty much have to look outside campus services. [#2316522]

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where? [#2316564]

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Please improve our bandwidth/internet speed to accommodate live streaming for webinars, etc with groups of 10 or more remote participants. [#2316565]

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I like the edit online capability that our email offers. [#2316629]

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The university has little effective collaboration technology. In a group project, we used slack. [#2316637]

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It is inconvenient that the eCourseware email does not allow teachers to reply back to you. [#2316655]

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Make university applications and website more Mac friendly. [#2316659]

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This works OK. [#2316691]

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UofM's solution to this are far worse than other products available [#2316715]

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a google doc type Memphis based sharing service to work on projects [#2316716]

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more support for MACs. Sharing is easy. [#2316723]

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The students continuously use and communicate through eCourseware. Faculty communicates through Outlook. These two systems cannot communicate. Have student eCourseware emails sent to my Outlook account as I cannot always be on eCourseware - it times out and closes down. When I receive an eCourseware email in Outlook, I cannot respond to the student. I must open a new window, log into eCourseware, and go to the email area to respond to the student. This happens several times a day and decreases my efficiency. These two systems need to communicate so faculty can respond to students' eCourseware emails through Outlook. [#2316727]

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Provide better access to SKYPE or some web-based conference tools. [#2316729]

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There is a need to have stronger collaborative software. [#2316739]

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Don't care for it [#2316765]

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Please stop changing the services. I know free is nice price but services offered on lazy susans are not the most user friendly. I feel that each time I need a collaborative service, the product has been replaced and I am forced to learn about another new service. This is not a cut and dry provision. Not easy to test. But when the services change like some wardrobes, the credibility of the university is questioned. This area is very frustrating. [#2316778]

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Connect is not easy to use for folks who struggle with technology. [#2316784]

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sometimes it's hard when the system is constantly crashing. [#2316804]

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It would be nice to have some type of secure instant messaging capability to communicate across campus without having to send an email. [#2316851]

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More collaborate tools for staff to use.make them easier to find. [#2316871]

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Because the desktop PCs don't have integrated speakers and cameras, collaboration with people offsite has become a pain. I have to arrange in advance if I'm going to have a web meeting or guest speaker in my class via Skype. The department has a portable camera/microphone that they can attach, assuming no one else has arranged for it that day and time. It's often easier to bring my personal Mac laptop in, but then wifi is an issue. Or, if I'm taking a CTL class via BlueJeans, I want to do something on this desktop PC because that's where the majority of my work use is. But as there's no microphone on the desktop, I have to use the phone line instead. While it works that way, it could be so much easier. [#2316901]

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Google drive is a great utility for group projects. It's probably not necessary for the university to develop its own system to compete with it. [#2316908]

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Make it easier to search for people in the email application who are in the system, but may not be saved in your contact list. This will ensure that the email makes it to the right person. [#2316909]

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This is important for students that rely on peer feedback or help. [#2316971]

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We have options but different people use different applications and there is a large learning curve for many of these apps that takes time out of our day/week/month Videos on what is available and how to use would be very helpful! [#2317002]

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This is where you need to focus more design time that is for sure. Collaboration is more than a wiki or a shared drive in 2016. Try to follow Google's lead with their tools like the use of Hangouts for video chats for student group projects. [#2317212]

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Extremely important but when I was given a laptop that was the schools, I was unable to connect to the Internet because of the system change and therefore had to leave the class and go to the computer lab to complete the work. This should not have happened. [#2317247]

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this could aid with hectic scheduling. [#2317274]

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Yes please [#2317285]

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Communication across classes can help faculty to create dynamic assignments across classes. [#2317299]

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Highly recommend if possible to link the ELEARN e-mails with student's personal e-mail. Would be more effective and won't miss emails! (or notification e-mail FORWARDED TO student e-mail ABOUT an e-learn based e-mail would be nice) [#2317437]

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better availability across campus [#2318689]

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Video teleconferencing service is not very reliable. Many times the picture freezes or the sound quality is very poor. [#2318763]

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Having server space available for collaborating would be nice. The library routinely embeds a librarian into some of the online and in class courses on campus. If digital projects are the goal for the semester it has left me scrabbling to use outside university resources to meet the needs of the class. It would be nice to have access to server space for classes across all colleges that can be used to further student scholarship. [#2318806]

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Again, not all the tech that is used works for people with disabilities who use assistive technology. [#2318809]

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Would like to see a personal web-based dashboard of tech services that allows me to choose the services that I frequently use in team collaborations, interfacing our joint projects datapoints and status, shared calendar, related files, email, and web conferencing. The ability to create instant reports [#2318811]

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This year I have run into several issues with long-distance guest lecturing. We do not have Skype on all of the computers. Nor do we have Adobe Connect. When I do long distance collaborations (something I do for both teaching and research), I have to troubleshoot what Memphis has and what the other institution has. I frequently do most of the lecturing from home, because my home computer has more access than does my office computer. [#2318839]

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No changes needed. Service is great as is. [#2318860]

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D2L in and of itself is a very good platform. However: By limiting the faculties access to modify D2L it loses a lot of its attractiveness. Bannnd & D2L don't seem to like working together, which means those students who are signed up through independent study often don't can't access the website, making it impossible to distribute quizzes or other online work. Thus, working "collaboratively" with other's becomes a huge problem and I usually move my class away from D2L very quickly. [#2318898]

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Adobe Connect is difficult [#2318910]

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I've experienced difficulty accessing Skype on campus. I don't have this difficulty off-campus. [#2318917]

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I think if we had more ways to communicate with others other than the e-mail list on ecourseware or our memphis e-mails it would help tremendously with collaboration. [#2318918]

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It would be great if umdrive allowed collaboration on documents, like dropbox or google drive does. [#2318926]

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It can be difficult to communicate with a group of people via email about meeting times/locations (even with the Outlook Calendar availability/scheduling option), and even more difficult to discuss feedback on documents and/or highly technical topics. I don't have a solution to suggest, but wanted to state the problem in a different way. [#2318941]

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UMDrives web interface is slow. Full, fast, and reliable WebDAV access would be fantastic. [#2318955]

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Not sure how to answer this, honestly. My department is heavily connected, but we do most of it using Google services such as Drive and Docs, not University-provided services. [#2318958]

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Feedback from students is essential to accomplish grading! [#2319582]

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As stated earlier, for our students, there must be better services available when it comes to the online classes. [#2319590]

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Not very interactive as far as I can see... [#2319593]

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I need to be able to use such things as Skype, Bluejeans, and Google Docs easily. [#2319613]

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Overall this is good. We should have full capabilities for Skype or other meeting enhancement tools. [#2319628]

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The university offers nothing like this. My teams always end up using Slack to communicate. [#2319669]

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The WiFi speed in the dorms [#2319675]

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Need more rooms for group meetings. There are just two that I know of in the UC. [#2319693]

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The ability to have a webex or gotomeeting account to host conference calls would be VERY helpful. Don't do fuze - the quality of service is terrible. [#2319695]

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

Banner is ridiculous to use if there isn't a screen already built. We don't have the resources or access to those that can help build reports, projects, etc. [#2316440]

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incompatible platform data too frequent [#2316461]

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Again, this is just too vague. Not everyone can have PROD access. [#2316475]

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The accounting system is the only one I can think of that's not user friendly. Where I used to work, you got input into your budget items and received a monthly budget report. None of that happens here and you cannot easily find what you need in the system. If you ask about anything, first you get connected to several people and then they act like you are nuts or stupid for asking. [#2316495]

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online faculty evaluations are terrible - lose information constantly [#2316564]

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I do not understand the question. What kind of data? For what kind of decision-making? [#2316575]

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yes .sure [#2316579]

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During my hiring process it would of been nice to have a system in place to inform the decision on which benefits and why. [#2316600]

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Banner and Matrix seem very outdated and cumbersome for faculty and advisors. [#2316608]

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INB--are we every going to get access to it that doesn't require ignoring out-of-date java? [#2316624]

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Schedulizer.com set up at Memphis. This is a good technological tool used to aid in class sign up. It makes organizing your schedule easier and then allows for class sign up to run smoother and quicker. [#2316629]

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I'm not sure what you're referring to here, in terms of dashboards for students. Data that's relevant to me would include market news, industry research, and then grades and campus news like safety or weather alert. I don't know of good channels for research and news that I have access to courtesy of the University outside of what's available to the general public. [#2316686]

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Tiger Text says I have an account and I am currently signed up, but I never receive Tiger Texts. All emails that should come as Tiger Texts arrive long after an incident has occurred. Tiger Text needs to be improved so that it continues to work, and sends to texts to all that are signed up to receive them. [#2316727]

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Provide better access to more journals. We often have to order journals vial ILL; this is fast but delays our activity to respond by some days/weeks. Given that UofM increases the indirect cost rate for NIH or CDC grants, the University should also provide a better service. [#2316729]

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The Banner financial system software is awkward to use, difficult to navigate, and frequently does not return the information I need. [#2316730]

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looking up info can help me day to day [#2316749]

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Would be nice [#2316765]

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Purchase and support ONE appropriate reporting software. The University wants to technology proficient but does not want to pay for technology proficiency. [#2316778]

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Accessing student information from myMemphis and the LMS is clunky and not easy to use. [#2316784]

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the system is consistently sending messages that microsoft is not working. we are constantly having log out and log back in because it just crashes. [#2316804]

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the new ARGOS makes it very hard and slow to access data [#2316822]

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See above. These two are one in the same. [#2316824]

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I have not been able to uncover data/information easily. The info on the OIR site is probably good and useful but is not user friendly. [#2316851]

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sometimes finding information on IT issues on web site can be daunting. [#2316852]

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My only challenge in this area is Matrix and having access to application items we need to review applications. Matrix was not designed to be intuitive. More importantly, staff are not uploading the needed documents in a timely fashion. [#2316867]

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Need more access to student information and more cooperation and support from ITS for departments when it comes to being able to connect into Banner SIS and our own department's software and database. (school of Music). [#2316871]

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I should be able to find the information I'm looking for without having to set up a meeting with a specialist. [#2316971]

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Ecourseware sometimes does not operate effectively. Transferring grades in the correct evaluative manner. [#2316985]

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Ability to cross pollinate a calendar from my various class data for Test events that the instructor puts up as well as homework that is apart of the sharepoint system in place. Now that would be uber cool. [#2317212]

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This is very important for college students. [#2317245]

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It would be nice if updates can occur instantaneously instead of overnight. It would be nice to be accurate. [#2317274]

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Yes [#2317285]

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Fix issues with mymemphis and banner (especially BANNER Java applets....I should not have to click 5 boxes to get the applet to work) [#2317307]

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Need as well. [#2318577]

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Your citrix stuff is crap. It lags and is buggy, but I need it for SPSS and Atlas ti. [#2318688]

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none [#2318689]

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It is difficult to get to the information because the system is overloaded [#2318762]

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Have seen great improvements with access to visualized historical data (via SAS) for decision making. Would like to see access to current student data in real-time pulls from academic program student data and course success analytical data from LMS. Such data is essential in order to provide students at risk with just in time academic support. [#2318811]

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There is a lack of consistency for data in Banner, yet consistent, accurate data is mandatory for decision-making. [#2318825]

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Argos is not sufficient or easy enough to develop reports with. [#2318828]

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No changes needed. Service is great as is. [#2318860]

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Wifi is a little slow [#2318863]

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OIR is confusing [#2318910]

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The user limits on the library databases have really frustrated me in the past, particularly on social work databases. [#2318926]

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The new replacement for Hyperion is much more limited and limiting. It reduces easy and timely access to mission critical data. Queries via the helpdesk seem to have a turnaround of about a week and you often need to modify the report after you see it. [#2318955]

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"Systems that provide timely access to data that informs decision-making"? What does this even mean? [#2318958]

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No question, instantaneous feedback is crucial! [#2319582]

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I keep having trouble accessing and using SPSS. [#2319613]

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It might be beyond IT but we have to find ways to centralize data to help collaborate on shared goals of retention, persistence and graduation. Too much data out there about which no one knows. [#2319628]

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Get rid of Banner [#2319789]

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

This seems to be the case depending on the building. [#2316433]

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Classrooms in the older buildings are sadly under-equipped. Taking Mitchell Hall as an example, we suffer from an inadequate number of wall sockets (there's still no getting around the fact that all our technology needs power in order to operate). We also suffer from spotty wireless service. My students should be able to get online easily and quickly no matter their location on campus. [#2316442]

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The computers in the classrooms in Ball Hall are extremely slow to boot up. [#2316450]

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many classes with little tech access unless on their own time while other classes have plenty [#2316461]

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Provide more areas for printing around campus [#2316468]

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Greater access to Skype (which is useful for graduate committee meetings) [#2316488]

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They are good. I wish we have a classroom that is SMART with several computers but not like a LAB set-up but where the computers and desks can move around. [#2316493]

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the computer lab where my classes are held has multiple machines all of which are in some state of inadequacy. Being absolutely certain that all the resources that distance learners need are functioning properly should be a major priority. [#2316496]

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The computer lab in Patterson was closed, and the labs nearest me on campus do not have printers. This is unacceptable seeing as how most of my professors have required a web submission as well as a hard copy. Being a commuter, non-traditional student, this is extremely important to me and lack of accessibility to a printer in these labs is a poor decision. [#2316511]

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If you offer classes on how to use new technology please let us know. [#2316518]

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Na [#2316532]

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More classrooms/places to meet with friends that have computer access would be helpful. [#2316536]

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I don't know if it's possible, but there should be a wifi router in every classroom. [#2316541]

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The availability of computer labs with printing services is minimal. Students should have easier access to printing services, especially within the English building. [#2316558]

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TAF funding is being reduced placing more burden on departments! [#2316564]

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needed much [#2316579]

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Not all the classrooms I teach in are Smart classrooms [#2316587]

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Ensure computers and projectors work as much as possible. Who do you call when there is a night class, so that it will be fixed timely. [#2316629]

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Other than a few rooms inside the UC Computer Lab, there are no other spaces available with technology. There should be more tech rooms available for groups in the UC and in the Library. [#2316637]

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In the Math department, we need a staffed computer lab with tutors knowledgeable in statistics software. We currently have no lab at all ~ it's an embarrassment. [#2316640]

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Chalk and/or white board markers and erasers are often not available for the professors. If they are available, the chalk is in small pieces and the white board markers smear when erased, making the new writings difficult to read. [#2316651]

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not all classrooms have the same technology [#2316657]

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I love chalkboards!! They were removed from our classrooms and replaced with white boards which I hate. We weren't even consulted. This is not good service and I am disgusted. Furthermore, the idiocy of having to press the on button for 5 seconds or the pc button or whatever. I have my own personal projector. On is on and off is off. No 5 second delay. No control alt delete to sign on which takes several minutes. The computer in the class would not read my flash drive last time I was in the classroom with a lecture ready to go. [#2316691]

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keep communication going great work there are a lot of great things going [#2316693]

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have all classrooms with document cameras and smart boards and support faculty learning to use. [#2316723]

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Classrooms should be "skype" ready to have conferences/lectures from other speakers. [#2316739]

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Using technology will get you ready for the future, which will be full of it [#2316749]

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The statistics of availability for technology classrooms is not available to me. Why not? [#2316778]

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The gym is an important classroom that has very little technology and the little we do have never works very good. [#2316784]

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Too few rooms are available for video conferencing, and the equipment is so complicated that an IT person must be present to initiate the connection. In one instance, we had multiple IT people on site, and they still couldn't figure out how to work the system. Please make it easier for us to live-stream lectures, meetings, interviews, etc. Being able to easily record lectures would also be a big plus. [#2316790]

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I guess it just depends on what department you are in but there is very little communication technology in the theater building. Also the few times I did get to use Skype for meetings it was very choppy and hard to understand the other person. [#2316799]

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I would like to be able to switch from a powerpoint to an embedded link more smoothly (in the classroom). It would be nice to have pointers to use. Otherwise, I think UofM is sufficient in this area. [#2316867]

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I wish more of the smaller and older buildings had at least one classroom with computers for students. (think Robison Hall) [#2316890]

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The classroom I teach in has some nice features, and now that I'm using Google Slides for most things, it has been ok. But wifi has been sporadic, making the use of iPads more challenging. And the computer is locked into the floor at the front, which means I have to stay up there when presenting instead of wandering around more frequently. This can be annoying. Also, unless we remember the dongle, the students presenting their work with their devices is a pain. They need to email me to get it onto the main computer. Again this works, but it could be much easier. [#2316901]

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The quality of the equipment varies from building to building and/or classroom. [#2316906]

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Wifi capability in Dunn Hall classrooms is limited. [#2316919]

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See above. My lab hasn't worked right for two years!!!! [#2316936]

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In general I find the lack of classroom space located near my office a significant problem; this pertains to the lack of computerized space as well but that's not as great a problem as normal classroom space [#2316957]

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I would really like to have a smart board. [#2316965]

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This could improve retention with lectures. [#2316971]

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More interactive tools (smartboards) [#2317014]

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Some of the classrooms have older computers for the instructors to use for displaying material - I've been in some where it can take 5+ minutes just to open PowerPoint! [#2317044]

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Constantly upgrade equipment [#2317072]

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Within the Fogelman Business Building, there are no adequate areas to meet with groups in quiet with screens and technology. [#2317117]

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The need is great for learning [#2317156]

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Finding meeting rooms in fogleman is sometimes hard. [#2317212]

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Sometimes students have study groups and it's a good thing to have a place to go. [#2317245]

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I have no problem with the availability of meeting space or classrooms, these are sufficient. [#2317247]

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you do a good job with this [#2317274]

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Yes [#2317285]

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Communication across classes can help faculty to create dynamic assignments across classes. [#2317299]

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see above [#2317307]

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FCBE bldg. sure can use much more. [#2317402]

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McCord Hall lacks a shared data lab limiting collaboration and instruction opportunities [#2317429]

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There are meeting spaces with technology, but sometimes those areas are full during certain times of day. I would suggest providing more areas with access to technology as well as room for people working in a group. [#2318604]

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better laboratory's in chemistry [#2318689]

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It would be better if there were more computer labs or at least the buildings that possess them clearly marked on either a map or on the building (or its sign) itself. [#2318744]

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The WiFi drops too much for the students in general, but it is most important in classrooms that are not labs (no computers) [#2318769]

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As a retired computer science professor, I'm often asked by professors in other departments to convert VHS tapes to DVDs now that VHS players are lacking in many classrooms. Is this conversion a service that should be offered by Info Services? Also, I am unable to convert PAL format videotapes to US formats, which is an occasional problem (e.g, for documentary material about the fall of the Berlin Wall.) Questions invited. Edward Ordman, Professor Emeritus, etordman@memphis.edu, 327-9735 [#2318793]

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The library is desperate for these types of resources. We currently have space but not the technological resources to make innovative classrooms. We have aging computers in our one wired classroom-- the computers often do not work or can take up to 15 minutes to boot up. For working with typical 55 minute classes this eliminates a chunk of instruction time. Instruction demand is high but the library's ability to provide good and useful library instruction is shrinking. While the library doesn't really have the budget to meet all of our technological needs, ITS and the library maybe could work together on a cost sharing program. This is often easier said than done but its a suggestion. [#2318806]

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Classrooms need more tech. And better access to tech for Low Socio-Economic students and students with disabilities. [#2318809]

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Would like to see faculty and students be able to wirelessly project from anywhere in the room content from their mobile devices to the room LCD. Access to learning labs would be a significant enhancement, where students work in small teams, using mobile devices with the ability to project on local LCD controlled by their small group. [#2318811]

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I have taught in a classroom with an incredibly slow computer. It is frustrating to have to wait for it to boot up and then wait for programs to load. [#2318839]

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No changes needed. Service is great as is. [#2318860]

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wish the technology in the classrooms worked better. [#2318863]

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The computers in the conference room seem more responsive at login. I hear of issues in the classrooms, but don't have specifics. I hear of professors who bring along "backup" for their lecture in case of technical issues. Maybe a survey of faculty to see what they need? [#2318874]

-----

It would be beneficial to have more meeting spaces on campus for students that are spread around the campus. If I want to work with someone on a project before class, we may have to find a meeting space that is in another section of campus. This shortens the amount of time that we can work together because of the travel time to get to our building. [#2318888]

-----

In the classroom the technology is ok... computers are in need of updates, software is taken off at random, the communication between projector and computer doesn't always work (or the computer resets the screen setting on every restart, necessitating to change screen resolution to get a decent quality image on the projected screen). What needs updating are the pull-down screens that never work! They never stay down or don't roll up again. Annoying! If the projector could be focused to project on part of the whiteboard, no screen would be necessary. [#2318898]

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More computer labs. [#2318901]

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The "dumb" classrooms in the Fieldhouse are in desperate need of updating. [#2318910]

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There are too few classrooms actually equipped with smartboard technology rather than just projectors. [#2318965]

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I'd truly like it if we have wider and larger desk so we had more space for placing our devices such as laptops while being able to have enough space to take notes in our notebooks. This is most helpful for Computer Science and Computer Engineering courses. [#2319567]

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Availability of smart-classrooms is not the issue. The reliability of those smart-classrooms (where the equipment actually works) is another ... and this is where the problem lies. Suggestion - better maintenance. [#2319585]

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Too often the rather simple level of classroom technology does not work day in and day out reliably. [#2319593]

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Some classrooms need significant upgrades in the technology needed for teaching/demonstration/presentation purposes. Funding for the costs is no doubt a major limitation, but high-quality instruction should become a higher priority throughout the campus. [#2319595]

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Finding free computer labs is a challenge. Scheduling classes that require computer labs is extremely difficult. [#2319613]

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I think we're ok here. I just think we need more smart classrooms with equipment that actually works. I was in Dunn Hall last fall and it was always a problem to get tech to work. [#2319628]

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Not aware if all campus meeting spaces have been upgraded to have the latest technology needed for meetings and webinars. Sometimes you arrive in a meeting space and the technology needed for the webinar is not on the computers. Not sure if owner should be IT or the department where meeting space resides. [#2319646]

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This is a lot better than has been in the past. More information on technology has improved. [#2319679]

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**Getting timely resolution of technology problems that I am experiencing.**

Always good [#2316434]

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The IT call center is generally rude and not helpful. Most of the time I wish I hadn't called. Supervisors of IT don't seem to care about customer experience - right on up to the CIO. [#2316440]

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That it took nearly six years to resolve the banner problem, I'm not terribly impressed by UofM's response rate to technology problems. [#2316442]

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Overall, the timing is good depending on the problem. Just call within the time frame and everything will be sorted out. [#2316457]

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things often seem backlogged in my department [#2316488]

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if there is a campus wide issue, then post a message somewhere that you are aware of it, that you are working on it, and an estimated time. there is nothing worse than calling help desk and being told "we are aware of the problem and are working on it" let me know so that i dont waste my time sitting on hold. [#2316521]

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Problems were routed from law school to main campus and back. Inefficient process. IT staff at law school needs to be empowered to make decisions. [#2316523]

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N/a [#2316532]

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no - we wish. [#2316564]

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Because many questions need to go to others in the tech area, it delays my response time. I appreciate having someone find answers when they do not know but ultimately it increases the delay, and my job is predominately technology-based: software use, email communication and internet related. [#2316565]

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instead of contacting helpdesk, we should be able to contact directly IT [#2316657]

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online help desk blows. [#2316666]

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This is great. When I have a problem, the support staff is quick to work on it. [#2316691]

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Having to create a "ticket" and wait for a response that often comes days later is not ideal. Faculty should be able to call for assistance when needed and receive assistance in a timely manner. [#2316727]

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Email again has not been resourced well--I've had numerous issues and can not get resolutions. [#2316739]

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If something pops up on my screen I would like to quickly get rid of it [#2316749]

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Could do better I guess [#2316765]

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The potential problem here is that the individual that might know the resolution is not aware of the problem. Sometimes technology resolutions can be expensive. [#2316778]

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Our area went from having a hands-on person who could fix anything and answer questions quickly to someone who is a lot slower to respond, is not a hands-on person and refers you to the help desk. [#2316796]

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If I'm having an issue I usually need it fixed immediately. It usually takes a day or so. [#2316825]

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Overall better than average. Communication on progress is key. [#2316852]

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I still find the new problem reporting software confusing to use and I did take the class offered when they were still tweaking the interface. [#2316853]

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I'm not sure if I like the Salesforce helpdesk ticketing system. [#2316871]

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The tech support person in <<>> rarely gets problems resolved quickly. [#2316905] -----

Problems with projectors during class are not resolved promptly. Computers connected to projectors are slow. [#2316919]

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Our local service provider (<<>>) is at times unwilling or not eager to provide service. The attitude appears to be one of trying to avoid work. On several occasions, he has closed never responded to requests for service, closed tickets without solving problems, has not followed up for problems reported. In addition, he sometimes displays a bossy attitude rather than one of providing service. An example would be use of phrases in response to service requests such as "I need you to do X," as if commanding faculty requesting service from him. I very much hope that the IT administration either encourages him to adopt an "eager to provide service" attitude or prepare a case to fire him for lack of satisfactory performance. His ticket resolution would not show his poor performance because he promptly opens and closes tickets, without having resolved the reported problem. [#2316923]

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What, that happens somewhere? Oh, yeah, with classroom PC's. Got a Mac? Well, forget getting any useful solutions from IT. Two years of with a dysfunctional lab, pretty much tells you that timely is bogus. [#2316936]

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Our IT guy is wonderful (<<>>) but he is spread way too thin. He was removed from our department and now has even more responsibilities. He is way overworked (although I have never heard him complain). [#2316943]

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It depends on the individual. Some LSPs are better than others. [#2316961]

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This would possibly prevent students from missing important online deadlines. [#2316971]

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I have difficulty getting anybody to answer the chat line - I have waited over 15 min more than once and will not use that option - only offer if it will be manned [#2317002]

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The change in systems this past year at the Lambuth campus did not allow our teachers to use the video parts in their curriculum which was disheartening. [#2317247]

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It would be nice if the resolution can be completed timely without reoccurrence. [#2317274]

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Usually pretty good thanks to LSP but if it has to go outside of the building to get resolved it takes forever. [#2317307]

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They fix one problem and leave you with a new one. [#2317404]

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My prayer is that you are aware of the problem and you are working on it. Thank you [#2318563]

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I do receive next day or later services as promised. That's consoling. [#2318663]

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I get frustrated when I send an email for something to be corrected and it's days before it is fixed or I have to ask again. [#2318688]

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same day fixes would be nice [#2318689]

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maybe better technology [#2318720]

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I understand that it is not only me that maybe having an issue but to me it is a real problem. I have waited days for help because it was considered to low priority to the department. Many times, after I receive the help the individual makes me feel like it was a waste of their time. [#2318762]

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Nothing really [#2318789]

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For me, that hasn't been a problem. [#2318792]

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I called tech support for 2 different problems and they never got back to me. [#2318798]

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The IT staff are overworked and understaffed. They're run too thin!!! [#2318809]

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It took more than \*two months\* to get someone to look at my nonfunctioning computer. [#2318958]

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Recently had a serious technical problem that took almost a month to resolve. This seems to be because the College of Arts & Science technical staff is under staffed. [#2318974]

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Poor, non-existent, unhelpful. Walking into a classroom to teach, finding the equipment does not work, calling the IT HelpDesk to come over and fix the problem, and no one showing up until long after the class period is over - that is not an acceptable resolution to the problem. I am now asking students to bring a laptop to class so that they can access the PowerPoint online via eCourseware, so that technical issues will not result in cancelling class. Suggestion - better maintenance of smart-classrooms AND require every instructor to complete an online tutorial in how to use a smart-classroom correctly. [#2319585]

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Especially not good after 5 pm. [#2319593]

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Everytime I have received malicious phishing emails and alter network services or IT I never get a response [#2319669]

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Patosha is great. She has been wonderful in helping with web site issues. [#2319682]

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Things that are beyond/outside of the scope of the local LSP person take way too long to resolve.  
[#2319695]

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it takes too long until computer issues are addressed [#2319811]

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

Debra Turner is a marvel. Many of us would be absolutely lost without her. [#2316442]

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The staff is very good in answering all my question that I have. [#2316446]

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Increased knowledge of Macintosh platforms [#2316450]

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especially in the tech hub where I experience most of my technology problems on campus [#2316463]

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Law school distributed copies of Office 2015 for Mac as part of tuition and fees, but nobody here knew why I couldn't download or log into them. Had to make multiple calls to main campus before someone figured out that I and others at law school hadn't been properly licensed. [#2316523]

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Hire full time employees instead of students who don't know anything and turnover every year. [#2316525]

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not as good as before [#2316564]

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Providing additional Mac platform support for our tech staff would assist in my questions/needs. [#2316565]

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My perception is that there are very few staff members and it is difficult to get in touch with an actual person. [#2316608]

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Yes, I agree with it. [#2316614]

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Almost always superb. But not much they can do about internet slowness or web design inadequacies. [#2316624]

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N/A [#2316629]

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Many, many times the staff in the computer lab do not know how to use the scanner or download videos. They look to another employee to instruct me. I am surprised that these employees just go back to doing their homework and do not utilize my instruction as a moment to also learn. [#2316637]

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Linking email and faculty services [#2316638]

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Would be helpful to have sources of specific expertise. For, to accomplish something specific in Excel. There is a large amount of info online. Sometimes pointing to available resources would be adequate, but sometimes it is a fairly novel need requiring expertise to provide a useful response. [#2316665]

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there some people who have this knowledge and it should be more than that. [#2316687]

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We have knowledgeable staff about PC computers. I have a Mac and the system I need is older and in the words of all wonderful IT personnel: No longer supported. [#2316691]

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keep up the good work [#2316693]

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Email support is far from helpful. I have submitted several help desk tickets to no avail. [#2316739]

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Some of my professors don't even know how to run e-learn [#2316749]

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The only suggestion I would give is to come up with a way to make the Wi-Fi faster considering that so many students use the U of M Wi-Fi every day. Other than that, I have no complaints about the U of M's Internet service. [#2316750]

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Don't really have issues with tech [#2316765]

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There will always be more questions than can be answered by technology support staff. The HELP DESK is a superlative resource for this issue. The HD can track questions and answers. When answers are not locally available, there should be a remote resource available to fill in the gap. [#2316778]

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Our IT person is very nice and is capable to answer questions. His response time is improving. [#2316796]

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The only time I usually have an issue and would need help is in the library. The staff that is in the bigger booth area seems to be well educated in most needs of the library but the ones that help with the paper and other things have little to no education on computers, technical issues, or the library services. [#2316799]

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at helpdesk level it is more of a pass on this information to the right person. Often to the wrong person, or back to me to answer. [#2316852]

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The staff are very knowledgeable and often have a quick solution to the various problems that I have encountered with both the hardware and the software here at the University. Usually contacting them directly and then filing a request works better when the problem needs immediate response though. [#2316853]

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The tech support person in <<>> does not seem to be adequately knowledgeable about technology needed by the CS department. [#2316905]

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Our local service provider (<<>>) is unable to resolve several issues reported and closes the ticket without solving the problem. [#2316923]

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Or local (LSP) is great but has little to no power to fix things since services got centralized. I haven't had a working lab for two years now b/c the central roll out of software basically never works on our macs. We should be able to make decisions locally about the operation of our lab (that our students fees pay for!) so that it can actually be used for our classes. It just keeps getting worse every time they try to do an update. Give power back to our local guy!!!!!!!!!!!!!! [#2316936]

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Not always sure that the technical representative knows what he/she is doing. Problems that were supposed to be resolved re-appear. [#2316961]

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They're fine- I just get irritated when they treat me like a technology novice when I've been using computers since before they were born! The problems seems to be the service to students. When students call the Helpdesk because they can't get the .mov files to play on their computers, the Helpdesk people usually just refer them back to me, even when it's nothing I can control, and everyone else in the class is not having a problem. [#2316965]

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If I am having issues a 24 hour tech support service would be a great way to fix problems. [#2316971]

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Always friendly and helpful, but sometimes my problem has to be escalated. [#2316985]

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We have staff with the knowledge it is just hard to get access when it is needed [#2317002]

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Provide students with more information on how to contact tech support or have technology support staff located closer to Fogelman. [#2317063]

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I wish more help staff was knowledgeable about ecourseware. [#2317198]

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OK [#2317307]

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Very Important. In FCBE it is non-existent. Worthless staff. [#2317402]

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need more MAC staff. They don't like MACS and don't care if you have problems. [#2317404]

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School does a great job with this. [#2318577]

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It's sometimes frustrating to have technology needs and student workers are not able to answer the questions. I like immediate answers and hate submitting a ticket for service. At the end of the day, however, I understand that not all needs can be met at the drop of a dime. It's just frustrating when I need the help and can't access it because students can't answer faculty questions. [#2318663]

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Whenever I have called U of M tech support I have always gotten an answer to my question; sometimes it takes a bit of time but the tech support always solves it...even if it takes multiple calls. [#2318671]

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Some of the support staff aka student workers/grad assistants quickly approach tech problems, but do not actually check to see if what they did to "fix" the problem actually worked. They need to follow through before they run off again. [#2318688]

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none [#2318689]

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Staff cannot fix something my printer does on a regular basis.... More importantly though, staff couldn't help friends/colleagues with basic settings in the new Microsoft Suite. I did it for them (a couple of boxes to check in the settings...) and they were thankful. The IT staff had told them it was "not an option" in this new version of the Suite. Ridiculous. [#2318769]

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There is a good support staff in Engineering. They can solve many and possibly all problems. [#2318792]

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I think there is still some friction as to whether departments need support staff that report to them rather than to info services. My impression, from limited contact, is that this relationship is improving. [#2318793]

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I left voice mail messages and no one called me back. [#2318798]

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Rob at ball hall is amazing. [#2318839]

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Sometimes the tech staff doesn't fix the problem, but will suggest to just buy another one (printer). [#2318897]

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there seems to be a deficit when it comes to access to LSP's [#2318914]

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Knowing who the people are that can answer questions about various programs would be really helpful [#2318974]

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HelpDesk, sorry to say, is close to useless. I realize that they are simply funneling a request on to a specific department, but then it would help to be able to fix a problem ASAP, perhaps even over the phone. Suggestion -more experienced, better trained staff answering initial request. [#2319585]

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Difficult to get them to show up when you need them. [#2319593]

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With the lack of EAS administrative support staff for Banner, functional users are frustrated that they have to reach outside the university to colleagues to find answers. The new Argos project lacks the support of IT to assist the understaffed functional offices with the conversion of their reports from Hyperion. Functional offices are understaffed and those chosen to do the conversions are already over committed and cannot attend the IT working sessions for learning and converting reports. Hiring GAs or temporary employees for a period of time to learn the reporting tool and assist staff members in the conversion process would help with department users stress and feeling of exasperation. [#2319646]

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Now that my college has a real tech person, life is easier. [#2319682]

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If the technology support staff does not know the answer they should say that and not pretend they know especially when another staff person has solved the problem for me before. [#2319685]

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As a Mac user, I find it difficult to work with some of the technology assistants. They often have challenges answering my questions. One significant frustrating issue is that if I would like to print documents from my laptop, I must upload the documents to the Udrive, then download it onto a campus computer, reformat it, then print it. The time it takes to do this makes utilizing the 500 pages of printed copies is barely worth this trouble. Additionally, it has taken hours with unresolved issues. Can this be improved? [#2319809]

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Usually find tech support courteous and helpful. Get good service from LPS staff. More problems with systems applications than support staff. They are responsive and certainly try to help solve problems. [#2319822]

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***Receiving communications regarding technology services that I can understand.***

I suppose the best way to put this is to dumb it down just a little bit. Not everyone has had access to a computational device or has a proficiency in using one, so the lingo may throw some people off. [#2316455]

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few tutorials on sudden changes to software and websites, much self-discovery & reliance on calling students workers for directions [#2316461]

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I appreciate the tech services a lot. [#2316471]

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There are no communications at all. Nothing about new software, updates, issues, etc. And no training for anything. [#2316525]

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Please try to avoid jargon and techspeak as much as possible [#2316587]

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N/A [#2316629]

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For the older students at the u of m, A letter through the mail might help them better understand, because they probably do not always check their email every day. [#2316699]

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The only communication I receive from technology services is responses to "tickets" I submit. I am not always sure what goes where on the ticket, and by the time I receive a response I am often not on campus (I teach off campus). I cannot always understand what they are trying to tell me. Faculty should be able to call for assistance when needed and receive assistance in a timely manner. [#2316727]

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I don't understand too much tech talk, so saying stuff in the common tongue would help [#2316749]

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Help Desk, documentation index, documentation clarification [#2316778]

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Please remember that most of your clients are not IT pros. Write for Muggles, or at least have a couple of Muggles read drafts and make suggestions before sending out. That said, you do a pretty good job of communicating in most instances. [#2316790]

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Just didn't see any. [#2316799]

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I think finding out where to go to find information is unclear. Is there a way to put all of the instructions to all software I have to use in one portal? [#2316867]

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you're getting better with this. [#2316871]

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As a non-techy person, clear information in this regard is very helpful. [#2316889]

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Some of the communication still tends to be "techy" and assumes a moderate to high level of exposure and/or understanding. [#2316906]

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There should be a way to opt-out of email lists; no one needs that many emails from Karen Weddle-West. [#2316940]

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We don't get much communication regarding technology services. I usually find out through the grapevine. [#2316965]

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I'm not a technology student therefore it is important to make communications regarding technology easy. [#2316971]

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I would like to have a better WIFI reception. Certain areas on campus do not have good service. [#2316981]

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I can't recall many communications that fit this category. [#2317072]

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I delete the emails without reading because they are all stock looking. Give us the facts fast please. [#2317212]

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it would be nice if regular communication can be shared when technology will be upgraded and the affects of what the upgrade would look like. [#2317274]

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knowing what is available to a new employee [#2317404]

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Very appreciative and know too this shall pass. [#2318563]

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Yes, this would help us students out a lot. [#2318577]

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Please send updates about updates. What changes when an update to D2L occurs? A list of those should be easy enough to send out - or to post AND tell us where it is. [#2318625]

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I do not feel there is enough information dispersed about what is actually available [#2318688]

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none [#2318689]

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Communication could be better. [#2318762]

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When I started, a colleague showed me how to get softwares and such. Why isn't it part of orientation? [#2318769]

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This is a big help. Sometimes, things get a bit complicated, but the techs know what to do to help. [#2318792]

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You are improving ,but I still sometimes have to call the service desk when I can't find an answer online. I trust there a database of phone-in info requests so that if a request pops up a few times the answer gets more visibility in the online info sources. [#2318793]

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Pictures are great, but text is better for assistive technology for disabled people. [#2318809]

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Keeping in mind generational strengths and weaknesses. Please speak the language of the learner to help up "get up to speed" thank you [#2318840]

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A more proactive transfer of information regarding systems security and software updates. [#2318914]

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I admit this is mainly my problem - techspeak puts me to sleep. [#2318951]

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Ditto above [#2318974]

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I don't receive much at all. [#2319593]

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Some of our faculty are not very computer literate and some are afraid of the technology and/or their ability to use it properly. They may ask questions that are misinterpreted by technology services. Some personal communications, perhaps through telephone calls or targeted email inquiries, would improve the communications success. [#2319595]

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I only receive communications about HR training sessions. Does IT send communications on information on technology? Staff hears by word of mouth from those who are privy to be working with an IT unit for a specific solution. [#2319646]

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Sometimes there is lacking in communication between the departments as well as users. This could improve which it has and is better but there are times it is lacking [#2319679]

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In the UC a few of the staff seemed not to be interested in helping me with the problems I was experiencing. They seemed more interested in returning to their friends or other projects. [#2319685]

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All of the communication has been very good. [#2319809]

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Sometimes more direct language and less jargon would be helpful for those of us who are not as IT savvy. [#2319822]

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

To give two examples: eCourseware and OU Campus. Neither come equipped with functional user manuals/help pages. This means those of us who use them waste ridiculous amounts of time fumbling around trying to figure out how to sometimes the simplest things (like uploading a document, for instance, to OU Campus). Please consider not just the cost of the software package, but also the indirect costs of buying the budget version. It seems to me that UofM can save money in the end by purchasing the perhaps initially more expensive but user friendly/transparent/helpful software packages. Pay more in up front, to save paying even more on the back end. [#2316442]

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last minute and limited times for seminars, little regard to those whose job prevents always being available Friday afternoon [#2316461]

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We don't have training. Please don't tell me that there is something on the wiki. The people that I have to help don't know what the wiki is or how to get there. There is a huge divide in technical knowledge on this campus. [#2316475]

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I have not been connected to any technology training opportunities, though I do not need many. [#2316565]

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Have more easily accessible self help information available online [#2316606]

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I receive information on training rarely or never. [#2316608]

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There are no available seminars, tutoring, or workshops. I am an adult student that came in with no computer skills and have just learned through trial and error. Even students coming directly out of high school can use workshop on using Microsoft, Mac, Powerpoint, and Excel. I'm still in need of improvement of the Excel. [#2316637]

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Why not bring in a trained individual in our supplied software, e.g. Matlab, once a year to offer a half-day class -- All the students would benefit; all faculty teaching with this language can brush up and see new features. [#2316639]

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What training? [#2316691]

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As a current student, having access to training sessions and online tutorials can drastically increase students overall effectiveness with technology. [#2316696]

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training courses to those who wish to participate would be wonderful [#2316716]

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Design on-line modules to help support faculty and others. [#2316723]

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Same as above. [#2316727]

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Sessions should be offered and then posted for e-learning. [#2316739]

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I would love to have access to free tech classes [#2316749]

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We need more access to basic training (e.g., Word, Excel). Productivity is negatively impacted when people have to learn by trial and error, or they constantly ask co-workers for help with basics. [#2316790]

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Having training sessions for Word, Excel, etc. on main campus is not possible for all staff. It would be helpful to have tutorials online that we could access on our own computers at times that are convenient for us. [#2316796]

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This is a big deal! I feel that the biggest problem is the lack of advertising or making readily available. [#2316799]

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Some online training would be great on 'how to' a number of items. Can't always make training classes and they are not usually more technical. [#2316852]

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We are getting more information from our ITS staff about these which has made me at least aware that these classes are being offered. [#2316853]

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I would love to see more of these opportunities on the Lambuth campus. [#2316864]

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Same as above. [#2316867]

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Thanks for introducing Adobe software training. We needed this. Keep it going, plus offer self-paced training like Lynda.com or Youtube tutorials. Also provide help learning to use, build and scale File Maker Pro (School of Music). [#2316871]

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I'd particularly like more info about the library's training classes for database searches and reference organization options, like RefWORks [#2316890]

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Training via BlueJeans is a challenge- see previous comment re: lack of microphone/camera/speakers on the desktop computer. And the training classes are often scheduled at times that I am unable to arrange to be free. So I may have to wait a month until the next offering comes around. Having said that, the trainings I've attended so far have been very helpful. [#2316901]

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I would appreciate more on-line training. [#2316906]

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There is little to no training for staff on the most basic programs - Microsoft Office, Banner, etc. [#2316961]

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Not sure how to address this one. I think maybe just reminders that the services are available. [#2316962]

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This will make it easier on students that are not interne/computer savvy. [#2316971]

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There ARE classes - but I can't go when they are offered - why not record/video them in a library for all to access at anytime This is very frustrating Also establish a training guide specific to the U of M customization - I was forwarded to D2L which I later was told that the directions I tried to follow were not the best way to perform the actions that I was seeking to perform. Just write down the best way to perform common functions for faculty and publish this online for access when needed. It saves wasted time. [#2317002]

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Can't recall any that has been provided. [#2317072]

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How about drawing for dining dollars cards for students who come up with a better way to overcome a problem with a class? Collaboration between students on project work is one area that the students have NO CLUE about. What to use as a tool within the UofM network and what to consider out side of it in open source tools. List of great software to help students get better organized for phone, as well as crossover into the browser. Present these ideas to the parents as well, who might be paying the bill, because some moms and dads may have knowledge to other apps as well. [#2317212]

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Again tutorial or trainers that can come to the individual departments to train on software or technology and how it can make the staff more efficient. [#2317274]

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ask tom usually does not answer my question, it is out of date or has broken links. [#2317307]

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very good for me. [#2317404]

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Not all but there are those who work in this facility would prefer you not ask them anything I just deal with it and pray cause that is the case with a lot of the folks behind the desk, [#2318563]

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Creating a site that includes self-help information or sending out emails that gives site suggestions would improve this area. [#2318604]

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Provide easily-accessible manuals/how-to documents online [#2318625]

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The technology services at the University of Memphis has always been very helpful to me. Keep up the good work. [#2318646]

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Again, Your website is abysmal for finding anything. I had to get training just to access website resources. [#2318688]

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IT services are top-notch as my interaction with it goes at the UofM. However, because of its dedication to security-changing passwords and accessing the path to that task can be somewhat convoluted. If you are locked out-many times it necessitates calling in (which is not always convenient) or if at home logging in to other sites. There should be a more user friendly way of doing this and brief tutorials on the most efficient way to accomplishing especially security based issues. [#2318749]

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Training opportunities are great and cover a vast array of courses [#2318762]

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I know it's available. I've used it only once, but it was efficient. [#2318769]

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With my schedule, it is hard to get training. Maybe more available hours would help. [#2318792]

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Argos training needs to be expanded to include more SQL programming. Outside trainers. There are people on campus who are helpful, but I don't feel I should use all their time training me, when they have their own jobs to do. [#2318828]

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Well, there are steps in getting approval for training and access to certain information. All employees should have access as your log-in information will allow administrators to know who is doing what. [#2318860]

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Maybe offer more online self-paced courses. [#2318897]

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I have not heard of any training or self-help information to increase my effectiveness with technology since I've worked here. I started in Feb 2016. [#2318904]

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When attending instructional classes the norm has been for the instructor to read a manual. This is not adequate for those who lack computer technology understanding. There should be planned hands on experience - i.e. test platforms. Have attended 4 or 5 of these sessions in the last year and in only one of them did I feel like I came away with the knowledge, ability, and confidence to handle the program. [#2318974]

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People don't seem well informed in this area or even able to assist. [#2319593]

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Information is not always available. [#2319613]

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Campus does not offer online or other technology classes that can improve a persons professional development. There are employees (technical and functional) who could benefit from learning new technology, knowing what technology or third party software is available that could benefit them in their current roles. Some training opportunities are predetermined who can attend. [#2319646]

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### **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.

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

7.6106 (n=696)

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

7.2205 (n=694)

