

A Higher Education TechQual+ Study

**2017 TechQual Survey
for University of Memphis**



Higher Education TechQual+ Project

Assessing IT Service Outcomes for Technology Organizations in Higher Education

<http://www.techqual.org>

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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:

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Higher Education TechQual+ Data Analysis Guide

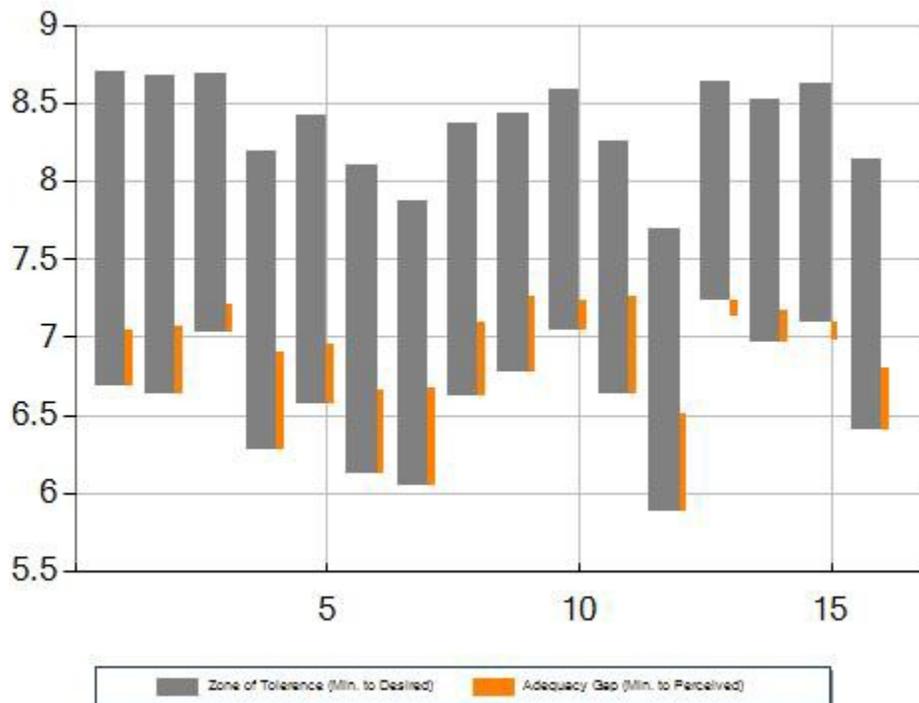
The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis $H_0: Adequacy\ Gap\ Score = 0$. 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.

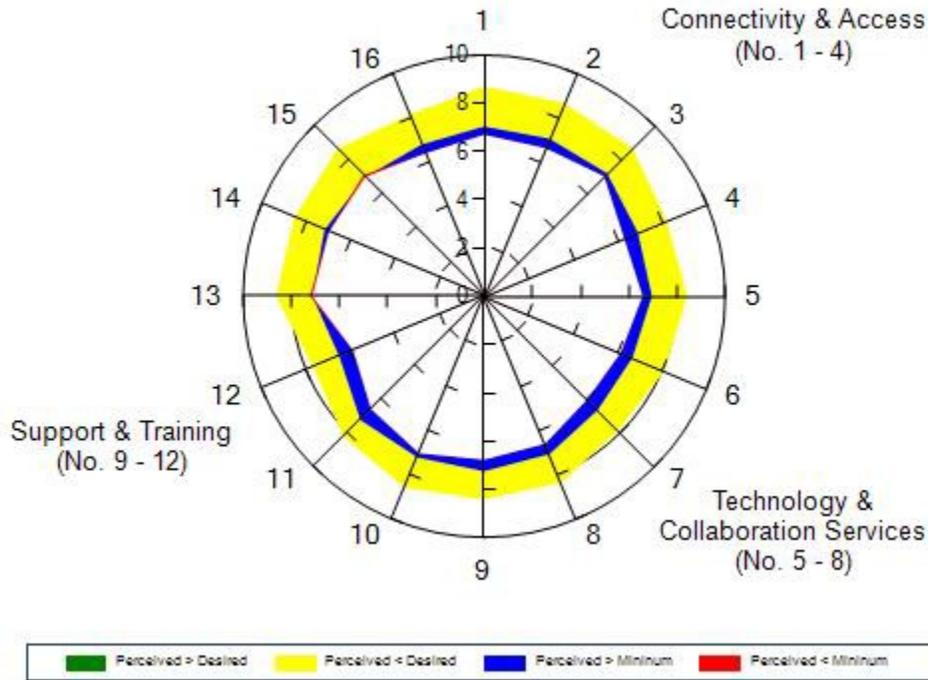
Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds 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%	1527	887	58%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	294	8	2%
Faculty	0	0	0%	151	120	79%
Staff	0	0	0%	294	209	71%
Student	0	0	0%	788	550	69%
Totals:	0	0	0%	1527	887	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%	312	21	6%
Female	0	0	0%	845	587	69%
Male	0	0	0%	370	279	75%
Totals:	0	0	0%	1527	887	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%	393	75	19%
0-24	0	0	0%	445	301	67%
25-34	0	0	0%	283	205	72%
35-44	0	0	0%	146	99	67%
45-54	0	0	0%	110	86	78%
55 & ABOVE	0	0	0%	150	121	80%
Totals:	0	0	0%	1527	887	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)

Having an Internet service that operates reliably.

Adequacy Gap Score = 0.16; N = 972; P = 0.01

Having an Internet service that provides adequate capacity or speed.

Adequacy Gap Score = 0.19; N = 943; P = 0.00

Having adequate cellular (or mobile) coverage throughout campus.

Adequacy Gap Score = 0.20; N = 941; P = 0.00

Getting timely resolution of technology problems that I am experiencing.

Adequacy Gap Score = 0.19; N = 825; P = 0.00

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

Adequacy Gap Score = 0.19; N = 792; P = 0.00

Receiving communications regarding technology services that I can understand.

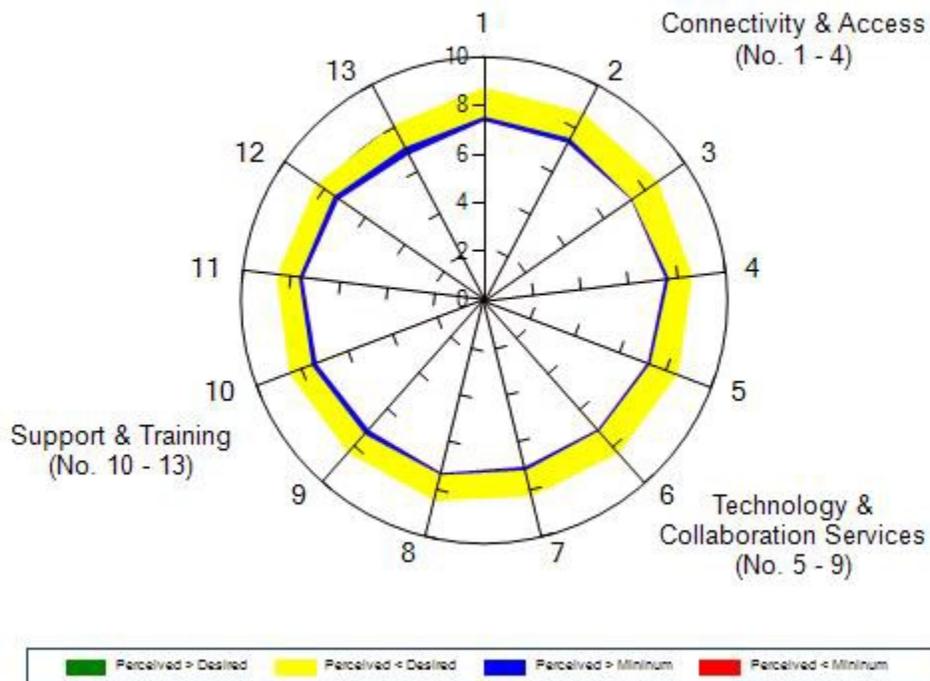
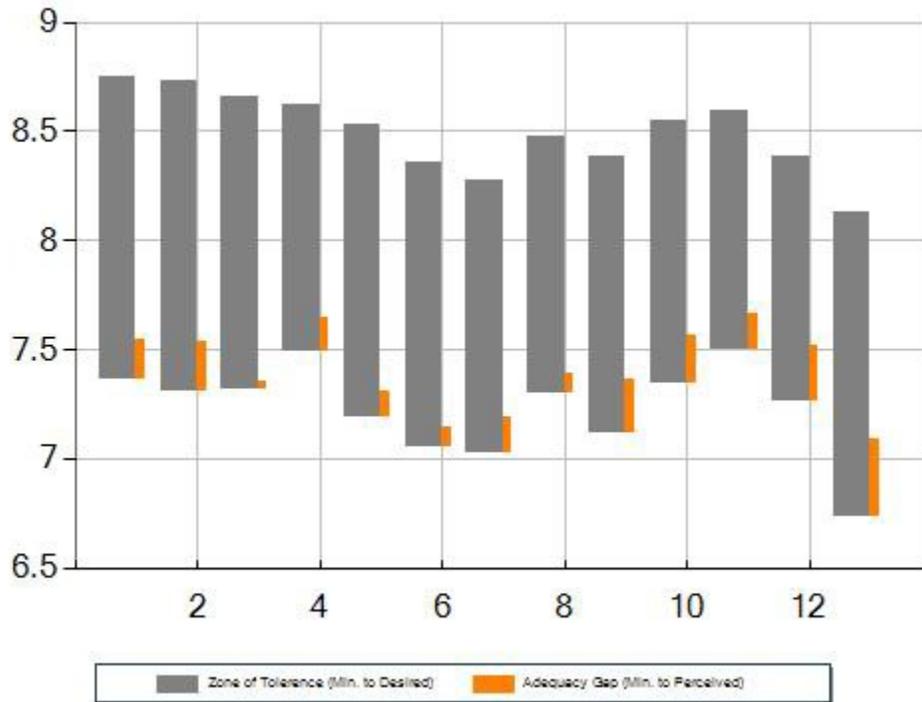
Adequacy Gap Score = 0.30; N = 823; P = 0.00

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

Adequacy Gap Score = 0.17; N = 801; P = 0.01

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	7.29	8.74	7.44	0.16	-1.30	972	0.01
		Dev	1.64	0.65	1.57	1.79	1.54		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.27	8.72	7.45	0.19	-1.27	943	0.00
		Dev	1.67	0.69	1.56	1.73	1.51		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.29	8.66	7.18	-0.11	-1.48	933	0.08
		Dev	1.70	0.80	1.68	1.92	1.70		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.33	8.57	7.53	0.20	-1.04	941	0.00
		Dev	1.77	1.00	1.62	1.85	1.59		

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	7.15	8.53	7.21	0.06	-1.32	892	0.35
		Dev	1.70	0.90	1.60	1.79	1.57		
6	Having online services that enhance the teaching and learning experience.	Mean	6.99	8.34	7.01	0.03	-1.32	787	0.69
		Dev	1.86	1.19	1.71	1.86	1.68		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.93	8.25	7.04	0.11	-1.21	845	0.08
		Dev	1.89	1.21	1.77	1.89	1.68		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.24	8.46	7.31	0.07	-1.15	832	0.20
		Dev	1.68	1.00	1.57	1.61	1.45		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.09	8.39	7.18	0.09	-1.21	811	0.18
		Dev	1.80	1.12	1.66	2.01	1.70		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis 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	7.28	8.51	7.47	0.19	-1.05	825	0.00
		Dev	1.69	1.00	1.64	1.72	1.57		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.40	8.57	7.59	0.19	-0.98	792	0.00
		Dev	1.70	0.97	1.62	1.73	1.50		
12	Receiving communications regarding technology services that I can understand.	Mean	7.16	8.36	7.46	0.30	-0.90	823	0.00
		Dev	1.77	1.13	1.58	1.68	1.41		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.77	8.14	6.94	0.17	-1.19	801	0.01
		Dev	1.97	1.35	1.84	1.95	1.78		

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

Suggestions from All Respondents

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

Having an Internet service that operates reliably.

The Internet on campus is not always reliable in speed or coverage. If this could be improved, it would be very beneficial. [#2517820]

My connection to my network drive regularly goes in and out, making saving and opening files on my work computer difficult on some days, with no obvious reason why. [#2517847]

The internet speed is good. I spend most of my time in the library so I have no issues in there, however it can be spotty around campus. Sticking to building seems to work best, but even that can be limiting. [#2517853]

Simply a given now. [#2517898]

Stay abreast of latest technology by sending your staffers to professional development seminars on such topics. Stay abreast of latest internet viruses to keep our campus safe and protected at all times. [#2517930]

I don't know HOW to fix the reliability of wireless internet around campus, but this issue needs to be addressed. At least twice a day the internet connection cuts out. Often times it will quickly reconnect with a manual reset, but at rare times the internet will take at least 20 minutes to reconnect, and this is unacceptable in the year 2017. This needs to be a priority for the university. [#2517989]

This also would be very helpful!!! [#2517994]

Same - desktop internet is fine. [#2518034]

Not sure how to suggest this as the problem is generally with microsoft software products. [#2518052]

More uniform wireless access to the University's Park Avenue Campus [#2518070]

This comment is about the survey. Does this refer to the internet service provided for my use while on University property, or the services provided through the internet while not on University property? Or both? [#2518125]

yes [#2518141]

Cut out the mandatory "connect" every time you get to the law school, or after your computer has been idle for some time. [#2518172]

N/A [#2518219]

This is far superior to what I had at Mississippi Valley State University and rarely is there an outage. [#2518250]

The WiFi cuts out constantly. Even if I'm at my desk, not walking around, it disconnects frequently. [#2518260]

Deal with peak day/time use issues [#2518270]

There have been many times where the Wi-Fi acts up, and there is no warning. [#2518293]

Mostly this ties back to Wifi devices sometimes not operating well. No big concerns here. [#2518299]

This year, I have experienced difficulties with the internet on campus both in my office and in the classroom. I used a web-based technology for attendance and participation in my auditorium courses. We frequently experience network difficulties as the students seem to max out the capability. In my office I keep my desktop hard-wired to the internet. Last semester, the wire to my office was somehow cut, and it took over a week for the person who responded the service request and myself to convince facilities that it was not a problem with my computer. During that time I discovered that my office was a dead-spot for wi-fi, leaving me unable to work in my office. I had to hold office hours in a student lab so that I could walk them through class performance and writing assignment issues. [#2518311]

I spend 99.99% of my time in the psychology building on campus, where both cell and wifi goes in and out. I'm not sure if much can be done as far as cell service, but the wifi could be improved. [#2518313]

I am hardly on campus, so this may not apply for me. [#2518315]

Being a student there should never be a time where you do not have access to reliable internet services, as they are pertinent to today's time [#2518362]

There are times I am unable to get a signal from the campus wi-fi specifically in Hyde Hall [#2518375]

Stronger Wifi signals [#2518407]

Very important for online students [#2518420]

Most of the time the internet works great. I find it spotty at times in the Community health building, especially in certain locations in the building (library, clinic, etc). Also, there was a period of time when U of M secure was not visible and that was not comforting [#2518509]

The SAS Citrix Server capability is of extremely low quality. SAS Citrix Server will attempt to initiate two sessions if clicked (even slowly) in succession. AND!!! Few of the (although very nice Technical Support Personnel) know how to reset and resolve the locked up SAS session problem!!!! Few! Know how to fix that problem, again. So, although SAS is a must-have for classes it is a problem getting the needed support. [#2518567]

Many textbooks are online, so operation is a must. I have experienced times when I could not connect. [#2519080]

N/A [#2519278]

See comment regarding capacity/speed [#2519295]

At times in classrooms for both buildings I've taught in recently (Jones and Clement), WiFi can be spotty sometimes for me and students. I'd say it works 95% of the time, but since we use an electronic online book a (nearly) 100% reliable connection is needed. [#2519905]

At the GFSH the connection tends to drop a lot and be really spotty. Sometimes the internet doesn't work at all quite often when I'm in the middle of an important quiz on eCourseware. [#2519963]

When walking between classes, I often lose internet connection, and sometimes I have to switch between guest and the normal wifi since one stops working. [#2521775]

yes [#2521844]

There are times when I am unable to access the internet (even from my office). There are WiFi negative pockets on campus that make it difficult to communicate with my students. [#2523089]

Yes [#2523176]

All my assignments to my class are time bound and students rely on the internet for updates. [#2523182]

I think it is important for us to have a completely wireless campus. Internet access is not available in green areas around campus. That would improve service. [#2523214]

There are moments when the service is not readily available on the law school campus. Multiple times throughout the year I and others have come to school and internet has not been available. The issue seems to get resolved. However this is hard to coordinate with IT as noticing the problem occurs right before class. [#2523234]

There are certain areas on campus that the internet service is not as strong as it needs to be. For example, there are classrooms, dormitories, etc [#2523244]

not always reliable on campus [#2523282]

Currently I am having no issues with internet but while i was walking around the campus the wifi is available in so many places [#2523286]

Important for online quizzes [#2523290]

Reliability is everything to me [#2523297]

The internet is good but can sometimes be slow or go out for periods of time. [#2523355]

The internet seems, at least to me, to be a little spotty at times and stop working. [#2523357]

The Wi-Fi here tends to shut off a lot, causing circumstances where I would have to start over on projects because I'd be working online. [#2523367]

Many professors post assignments online so if the internet is not working properly then the work can not get done. So that could possibly result in a 0 for the assignments which could really hurt someone's grade for the class. [#2523390]

Very important for deadlines. The internet is overall reliable but could definitely be improved. [#2523446]

Sometimes ecourseware deviates from the established recording of grades [#2523468]

I very rarely have problems accessing the UM site and related sites, such as ecourseware. However, sometimes ecourseware flakes out and access is quite slow and will drop connections. I also experienced problems with MyMemphis faculty eval interface. One night the text boxes kept dropping or only partially retaining the cut-and-pasted content from Word (suggested procedure), and it was quite frustrating. [#2523527]

Helpers better command of english [#2523551]

Increase the bandwidth in certain location outside if the building. [#2523576]

Ecourseware gets bogged down especially in critical times like the end of the semester. [#2523670]

We have that! [#2523689]

Reliability is great, some site may have trouble downloading. [#2523707]

Find someone else to provide internet service. [#2523806]

Better connection in some areas [#2523822]

Having an Internet service that provides adequate capacity or speed.

At times streaming is slow. Hard to use with class videos. [#2517798]

Can always be faster. Connecting to LMS and external online homework platforms (such as Knewton and Aplia) is really slow. [#2517898]

The internet service is sometimes very slow, especially during registration and the beginning and end of the semester. [#2517932]

The internet speed (Ethernet) slows sometimes, but not enough to prevent me from getting my work done. The Wi-Fi has had issues in the past. I don't rely on campus Wi-Fi too much. [#2517970]

Internet reliability is a much bigger issue to me, I do not have any specific issues with the speed. [#2517989]

This would be very helpful!!! [#2517994]

Desktop Internet seems OK [#2518034]

Computers in the UC run very slowly. [#2518104]

This comment is about the survey. ad?e?quate: adjective; satisfactory or acceptable in quality or quantity. It is almost imperative that we have ADEQUATE capacity. Are you asking if we should be provided with the level we need? Please review the other survey questions that also use the word "adequate." [#2518125]

The speed of the internet here seems to vary unexpectedly and can be frustrating when working on projects or assignments [#2518155]

Sometimes the guest Wi-Fi is faster than the regular Wi-Fi [#2518157]

N/A [#2518219]

Increase bandwidth throughout campus. [#2518245]

it seems excessively slow at peak periods [#2518253]

Our equipment is old and out of date and can't keep up with demand. Upgrade and replace. [#2518270]

Wifi is worse in the dormitories, so I feel that it needs to be fixed to accommodate the amount of people that use it. [#2518289]

Very very important. Speed is everything. Buffering is for the people who don't need to get things done on time. [#2518315]

I am satisfied with the current level of internet speed and capacity. [#2518324]

Despite being on the network, it often takes too long to log on. [#2518366]

Locations to plug in ethernet would be useful [#2518407]

Very important for online students [#2518420]

Could be a little faster, but works well [#2519080]

I don't know enough about how to increase capacity/speed/bandwidth to tell you how to fix this. What I can tell you is that I often, especially at the beginning of the semester, cannot get online at all. During the semester, I often get cycled off then back on, etc. It makes it to where I sometimes cannot run certain apps, because it keeps kicking me off. I can only presume this is a bandwidth issue. [#2519295]

Our internet in our current building is slow and is constantly dropping. [#2519750]

Sometimes the speed will be a little slow or won't load at all. For the most part it is ok, but it still shouldn't be slow or not loading. [#2520211]

yes [#2521844]

There are certainly times when there seems to be insufficient bandwidth for tasks I am performing. This is especially true since U of M relies so heavily on the "Citrix Receiver" interface to use more expensive programs (e.g., SPSS). There have been a number of times when my program quits abruptly [#2523019]

There are times when I am unable to access the internet (even from my office). There are WiFi negative pockets on campus that make it difficult to communicate with my students. [#2523089]

more Internet services would be appreciated [#2523245]

Internet is extremely important [#2523297]

In certain places with low Wi-Fi coverage, it is difficult to be able to use Wi-Fi as fast as it's meant to be. [#2523367]

Internet needs to be of good speed especially when many test and quizzes are timed. [#2523390]

Time is money. [#2523446]

The internet in certain buildings commonly cannot handle much traffic or wasn't working. Maybe you should get better equipment or look to other ways to increase reliability. [#2523482]

The speed of the internet on campus is great when you have at least 3 bars and up. [#2523526]

Speed is usually pretty good. The only exception is in the computer labs when it sometimes takes students a while to get logged on and to access the programs from the cloud. [#2523527]

Sometimes internet is slower in tech hub and larger computer labs [#2523541]

Speed is slow at times and certain areas of building (FIT) have occasional connection issues. [#2523546]

N/a [#2523552]

It's slow but that may be related to 10 year old computers. [#2523616]

I'm not sure how the service would be improved, but it is spotty sometimes...particularly the UofM guest wi-fi which connects as a default for me even though I'm a student. I have to switch to the other wi-fi sometimes b/c the service won't work properly through the UofM guest wi-fi [#2523682]

I'm staff so I get the "trickle down" computers, which I've had speed issues on very frequently. Additional memory has not improved it much. [#2523689]

Speed is fine also... [#2523707]

Find some way to have increased speeds. During the day, speeds can be very atrocious. A laptop or tablet with connectivity is very vital to my classes. [#2523806]

The speed could be better [#2523822]

may be the computer that's old and not the service [#2523826]

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

Coverage is spotty. [#2517798]

Wifi is unreliable in different locations on campus, such as the University Center. Or only the U of M network or guest network is available in different locations, but not both. [#2517847]

The wifi is so spotty in certain areas on the main campus like in elevators, some spots on the third floor in the UC, and DEFINITELY on the terrace of the UC. [#2517850]

There and too many times that my Wi-Fi connection is dropped while walking through campus. [#2517888]

Still spotty around FedEx tech and Fogelman. Large scale use of wifi for in-class activities in large classrooms in Fogelman is difficult. [#2517898]

There are places in McCord that do not receive adequate Wi-Fi service. [#2517938]

Too many places across campus that do not have good signal (although it is getting better). [#2517951]

It would be nice if wifi worked better in outdoor spaces. [#2517972]

Not very good coverage in outside areas. [#2517989]

Wifi coverage should be high enough so that students can use when necessary. [#2517993]

I have one location on campus that I have to work in part of the day, that the internet/Wi-Fi goes in and out all day long, staying on only 4-5 minutes at a time. You can not do anything in eCourseware or Banner because as soon as you get started you lose the Internet connection. This is very frustrating!!! [#2517994]

The only place I've noticed that has a problem with wifi coverage is the Psych Auditorium. In the careers class, we use the socrative APP to log into class and I always have a problem connecting to wifi on my phone. [#2518018]

Wi-Fi is weak depending upon where you are located on campus [#2518019]

WiFi tends to be spotty but generally OK. Have resorted to a personal hot-spot for consistent access. [#2518034]

Put more access points or tune them to more coverage [#2518063]

I haven't had many issues with the wi-fi in the buildings I'm usually in, but it would be nice to be able to access the wi-fi outside the buildings. [#2518145]

n/a [#2518149]

Not all classrooms provide adequate Wi-Fi coverage [#2518157]

sometimes I lose internet while traveling from one building to the next [#2518178]

There are some buildings that still need to be updated. I am sure it is coming but until that time kind of stuck with poor wifi services which leads to complaints. [#2518184]

There are many buildings in which the Wi-Fi doesn't work or is spotty; it would be nice to have more complete Wi-Fi coverage when on campus, but outdoors as well. [#2518206]

N/A [#2518219]

Not just having wifi that is present in the buildings but throughout campus. This would create more space in the library and the UC because now people can sit in the grass or on the edges of campus and reach the wifi [#2518222]

On Lambuth campus we have areas in Wellness Center where on one side of desk you get access and 36 inches away NONE. [#2518250]

Wi-Fi drops throughout campus. There have been times in which I experienced a complete outage while teaching a class that relied on the service. [#2518258]

Same thing. WiFi cuts out/disconnects frequently, several times an hour. [#2518260]

This would really help, because the better coverage the more rural places you can use on campus or around campus. [#2518278]

Wifi is worse in certain places, so I think wifi ports should be placed around the school so students and staff can have more wifi coverage. [#2518289]

The Wi-Fi coverage is actually pretty good. I ch get from some of the parking lots. I appreciate that. [#2518293]

Implement better AP's or upgrade existing AP's to provide a longer range of coverage across campus. [#2518299]

The wifi behind the UC next to the garden is horrible and essentially non-existent. There needs to be coverage there. [#2518312]

This is important if I were to be on campus. [#2518315]

Stronger Wifi Signals [#2518407]

Priority [#2518420]

I've had to use the guest wifi this entire semester. the regular wifi just doesn't work. [#2518449]

could always use a wider coverage [#2518461]

Make wifi available outside of buildings on campus. [#2518478]

There is a large dead spot over outside of the psychology building and the parking garage by the art dept. [#2518853]

I teach in the CFA 250, sometimes it's difficult to get consistent wireless access in that space. I have had students utilize Tophat to register attendance and we abandoned the technology because students could not access the internet on their devices with consistency. I don't know what you can do about that, the building is block and brick. Just a head up. [#2518886]

there should be greater wi-fi coverage in all corners of the university. [#2518922]

Occasionally have issues in fogleman with internet connection and switching between main uofm wifi and uofm-guest. [#2518933]

Have more wi-fi coverage on Park Avenue Campus [#2519021]

WiFi is extremely insecure. I've personally seen people using wireshark. Additionally, I've seen minor DDoS through peer-to-peer exploits. If you can't secure it, don't offer it. [#2519058]

There are many places all over the campus where there is no internet at all including right outside the UC where all the tables and chairs are. [#2519080]

I feel the internet coverage is sufficient but incredibly necessary in order to function as a student. [#2519134]

Wish it would extend to outside the buildings. Walking between classes, I am emailing and texting so it would be helpful. [#2519194]

I wish the wifi extended to the outside of buildings. I check email and communication with my fellow students and would like to not worry about losing wifi and a document or text not sending [#2519398]

Internet drops out sporadically in some places in certain buildings. It can also be painfully slow but I assume that is during high traffic or peak hours so it's understandable and unavoidable. [#2519731]

Wi-Fi is not reliable and is very slow in our building. It would be beneficial to the learning process for instructors and students to have access to reliable and fast wi-fi. [#2519750]

There are many places on campus (in particular around Jones Hall) where WiFi coverage is spotty or doesn't work at all when I'm outside. [#2519905]

Sometimes my internet in the campus apartment will go out and I will have to switch to a different connection or restart my computer. I shouldn't have to do this. It's happened at least 4 times this semester. [#2520211]

Broaden the area and quality. [#2521830]

yes [#2521844]

In general, WiFi service is adequate; however, there are definitely times when the WiFi is not performing up to our expectations in specific buildings (e.g., psychology). I realize there is a very large number of students, so I am not sure what can be done to improve this, though I do think additional routers/adapters may help [#2523019]

There are times when I am unable to access the internet (even from my office). There are WiFi negative pockets on campus that make it difficult to communicate with my students. [#2523089]

Coverage is often poor in multiple rooms on 3rd floor of Engineering Technology. [#2523118]

Some faculty offices don't have strong wifi, which makes using laptops in meetings with students difficult. Have IT check services to ensure that those in ends of buildings get strong signal. [#2523137]

Need to increase wi-fi coverage which is not adequate throughout the campus, specially in center for earthquake research and information. The wi-fi coverage should be better. [#2523147]

I think it is important for us to have a completely wireless campus. Internet access is not available in green areas around campus. That would improve service. [#2523214]

This isn't bad in public areas but staff areas do not always have coverage. [#2523229]

WiFi all over campus!!! [#2523264]

need better Wi-Fi coverage and reliability [#2523282]

The most important [#2523290]

There is a horrible wifi coverage especially in buildings such as the ACB and CFA buildings. [#2523292]

Speed of the wifi was adequate in all my classes [#2523297]

Wi-Fi on campus typically only works when I am inside a building. If I get any connection outside, it is spotty and unreliable. [#2523322]

Same thing as the mobile coverage, there are dead zones on the campus that prevent Wi-Fi usage [#2523367]

Without wifi you really can't use the internet and many assignments are on there so it needs to have great coverage for anywhere at any time. [#2523390]

Some places in campus does not have Wi-Fi converge. Besides it is not dependable at all. Many times it goes on and off. If I need to do a serious work that needs full connection without interruption I would use my phone. [#2523404]

It's really important to be able to work outside. [#2523446]

Cannot access WiFi consistently on campus. [#2523468]

In my experience, wi-fi access has been fairly comprehensive across campus. Occasionally, there may be a glitch of some sort, but I have no idea what might be the cause(s) for the few times I had problems getting a good signal. And sometimes, it was in my office! Otherwise, I think the IT dept has done a good job. [#2523527]

Wi-fi is poor in certain areas of the university, such as the art and communications building [#2523529]

There are some places where I do not get wifi while I'm on campus. Possibly incorporating underground routers in areas without a lot of buildings would help. [#2523566]

I've had difficulty in the past accessing Wi-Fi coverage on campus. Many times I have given up because it hasn't worked very well and found other means of accessing the internet. [#2523567]

The wi-fi frequently drops near Patterson. [#2523578]

Wi-fi coverage is slow at best. [#2523616]

If Wi-Fi covers an entire area, no matter where I am located within that area, I should receive adequate coverage. [#2523632]

I do not have reliable wifi in my office; this is a problem. We also have spotty wifi in our student center, also a problem. [#2523662]

Some spots on campus have spotty service-- Patterson, 1st floor. [#2523670]

The WiFi is great so far... [#2523707]

Wifi is very spotty for me and my devices for some reason [#2523806]

WiFi is spotty [#2523826]

Having adequate cellular (or mobile) coverage throughout campus.

This is intermittent. UM Guest or UM. UM usually seems to work better but this is also inconsistent. [#2517798]

There are many places on campus where I do not receive very good cellular services, one of which being my own office. Granted, I do not think this is anything the university can fix, it is still mildly annoying. [#2517808]

Centennial Place has a serious problem with this. It's not possible to place or receive calls in most places with my Verizon phone. [#2517848]

Seriously it sucks when I'm walking in the ally between the chemistry building and the UC and the wifi cuts off. It's just all around spotty if you walk on the outskirts of campus too like by the Campus School or at the bus stop or when walking around Central Ave. If those spots could be fixed that would be great. [#2517850]

I realize this is hard to fix, but some buildings kill cell phone service. [#2517951]

I'm specifically thinking of the library. On the first floor near the research librarians' desk there is often ZERO cell service. [#2517960]

There are many locations on the Lambuth Campus that our cellular phones will not work or pick up minimal (one bar) coverage. You lose or have a call dropped all the time. This is also very frustrating for ourselves and the person we are trying to help!!! [#2517994]

Some carriers (e.g., C-Spire) have crummy coverage on campus while others (e.g., Verizon) have great coverage. [#2518109]

The only problem I have had with cellular coverage is in ACB 158, which is partially below ground level. Other split-level areas exist and may need testing. I would hate to think there are areas where people know you cannot call help. [#2518125]

Need an AT&T signal boost in the campus area - it's terrible, and you can just about forget about making/taking calls inside a building. [#2518129]

Cellular coverage is fine outside, but pretty spotty inside buildings. [#2518206]

Better reception in builxdings, e.g., Holiday Inn [#2518218]

We have trouble with our cell phones in the Field House. [#2518226]

This is not an issue so far. [#2518250]

we need boosters so we can use cell phones in office. no use having dual sign on if I can't get cell coverage at my desk. [#2518253]

I use a Iphone 6S. Wifi service is not very reliable. It comes and goes. [#2518264]

I do not get a reliable signal in my OFFICE!!! I have a Window and STILL can't get much of a signal. [#2518267]

Cell phone coverage fluctuates around campus. Maybe it's because most students have more than one device on the wifi, but I often have to use my data instead of the campus wifi when I am in the UC or walking around campus. [#2518288]

This is also extremely important. [#2518315]

It seems like in Ball Hall 100, we have scattered mobile/WIFI on cellular phones. If they could boost the signal for Ball Hall- many students have said they have trouble accessing it as well (mainly on the lower level) [#2518322]

My students routinely leave the laboratory because their calls are dropped. Something is not correct with mobile coverage for phones. [#2518332]

With no office phone, the cellular phone coverage is even more vital. [#2518359]

In the student union and Hyde hall it is difficult to get adequate cell service. [#2518375]

When I am going to my classes, either from the LLC to say Patterson or even the Art and Communication building, my WIFI often switched from UofM to my Data. This then slows up me checking my email or trying to use apps to order food in between classes. It would be very helpful if this problem could be fixed. [#2518406]

Plays into safety since most students and staff rely on cell phones [#2518420]

I receive little to no coverage (verizon) in the community health building. [#2518509]

I have never been able to access reliable cellular WiFi coverage in the rec center, so perhaps additional routers could be placed there. [#2518588]

Please add more coverage around the art department and in basements. I know the latter is hard, but if it could be done any way it would be much appreciated. [#2518853]

The wifi outside of buildings on campus doesn't work well on my phone. [#2518888]

Need more coverage outside of the building while still on campus [#2518963]

There is only a spot or two that there are no bars. Works well overall, and not a necessity because I know I could use a phone in any building, or just move over to where there are bars. [#2519080]

I am unaware of any services that assist in students' understanding of the Memphis, ecourseware, or MyMemphis website. I am also unaware of any technological assistance on campus. If these resources exist, I don't think many students are aware, and I think many would appreciate this resource.

[#2519132]

This is very important because when I am in my dorm, all of my calls drop and my family or friends will try to call me, but I am unable to accept them. I have to stick my head out the door or leave the dorm entirely to do this. [#2519134]

I have occasional issues. [#2519339]

In the basement of some buildings (eg Jones Hall) I get little to no signal at times. This may just be an architectural issue that can't be remedied. Occasionally elsewhere on campus the connection is strong but the speed is low. [#2519905]

Some places on campus have absolutely no coverage in certain areas. [#2519963]

There are a few dead spots. Mostly in the parking lots. [#2520211]

N/A [#2520310]

There are some building areas which allow virtually no wireless signal (e.g., Psychology building basement) [#2523019]

Coverage is often poor in multiple rooms on 3rd floor of Engineering Technology. WiFi is not supported in a few rooms so I have to use my cellular data, which is not ideal. [#2523118]

There is minimal mobile coverage in areas with offices such as in the fieldhouse. [#2523161]

Yes [#2523176]

Having great Wi-Fi connection throughout campus. [#2523218]

calls get dropped in the first floor of ball hall [#2523230]

adequate cellular coverage services would be appreciated [#2523245]

Important because I have to have some type of communication with others [#2523265]

not reliable cell service in library [#2523282]

Some buildings do not have any service. It does not appear as though will be changing or any effort is being made to help correct this. [#2523296]

The lower levels of some buildings are not the best for cellular coverage. I'm not sure about what you all can do about that, probably nothing. [#2523309]

Great service [#2523337]

i encounter minimal issues with cellular coverage on campus [#2523356]

There are many dead zones throughout campus, for example, the zone between McWheter Library and Jones Hall is a really bad zone. [#2523367]

In some of the buildings I do not have cell service. [#2523446]

I have sprint and in some buildings the coverage is not that good. [#2523526]

I have no idea how the um might improve this. Isn't this dependent on the service provider's reach? [#2523527]

I have no service in the basement level of the art and communications building [#2523529]

Good coverage overall, just stronger in some buildings would be better [#2523541]

N/a [#2523552]

Fine. [#2523616]

Sometimes it is difficult for me to acquire a signal in certain areas or buildings. [#2523632]

Adaquete [#2523653]

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

having to guess at key words to find appropriate sites [#2517782]

Our websites have been terrible since they were revised. Students, Faculty and staff often are unable to find information. [#2517798]

The catalogs for courses are laid out inefficiently. The webpages require scrolling to the bottom to click on another page for course listings and requirements. It would be easier to navigate if this was an option. [#2517827]

Some of the Adobe Flash player programs need to be updated on the computers. I try to do class assignments that use Adobe but I can't even access them because the program isn't updated. [#2517850]

I do not think that the UM web site is easy to use or navigate. [#2517895]

Many UofM websites seem clunky, outdated, or not well-maintained. [#2517913]

The University website is as awful as it has ever been. However, the removal of A to Z has made it less usable. I often need to search for what I seek instead of following links. It really is the worst, right there with 80% of all Universities. [#2517923]

It would be nice to access all functions of myMemphis from UofM app. Tapingo is great for checking Funds, but ordering can be refined. For instance, the vendor cannot alert the customer of an out of stock product. Services such as AirServer and Unified Remote, which are very helpful, are blocked from the network. [#2517940]

The library website could use improvement as could many of the Student Affairs websites to make them more ADA friendly. [#2517972]

The university website has a lot of pages that describe a service, but do not include direct links to the actual service being sought. Even if it is a service that is based on myMemphis, there should be links directly to the described service. For example, seeking transcripts, there is information about UM transcripts, but no description on how to access the link (or a direct link) to access. I have at this point not viewed the UM website as an adequate service to access needed information. [#2517989]

Upgrade the internet service so that we can incorporate programs on the internet for our classes. Sometimes when you try to upload programs or websites, it says our system is too old and needs to be upgraded!!! Our system is also very slow, which slows down our effectiveness with teaching, advising and responding to others. [#2517994]

The university's websites are terrible. They are not structured well, do not look or function well, and are not easily searchable. Compared to other colleges and universities, we are greatly lacking. The entire site (and all subdomains) should be deleted and started over. There isn't even an A-Z index! Its terrible! I cannot emphasize enough how bad they are. Just start over - there is no point trying to fix them. [#2518017]

UoM website (www.memphis.edu) is virtually useless as anything other than a marketing tool. It's entirely too busy and convoluted. Primary means of finding what I need on the university's public

website is to search on Google and add "university of memphis" to the search criteria. That usually takes me to what I need. Also, regularly stumble across 404 errors on production pages. [#2518034]

Website look had improved in recent years, but can be somewhat difficult to navigate. [#2518037]

I have had difficulty accessing web pages through schools on campus. Specifically, the College of Education is outdated and needs more time devoted to updating information and keeping things current. [#2518049]

The issue I have is the processes involved for managing web pages on the university website are awkward and non-intuitive. I haven't found the online help very helpful at all. The class I took that was supposed to help with web pages was pretty vague and no written instructions/help pages were provided. [#2518052]

Web sites require undo clicking to get to the destination one wants. [#2518084]

The library search and database system in particular is incredibly confusing and difficult to use. [#2518090]

Some things I've found on various graduate websites are outdated. [#2518104]

I hesitate to answer this because every time I have seen a website make changes designed to make things "easier," I have had a harder time using it. Also, when I want something from the University of Memphis website, I use an outside search engine to find it because the University's website is cumbersome and I choose to not waste my time learning its frustrating nuances. [#2518125]

Main U of M website really needs a redo. poor layout. For example, often-needed info like academic calendars and finals schedules should be in the Academic drop-down, I shouldn't have to "search" to find things like that. [#2518129]

I'm not exactly sure what you are referring to, but here are a couple concerns: 1. better online forms for faculty and students 2. easier/more accessible data access through Univ systems (e.g., Banner/Citrix) 3. more flexibility with Department Website design [#2518156]

I don't like to scroll for pages upon pages. Everything right there is better. [#2518184]

N/A [#2518219]

Could be more effective and elaborative [#2518241]

Keep all departmental and administrative websites up to date more often than they currently are. Provide easier/clearer navigation to as many forms, policies, information, reports, etc as possible. [#2518245]

Most of the sites are easy but some do take a bit of exploration before you find what you need. [#2518250]

the new helpdesk system is terrible, too hard to find what I need [#2518253]

Search engine is pointless. Links can't be seen by people with color issues. Multiple broken links still. Organization is impossible to understand. [#2518267]

Make it easier to search the university information, such as Human Resources, Library, etc. [#2518270]

The website for Study Abroad is very disorganized and is hard to navigate. More people would explore Study Abroad options if the website was more precise and narrowed down to feasible study abroad options. [#2518288]

Sites like Campus Card seem unnecessarily complex. Many prompts, many hoops, if one field is missing, it forces you to start over instead of just completing the missing field. [#2518290]

Make design changes to the current template for university sites. Use talent on campus to make suggestions for design elements (there is a lot of talent, years of experience and skill on campus). Heading sizes are not consistently smaller as they go into lower levels (Heading 4 is larger than heading 3). Heading 2 is not easy to read being in all caps and in bold. This should be a priority since the university will be mandated to more accessible web sites in the next year. Too much area is taken up with redundant menu options pertaining to university sites on tier two level sites (colleges, departments, research centers, administrative offices, etc.) Users are presented with pages and cannot even see the main content of the page without having to scroll. The dark blue area for site name is a wasted use of screen. You can barely see there is a tiger in the left side. There is too much space between breadcrumbs and slideshow on homepage. There is inconsistent space between the breadcrumbs and page titles on secondary pages when/if left menu is in place. The left side buttons use generic icons. The templates needs more color. [#2518310]

I find the ecourseware not the most user friendly. There are way too many links. [#2518315]

The navigation of UM's websites are not clear. I can't easily navigate to what I want from the link structure, which forces me to use search or google search. [#2518321]

myMemphis shows errors all the time. It makes things like planning for registration very difficult. [#2518327]

The university website is sometimes difficult to navigate. [#2518366]

Minimizing the number of platforms would assist with this [#2518420]

The UoM website needs to be more succinct. There also needs to be better accommodations for hearing impaired students for the TNEcampus lessons. [#2518490]

N/A [#2518511]

Hire more than one IT person for a large department like Psychology. One person cannot be everywhere all at the time. [#2518530]

Not enough sites! [#2518567]

Thus far, I have not had an incident that I could not get resolved through Tech Support. [#2518656]

The old eCourseWare was much more user friendly [#2518913]

I sometimes find information that I need is not included on web sites or hard to find. For example, contact information is not always accurate and it is not clear how to get information on university websites corrected or updated. [#2519008]

It is hard to find some information on the university web site. The A-Z list is not as user-friendly as it was a few years ago. [#2519075]

Web search for most often used sites (registration, class schedules, campus police) listed on main web page. [#2519077]

I wish the ECourseware button was more prominent because I seem to use it the most, and I have to scroll down to see it. [#2519080]

The University of Memphis Web site is not intuitive. I find it poorly planned out such that it is very hard to find specific information. This was not the case with the previous Web site. I am still disappointed in the current Web site given the ability and experience of so many other Web sites in best practices.

[#2519163]

Some University web pages make it difficult to find information quickly. Layout of departmental web pages is not consistent. [#2519180]

I do not consider our website easy to navigate. The search feature falls short on a regular basis.

[#2519336]

The UofM website is confusing. [#2519339]

None [#2519378]

Improve user interface and navigation. [#2519731]

ecourseware is different with every teacher and makes meeting standards difficult class to class

[#2522963]

our web site is not easy to navigate. Search functionality is iffy. It is difficult to find contact information for some offices (admissions and scholarship). [#2523071]

They are [#2523089]

WorkforUM, EMS, TigerBuy, the Regions Bank p-card site - all of the "plug-in" systems are very user un-friendly. Unless one uses these applications frequently, it is impossible to "occasionally" use them without having to call someone in that department for assistance. [#2523119]

websites are better but can be even better. [#2523147]

I hated using the reporting software for any kind of computer problem or request. I haven't yet had to use the updated version so I just hope that it isn't as confusing. [#2523229]

For all classes [#2523290]

E-courseware doesn't have video upload capability, and that is an issue for some of the classes I teach, especially online. [#2523304]

UMDegree is a really weird website to navigate, that's really my only complaint in regards to this. [#2523367]

This speaks for itself. [#2523446]

The school website needs to be more succinct. [#2523454]

I have found it very difficult to get right to the information I may be seeking on the U of M website. The lists of options offered and the categorisations of different data sets needs to be reviewed for efficiency and relevance on a regular basis. [#2523470]

The student web portal is bad [#2523485]

The marketing needs of the university sometimes necessitates more scrolling or searching than is desirable [#2523492]

the website shortcuts do not work properly [#2523524]

E-Courseware can sometimes be a little difficult to use. [#2523526]

ecourseware is clunky for email, managing originally produced audio/visual embeds (did we get rid of Ensemble or whatever that hosting service was?) I think it is imperative to be able to easily pop onto online courses and upload a video or audio lesson update, announcement, or mini-lecture. Just to touch bases with students and to let them know there is someone "on the other side of the curtain." Maybe I need more training in how things have been updated. [#2523527]

N/a [#2523545]

I'm not a huge fan of our website and would love to see what other options are available. I feel we are very limited in design options and creativity. [#2523651]

Ecourseware is difficult to use, particularly the quiz area and grading. [#2523670]

mymemphis can be confusing to use [#2523682]

It's hard to find some forms that are not on the main forms listing. One example is Research Support Services, where some forms are within the website information instead of grouped together with a link on the main page. [#2523689]

It is very difficult to find information I need on the University website. There needs to be better organization of the subpages (department pages). [#2523693]

Sometimes finding desired information on university website is difficult. Either unit/department doesn't provide it or doesn't have easy-to-find links. [#2523796]

UofM site is hard to navigate [#2523826]

Having online services that enhance the teaching and learning experience.

Get Blackboard or Canvas [#2517800]

Not in any of my classes or on the UofM website have I ever seen Online help for any subject, and I am not just talking about tutors. I am talking about actual websites like Khan Academy, CodeAcademy, etc. [#2517853]

eCourseware has become embarrassingly slow and clunky. Entering grades for large classes is a nightmare. I assume this is because this is now cloud based. [#2517898]

More user-friendly LMS would be helpful. Why, for example, are online course email systems separate from regular UofM email? That doesn't make any sense and makes course communication unnecessarily complicated. [#2517913]

Elearn has had issues that affected off-campus access. However, the tech teams do not have any off-campus means to test, so they deny a problem exists. Making them effectively not only useless but in the way of getting to a timely resolution. [#2517923]

But always have adequate training for everyone that will use such new software. Consider rollouts ONLY after it has been tested in at least 2 areas on campus that have HIGH volume to avoid potential errors and lockouts. [#2517930]

Some classes require signing up for a specific time to conduct a conference call type class (through Learning Curve). Why not create a podcast so people can watch at their own convenience. Then they can just send an email with any questions they may have. [#2517951]

There is more technology that could be incorporated into the elearning software platform to improve instruction. Perhaps, faculty using elearn could get training. Most of the course rely on discussion which end up being stale in the asynchronous environment. [#2517980]

eCourseware and UMDrive are awfully antiquated online learning resources. Blackboard or Canvas are much more up-to-date with adequate resources. [#2517989]

The online services must include recent development in technology. [#2517993]

This would be nice, but we do not always have this option. [#2517994]

Are we continuing to use eCourseware because of inertia and resistance to change? Or is there something better? Overall it's okay, but parts of it seem a bit "dinosaur-ish." Is there a more innovative and up-to-date LMS available? [#2518000]

Generally good, but the collaboration area is a bit weak. (See other comment.) [#2518034]

Information should be easy to access. When you have to 'click' many times to find important information, it can become frustrating. We lose students based on this difficulty. [#2518049]

Elearn email does not work decently, would not mind having class-shelled emails [#2518084]

I use power point and some websites in my classes. Beyond that and email, my tech life is small. I am pleased with the services. [#2518098]

On average, only one class per semester has used any online services. [#2518125]

It's all about the tech ... [#2518129]

I use the book a lot more [#2518178]

Knowing where to look and communication of where to look would be a big plus [#2518184]

N/A [#2518219]

Online learning platform can be more effecient [#2518241]

Get rid of D2L. It SUCKS! Poor functionality. Inability to do basic things easily. Slow interface. Worst software EVER!!! Switch to BlackBoard. [#2518267]

Sometimes it is difficult to log in to an account on the computer. It might say for instance: the server is down. [#2518293]

More online classes - ESPECIALLY in the COMP sections [#2518294]

It takes tremendous time to use the current eCourseware system. Although I understand eCourseware is well designed and has all the functions I want, it takes too much time. The interface should be simpler and cleaner. [#2518321]

I wish there were more people available that could help me when I need help. [#2518340]

Ecourseware is iffy from time to time [#2518407]

Utilizing the resources that exist rather than forcing students to pay for additional resources that do the same thing [#2518420]

TN Ecampus instructors are not very forthcoming with feedback and rarely interact online. [#2518490]

Tutor chats [#2518511]

Not enough sites! [#2518567]

In some of the classrooms that are at the university, maybe update the computers that the staff uses and maybe like an online course that teaches the professors how to use the newly updated technology. that could spare a lot of time in the beginning of the class and spare the teacher from showing their age and them feeling bad about it when they have to ask a student to help them. [#2518923]

Re-read my availability issue. It really is frustrating to have homework that I can't do because the software isn't available. It becomes either an instant fail (which half of my homeworks currently are for that particular class) or I pay MORE out of pocket for the software. Funny story, I priced it and the software is

cheaper than the Technology fees. So even if everything worked perfectly, which it doesn't, I still wouldn't be getting my money's worth. Thanks U of M! [#2519058]

Instructors are the bottleneck. I gather from 5 years of night classes that you do not offer any real training to the non IT instructors. Way too many put down the online services or used a book that did it all for them and they did NOTHING for us students. Having to pay a premium for a web class was very disappointing on a few classes of the past 5 years. [#2519069]

This is not necessary for all classes, but super nice when it is there. I am always looking for more resources because the lecture if there is one is usually very lacking. In some classes, I don't even know what the point of classroom attendance is supposed to be. [#2519080]

More training on using on-line teaching is needed. [#2519180]

I am pretty happy with the eCourseware service for the most part. I do believe that all professors should be required to use it. That being said, I have heard bad things about how some of the online classes interact through eCourseware, and there are several other platforms out there that would perform better. I have not experienced this personally, as I have not yet taken an online course. I can give more feedback after the summer semester. [#2519295]

None [#2519378]

The blogs are incredibly useful. Qualtrics is also very good. The way to access SPSS or SAS was not obvious from an off-campus computer as of a couple of years ago, and I don't know if it's improved. I have learned about and occasionally other technologies and attended in 2 UM webinars about tech and I think it's wonderful that these are done (and the ones I attended were well-done). I think more can be done to inform teachers of everything the University has in terms of training and resources; I would like to use them more, but do not know fully which are available, and sometimes it's unclear when I find out about a service what it does (sometimes the name of the service is mentioned without summarizing what it can be used for). [#2519905]

yes [#2521844]

eCourseware is a bit obtuse. [#2523036]

They do but many staff a faculty are unaware of the depth of the services offered and available. [#2523089]

Yes [#2523176]

Current online learning services are scattered at best, and often a hindrance. Consider consolidating all online components to a single provider, and work on maximizing professor control over the offered service. [#2523185]

We need a program more powerful, user friendly, contains more upload space, and useful. [#2523196]

more online services would be appreciated [#2523245]

I feel like online sites that we pay for are just to do work and do not actually help me learn material. [#2523248]

I wish we had more university supported services, rather than being encouraged to go and find free versions of materials that our students have to access. [#2523304]

Online learning is sort of a joke. Often the technology isn't sufficient for my learning style. I like to hear lectures and be able to respond in the moment with questions and comments. I try to take all of my classes on campus for that reason. [#2523309]

Great service [#2523337]

have the same system as Taiwan, theirs is extremely fast. [#2523350]

N/A [#2523355]

important for online classes [#2523356]

Online services might really be of much use for those who don't have reliable transportation in order to get help. [#2523390]

This is definitely very important. Ecourseware is currently very shoddy. [#2523446]

There needs to be greater accommodations for students with hearing disabilities for foreign language classes. [#2523454]

See above. A computer system does zip without software to run it. The divorce in technology support between hardware and software makes zero common sense in 2017. [#2523616]

All classroom computers should have skype and a webcam for classroom visits with guest speakers. [#2523670]

Engage the students more with these online resources. [#2523806]

need course designers [#2523826]

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

Not really much to work with when it comes to UofM being able to share work, but Google Drive works better than anything Memphis has. [#2517853]

Please open OneDrive so that it can be used to share information with people outside of the University. This is a very powerful, easy to use platform. At present, you can only use this with people who have a memphis.edu email address. UMDrive is outdated, clunky, and limited with respect to available space. There is really no reason that OneDrive cannot be opened for communication outside of the University. [#2517921]

I am not aware of any Uni sponsored collaboration tools. When I needed them, my Prof, who is on the Tech advisory committee, had us use Google Docs as a platform. [#2517923]

If there are services offered by the UofM that allow students to use document sharing platforms, it is not communicated very well to students. I am a graduate student and find it difficult to share documents using the UofM services but have to resort to GoogleDocs. [#2517938]

Office 365 is remarkable. umDrive and ITNAS are fine, but OneDrive really needs to be mapped to the lab computers upon login. It is nice to have access to the Citrix apps, but the difficulty of simple features such as Saving and Fonts cripples this service. Saving to OneDrive from Citrix would be ideal. It would be nice to be automatically signed into myMemphis, eCourseware, and Office 365 upon login into a lab computer, since these services use SSO. [#2517940]

I end up utilizing external services with the exception of Bluejeans for this task due to their broader applicability and better quality. [#2517944]

Well, I wrote out a suggestion but my wireless connection to U of M Secure cut out and deleted my response. I mentioned that the email on eCourseware is unreliable as to whether it will send an email notification that a message is received on the eCourseware email system. Also, the blog/wiki pages are very clunky, and often left unused but these are useful resources that are being abandoned due to the their difficulty level. The discussion boards and dropbox on eCourseware are slightly less difficult, but there are much more streamlined resources out there. eCourseware is just awful. [#2517989]

This also would be very helpful!!! [#2517994]

This is something my dept. struggles with. Are there programs available to us that allow for online collaboration? We are currently using different online products, some of which cost money. We need a project management tool that's easy to use. [#2518008]

Collaboration tools on campus feel fragmented and not strategically positioned. [#2518034]

Systems that allow collaboration or education of public sources such as google docs or WWW.PREZI.COM [#2518091]

n/a [#2518149]

I'm done with UMdrive. Fine for storage, not so good for collaborating. [#2518156]

We need more of a Universal system in regards to things such as Skype, Bluejeans, etc to be able to talk to one another. [#2518170]

eCourseware is always breaking down. The vendor has inadequate responses when addressing these issues. Very frustrating for students and staff which falls back on LSPs at times. [#2518184]

The new bluejeans app sucks. it was far better when it operated through a browser. now we have constant audio problems and stalling. [#2518194]

Provide more bandwidth across all campus locations. Provide multiple platforms for webinars, videoconferencing, off campus collaborations. Form a committee of stakeholders to assist in these improvements. [#2518245]

I would have liked to use Tasks in Office 365, however midway through the Fall semester I found out that this application wasn't being offered anymore to the U of M community. Since I teach software development, I like to introduce tools that are free for the students that teach collaboration. Microsoft left us high and dry on this one. [#2518258]

Update and replace outdated equipment. [#2518270]

Provide an in-house means of video conferencing [#2518344]

When Wi-Fi is spotty, Skype etc are difficult to utilize. [#2518359]

Very important for online students [#2518420]

I think this is more a people problem than a tech problem. People tend not to share ideas and collaborate unless they absolutely have to. At least that's what I've experienced in online classes. [#2518490]

Have computers in dorms [#2518511]

Not enough sites! [#2518567]

There wasn't jack \$.t in collaboration services that we as students could work with in project oriented classes. If there were you did a FINE JOB keeping them to yourselves. Asking an instructor about them was always a waste of time in that they had no clue. In groups I'd put up a shared google drive for us to use. It would have been great for us to receive a SharePoint site to post documents to. [#2519069]

More information and training on such services is needed. [#2519180]

great [#2519339]

Banner is a cumbersome and slow database system. [#2519731]

Im in the basement of some buildings and the service is not great [#2520680]

wiggio is decent, but clunky and no one knows about it. [#2522963]

N/a [#2523008]

It would be very useful to see the services expanded to include more cloud storage (e.g., Google Drive, OneDrive) [#2523019]

Open up Office 365 so that we can share files with groups! We are using non-enterprise systems because this isn't available to us. [#2523036]

I love BlueJeans and having the capability of sending an IM to students or colleagues would be life altering. [#2523089]

Yes [#2523176]

Yes this service will be very helpful especially for me who has to teach remote- I am an Adjunct [#2523182]

Pick one technology, roll it out and support it. [#2523264]

MY RECOMMENDATION TO THE ISSUE I RAISED IN THE ABOVE COMMENTS IT TO HAVE WHATEVER YOU SAVE TO "ANY" COMPUTER AUTOMATICALLY BE ACCESSIBLE UNDER THAT PERSONS LOG IN CAPABILITY. IN OTHER WORDS, IF I LOG IN UNDER MY PASSWORD AND ID---WHATEVER WORK I DID PREVIOUSLY AND SAVED TO ANY COMPUTER SHOULD COME UP AT ANY FUTURE COMPUTER AS LONG AS I SAVED IT. WITH OUT EXCEPTION...Otherwise we are all vulnerable to what happen to the student I mentioned above. It has happen to everybody at least once, including me. PLEASE HELP! [#2523283]

For all classes [#2523290]

Embedding Blue Jeans or something like it inside e-courseware would encourage more interaction with students and allow them to collaborate with one another. [#2523304]

The technology for online learning isn't really set up in a way where collaboration is encouraged. The most I've done is a group paper and it ended up being divided into sections that were worked on individually. [#2523309]

this would be useful in group projects [#2523356]

I found elearn a little hard to collaboration with others. [#2523404]

This is also not offered at all. Although I do have access to free stuff online. [#2523446]

In my research teams, we go to Google to manage our collaborative projects and co-authored drafts. [#2523527]

Having a tech hub with smart boards would be a great enhancement of services [#2523541]

N/a [#2523545]

Having technology totally divorced from any knowledge of the D2L platform the university uses is early 20th century thinking (prior to Turing). [#2523616]

need to be able to connect with more than 12 [#2523826]

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

all systems do not communicate with one another [#2517782]

Timeliness is not always possible, but it would be nice to be able to rely on our systems more. [#2517820]

Applications on UMWare is very slow on the remote connection, but works OK on NAS computers. [#2517989]

This sometimes is a major problem when you are trying to solve a serious problem, or a time sensitive problem and the system keeps going down!!! [#2517994]

BI tools feel out-of-date and somewhat difficult to figure out how to use, but eventually we can get what we need with a few phone calls and some hand-holding. [#2518034]

Some university financial systems seem antiquated and cumbersome. [#2518037]

I do not know what this question is asking. [#2518125]

Is dependant upon wifi and cellular coverage. Both are operational on campus, but they do not match the quality that is desired. However, I am happy with the overall internet, wifi, and cellular coverage on campus. [#2518138]

As an administrator, I have to access OIR frequently. I appreciate the interactive analytics; however, I would appreciate more flexibility regarding summer -- our cohorts graduate in spring and summer, but OIR summarizes U/S/F, effectively splitting our cohorts (which we'd prefer S/F/U). [#2518156]

No suggestions [#2518178]

N/A [#2518219]

Provide multiple options for obtaining data and having data reported. Form a committee of stakeholders to assist in these improvements so they can work well for multiple disciplines/administrative purposes. [#2518245]

Update and replace out dated equipment. [#2518270]

Thinking of the Tiger Link website specifically, it isn't very well organized. It can be hard to find what I'm looking for. [#2518306]

I'm not sure if it falls within this category particularly, but I hate the Citrex system. I understand University of Memphis is a large school and cannot have physical copies of programs on each computer, but it is such a hassle to use. Perhaps I just don't know about it, but it would be nice if there was a lab or a couple of labs that have physical copies of common programs, like SPSS or Matlab, etc. on them available. If they are, perhaps raising more awareness about them would be great. [#2518313]

have a system that links without months of lag time between matching JAVA and Banner. Seldom works before 3 times trying to get it JAVA hooked up. First time stall and locks. Second time doesn't pull up info needed, so stalls and locks. [#2518331]

N/A [#2518490]

You HAVE and can distribute SAS and instead you force the use of SAS Citrix Server which requires different syntax and IS SLOW!!!! Give students SAS to install. You HAVE THE LICENSE TO DO THAT!!!! ALREADY!!!! [#2518567]

Some of the current systems -Banner- are difficult to access and find information. [#2519180]

Because of some the slow and redundant nature of some of the databases I need to access for information, I can't make queries as fast or as effectively as I would like. [#2519731]

N/A [#2520211]

Quicker response time. [#2521830]

yes [#2521844]

I think one very useful way of improving say the myUofM page may be to include an "updated on _____" feature for course searches. That is, to let students know if they are enrolling in courses which are actually being offered, or if they are simply the carried over courses/times from a previous semester [#2523019]

Web-based computer programs such as Matlab and SPSS are too slow! [#2523036]

Citrix will crash many times and I am not able to access my data for projects in a timely manner [#2523086]

If students at UofM have access to any special databases, I'm not aware of it. [#2523185]

The problems with the NAS drive created a lot of problems for us trying to do our work. I hope that will be avoided in the future. [#2523229]

One of the most time consuming and key pieces of data is the work we research and put together to present to our professors for analysis and grades. Then we save it to a computer which is not universally linked to other systems. For me this is a failure of service for me and other students. The end result is our having to travel back to the library of across campus to the sole computer we were working on to (pray) it has the document we spent hours researching. I watched a fellow grad student lose everything believing it was saved on their drive only to be terrified to learn all "SIX 6" PAPERS WERE GONE FOR GOOD. They did not have the document for their class presentation or the other 5 to turn in requiring a discussion with the professor for grace to turn in late assignments. I hope this is not acceptable to you. Yes they could have saved it on a USB but it should be in more than one place regardless, at least as a safeguard option. [#2523283]

Sometimes the courses that are being offered for a future semester just don't get updated in a manner that helps me plan well. [#2523309]

N/A [#2523355]

The systems are a little cumbersome. So much clicking and digging to be done. [#2523446]

What kind of decisionmaking? [#2523527]

N/a [#2523545]

1.)Have this available as an app on your smartphone [#2523598]

OIR is great [#2523616]

Adaquete [#2523653]

Hmmmm [#2523689]

can't find data needed on uofm site [#2523826]

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

Smart classrooms vary in there updating. At times computers don't work. Essentially some classrooms have been updated and others have not. [#2517798]

More meeting spaces with technology are needed to suit students' needs. [#2517820]

There is room for teaching space, but nothing that enhances the learning experience. [#2517853]

I am a Graduate student and was previously attending a university in the Southeast. This university has many more updated rooms with better technology, which enhances how the teacher can teach and, therefore, how the students learn. Furthermore, it is convenient to have computer labs with printers in each major building. This alleviates a singular room with printer of the pressure to constantly be open, stocked, and have available computers. Plus, it is much more convenient to access computers within the building that one is already in than having to walk across campus. [#2517869]

In engineering, there aren't enough rooms accessible to students to work on projects requiring programs together. Also classrooms do not have electrical outlets that work, making it hard for classes requiring lap tops. [#2517887]

I teach in Mitchell Hall. Technology-wise, it's the dark ages. We have annoyingly slow computers (I have to make sure I give myself at least 10 minutes before class to get the darned thing booted up), we have to make do with after-market projectors that are themselves unpredictable. images project onto ancient pull down screens. Then to make things worse, the classrooms do not have outlets sufficient for the students. In a wired world, in which everyone has one or more hand-held devices and usually a laptop, we need to be able to plug in and recharge. Even in the humanities. As matters stand, Mitchell Hall is a technological joke. [#2517911]

More general access rooms for study space. [#2517912]

Sometime wireless and/or projectors are not fully functional [#2517944]

I was always very frustrated with the technology support in the UC...specifically the clicker rentals never worked. I always had to run back down to Events Planning to get a new clicker which even then often didn't work. Sometimes the computers wouldn't allow me to login, and there were several technological flubs like these this academic year. [#2517972]

No remarkable suggestions. [#2517989]

Better technology in classrooms including document readers (modern overhead projectors) [#2517992]

Classrooms should be well equipped with technology such as good projector, charging place for laptops, good wifi. [#2517993]

Many of our classrooms do not have enough outlets for the students to plug in their laptops or they are only in a few locations in the room and the student's cables are not long enough to plug in. [#2517994]

Make sure all classroom have up to date equipment [#2518019]

Classrooms are generally in good shape, but getting help after hours can be a challenge. [#2518034]

The learning centers, meeting places, and classrooms that are on campus are already great enough because there's literally a meeting area or study area in every building with both internet and computer access. [#2518067]

Make more classrooms and meeting spaces available [#2518097]

Sometimes "experience enhancing technology" can speed up teaching in a way that slows learning; and that is when we are not wasting large portions of class time trying to make it work. [#2518125]

I have had good experiences in some computer labs, but in general the computers in the classrooms are extremely slow getting logged in and recognizing usb keys. [#2518145]

Not enough meeting places with technology access in the community health building [#2518155]

Most classrooms are old and simply need more electrical receptors for plug in of devices. [#2518164]

although there are mac and dell computer labs, it would be nice to have other technology to use like smart boards [#2518199]

The library needs more study rooms that have technology or are tech-friendly. [#2518206]

N/A [#2518219]

some of the computers in classrooms are old and work real slow, if at all. [#2518226]

Some classrooms have great technology, while others are left way behind. This is extremely true for the Engineering college. [#2518258]

I have worked in several buildings on campus including the ADMIN Bldg, Wilder Tower and currently the FedEx Institute of Technology. Students are always looking for computer labs to use for homework and even admission applications. They sometimes ask us if they can use our computers to complete their application. They are denied and encouraged to go to the library for assistance. [#2518264]

Make sure equipment is working in all classrooms. [#2518270]

I teach in a classroom with about 60 seats and a projector at the 1/3 point with a small screen. Students in the back of the room cannot see. Why not look at such rooms, set them up so they project (using this box as an example) across the short direction and not across the long direction? Two screens, two projectors would make students' lives easier. [#2518332]

Could be better, perhaps more in the library. [#2518345]

Great if the technology is all working. [#2518359]

The Psychology building, which I have used in the past, still has chalkboards on the second floor, with no computers in those rooms. [#2518366]

The computers in the V.J. building are used for class rooms making it difficult to find times to use the computers available. There is limited computers in the Library and although there is a computer lab in the student union often times the service is slow because the nursing students use the lab across the hall for testing so at least 60 people are on the internet in the same building using the same service. [#2518375]

More study rooms with technology in them would be awesome [#2518407]

Quicker (immediate/high priority) response times to problems occurring in smart classrooms, so that class times are not shortened or cancelled altogether. [#2518446]

In music class, sometime audio was unavailable and the instructor did not know how to solve. [#2518451]

Accommodations for hearing impaired are lacking. [#2518490]

More dorm spaces [#2518511]

Technology is a growing part of our world, it's vital to the learning experience in today's society. [#2518548]

More collaboration rooms are needed since some like to use them alone [#2518619]

There are not adequate power sources to allow technology in classrooms or meeting spaces. [#2518796]

There are not enough classrooms that have the ability to plug into if you need to charge your laptop. [#2518830]

There's only 1 lab on campus with one my class's necessary software installed and that lab isn't often open, is sometimes open and occupied by another class, and assuming I'm allowed in, the software often isn't updated. This is what technology fees were for, I thought. I don't see the value gained in that fee. [#2519058]

Classroom leadership to use new tools is what you have to overcome. Too many old dogs and no new tricks at the UofM. [#2519069]

I was very dissatisfied in some of the classrooms lack of modern equipment; for example, I had a class in Manning Hall that just seemed like a box with a chalkboard. No overhead projector, no student accessible outlets, no air conditioning. I wish they would tear that log cabin down and put in some real classrooms. I transferred from Southwest Tennessee Community College, and on the surface it doesn't make sense that the University of Memphis is twice the price, but is only half as nice. At Southwest, students had their own table with adjustable chair, and computer. Here we are packed into small spaces sometimes with barely enough room to take notes. [#2519080]

There is NO meeting space on campus for a group of 15 staff to get together weekly or twice weekly to work on issues involving the Argos conversion. This room simply needs 15 (or so) working computers. Why is that impossible? [#2519163]

When using computer in classroom need to have DVD access so show movies for educational purposes [#2519188]

Every building should have some sort of room dedicated to some technology for students. Particularly with some computers and printers at the least [#2519320]

I wish there were more computer labs on campus. [#2519339]

Some classrooms do not have HDMI connectivity. Projectors fairly often (4-5 times a semester) do not work correctly for me in Jones and Clement halls; some rooms seem to be more problematic than others. I am fairly tech-savvy and can often trouble-sheet by shutting off devices/projector, etc., but usually 1-2 times a semester I end up calling tech support ? usually they come quickly, which is much appreciated. [#2519905]

Buildings like Clement or Mitchell Hall, where many of my classes are, generally seem to have less spaces with technology available than other buildings. [#2519928]

Other than the library, the tech hub, involvement zone, and one computer lab in Mitchell, I don't know of any other places. It would be nice if the campus apartments had a computer lab. [#2520211]

Some do not have printers, so I'll go in to print but have to log back off because the closest available printer is in the UC. [#2520310]

Having a class or a set location that we could go and someone would be available to assist us if we needed help with something. (Power Point, Prezi, etc.) [#2521830]

yse [#2521844]

We need more labs with computers for every student so we can engage in the lessons during class. If you're learning about an issue in excel and cant follow along its useless. [#2522963]

There is very limited open lab space considering the size of the campus [#2523019]

There are not many classrooms that even contain computers or outlets. One important thing is to have an outlet to plug in a laptop as most classes are becoming more technology based. [#2523086]

Though there are many there are still some spaces that do not offer connectivity. [#2523089]

Some classrooms and meeting spaces technology stops working and it's removed rather than repaired. [#2523264]

More availability throughout campus [#2523290]

The Tech Hub at the University Center only hosts 4 rooms for groups. It would really be beneficial for students to be provided more rooms for groups to use. Also in a location where they can freely discuss without disrupting others. [#2523292]

Some of my classrooms could use an upgrade in software. Speed is also an issue. [#2523304]

My research team often struggles with finding a place to meet. There just isn't enough space in our department it seems. [#2523309]

Classrooms are often lacking in this type of technology-overheads do not come on-maybe someone checking the equipment every 6 months [#2523324]

Classrooms do not have very much technology in them besides a computer and a projector. Technology seems to be discouraged. [#2523446]

Need printing stations in every building. [#2523451]

This may be expensive, but must be a budget priority if the U if M is to enjoy a good reputation for up to date teaching and learning practices. [#2523470]

Patterson Hall, in particular, needs to re-open the lab for students. We see more students through that building, and most are writing and researching and needing to print out drafts of their work. It is simply terrible that there is not a public lab there. My understanding is that the university/college wanted the department to take on the expense of running the lab, which seems unreasonable, because we serve students from all disciplines, many in gen ed courses. Perhaps if the CAS would give us access to all of the revenue that the first-year programs generate, we could afford to take on that expense of planning, managing, hiring, scheduling, and maintaining, ordering supplies, etc., that goes into a public lab. Currently the Professional Writing Lab is being used by everyone, and in the last few years, has eroded in terms of organization, cleanliness, breakdown of the furniture and facilities that were originally planned and paid for out of dept funds. If a public space were available, it would take pressure off of PT 227, which was originally dedicated to the concentration's needs. [#2523527]

Make more computer labs open 24/7. Having just the tech hub is not enough and many people enjoy eating while studying late at night so having that restriction also sucks. The library should be open longer and there should be some sort of cafe on campus that is open 24 hours a day. I know this is mainly a commuter campus, but to neglect the students who rely heavily on the university is really awful. [#2523566]

When I used classrooms on the main campus, getting any technical support was difficult at best. [#2523616]

The classroom technology in Mitchell Hall is often slow and inhibits teachings time. [#2523662]

Many of the classrooms in engineering are in terrible shape. All classrooms should be super-classrooms. [#2523668]

All classroom computers should have skype and a webcam for classroom visits with guest speakers. [#2523670]

classroom equipment doesn't always work properly (from experience in Ball Hall) and the availability of meeting spaces for students to reserve doesn't always meet expectations (e.g. I've tried to reserve rooms as a student and my request wasn't follow up with or honored - such as the rooms being locked when I needed it even though I reserved the space), I usually can find an alternative space but it is still inconvenient. [#2523682]

Student technology access during lessson [#2523738]

More classes should be equipped with better technology [#2523822]

need classrooms that meet the size of classes we have. [#2523826]

Getting timely resolution of technology problems that I am experiencing.

It is important to have prompt assistance when problems are occurring since every process on campus relies on another one. [#2517820]

need to have something open 24hours for students and others to access when necessary [#2517837]

Since they can't see or validate a problem, I have to wait for it to be caught by someone with a clue while I twiddle my thumbs. [#2517923]

Any time I have utilized tech staff the response has been OUTSTANDING. Keep up the great work! [#2517930]

Technical persons should be available anytime to resolve technical problems. [#2517993]

This area is one of my main concerns. I have had several incidents when I have had to ask service providers to return because the service that was said to have been corrected was not. [#2518025]

I teach at 8:00 a.m. in the Fogelman College of Business, but the technicians don't arrive until 9:00 a.m. If we have problems, there's no one to assist. My suggestion is to have someone available at 8:00 a.m. until classes end. [#2518029]

I don't know how [#2518063]

I understand that the demand must be high, but I do not feel like I can easily/quickly access people who can help me. [#2518097]

When the internet goes out (I live on campus) I would like it to be resolved ASAP as much of my studying and homework and research is online. Several times throughout the semesters, the ITC did not resolve internet problems for several hours...an unacceptable amount of time for students who pay for this service. [#2518133]

It can sometimes be difficult to find someone who can address tech problems quickly, especially during class when I need someone immediately. I'm not aware of a service that might have someone on call to quickly resolve classroom projector/computer problems, but that would be an excellent service to have in place. [#2518145]

I love our LSP, but he has nearly no help, thus getting resolution to problems often takes an inordinate amount of time. He also seems to be hampered by a lack of access. WAY too often someone else has to come over that has permission to fix the issue. Isn't that why we have an LSP? [#2518194]

N/A [#2518219]

The only issue I've had was after 4 and someone did come help me, but it took a while. I just had to talk to my students about what was on the webinar, while we waited. [#2518226]

Help desk is rarely helpful. I have had requests waiting in the queue unanswered, no action, no updates. [#2518258]

Answer service requests. I put in a service request, only got an acknowledgment several months later, and never got my service call. [#2518260]

Very important for all students. [#2518420]

Chat windows [#2518511]

An email or phone call follow up after a visit for any technical issue would make the experience far more successful and appreciated by us as students. [#2518522]

I'm good. Haven't had any issues for years now. [#2518685]

I've had to spend a lot of time on hold waiting to talk to a tech services rep. [#2518888]

sometimes you wait for days before your problem is addressed. it should be improved. [#2518922]

There's many different tech support departments on campus. 1 for each building, 1 per department, 1 for resident's only, 1 for website support, etc... With that many cooks in the kitchen, it is hard to hold any of them responsible for fixing things. [#2519058]

I have never used the support staff. [#2519080]

It shouldn't take all day resolving the issue [#2519158]

Staff is friendly and helpful [#2519339]

SATEch is one of the best IT departments in responding to and resolving tech issues I've worked with during all of my professional experiences. [#2519731]

Get rid of the helpdesk software and provide a list of experts we can contact. [#2519965]

N/A [#2520211]

nothing worse than not being able to work because of a computer issue [#2522963]

The technical staff has been very helpful, but sometimes the wait for service is excessive. In addition, I don't always receive a reply when I send a request for help. [#2523006]

N/a [#2523008]

The IT people are very good at reporting and getting help for computer issues in my department [#2523086]

Our area is fortunate to have LSPs who respond quickly to technical issues. [#2523119]

No [#2523176]

I don't know if the new software for reporting problems includes this but I liked being able to identify if the problem I am having is critical or not in the older version. If I can't do my job because there are computer issues then I consider it critical. [#2523229]

Having someone on duty who truly knows what they are talking about. [#2523319]

I had to wait overnight for a password reset. Then I had to answer 100 questions before it was done [#2523440]

This has to do with the unknowledgeable staff. [#2523446]

I have found that individual It support staff are friendly and enterprising but they are sometimes not able to assist promptly, presumably because of workload. [#2523470]

Responses to problems and fixes could be quicker. [#2523526]

Our CAS lsp has been fast and responsive. [#2523527]

Sometimes it is challenging to get help with tech issues off campus (i.e. with UofM Apps) [#2523541]

N/a [#2523545]

I actually think there has been a lot of improvement on all these issues. I am willing to be patient and let things evolve rather than complain. I am happy with how the website has been working much better lately (used to be miserable, I cussed a whole lot). Meanwhile, glitches happen, and often I will "sit them out" and go back to the computer and it will be worked out. No biggie. Happens maybe once a week or so. I don't call this stuff in, I think of it as a burp or hiccup. [#2523559]

The wifi is really slow in certain parts of campus like Smith Hall and the UC. A change in that would definitely be good. [#2523598]

Sometimes the helpdesk personnel does not know how to resolve ecourseware issues. [#2523670]

too many times need the info now and it has been referred to another person that sends an email [#2523826]

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

Sometimes support staff I have interacted with do not seem to be very knowledgeable, OR they cannot explain things in a way I can understand. Suggestion: better training for staff. [#2517820]

Questions about different software platforms ITS supports, such as STATA, have taken multiple days to answer when posed through the help desk. [#2517847]

I tend to have difficult problems and it's obnoxious to get the first line people to understand and forward me to along. [#2517848]

I don't think I have ever seen a IT worker helping someone. I don't if that a good thing or bad. [#2517853]

I think this is getting better, but you need to do background checks on all IT workers before giving access. [#2517898]

I would advise UM to have a technology repair service for students' personal computers. I was having issues with a previous laptop, and the IT department said they do not do repairs on personal devices. This would be a highly desirable service, as larger universities offer something like this, even if it is a student service done through the computer science department. [#2517989]

It Staff generally is well-prepared and capable of addressing questions in a timely manner. [#2518034]

Seem less clear on how we could remotely gain updates [#2518084]

I understand that the demand must be high, but I do not feel like I can easily/quickly access people who can help me. [#2518097]

Several technology areas on campus have no obvious support staff. These areas are the heaviest drain on students' allotted prints through a combination of running out of paper, unreadable prints (whether from low toner or improper maintenance - ET 312 is particularly awful), and no one to ask to refund the taken but unused prints. [#2518125]

This has been getting better lately, but some of the students workers lack customer service skills and/or are very difficult to understand on the phone. [#2518206]

...and ... are great. They come quickly, fix the problem very fast and you have very little down time. [#2518226]

Could be more knowledgeable of the work they are doing [#2518241]

folks on help desk are always friendly, but usually have to go ask someone else [#2518253]

For simple things such as password reset, there are no issues. However for somewhat complicated tickets I've generated, I have never received a reply and when I call, I still didn't get an answer other than "I don't know why that is". [#2518258]

The UC and business computer labs are equipped with adequate technology and staff than can support you. If I'm experiencing computer problems at home or on campus though, I am unsure where to go to obtain help for free and fast. [#2518307]

The technology support staff are very professional and respond to problems with immediate attempts to resolve the problem. [#2518310]

Imperative and they should also be friendly since they are providing a service [#2518420]

Phoning the IT Helpdesk and simply having your request filed in a queue does not really solve the problem. If it is my office computer, I can wait. If it is a classroom issue, I cannot wait. It is particularly annoying when personnel come and tell me that the problem is not theirs and someone else needs to be contacted (i.e., desktop or software or equipment). [#2518446]

even the knowledgeable staff could not solve my questions. [#2518451]

Having a training that includes all issues that may arise or have ever been made apparent by students (in my experience would be the ability to save documents under the UM drive on my personal computer and keep it separate from my personal documents, etc) would also make my experience that much better. [#2518522]

Need a genus department [#2519158]

Most of the staff I have encountered are knowledgeable and easy to work with. Not all. [#2519336]

Get rid of the helpdesk software. No one is interested in answering survey questions regarding performance. It takes less time to Google for help than navigating the help desk maze. [#2519965]

I've only used them once and they did a good job. [#2520211]

N/A [#2520310]

No one wants to call the Help Desk. They are students, and quite often they cannot or do not know how to correct a problem. Either provide training for them, or hire MIS/Computer Science/other science majors and pay them what they're worth. [#2523119]

The technology support staff is courteous, helpful, and reliable. Thanks for the great staff! [#2523134]

No [#2523176]

I have called a couple of times, and it's been obvious that not all the answers have been there in regards to issues with eCourseware. [#2523367]

It is important to have technicians because if something goes wrong we depend on them to help. [#2523390]

The person could not reset the password, someone else had to do it. [#2523440]

They often just refer me to another department or are just very unaware of how to deal with an issue. They need more training and experience. [#2523446]

The tech support is great. [#2523526]

Our CAS Isp has been mostly knowledgeable about what problems we've encountered. Only occasionally have the assistants been stymied and needed to research the problem further. [#2523527]

Have like 2 or 3 support staff. [#2523598]

There is a lack of knowledge with the technology in the classroom, and many professors even though having a phd can't figure some of this stuff out. I rarely have questions, but I am sure that there are people that have many more than me. [#2523806]

They are here but not totally available. and to fill out a requisition for every question is ridiculous! [#2523826]

Receiving communications regarding technology services that I can understand.

A lot of the software used in some of my classes is hard to install due to the usage of different operating systems. A little assistance in classrooms would be nice. [#2517853]

See the previous comment. No one is reading this anyhow. [#2517898]

The website is useless, and I get tons of spam that I cannot control (like Alumni Assoc), so if you have sent any communication about tech, I haven't seen it for all the noise. [#2517923]

making sure everything is clearly worded. Just because i can drive a car doesn't mean i know how the internal combustion engine works, same with technology. [#2517980]

Communications should be good and simple enough that all nationals and internationals can understand. [#2517993]

Very little communication from central IT on campus and the one or two things we get each year are for trivial matters (or surveys). Really nothing about the campus' direction with technology. Also, changes to the teaching & learning environment just "happen" with very little or no communication to academic community. [#2518034]

Now always as clear as could be. Not always consistent [#2518084]

I am simply not much good at technology so this is less important to me. [#2518098]

Only a couple of messages so far and all have been relatively understandable. Some from the CRIS (tech) and Website Management areas have been a little vague but that may be because I am not so familiar with web page protocols. Maybe this could be a training session for Faculty and Staff? [#2518250]

your emails use too much jargon [#2518253]

I don't feel that communications between ITS and staff members is always clear and many times, there have been new software availability and procedures in place that haven't been announced. I was not aware of the Dynamic Forms for over a year even after I had asked what was being used on campus to build forms. [#2518310]

Emails tend to get immediately deleted so this should be considered when identifying how to communicate effectively [#2518420]

Emails [#2518511]

Maybe TV monitors on various floors of buildings for learning to "preach" what you had to offer might be a good idea? I don't remember emails touting these communications. Outside of emails I remember nothing in communications from the U to myself. [#2519069]

Need someone with patience [#2519158]

Communication is problem. We are not informed when websites are down or there are difficulties within the system. [#2519168]

Some information is communicated in very technical and difficult to understand terms. [#2519180]

N/A [#2520211]

yes [#2521844]

N/a [#2523008]

The communications regarding technology services are clear, courteous, and free of complicated technology jargon. Thanks for that too! [#2523134]

Yes [#2523176]

We often get messages about training to sign up for classes that are available but without any clear instructions on where exactly to find the classes. [#2523229]

I rarely get communications, and when I do get them it is not in a timely manner. [#2523446]

N/a [#2523545]

I often do not information of available services on campus, especially data storage and backup. [#2523668]

. [#2523738]

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

More advertising of available training would be welcome. [#2517806]

More training opportunities available to staff in the form of video conferences or group training sessions on campus would be extremely helpful. [#2517820]

make this easier [#2517837]

Have never seen any kind of self-help information any where on the UofM site or on campus. [#2517853]

IF there is any training, it is not broadcast. The only training that I have seen in five years is for the 3d printer in the library. [#2517887]

I am not aware of any training. So at a minimum, there is a communication failure. [#2517923]

Technology in classrooms is NOT important! Speed, reliability, and range of access to internet should be prioritized. [#2517926]

I think it would be beneficial to send out emails with links to desired training (eCourseware, accessibility, etc) [#2517951]

I'm not even sure if there are resources out there for help or assistance. However, i have not tried to look for any. If it is out there, it can't be helpful if students do not know to look for it. [#2517980]

I would love to have workshops, seminars, or student accessible online tutorials on products such as Microsoft Access or advanced Microsoft Excel usage. If this is available, it is not well advertised or easily accessible because I have not found any resources offered by UM. If this was a required component for students/staff, you would have a much higher level of productivity around the campus, believe me. [#2517989]

Training to inform technical services should be held with demonstration. [#2517993]

There's training available to us? [#2518008]

I wish there were training course designed to keep up with the changes in the tech world. [#2518019]

Hire people who can actually assist people with online services. Suggestions are great when you have prior understanding of how a computer system operates , however; everyone doesn't exactly have this prior knowledge. With that being said, I think that a Tech assistant would be great to help the people with little to no tech experience. [#2518067]

I am not aware of that service. If it exists, should be publicized better. [#2518097]

Some employees need access to training for basic software (e.g., Word, etc.). This is not currently available on campus. [#2518109]

Training & workshops in eCourseware would be appreciated, especially as a new teacher. If you have them you certainly don't publicize them! [#2518129]

I think this is probably available, it's just that I don't know where... [#2518156]

There are times we (LSPs) are not privy to some applications or services UofM provides to users and it is frustrating when we can't help the user. Some applications/services are known to me due to watching and having some users show me but not knowing to go to ask is a pain. Posting or knowing who to contact would be a big plus [#2518184]

I want this less for myself than for the faculty and students with whom I interact--they don't have basic computing skills. It would be nice to offer classes that teach how to attach documents to emails, how to use eCourseware, how to use the various components of the MSOffice Suite. [#2518206]

N/A [#2518219]

I honestly didn't know this was an option. [#2518293]

I wish there was someone that could teach me how to handle my own technical difficulties. [#2518340]

I never really had anyone bring to my attention the technology available to us [#2518407]

N/A [#2518511]

Very important, as the time in "space age" gets more advanced it's pivotal for us to be current with the times and tech savvy [#2518548]

I would attend a workshop on power point and excel. I know the basics of power point but would like to improve. I don't know excel at all and would appreciate a workshop. I'm a visual learner so I learn best in a small group setting where we can experiment and learn. [#2518630]

I'd like any opportunities to be advertised more, as I haven't seen any this entire semester. [#2518853]

the self help sometimes gets confusing. there should be some easier guide books. [#2518922]

Need to be more user friendly [#2519158]

It is sometimes hard to find advanced training or answers to advanced questions. Other staff, including IT, are very helpful, but maybe more in-house documentation or advanced training? [#2519163]

More on-line training is needed [#2519180]

None [#2519378]

It would be nice to have a free class on learning the benefits of technology and what the U of M offers. [#2521830]

yes [#2521844]

N/a [#2523008]

I would like to see more video-based answers to questions. [#2523036]

I am not sure where to put this but my issue in my department is that people do not use the same systems, software, email, etc. So the issue is that we cannot use each system to its full capacity because we aren't all using the same systems. Consistency would be nice. [#2523073]

I don't recall receiving information regarding training to help with technology. [#2523118]

Training in most of the computer applications is basic at best. Basic Finance training is just that - extremely basic. Does not address the budgeting process, or changes to it. Only Business Officers are privy to advanced training. [#2523119]

Yes [#2523176]

This is very important because I have to learn the system on my own without any training and it is very hard to keep up if there are significant changes made. [#2523182]

I find the new training system a pain to use. [#2523229]

it would be very good if they provide more help information [#2523245]

I do not need any help navigating through the computer system, but I do think there should be help available for people that do need it. [#2523248]

classes after 4:30 on being more efficient in setting up Outlook for better usage [#2523324]

The more help the better. [#2523390]

I love all the technology that is available to me, but I wish I knew how to use it before I started college. [#2523415]

This is not offered at all. [#2523446]

Access to training services such as Lynda.com would be nice. [#2523485]

We need updated instructor info on how to handle groups online, how to move quiz items to the library once they are already created, how to import and embed audio- and video-clips, how to save online-created doc's in the Content area. [#2523527]

Training and/or self-help for different topics (i.e. syncing personal computer to on campus printers) would be helpful [#2523541]

N/a [#2523545]

More one on one time [#2523576]

Maybe we can offer seminars on basic computer knowledge by having a computer science major requirement in a class that you must host such event in order to pass a specific class. [#2523613]

It would be great if it happened, but it's simply hard to find it. Mostly, it is what is provided by a vendor and that's minimal at best. I'm still looking for anyone on the campus who knows how to use Qualtrics and can give me information about how to transport data from Qualtrics to SPSS. I've called everywhere. The best information I got was "you might call psychology because maybe someone there knows". This is pitiful. In an institution of higher education, you might think we would know who has knowledge of products that are provided. [#2523616]

All of the training was offered when I was teaching. I need training that is also offered online-- particularly for updating ecourseware materials to make them more accessible. [#2523670]

Higher levels of Excel instruction and more Adobe classes. [#2523689]

training hard to find [#2523826]

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)

7.5321 (n=904)

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

7.3938 (n=904)
