A Higher Education TechQual+ Study

OIT Satisfaction Survey 2015
for University of Tennessee - Knoxville

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 Tennessee - Knoxville. 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 Tennessee - Knoxville.

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 Tennessee - Knoxville

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 Tennessee - Knoxville. The Higher Education TechQual+ project coordinators for this institution are:

Chester, Timothy  
Vice President for Information Technology  
Enterprise Information Technology Services  
tchester@uga.edu

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Manager  
Customer Technology Support  
muenchen@utk.edu

Springer, Cary  
Statistical Consultant  
Research Support  
springer@utk.edu
Higher Education TechQual+ Data Analysis Guide

The data from this survey is presented in multiple ways:

Statistics: For each item in the survey, both the means and standard deviations are reported, along with the number of observations (N). A p value (P) is calculated for each survey item, reflecting a test of the null hypothesis $H_0$: Adequacy Gap Score = 0. Additionally, two other important measures are included that which indicate whether respondents have a positive or negative perception of IT service quality.

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

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

Zones of Tolerance:

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

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

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

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

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

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

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

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

**Other Important Information Technology Services**
*Assesses other important IT service outcomes on campus*

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the University of Tennessee - Knoxville 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.

Other Important Information Technology Services

When it comes to...

Official University Email (On-Premise Exchange, Office365, Gmail) Self-reported faculty, students, staff, not declared only.

Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.

Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.

UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.

LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support Self-reported faculty, students, staff, not declared only.

Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.

Apps@utk.edu (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.

Training classes offered by the Office of Information Technology Self-reported faculty, students, staff, not declared only.

Additional Questions

Additionally, the project coordinators for University of Tennessee - Knoxville 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 Tennessee - Knoxville. 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 Tennessee - Knoxville. 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

<table>
<thead>
<tr>
<th>Population Size (N)</th>
<th>Respondents (n)</th>
<th>Respondents (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Completion Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>2645</td>
<td>1623</td>
<td>61%</td>
</tr>
</tbody>
</table>

Attribute: University Role (self-reported)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>491</td>
<td>29</td>
<td>5%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>302</td>
<td>232</td>
<td>76%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>937</td>
<td>723</td>
<td>77%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>915</td>
<td>639</td>
<td>69%</td>
</tr>
<tr>
<td>Totals:</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>2645</td>
<td>1623</td>
<td>61%</td>
</tr>
</tbody>
</table>

Attribute: Sex (self-reported)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>534</td>
<td>60</td>
<td>11%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1255</td>
<td>914</td>
<td>72%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>856</td>
<td>649</td>
<td>75%</td>
</tr>
<tr>
<td>Totals:</td>
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<td>0</td>
<td>0%</td>
<td>2645</td>
<td>1623</td>
<td>61%</td>
</tr>
</tbody>
</table>

Attribute: Age Group (self-reported)

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>731</td>
<td>184</td>
<td>25%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>572</td>
<td>393</td>
<td>68%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>381</td>
<td>289</td>
<td>75%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>233</td>
<td>180</td>
<td>77%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>301</td>
<td>243</td>
<td>80%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>427</td>
<td>334</td>
<td>78%</td>
</tr>
<tr>
<td>Totals:</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>2645</td>
<td>1623</td>
<td>61%</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
</table>
| Having an Internet service that operates reliably.  
  Adequacy Gap Score = 0.15; N = 1772; P = 0.00 |                                               |
| Having an Internet service that provides adequate capacity or speed.  
  Adequacy Gap Score = 0.22; N = 1732; P = 0.00 |                                               |
| Having adequate cellular (or mobile) coverage throughout campus.  
  Adequacy Gap Score = 0.10; N = 1677; P = 0.05 |                                               |
| Having Web sites and online services that are easy to use.  
  Adequacy Gap Score = 0.11; N = 1658; P = 0.01 |                                               |
| Having online services that enhance the teaching and learning experience.  
  Adequacy Gap Score = 0.19; N = 1352; P = 0.00 |                                               |
| Having technology services that allow me to collaborate effectively with others.  
  Adequacy Gap Score = 0.29; N = 1545; P = 0.00 |                                               |
| The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.  
  Adequacy Gap Score = 0.16; N = 1302; P = 0.00 |                                               |
| Getting timely resolution of technology problems that I am experiencing.  
  Adequacy Gap Score = 0.33; N = 1564; P = 0.00 |                                               |
| Technology support staff who have the knowledge to answer my questions.  
  Adequacy Gap Score = 0.25; N = 1544; P = 0.00 |                                               |
| Receiving communications regarding technology services that I can understand.  
  Adequacy Gap Score = 0.43; N = 1527; P = 0.00 |                                               |
| Getting access to training or other self-help information that increases my effectiveness with technology.  
  Adequacy Gap Score = 0.50; N = 1490; P = 0.00 |                                               |
| Official University Email (On-Premise Exchange, Office365, Gmail)  
  Adequacy Gap Score = 0.19; N = 1555; P = 0.00 |                                               |
| Ability to invite/schedule appointments with others through calendaring services  
  Adequacy Gap Score = 0.55; N = 782; P = 0.00 |                                               |
LiveOnline®@UT (Blackboard Collaborate, Zoom)
virtual classroom environment support
Adequacy Gap Score = 0.28; N = 728; P = 0.00

Individual assistance with creating online course materials, podcasts, etc.
Adequacy Gap Score = 0.48; N = 286; P = 0.00

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
Adequacy Gap Score = 0.41; N = 696; P = 0.00

Training classes offered by the Office of Information Technology
Adequacy Gap Score = 0.45; N = 1099; P = 0.00
Data Charts for All Respondents

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

[Charts showing data for connectivity, access, and support & training services with color-coded zones for perceived satisfaction levels.]
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*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.42</td>
<td>8.77</td>
<td>7.57</td>
<td>0.15</td>
<td>-1.20</td>
<td>1772</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.57</td>
<td>0.64</td>
<td>1.47</td>
<td>1.59</td>
<td>1.40</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.34</td>
<td>8.72</td>
<td>7.55</td>
<td>0.22</td>
<td>-1.17</td>
<td>1732</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.55</td>
<td>0.67</td>
<td>1.46</td>
<td>1.62</td>
<td>1.42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.20</td>
<td>8.62</td>
<td>7.17</td>
<td>0.03</td>
<td>-1.44</td>
<td>1710</td>
<td>0.54</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.68</td>
<td>0.85</td>
<td>1.67</td>
<td>1.95</td>
<td>1.71</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.18</td>
<td>8.55</td>
<td>7.28</td>
<td>0.10</td>
<td>-1.27</td>
<td>1677</td>
<td>0.05</td>
</tr>
</tbody>
</table>

**Technology and Collaboration Services**

*Tell us about the quality of Web sites, online services, and technologies for collaboration*

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>7.01</td>
<td>8.51</td>
<td>7.12</td>
<td>0.11</td>
<td>-1.39</td>
<td>1658</td>
<td>0.01</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.59</td>
<td>0.84</td>
<td>1.45</td>
<td>1.81</td>
<td>1.46</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>6.70</td>
<td>8.18</td>
<td>6.89</td>
<td>0.19</td>
<td>-1.30</td>
<td>1352</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.80</td>
<td>0.98</td>
<td>1.75</td>
<td>2.07</td>
<td>1.81</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.76</td>
<td>8.18</td>
<td>7.04</td>
<td>0.29</td>
<td>-1.14</td>
<td>1545</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.85</td>
<td>1.24</td>
<td>1.61</td>
<td>1.86</td>
<td>1.62</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.09</td>
<td>8.41</td>
<td>7.14</td>
<td>0.06</td>
<td>-1.27</td>
<td>1463</td>
<td>0.18</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.61</td>
<td>1.00</td>
<td>1.52</td>
<td>1.71</td>
<td>1.47</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>6.72</td>
<td>8.21</td>
<td>6.88</td>
<td>0.16</td>
<td>-1.33</td>
<td>1302</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.86</td>
<td>1.30</td>
<td>1.68</td>
<td>2.04</td>
<td>1.79</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Support and Training
Tell us about your experiences with those supporting your use of technology services

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>Mean</td>
<td>7.33</td>
<td>6.64</td>
<td>7.66</td>
<td>0.33</td>
<td>-0.98</td>
<td>1564</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.53</td>
<td>0.81</td>
<td>1.44</td>
<td>1.68</td>
<td>1.42</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>Mean</td>
<td>7.48</td>
<td>6.87</td>
<td>7.73</td>
<td>0.25</td>
<td>-0.94</td>
<td>1544</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.51</td>
<td>0.75</td>
<td>1.46</td>
<td>1.70</td>
<td>1.43</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>Mean</td>
<td>6.98</td>
<td>8.30</td>
<td>7.41</td>
<td>0.43</td>
<td>-0.90</td>
<td>1564</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.86</td>
<td>0.93</td>
<td>1.57</td>
<td>1.93</td>
<td>1.63</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>Mean</td>
<td>6.42</td>
<td>8.09</td>
<td>7.14</td>
<td>0.50</td>
<td>-0.95</td>
<td>1564</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.76</td>
<td>1.12</td>
<td>1.46</td>
<td>1.74</td>
<td>1.44</td>
<td></td>
</tr>
</tbody>
</table>

**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

Other Important Information Technology Services
Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>7.57</td>
<td>8.69</td>
<td>7.76</td>
<td>0.19</td>
<td>-0.93</td>
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<td>0.74</td>
<td>1.37</td>
<td>1.65</td>
<td>1.35</td>
<td></td>
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<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>Mean</td>
<td>6.92</td>
<td>8.14</td>
<td>7.41</td>
<td>0.55</td>
<td>-0.67</td>
<td>782</td>
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<td></td>
<td>Dev</td>
<td>1.91</td>
<td>1.40</td>
<td>1.61</td>
<td>1.84</td>
<td>1.61</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>7.02</td>
<td>8.39</td>
<td>7.00</td>
<td>0.19</td>
<td>-1.40</td>
<td>1011</td>
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<td></td>
<td>Dev</td>
<td>1.82</td>
<td>1.21</td>
<td>1.80</td>
<td>2.04</td>
<td>1.74</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>Mean</td>
<td>7.20</td>
<td>8.36</td>
<td>7.10</td>
<td>0.13</td>
<td>-1.26</td>
<td>575</td>
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<td></td>
<td>Dev</td>
<td>1.75</td>
<td>1.23</td>
<td>1.84</td>
<td>1.90</td>
<td>1.71</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>7.12</td>
<td>8.44</td>
<td>7.12</td>
<td>0.00</td>
<td>-1.32</td>
<td>1092</td>
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<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.74</td>
<td>1.10</td>
<td>1.65</td>
<td>1.98</td>
<td>1.62</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>6.42</td>
<td>7.89</td>
<td>6.71</td>
<td>0.28</td>
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<td>1.63</td>
<td>2.19</td>
<td>2.19</td>
<td>1.96</td>
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<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>Mean</td>
<td>6.06</td>
<td>7.60</td>
<td>6.54</td>
<td>0.48</td>
<td>-1.06</td>
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<td>Dev</td>
<td>2.26</td>
<td>1.91</td>
<td>2.17</td>
<td>2.33</td>
<td>2.23</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>6.34</td>
<td>7.91</td>
<td>6.75</td>
<td>0.41</td>
<td>-1.17</td>
<td>696</td>
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<td></td>
<td>Dev</td>
<td>2.04</td>
<td>1.55</td>
<td>1.84</td>
<td>2.19</td>
<td>1.84</td>
<td></td>
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<tr>
<td>22</td>
<td>Training classes offered by the Office of Information Technology Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>6.45</td>
<td>7.92</td>
<td>6.90</td>
<td>0.45</td>
<td>-1.02</td>
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<td></td>
<td></td>
<td>Dev</td>
<td>1.98</td>
<td>1.48</td>
<td>1.76</td>
<td>2.01</td>
<td>1.79</td>
<td></td>
</tr>
</tbody>
</table>

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"OIT Satisfaction Survey 2015" : Findings for All Respondents : Data Tables
Generated on Tuesday, March 31, 2015
Page 16
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.**

- It is poor [1921697]
- 
  Bob's here testing a text box. [1921705]
- 
  Once again, awesomeness [1921889]
- 
  See above answer. [1921925]
- 
  See above [1922002]
- 
  I received shoddy info about how to connect my laptop to WIRED internet. The IT consultant was flippant, terse, and possibly uninformed [1922047]
- 
  NA [1922063]
- 
  This is extremely important to me. I have to say that we have experienced very few internet problems in the last seven to eight years, so I would say that we have a very reliable internet service. [1922081]
- 
  The UT wifi is not super reliable. There have been several instances where I have lost internet connection for a long period of time. [1922091]
- 
  I noticed it's hard to log onto wifi sometimes. [1922103]
- 
  Wi-Fi on campus goes down unpredictably in some buildings. [1922134]
- 
  Excellent [1922139]
- 
  I do not know if this is the wifi or the internet its self but I experience somewhat regular outages on campus secure wifi internet connection that make working there frustrating at times. [1922167]
- 
  There are times that internet connection is not available. [1922205]
- 
  UT-WPA service constantly drops wifi connection in Bailey. Have to use the UT-open connection. [1922209]
- 
  The WPA2 connection frequently kicks myself (and others) off the internet in my building. I prefer the security of this connection rather than ut open, so making sure that WPA2 connection remains strong in buildings is important to me. [1922212]
- 
  Improve wireless service in SMC [1922236]
- 
  I'm amazed at the slowness since we have moved to the CLOUD. On machines that have been placed on the "Enterprise", let's just say we are not at WARP speed anymore Dr. Spock and we need Scotty to do some work to determine where the bottleneck lies. [1922246]
- 
  Email is not intuitive to use or easily managed; prior to migration it was impossible to create email files on my mac. Perhaps new outlook email is better--jury is out. [1922323]
Many departments have services provided by vendors which are only available via the internet. Without a reliable internet connection with adequate capacity and speed, these departments come to a virtual halt. The move of faculty/staff email to the cloud makes internet reliability a daily issue.

Very important, of course!

We’d like to use devices such as apple tv or mirroring devices to mirror our mobile devices on projection screens. Wireless would be much less hassle than vga wired connections.

System has been down one too many times this semester.

See Wi-Fi coverage comment above

Areas of no-coverage still a problem

It is pretty good.

In Estabrook hall, the internet drops out frequently. I often lose work in my browser because the page cannot reload.

Internet often crashes

Slow and acts up

The internet seems to go down or become spotty at least once every couple of months, which can be frustrating as the majority of work done in my office is reliant on an internet connection. Interruptions in service can hamper my ability to work on days when there is no internet connection. I am unsure of the infrastructure needed to improve this, but would assume that better support would be needed to increase the reliability.

I cannot get reliable internet in south stadium hall where my office is located. It makes working on campus very inefficient.

I cannot get reliable internet service in my office in south stadium hall. This makes working on campus incredibly inefficient and tedious for the graduate students.

Being able to use laptop and tablet in all classrooms without worrying about getting a good wireless connection

more training

I seem to get a lot of interruptions in Dabney. Above speed, being always connected is so important to my work as a teacher and student.
We sometimes have connectivity issues in our office, and it's inconsistent. For example, one of us can get on wpa2, another can't, another keeps getting bumped off. [#1922754]
-----
Sometimes have extreme issues with the internet. [#1922767]
-----
Having the Blackboard platform taken down for several hours during a weekend at daytime hours I'd terribly inconvenient. I know maintenance needs to be performed, but why can this not be performed on weekends overnight, such as after midnight on a Friday night or Saturday night, when many fewer students would need access to Blackboard. Please? [#1922780]
-----
During peak times, because I have to have so many pages open, sometimes my load times are bogged down. [#1922787]
-----
There have been many instances where internet has been interrupted, including during my need in a class setting. [#1922930]
-----
Very important [#1923010]
-----
No service means that work will not get done at the library. [#1923098]
-----
stop turning it off to some parts of campus without telling us [#1923123]
-----
To often I find that in the middle of the day I have to restart my computer to be able to get back onto the internet. [#1923127]
-----
Sometime the wifi suddenly goes off. [#1923134]
-----
sometimes it drags and I have to disconnect and reconnect - which USUALLY fixes the problem :) [#1923155]
-----
Internet that cuts out mid paper or in a moment of necessity is extremely frustrating [#1923180]
-----
It goes down at the worst possible times [#1923198]
-----
Coverage in the school is not always that great, and speed also suffers. [#1923214]
-----
It’s reliable as long as there aren’t many people using it or on Blackboard [#1923233]
-----
I’m a commuter so, I’m not so impacted by this as those who live on campus. When I have class days, I fully expect the Internet service to be up and running so that I can catch up on classwork. I don’t always bring my computer with me and accessing e-books or posted assignments is a must. Professors are always making announcements on Blackboard or, sending class emails we need dependable Internet service. [#1923242]
-----
Can be very slow on start up. [#1923283]
-----
Critical. [#1923394]
I get kicked off the wife network a lot, the network neds more bandwidth in high traffic areas.

-----

When I am in the Haslam Business building the internet is spotty.

-----

The wireless networks on campus, at least the quality in South and East Stadium Hall, is atrocious. I typically cannot get any wireless signal in 219 SSH which, as a graduate student instructor, makes it difficult to incorporate web based applications into my lecture or lab components. I am able to reliably get the wireless signal (ut-wpa2) in my office in 210 SSH, but I know others on the 5th floor of the stadium have no signal whatsoever.

-----

Internet has been out throughout the entire building several times this last year.

-----

I don't have suggestions, but Internet Explorer will stop working various times through the work day.

-----

This is very important, especially in the digital age. I wish Wi-Fi was more spread out around campus. It seems to be that you can't get WiFi outside of buildings, which makes for studying outside difficult.

-----

HSS (Hearing Science Something) does not have reliable internet service in the entire building. If you go there, you will see people standing outside by the curb trying to get service. It's kind of funny. At times I can get service there, but it is seemingly random.

-----

The wireless service, especially eduroam, is unstable at best and unavailable in some places. I believe that it should be as reliable as the "wired" internet access which is excellent.

-----

The Internet service here seems to be reliable about 90 to 95% of the time.

-----

I frequently have to disconnect and reconnect from the wifi to get it to work.

-----

Need to work better with Windows 8 and Windows 8.1 services.

-----

The wifi can be very, very spotty.

-----

Essential.

-----

WiFi is bad in many buildings.

-----

It is nice to know that the internet I am using will always be there for my needs. Sometimes the internet is down at school, and it really messes with my homework and study schedule.

-----

Various time throughout the day data transfer/download become sluggish.

-----

Wireless Access is VERY spotty at best (especially in the veterinary college).

-----

Overall the wifi works well, but in highly populated areas (library, UC) the speed and connection slows. Also it has the tendency to crash.
wireless connectivity is horrible in our area of campus [#1924675]
-----
I doubt there is anything you can do about when the servers are down...otherwise they would be more reliable. I do not have a background in IT so dont know how I could help here [#1924788]
-----
Internet service just sits there and doesn't do anything. [#1924795]
-----
Often, there is a lot of trouble with internet speed, connectivity (in general, just reliability) at the beginning of each term. Why is that the case? From time to time, that can be expected, but when it inevitably happens each semester, that suggests to me that the trend is either not being made apparent enough to OIT or people just aren't doing what is needed to boost network reliability in those critical first few weeks. [#1924833]
-----
Difficult to connect to network with laptop in Bailey 501. Typically my laptop does not register any available networks, however, it works fine in other buildings/classrooms. [#1924854]
-----
n/a [#1924857]
-----
It seems that wireless connections in the Library, especially within the classrooms are intermittent. If there is a way to boost connections within the library classrooms, that would be great. [#1924866]
-----
Needs to be improved [#1924874]
-----
There are some connectivity issues with access points on campus. For example, sometimes my mobile devices will be temporarily disconnected from the wireless. I appreciate that OIT is working to upgrade the network. [#1924880]
-----
There are quite a few buildings (Perkins for example) that have weak/unstable wifi signals in some rooms. Additional access points would be helpful. [#1924890]
-----
The web based email is driving me crazy. Most times I must "log in" multiple times to actually get logged in. Tmail worked great, our college tech helped with the new system, but until that happened, I wasted lots of time. Overall, until the email change - I had no complaints [#1924905]
-----
I have trouble connecting to WiFi via iPad and iPhone in Dunford Hall, 6th floor. I do not try it on my desktop, which is connected via ethernet. [#1924908]
-----
Having to run different programs with an older version of IE, or with a different browser is a royal pain, but I don't think you can solve that. [#1924968]
-----
The internet slows down in the afternoon. Please increase the ability for the internet to not be so slow at peak performance times. The Student Health Center is dependent on the internet to function in the electronic medical record and there are times that it crawls. Also when it rains the internet and the telephones are always slowed down. [#1925147]
-----
Internet is often very slow, if it works at all. [#1925192]
-----
Spotty some times. [#1925266]
All of my homework is primarily online so having a reliable internet service is very important as a student. [#1925328]
-----
Mainly adware attached to JAVA updates are the causing serious problem. [#1925335]
-----
Wifi is sporadic in Ayres hall, especially in the afternoons. [#1925394]
-----
GET WIRELESS IN THE ANTHROPOLOGY CLASSROOMS IN THE SOUTH STADIUM HALL [#1925441]
-----
the connection is not bad in many building. However, in some building such as the stadium, the education college, Austin Peay bpd is so terrible to none. [#1925474]
-----
Areas of buildings have horrible connection. [#1925476]
-----
If the University of Tennessee insists on making the transition to becoming The University of Phoenix and teaching so many courses on-line, I demand a reliable Internet service. [#1925488]
-----
Network is strained for older computers- e.g a,b WIFI [#1925531]
-----
More routers in the building so there are not weak spots. [#1925552]
-----
I have had several issues this semester with the internet just shutting off or kicking me off(20+ times). while i am not knowledgeable enough with your systems to provide a solution, i would like to see the service be a little bit more reliable [#1925565]
-----
I have never had an issue with internet services at the University of Tennessee. [#1925591]
-----
Internet access varies by building. There are some buildings on campus that have no or very limited access to internet. Also, even in buildings with internet, access can be extremely slow; slow to the point that the use of streaming videos in class is difficult to impossible at times. [#1925593]
-----
I constantly have to resign on to a network about every few minutes each day. It is incredibly irritating and inhibits my productivity, which overall, is EXTREMELY counterproductive to a large research institution. Certainly NOT helpful in UT’s quest to the Top 25. [#1925614]
-----
Sometimes performs inconsistently. [#1925647]
-----
The service has been somewhat reliable in some ways but as always it could always have some room for improvement. I feel like internet service capabilities need to be reliable for everyone the students and faculty. [#1925668]
-----
Yes, my computer connect with internet with a wire. [#1925679]
-----
adequate backups in case there is a disruption in service - several key pieces in the office utilize Internet service and if it is out the whole system is shut down. [#1925702]
-----
with such a large campus population, it is imperative that technology services consistently provide this issue [#1925723]
Having an Internet service that provides adequate capacity or speed.

FYI, love our speed at this time. Good job [#1921889]

-----

Our internet sometimes is very slow. Our systems work through the internet, so if there is a problem, we are slowed down. [#1921925]

-----

Some spots in the library could be faster. Again, the speed at the WUTK office is fair at best. [#1922002]

-----

Maybe improve some of your routers in places that offer weak coverage. [#1922103]

-----

Sometimes seems slow. [#1922134]

-----

Pretty good [#1922139]

-----

This is super important given that I spend so much of my time using the internet for assignments and communicating with peers. I haven't noticed any unreasonable problems with UT's internet connection. [#1922196]

-----

There are times that internet connection is very slow. [#1922205]

-----

The speed is fine. I have had no problems. [#1922215]

-----

I'm not sure how you would improve it but there are times that it is slow (the change from one screen to the next) [#1922284]

-----

Busy times of the day it slows to a crawl, hopefully the access point upgrades will help with this. [#1922305]

-----

Most of the labs and office clients are on 100mb connections. This is outdated. [#1922315]

-----

Critical. [#1922323]

-----

There are still many days when it is difficult to get online in my office because of capacity on campus. [#1922349]

-----

NO [#1922352]

-----

Provide user guidelines about home office internet services so that we can pick the most effective approach. My IT person always comments on the slowness of my connection, yet I have the fastest AT&T package. [#1922377]

-----

For the most part it works fine, but every time I try to use Skype, even if I use an ethernet cable, I have problems. [#1922393]

-----

The networking system sucks. It should not take this long to load and open a web page. [#1922400]

-----

Perfect, keep it up [#1922431]
Great job on this one - I've not had problems with speed. [#1922438]

-----

Definitely need improvement here. [#1922470]

-----

The internet service has been very slow in the past several months. [#1922516]

-----

Takes for ever to load the computers and log-in. [#1922573]

-----

This is very important because you don't have time to sit and wait for pages to load up when your in the middle of talking with someone about a service or the problem you are having with a site. [#1922579]

-----

It was better before recent changes. [#1922608]

-----

good job -- except in dorms- sometimes slow in dorms [#1922624]

-----

VERY important. I am always on the go as a student and high speed helps me complete assignments at a faster rate. [#1922767]

-----

Not many students realize that they can connect to the eduroam network. Until I realized this, I experienced bandwidth issues in crowded areas. [#1922801]

-----

I think it's time to upgrade to gigabit service. And while you're at it, the university should consider allowing local residents to utilize such high speed connections as well. Save us from the tyranny of Comcast! [#1922861]

-----

There seems to be a problem at times with speed when uploading or downloading large files. [#1922888]

-----

The buffering when playing youtube videos for classes is simply unacceptable. [#1922930]

-----

with so many users this is very important. a budget that allows the newest equipment is a must [#1922932]

-----

This is critical for a university. [#1923010]

-----

in the bottom of some buildidngs it doesn't work [#1923062]

-----

Important when your job depends on the web access and speed makes the job more efficient. [#1923098]

-----

its slow as Christmas around 2 in amb [#1923123]

-----

The wifi has gotten slower and slower since Fall 2014. Even if we have 3 wifis, we should not be struggling to connect. [#1923134]

-----

sometimes it drags and I have to disconnect and reconnect - which USUALLY fixes the problem :) [#1923155]

-----
When there are a lot of users the internet speed is very slow. [#1923233]
-----
Certain computers are way too slow to even get work finished! But this might be a department problem. [#1923237]
-----
It's OK, on a campus this large, there are bound to be dead spots. I'm not going to die without my phone. [#1923242]
-----
I seem to have an extremely slow computer - not sure if it is computer or internet service. [#1923248]
-----
Speed is slow at times. [#1923283]
-----
This is critical. [#1923394]
-----
When I am in the Haslam Business building the internet is spotty. [#1923442]
-----
n/a [#1923455]
-----
The "hard Wired" internet is good but wifi is horrible. [#1923536]
-----
It always seems like the internet speed is slow when I connect to it. When I'm using BlackBoard collaborate on campus for an online class that always seems to bog down. [#1923564]
-----
Occasionally I find the internet service to be slow, particularly in the mornings. [#1923572]
-----
The Internet connection at UT is pretty good, for the most part. However, there are definitely times when connection speed or connection dependability can become frustrating. [#1923581]
-----
90% of the time it's great. Sometimes it's super slow, but that's probably normal. [#1923590]
-----
I can't buffer high-definition videos, shows, or films using campus internet. [#1923602]
-----
Very important with homework and doing last minute fixes to assignments. The internet speed at UT is great. [#1923618]
-----
My internet tends to slow down unexpectedly and a lot lately. Not helpful when I'm trying to look up information for co-workers or students. [#1923661]
-----
I believe that it is important to have fast internet speed. I have noticed that a lot of places do not have quite a fast speed. Some areas can be quite slow, or not work at all. [#1923759]
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This is in reference to the wireless environment. Is it actual delivering the performance (under load) being stated. [#1923775]
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It seems the infrastructure must not be large enough to support the body at peak hours. For example, my internet works far faster at 4 am when nobody's awake than it does at noon, to the effect that sometimes in the middle of the day getting my internet to load long videos or large files is nearly impossible and I just have to wait out the peak hours. [#1924494]
We have occasional outages, but it doesn't hinder my work.

Our system is simply not that fast. I travel extensively outside the country and it is amazing how much better interspeed is in some countries...i.e. Switzerland...you almost feel its reading your mind!

no comment

When the students return the Internet is so slow.

n/a

Handle multiple computers on same site in classroom better

Needs to be improved

Perhaps this is not an internet issue, but just getting this survey to open took awhile -- frustrating when one has lots to do. Otherwise, no complaints.

Most times the speed is fine, but there are times (like around midterms) when the connection speed is very slow. I do not know if there is any way to modify this.

UT internet is fast. Plenty Fast. However, would always be nice to have speeds comparable to Georgia Tech's internet speeds)

Sending data such as pictures with email is EXTREMELY slow.

The Hearing Science Building and classrooms in South Stadium Hall and little to no wifi connection.

My internet has worked every time I have needed it on campus this semester.

Not a suggestion but an observation: Generally experience good capacity or speed, but do notice sometimes uploading things to Blackboard that it can take a while.

Yes, some building its spotyyy.

During peak times, internet speed is an issue.

It's slow sometimes, even in my office via a wired connection.

The LAN connection in McClung is very slow. The wireless is much, much faster.

At least in Min Kao the internet is slow and bogged down...you would expect that in a building devoted to computer science there would as a minimum be a larger share of bandwidth to allow the computer science students to effectively learn.
This varies on location, but overall it's pretty good. There does seem to be heavy throttling at times though; the first half of a download is fast and the last half takes 3 times as long to finish as the first half sometimes. [#1925182]

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Maybe update the servers or add an additional one. I've noticed while on Blackboard my services are very slow during midterm and final time. This speed also affects everything even assignments due. There are times when saving information and the system boots you off so you have to start all over as there isn't a ctrl+s available for Blackboard only save draft. [#1925240]

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Na [#1925252]

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Sometimes if too many people are on the internet at once, it doesn't even work and that is super frustrating to me. [#1925257]

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Speed varies widely [#1925266]

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It can be very slow sometimes. [#1925315]

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Sometimes the internet can be very slow - mainly noticed in the afternoon. [#1925346]

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We work on a computer system all day and it is slow in the morning and gets even worse in the afternoon. [#1925384]

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See below. [#1925593]

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This internet is very slow. [#1925614]

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Speed varies. When it works, it's fantastic. [#1925647]

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High speed internet sometimes is critical for the students when having to present projects or even with our studies and researching for papers. It can be somewhat of a hassle and stress factor when the internet is loading slow. It feels like it's wasting our time. The library computers are excessively slow that I've noticed. It takes a long time to get it to load up by logging in and the internet loading is super slow. I haven't noticed as bad as service with wifi for my laptop but with my mobile device the wifi normally doesn't work too well. [#1925668]
Having an Internet service that provides adequate Wi-Fi coverage.

I have trouble getting my iPhone to connect with Wi-Fi in Morgan Hall. [#1921881]

We need more wireless access capacity for football game days [#1921882]

The building I am in does not always have good Wi-Fi coverage. Pasqua - older building. [#1921904]

I don't use Wi-Fi, so it isn't all that important to me, although I'm sure it is very useful to students. [#1921925]

My personal devices, primarily smartphone, are often kicked off the Wi-Fi and I have to manually reconnect. [#1921940]

Several of my electronic devices (laptop, cell phone, tablet) have trouble connecting to Wi-Fi in certain places all across campus. [#1921991]

N/A [#1922007]

Again, Wi-Fi can be spotty depending on where you are on campus. If you are inside a venue or building for events, the Wi-Fi signal may or may not be strong. [#1922019]

Love the new wireless-ac access points. Work on trying to keep the stability of UT-WPA2 as I tend to get kicked off of it a lot for some reason. [#1922025]

Wi-Fi in all of my work spaces--office, classroom, library--flickers out with regularity. This is always frustrating but esp. so in the classroom when timeliness of coverage is particularly important. [#1922047]

Wi-Fi is available in many places but a lot of spots are very touchy. For instance, I have a very hard time connecting to Wi-Fi in my lab in the 2nd floor of Walter Life Sciences. I often have to go upstairs to download a paper before returning to my desk to read it. [#1922089]

On UT's campus, there are several spots that have no Wi-Fi coverage. [#1922091]

Provide more internet routers across the campus to insure reliable and broader service. [#1922103]

Have more Wi-Fi ports [#1922139]

Wi-Fi coverage gets a bit shotty between buildings on Cumberland avenue between Min Kao and 16th Street. [#1922148]

We do inspections and having adequate Wi-Fi coverage is must for programs we are using on our departmental iPad and laptops. [#1922156]

the UT Open Wi-Fi is slow and doesn't always work, while the UT WPA Wi-Fi doesn't connect as easily. [#1922194]

Wi-Fi is intermittent around AHT [#1922202]
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Wi-Fi coverage is not full and reliable. [#1922205]
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For the most part there is good Wi-Fi coverage. It would be helpful if the range was extended to the seating areas outside of the main campus buildings. Then students can enjoy the outdoors while still completing homework. [#1922215]
-----
We have several people using mobile devices in Blount Hall and the Wi-Fi ut-wpa2 isn't reliable. There are times during presentations when the network will disconnect for no apparent reason. We have to use the ut-open or if a hardwired connection isn't available. [#1922217]
-----
The current Wi-fi in Austin Peay Building and other areas of campus is not reliable and is often slow. [#1922221]
-----
It's not always available off campus at the UT facilities where I offer in-service training and sometimes have to alter the learning experience I have planned for participants... or not include the activity. [#1922284]
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Sometimes wifi is spotty in Haslam Business Bldg. conference rooms. [#1922297]
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Busy times of the day wi-fi slows to a crawl, hopefully the access point upgrades will help with this. [#1922305]
-----
My office is in the football stadium, so there is little you can do about it, plus we are moving in two years! [#1922310]
-----
One of the landmark buildings on campus, Ayres Hall, has spotty Wi-Fi coverage throughout the building. [#1922329]
-----
Coverage and speed seem to fluctuate daily. Sometimes service drops complete. [#1922336]
-----
I have had no wifi issues on campus. [#1922377]
-----
I usually have terrible connectivity in the Baker Center, which is where all of my classes are held. [#1922382]
-----
Wi-fi is spotting in some buildings. I will be connected in my office and then unable to connect in a conference or meeting room. [#1922407]
-----
A year or two ago it seemed like there were frequent outages (due to not having enough bandwidth during peak hours??), but this problem seems to have gone away in the past 12 months or so. [#1922431]
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do not use much [#1922434]
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I am not as concerned with having Wi-Fi coverage across campus as I am with having it in certain locations such as offices and classrooms (especially when I am teaching)! For the most part, I have found the Wi-Fi in these locations to be adequate to the task. [#1922445]
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Several areas in buildings have poor Wi-Fi coverage [#1922461]

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Imperative [#1922470]

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Wi-fi tends to go on and off a lot and is not always reliable in certain parts of campus. [#1922484]

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WiFi can be unreliable in some places around campus. [#1922503]

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Wi-fi drops out sometimes when walking between buildings (namely on the hill/engineering buildings) [#1922510]

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Wifi is abysmal on campus and always has been. You may be able to access it anywhere, but it’s as good as dial up many times. [#1922548]

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mostly adequate coverage. A bit quicker, maybe add to network if its patchy in some areas? [#1922550]

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more bandwith [#1922553]

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WiFi is very spotty and often cuts out around campus [#1922560]

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sometimes WiFi drops out of acts up [#1922573]

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In room 19 of the Food Safety and Processing Building, the wifi signal is not very strong and can drop out intermittently and therefore make connecting to the internet difficult at times. Improving the coverage of the wifi in the basement of the Food Safety and Processing Building would hopefully eliminate this issue. [#1922591]

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Wifi coverage should be widespread enough to cover the parking lot area of the building also [#1922593]

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There are many "dead" spots in campus buildings - typically in basements. [#1922604]

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Having a blanketed campus is necessary to stay competitive. Also need to support wireless devices (e.g. printers) [#1922610]

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Wi-Fi is horrible in Serf, if this could be updated it would be greatly appreciated [#1922613]

-----

good jon [#1922624]

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It is critical when attending a meeting across campus or in an office outside my own that I can quickly access information via the Internet. [#1922630]

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I don't think the wi-fi range covers my office. [#1922632]

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This was more of a problem in previous years; seems to have gotten better. [#1922637]

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WiFi could be improved in hard to reach areas. [#1922688]
It’s incredibly frustrating to be ‘dropped’ and asked to re-enter my net id and password. Sometimes this happens every few minutes and it makes it challenging to work on anything. This happens everywhere. There are also spots on campus where wifi simply doesn’t seem to exist. [#1922707]
-----
There are dead spots in many buildings where the wifi is unreliable. I would also appreciate better coverage outside. [#1922713]
-----
at this point, reliable wifi=reliable internet to most consumers [#1922725]
-----
This is 2015, and we are on a college campus, and we are paying out-the-ass to be here. My Wi-Fi goes out on campus ENTIRELY too often for the amount I pay to attend. And every time this happens, I die a little inside and some of my hair falls out. I strongly suggest you improve upon this, lest I resemble Patrick Stewart by the end of this semester. [#1922738]
-----
This is highly important to my success as a student here on campus. Some areas do not have adequate coverage for the entire campus. I have had several classes in fact that I did not have any at all. My phone is especially glitchy on the Wi-Fi here. [#1922767]
-----
Only shortfall I’ve detected is in Thompson Boling Arena - I have good connection in the lower bowl (100-level sections) but when I attend events and sit in the 300-level, connection is very weak. Elsewhere on campus, I don’t detect issues. [#1922790]
-----
It would be nice to have wi-fi available around student parking lots. [#1922810]
-----
Too many concrete walls for adequate coverage on campus. [#1922837]
-----
WiFi cover outside of buildings and the on the streets through campus is abysmal. When using my phone for short trips around campus, I have to disable WiFi and rely on my cellular data. UNACCEPTABLE for a major research institution. [#1922861]
-----
Wpa-2 has average coverage. It should be available both inside and outside of buildings and in several building it is not available at all or so weak as to be useless. I will say it has improved in the past year, but there is still much to be done to it. [#1922885]
-----
Coverage is spotty or slow in some areas of the campus. [#1922888]
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Install whatever equipment is needed to insure all corners of the campus have a decent Wi-Fi signal. I need the Internet for my job, but have only a spotty, weak connection in my workplace. I had to wait over a dozen times for the spinning wheel of death just to type this comment. [#1922899]
-----
There are many places on campus where the wifi coverage is quite minimal. [#1922930]
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The internet speed using Wi-Fi coverage on Ag Campus is very slow. [#1922963]
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Being a satellite office adequate wi-fi coverage is sometimes and issue that IT at the university does not always understand. [#1923036]
-----
I have trouble staying connected to Wi-Fi when walking on campus in between meetings. Is this something that can be addressed or is unreasonable? [#1923040]
Very important. I often am on campus and I have to turn the wifi on my phone off because there isn't a good connection even in the library where it should NOT happen. [#1923113]

just improve it. [#1923123]

there is not enough coverage [#1923134]

It would be more convenient if wi-fi coverage spanned into outdoor spaces such as pedestrian walkway. Many times I have to disable my wifi to load an email or be able to listen to music on the way to class. [#1923152]

SSH and ESH have spotty coverage at best. Don't have a clue how to fix it. Repeaters on the roofs of Pickle and Estabrook? [#1923155]

It is spotty on some places on campus and goes out more than it should [#1923198]

The wifi coverage does not always work in some classrooms. Try to get that fixed. [#1923233]

The Wi-Fi goes in and out when moving around campus. This shouldn't happen. [#1923237]

Once again, a campus this large is bound to have dead spots. It's not a life altering event. What I would love is to make all classrooms social media free. Can that be done? It's very distracting to sit in class and have a person close by scrolling through Facebook while you are trying to absorb a difficult concept. [#1923242]

Wi-Fi coverage has been okay. [#1923248]

This sometimes works well but sometimes varies in quality. [#1923251]

Most homework I have is due through blackboard or internet interaction. We need stable wifi all over campus. [#1923258]

i want the fastest available, and i acknowledge that isn't always possible. want it? yes. is what we have adequate? yes. [#1923321]

Sometimes my phone connects in and out of service. In all honesty, it's probably my phone be the issue in this instance. Connection between buildings is great though. I just wish I didn't have to continue to log in if I leave wifi for an instance. [#1923344]

Wi-fi does not exist in some buildings and in others is spotty. [#1923353]

This has become absolutely necessary. [#1923394]

Having good coverage all over campus is important because I visit other offices and need to have coverage. [#1923413]
I often have trouble staying connected to the secure wi-fi and end up using the open network. [#1923416]

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around fraternity park the wifi often connects and disconnects if it could be extended about 100 feet or so that would be great so that coverage is constantly good. [#1923440]

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internet service doesn't cover all parts of the university. [#1923441]

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When I am in the Haslam Business building the internet is spotty. [#1923442]

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The wi-fi isn't always reliable in the basement of Haslam Music Center. [#1923452]

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The Wi-Fi coverage in my department is pretty bad. (Dougherty Engineering Building) [#1923460]

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Crop Genetics building over by morgan hall does not have Wi-Fi. I also think requiring registration for a cell phone browser to access UT wi-fi is unnecessarily tedious, even if it is just a one time registration. [#1923465]

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I love sitting outside in my hammock, etc., but I don't get strong service even when I am fairly close to a building. I would love to see better service in the parking lots and common outdoor areas. [#1923529]

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Much needs to improve with the secured wi-fi coverage. At best the service is "unstable" in the buildings where I frequent, Ayres Hall, Haslam Business, and Hodges Library. It frequently cuts out completely while walking down a hallway or entering a classroom. [#1923536]

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Wifi is frustrating. There's UT-Open and UT-Visitor, neither of which are reliable. I end up draining my battery looking for a stable wifi or just staying on 4G. [#1923545]

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There are dead spots around campus. The SERF building is an example that comes to mind. Many lab rooms do not have adequate coverage. That tower by the HSS building also has lousy coverage. Also, Hoskins basement has some dead spots. [#1923564]

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There seems to be a bit of an internet connection problem near Gibbs Hall and near Clement Hall. I'm sure it has to do with the construction zone, but as a student who sometimes sits in her car in the parking garages during lunch to read for my next class, I often have to park at a different location to pick up a signal. [#1923581]

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The WiFi messes up sometimes [#1923582]

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N/A [#1923587]

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my desktop doesn't use wifi, but my mobile does, and service is spotty. I have a samsung galaxy s5. The wifi is continually dropping out and reconnecting, which I imagine works against my battery life. When at full strength, the wifi is great. It's also confusing to have so many UT wifi options (wpa, wpa2, eduroam, ut-open). [#1923590]

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Spotty coverage. Also, adding some additional coverage to outdoors spaces (like HSS amphitheater) would be amazing. I love doing work outside in the warmer months. [#1923602]
Although I don’t use it that much myself, when I do the signal is very difficult to receive in this bldg
[#1923628]
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wi-fi on the 2nd floor of Walters (where I work and spend most of my time) is very spotty. sometimes it
wont work for a full day, then work fine the entire next day. [#1923638]
-----
Wifi connection is not reliable. Wifi isn't available all over campus (outside) [#1923649]
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Wi-Fi remains spotty in some areas of campus. Particularly around circle park. [#1923727]
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A lot of places around campus have bad Wi-Fi connection. It would be nice if it was equally and
thoroughly distributed around the entire campus. [#1923759]
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Remote locations. [#1923775]
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Ensure adequate, reliable wi-fi coverage in all classrooms and offices at a minimum. This is a must!
[#1924490]
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There are still a number of spaces on campus with poor or no wi-fi coverage. In addition, there are too
many network options. The university should have one secure wi-fi access network, and one open
network. [#1924496]
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More hotspots to reduce dead areas [#1924498]
-----
extremely difficult or maybe just lacking information access on how to and where are the best wi-fi
access spots on campus. [#1924534]
-----
wouldn’t it be great if there was wifi everywhere on campus? [#1924675]
-----
WiFi in the lower level of the UC is unreliable [#1924756]
-----
I would say we take this for granted [#1924788]
-----
Wi-Fi drops out throughout the campus [#1924795]
-----
Enough to be able to have a Skype meeting in a meeting room. [#1924799]
-----
Wi-fi is weak or unreliable in some offices, classrooms and meeting rooms. We should have a strong
signal everywhere on campus, out of doors as well as indoors. [#1924819]
-----
WiFi signal is a bit slow in my office, but works. [#1924851]
-----
It seems that wireless connections in the Library, especially within the classrooms are intermittent. If
there is a way to boost connections within the library classrooms, that would be great. [#1924866]
-----
Needs to be improved [#1924874]
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I think y'all are doing a very good job. [#1924902]
In the law school library, many times the coverage fades in and out randomly. Inexcusable. [#1924903]

Wi-fi coverage in the Business building is absolutely horrible. If my phone or laptop is even able to connect to the internet, it is always very slow. [#1924910]

I feel that it goes down a lot - not sure what can be done [#1924936]

Most times I have good wifi, but there are some parts of campus that are weaker in connecting than others (sometimes in my own dorm I have had problems). [#1924962]

Weak WiFi in some buildings, and common areas, with gaps between buildings. Need consistent WiFi across campus. Coverage has gotten better, but it is not good enough. [#1924978]

Less Wi-Fi outages. Coverage is decent when it works, but in the residence halls there a frequent outages that are obnoxious to the part where I have connected my computer with an ethernet cable instead. [#1925007]

Get more boxes out for coverage in these older buildings where the concrete walls block the signal, even when access points are nearby, signal is bad. Most students have 4+ devices they have attached to wifi now. Plan for what our needs will be in 10 years, don't try to catchup only with what they currently are. [#1925034]

Wifi between buildings, even in denser areas like the hill is spotty. [#1925039]

Coverage on campus is incomplete/spotty . [#1925045]

Wi-Fi coverage seems to be very good in classroom space but in/near my office it is lacking. I routinely update multiple laptop computers and to do so I must set them up in very carefully selected positions in my office or take them to another location where they are more vulnerable to theft and damage. [#1925127]

good [#1925231]

Can't connect some technologies to WiFi at all. [#1925266]

In some locations wi-fi connection is poor. This is an issue for students using their own laptops to access Internet/email etc. [#1925279]

It's sketchy in many buildings at best. Coverage is lost in some labs and corridors, particularly in larger buildings. [#1925315]

Please note that Wi-Fi service in Melrose Hall on the UT Knoxville campus is considerably poorer than in neighboring campus buildings. When working there, I experience relatively weak connection strength, slow speeds, and frequent disconnects. [#1925348]

Yeah, this would be nice. Our vendor has even told us after a visit the band width is probably not enough and that is why everything is so slow. However our IT person says it is great! Why then are all the computers so slow?? [#1925384]
Given the importance of Wi-Fi coverage, it is disappointing that there are still spots on campus where I struggle to connect wirelessly. [#1925398]

Some buildings do not have WIFI, such as the bottom floor of the Natalie Haslam Building - specifically the practice rooms, and in some areas of the bottom floor of the Alumni Memorial Building. [#1925407]

Talk to service provider about the university's needs. [#1925415]

GET WIRELESS IN THE ANTHROPOLOGY CLASSROOMS IN THE SOUTH STADIUM HALL [#1925441]

Areas of buildings have horrible Wi-Fi connection. Always have tons of problems with UT-wpa2, never connects or signal goes off. End up using UT Open, which is only slightly more reliably [#1925476]

my specific issue is that when working in the 1st floor labs in the plant biotechnology bldg, we are surrounded by so much building and metal equipment that we often can't get wifi or cell phone coverage. not sure how to address this issue. [#1925491]

wifi drops all the time [#1925514]

Student Service Building wireless dead spots still need to be addressed, particularly on the 1st floor [#1925548]

There are still often network dropouts and zones of low coverage even though service has definitely improved significantly in the last few years. [#1925551]

more routers in the buildings so there are not weak spots [#1925552]

while your wifi coverage across campus is pretty good. there are still buildings where there is not coverage. just for one example the class room areas of neyland stadium. [#1925565]

I unfortunately do not have a good wifi connection with my mobile device when in the basement level of HBB. My PC connect works great, but my mobile device not so much. I guess it could be a good thing! [#1925591]

We don't have wifi at all at steam plant! [#1925627]

Mostly okay. [#1925647]

Wi-Fi coverage should cover the UT Campus but I know that may be harder to do since the campus is wide range and has add on campuses. [#1925668]

Sometimes during classes, the WiFi gets bogged down, which slows down my lecture. Some days UT Open flashes in and out. [#1925701]

All campus buildings should have reliable coverage. [#1925716]
very important since our campus population relies so heavily on this [#1925723]

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

Service incredibly spotty. My wifi coverage rolls through all networks constantly throughout the day even after clearing all networks and setting up new permissions. [#1921875]

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verizon, despite being the sponsor for ut sports never seems to have enough cellular capacity on game days. [#1921882]

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Several service providers have had campus outages. [#1921883]

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There are many areas of campus that don't get coverage inside the buildings. This can be resolved with network attached cellular hotspots. The Hodges Library Auditorium is a great example of this need. [#1921894]

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In the stadium and in the arena, I have a terrible time getting service. Also, in the College of Veterinary Medicine, coverage is spotty. [#1921901]

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Some buildings do not have good cellular reception. [#1921904]

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No coverage in my office at times, or arena [#1921905]

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Well, putting people in basements and hillsides REALLY doesn't help. [#1921917]

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inside certain buildings one as to move close to a window to get adequate cell service. Basement or windowless spaces are impossible. [#1921955]

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The cell service is terrible in the residence halls, you are lucky to have a single at all in many of them. This is a huge problem because there are no hardline phones other than in the offices. [#1921979]

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Poor cellular coverage! [#1921985]

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Please take into account underground offices such as WUTK. There is almost no cell coverage there. [#1922002]

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N/A [#1922007]

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There are a lot of places on campus where I have very little cellular service, and I use AT&T. I'll only have one bar or no service. Hodges Library is a big issue. Elevators are issues, too. When I'm in the center of a building, I have worse service than if I'm by a window. [#1922011]

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I have heard students say they do not always have coverage in different parts of the campus. To me, this is a safety and security issue that should be corrected. [#1922012]

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There are buildings were cellular service is spotty. It becomes problematic if you are in a venue or building for events and vendors can't reach you. Not sure how to fix that. [#1922019]

-----

Cellular service in the newer buildings (Fred Brown, etc) is not as strong as it could be... I also have issues in basement levels of buildings, such as G2/G4 SMC. [#1922025]

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Increasing cellular service in basements, machine rooms, and other service areas would be appreciated. Given the costs of such service increase and the low volume of users in those areas, I recognize that this is not a practical request. [#1922054]

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The Andy Holt Tower garage seems to have issues with connectivity. If only for safety sake, it would be nice to be able to have connectivity in all garages. [#1922080]

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There appear to be several buildings on campus where cell phone coverage seems to be lacking. I understand that UT/OIT has a contractor currently working on this problem. [#1922081]

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During game days, there is almost NO cell service. It makes any mobile form of communication almost impossible. [#1922091]

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The wifi on my mobile isn’t set up. It’s too much of a pain to go from the ag campus to OIT at Hodges to get it set up. [#1922098]

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It seems pretty good, but improving it in the dorms and basement of buildings like HBB. [#1922103]

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Improve inside campus buildings. [#1922134]

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Needs better wifi [#1922139]

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I’m not entirely sure how this is OIT’s problem; but since you asked, Sprint tends to lose signal at the top of the hill (GPS, Data -- Voice and SMS work fine). [#1922148]

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I think mobile coverage is pretty adequate except for a few sporadic buildings where it gets difficult to get a signal. [#1922156]

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Cellular coverage and Wifi is not as great as I feel it could/should be [#1922191]

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There is no mobile coverage in my office and no landline phone. This is a problem. [#1922192]

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Add coverage in the football stadium. There is no or very limited service (Verizon) during games. [#1922193]

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No cell service in several buildings. [#1922194]

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There is horrible service in most of the buildings I am located in. The worst being the music building. The only way to have service in the music building is to be on the upper two floors. This is also a safety concern, because often students are alone in the practice rooms on the ground floor (basement) and they are unable to contact anyone for help if the need should arise. This is a situation that needs to be fixed immediately for student safety. [#1922215]

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When moving about the UTK campus, the ut-wpa2 goes in and out. It would be nice to move around with a full signal no matter where you were on campus. Mobile devices and Wi-Fi are the norm instead of an option and we should do a better job with coverage. [#1922217]

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I think it is just because I have Sprint #:} [#1922262]
In the office in which I work on the Ag Campus, cell service is very spotty. Unless we go into the lobby to talk on our phones, calls are often dropped. [#1922263]

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Get boosters in buildings where coverage is limited by the architecture (e.g. The music building basement) [#1922265]

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Haslam Business Building has little to no cellular service in the building unless you have AT&T as your service provider. Even with AT&T coverage is spotty. This could potentially be a safety concern if (God forbid) there was an emergency or attack in the building. [#1922297]

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The Music Building has no service at all. You have to leave the building to get cellular service. [#1922305]

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Extremely poor coverage in the basement of the conference center. I must leave my office to take a call. [#1922328]

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My office is in a dead space - so when I sit back I loose phone connection - [#1922413]

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Trouble connecting around the Torchbearer. [#1922423]

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My cell service is unreliable in Haslam College of Business and is unusable depending on my physical location (sometimes a difference of two feet at my desk on the 5th floor). Unsure how to resolve but creates real issues when I cannot be reached or cannot use cell phone to place calls. [#1922446]

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There is NO cell service inside so many buildings that I don't know where to begin. Work on that. [#1922447]

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Especially in a lot of buildings the reception is bad or non existent. [#1922456]

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Several areas on campus have no cell coverage [#1922461]

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Yes. This is a problem. [#1922470]

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There is NO cellular signal in the basement of the UT Conference center. Ever. Put a signal booster in the basement to the roof to provide normal coverage. [#1922478]

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I cannot receive texts (such as snow day cancellations!) in the basement of HBB. Not sure you can do anything about that, though. [#1922518]

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Some places in Food Science building have no service at all. [#1922572]

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Service failures inside buildings is the greatest current limitation [#1922576]

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I believe this improvement is beyond the control of OIT, but rather an issue with my cellular provider. Contacting AT&T requesting improved coverage for the Knoxville area would seem to be the only solution to my problem. [#1922591]

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BGB needs help as does Grieves [#1922599]
same as above - many "dead" spot around campus. [#1922604]

Having adequate service in buildings where service can be intermittent at best is unsafe. [#1922630]

In some buildings, like Andy Holt Tower or Student Services, I don't have service on the lower levels. Also during home football games if I am near the stadium sometimes I don't have coverage. [#1922638]

The cellular service in the Haslam Business Building is terrible. I'm not sure why this is the case, but I can only use my phone on wifi in that building and talking on the phone there is virtually impossible. [#1922705]

HBB (where I spend most of my time chained to my desk or in meetings) has "black holes" in coverage. [#1922708]

In many areas of my building I can not get service on my cell phone at all. On the Verizon network, which has reliable service just about everywhere. This is unacceptable. [#1922728]

I lose cellular coverage often throughout campus. One particular problem I have is my service in Fred Brown Residence Hall. I do not have cellular coverage and cannot make calls in my room, in the hallways, and in other common places where I live on campus! This is very inconvenient and I would like to see it happen. [#1922734]

The only problem that I have ever had is at the stadium during a game. [#1922735]

My phone has trouble connecting and it does not pick up in several buildings. [#1922767]

Coverage inside Hodges Library isn't great. [#1922782]

I'm not sure if it can be helped, but I work in the AA building and service is terrible. [#1922787]

Some internal areas of building suffer heavily. Not a huge deal, but more powerful data antennas on the towers would help. [#1922801]

In some buildings, I have little to no cellular service. [#1922814]

In the lower levels of buildings, cellular service isn't available. [#1922820]

Improve spotty coverage of cell service in sub basement of HPER [#1922890]

See wifi response [#1922930]

many dead spots in buildings need to be improved if possible.any kind of signal boosting equipment in buildings would help , if thats possible. [#1922932]

It may just be my building (lots of concrete), but coverage is spotty. The outside is okay. [#1922981]

UC Down has poor at&t coverage [#1922990]
Only places I don't have service are underground or in towers, which is understandable.

AT&T doesn't seem to get consistent coverage on campus.

There is hardly any cell coverage in my current dorm. (Brown)

We have had problems with the cellular phone coverage with Sprint with our work phones. Mostly that is ok now but still have calls that are occasionally dropped. Sprint may have put in the lowest bid but it took them forever to fix the problems.

Lots of dead spots, particularly inside Communications Building, for cell phone coverage.

I don't know how so much as to say that if I walk into Haslam Business Building, any cell conversation will be dropped. I can rarely use my phone inside the building when I am in the atrium and lobby. At higher locations in the building, phone use has been easier.

no signal during football games

In the Brown Residence Hall, mobile coverage is weak for the big 4 carriers, in other dorms it is not. If new dorms are being built OIT should take this into account.

Verizon calls in new Fred Brown dorms drop unless you stand right by the windows

all I know is there are some areas of some buildings (SSH and ESH in particular) where wi-fi is a problem.

The Haslam Business Building needs cell phone repeaters to rebroadcast the signal. Our cell phone coverage is terrible and is a safety hazard to our students and faculty.

During normal days, cell service is typically good. However; on game days when there are thousands of extra people on campus it is difficult to text or call or really anything that one would want to do on a phone. Something needs to be done to accommodate all these additional people.

Allow office phones to be replaced with university supplied smart phones.

Spotty

Sometimes the cellular coverage is poor inside the building. The places I am mostly in but can't receive good signal include basement of UC and 4th floor of JDT.

very important!

The cellular coverage is terrible in the Haslam Business Building and other places on campus. It interferes with the ability to do work.

Still have several dead spots within the vet school.
Service is very poor inside Fred Brown Hall. Calls drop all the time. There is also no service in Haslam Business Building. [#1923273]

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In the student services building on level 1, the cover past the front of the office room 105 is poor especially when you get in the hallway. [#1923295]

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I have trouble getting good service in the Haslam Business Building and Neyland Stadium [#1923305]

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I have no reception in my room in Brown [#1923318]

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not applicable to the university since mobile phone service is by outside provider [#1923321]

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A lot of my work is on the Ag Campus. I have no cell reception for a Sprint cellular device, and it's only on the Ag Campus. Once I leave the Ag Campus, everything is fine. It's just a really weird Dead Zone. [#1923344]

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Since SPRINT is now the preferred carrier over AT&T, I would suggest putting boosters throughout the buildings to enhance services [#1923349]

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Would love to have better coverage in Haslam, Fred Brown, Thompson Boling [#1923366]

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Cellular service in Neyland Stadium is spotty due to volume. Given my work responsibilities with game day management, this is problematic. [#1923376]

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more towers..... a different service provider.... ANYTHING to improve the poor reception now when it comes to receiving/sending texts or phone calls while on campus [#1923388]

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Fred brown has no cell service [#1923396]

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Cell service in the Haslam Building is spotty. Maybe the installation of signal repeaters by carrier would improve the service. [#1923500]

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Wi-fi calling is almost impossible with calls being cut off in these places and regular cell service is non-existent indoors unless you are sitting very still in front of a window or out of doors. [#1923536]

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Having good coverage is important, and my experience so far has been acceptable. I am with Virgin mobile. [#1923542]

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I'm not sure this has anything to do with OIT but by AT&T service is very spotty around campus. [#1923564]

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It would be great to have a reliable wifi connection for cellular devices. If I knew how to do it, I'd certainly offer more helpful feedback. [#1923578]

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More sprint coverage [#1923582]

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this is essential, I require my mobile to keep up with work emails when I'm working away from my desk. [#1923590]
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Haslam Business Building has poor cell service. [#1923595]
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The HBB building has HORRIBLE service for cell phones! I have Verizon and a good 80% of the time I am in that building it says that I am roaming. [#1923598]
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the basements of all buildings a really bad and even some higher levels. I feel that cellular traffic is highly important just as wifi. This should be improved with stronger service for campus for all major network providers. [#1923604]
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I do not get much service in the Haslam Business building. I have T Mobile as my carrier, and wish I could have even minimal service in that building. [#1923618]
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The Haslam Business Building gets poor cell reception. It'd be great if that could be improved [#1923636]
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Can't get cell service in certain buildings (e.g. Library reference floor, Haslam business building) [#1923651]
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Even sitting by a window on the 5th floor of Min Kao I often can't keep a cell signal. [#1923656]
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I work a great deal in Brown Hall and the cell phone reception in the building is slim to none depending on where you are standing. [#1923661]
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In the Haslam Business Building I would lose cell service [#1923669]
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The only time I have difficulty with service is during football games, which is expected with such a high traffic load. [#1923694]
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Tough question, because I understand I get service through Verizon, not OIT! It seems like it's more of a Verizon issue than an OIT issue, so I'm not sure where to rate my expectations of OIT... [#1923719]
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Brown Hall is a dead spot for cellular service. It is a major issue with so many students living there and offices located there. [#1923727]
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I am a wpa-2 user and both my tablet and smart phone on occasion default to ut-open rather than starting with wpa-2, which is tedious and requires manual correction. Cell phone coverage inside buildings could be better (use non-em-glass in new construction!). [#1923742]
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The music building, especially on the lowest floor, has no reception. It is spotty throughout the rest of the building. Some sort of expansion is needed. [#1923747]
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There are random areas where I will have no cell service. It can kind of be annoying when this happens. [#1923759]
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Necessary. It is pretty good throughout most of campus. I have AT&T, and there are deadzones in Neyland, but works well in the basketball arena. Dead in some elevators, but fine in most. Pretty good overall. [#1923770]
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Several of the building across campus has limited or no cellular services on their lower floors where there are classrooms. [#1923775]

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HBB Has TERRIBLE SERVICE [#1924526]

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during special events coverage is sporadic. [#1924534]

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The basement of HBB is a nightmare for cell coverage. That's a problem on late nights and with guests who are trying to find my classes. [#1924607]

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The campus wi-fi system constantly hi-jacks my phone for connection even after I have connected. I end up turning my wi-fi off on my phone because the sign in page keeps popping up whenever I receive a text. Phone coverage is spotty if various buildings. [#1924631]

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most of the time coverage is good. there are some buildings which kill signal. home football games there is almost no service [#1924675]

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Place a signal booster in the basement that goes to the roof of the building. [#1924782]

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Never had a problem with this. I'm sure there are places in buildings where service is poor. Work to improve coverage in elevators and internal areas where service might not be strong. [#1924794]

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Cellular service dropping calls because of inadequate signals. [#1924795]

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There are some buildings on campus that still do not have cell service. [#1924797]

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Needs to be improved [#1924874]

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Cell coverage in the business building is very touch and go. Most of the time, if I want to talk on the phone and I'm at the business building, I have to go outside. [#1924910]

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This is usually good, but I sometimes have problems in Andy Holt. [#1924962]

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I know there are issues in certain areas of the buildings, which are probably due to materials and not the actual coverage. Probably not anything that can be done about that. [#1924968]

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Weak coverage in many areas. [#1924978]

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Bottom floor of haslam=no cell phone service [#1925048]

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I have been problems constantly in my phone and computer related to the WiFi coverage, so it should be definitely improved. [#1925065]

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The basement of Haslam Business Building is a no-signal nightmare. [#1925072]

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My cell phone barely works in 219 Student Services Building. [#1925076]

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I work in an area that has no cellular service. I feel this is a safety issue as well as an inconvenience. I’ve been told that we’re in line to receive a booster, but that has not happened over the course of the year and a half we have been in the building. [#1925118]

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I had a University issued cell phone that was on the ATT network. The lack of coverage in our classrooms made it impossible to communicate with other support to troubleshoot and fix other technology issues in the classroom. Ultimately, I’ve resorted to the use of my personal cell phone which is on the Verizon network. It would seem that all major mobile carriers should work with the same level of service throughout the entire campus. [#1925127]

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Poor coverage within internal rooms which don’t have an outside wall. [#1925162]

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The signal in Neyland Biology Annex is poor. It is not unusual to have to walk into the hall and hold up your phone to send a text message. Pitiful [#1925174]

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bad [#1925231]

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For emergent purposes there should always be cellular (or mobile) coverage as we never know when an emergency will hit. [#1925240]

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The Hill has bad 3G/4G coverage. I use Sprint, so I suspect they are to blame. [#1925281]

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Service is always pretty good, but sometimes depending upon where you're at in a particular building it is not so good. [#1925346]

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I teach in a room where cell phones don’t work. [#1925349]

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Fred D. Brown Hall has poor service. Calls are often dropped in the building and texts are difficult to send. [#1925374]

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it’s not consistent across campus but not prohibitively so. [#1925394]

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Some classrooms (eg in HBB, like HBB 125) don’t have cell coverage -- at least not with my provider, T-mobile. I recall several years ago, a similar issue applied to the ‘underbelly’ of AMB. Most of the time it’s not a problem (some times it may even cut out on disturbances during classes), but generally, if there is a relay method to get cell coverage into the ‘buried’ rooms, that would be desirable. (Idea: In the UC building being constructed, one may have better opportunities to address the issue proactively) [#1925396]

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Talk to cellular provider about campus needs. [#1925415]

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Problems still exist. I see people moving towards the doorways in order to get service sometimes. [#1925430]

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basement level of haslam business has not verizon service. I want to feel good if there was ever an emergency and lack of service in that building makes me nervous [#1925441]

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No service or bad service in my office. [#1925463]
again, working in the laboratories in the plant biotech bldg. we often can not get wifi or cellular coverage

[1925491]

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In the bottom floors of HBB, there is no cell service. Period. I understand it's underground, but I use my cell to call for tech assistance if I need it in any classroom setting and it makes me a bit nervous to have no "lifeline" in case of trouble. I realize this isn't an easy fix, but it sure would be nice. If I forget to turn my phone off or on airplane mode while down there, I pretty much wear the battery down to nothing as it searches for a signal. [1925533]

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Student Service Building cellular dead spots still need to be addressed, particularly on the 1st floor [1925548]

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In the event of an emergency I think it is a wise decision for all parties to have outstanding cellular service throughout campus. [1925591]

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My cell phone does not work in my office. I cannot take or make calls, which is frustrating because some of my clients/prospects prefer to call my cell phone. I work in the Haslam Business Building and assume this is because I have an interior office. I have Verizon cellular service. Thanks for anything you can do to resolve this issue. [1925635]

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Especially on Game Days!!!! Needs significant improvement!! [1925647]

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Mobile service for me on campus has been limited. I either get kicked off the wifi or it won't work at all on my phone. It can be some what frustrating when I just want to check an email real quick without getting my laptop out. I would like to see better service for the mobile device. [1925668]

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My office is in the basement of Andy Holt Tower and I have very spotty service in my office. [1925671]

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Yes, but somewhere the signal is not very well. And somewhere with crowded people the signal is bad. [1925679]

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Regarding my response on cellular service, I am speaking specifically about my buildings: Dabney-Buehler and SERF. There are several places where cellular signal is terrible. [1925727]

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

The search function on the UT website is extremely limiting and frustrating. I seem to never get the results I'm looking for, no matter how general or specific the search terms are. [#1921881]
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The OneStop reworking sends me in circles whenever I try to find information. It is very difficult to find specific, detailed information using that site. If I need general information, it's fine. [#1921901]
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I feel a lot of web sites at UT leave a lot to be desired. Not very user friendly. [#1921925]
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Lynda.com is a wonderful service that, while asynchronous, is very helpful in guiding the learner. Maybe Lynda.com could be used for IRIS training. [#1921927]
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easy instructions available on each page [#1921929]
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It isn't so much how to improve this, but that you have done such a good job with this that you have created an expectation on the high end of the scale. I honestly don't refer to your web materials very often, but I EXPECT that they are there and are wonderful, and you haven't let me down yet. [#1921942]
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Finding information on the OIT websites is often extremely difficult. A call to help desk solves the problem, but the web sites could be better organized. [#1921969]
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OIT websites are difficult to find what I am looking for. [#1921974]
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N/A [#1922007]
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The UT websites really seem hard to navigate. The recent "rebranding" removed a number of listed links or hid them in dropdown menus that are not intuitive to find. The "search" feature rarely returns relevant results. I'm not sure if the change was motivated by a desire to make the site more "mobile friendly" or what, but the result is an opaque website. [#1922022]
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NA [#1922063]
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I find the UTK homepage difficult to navigate. If it wasn't for the A-Z index I don't know that I would ever find anything. It seems much too "busy" with all of the pictures, but not very functional. [#1922080]
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I have always been pleased with OIT associates when I have had to use them, which because we have our own IT support staff is not very often. [#1922174]
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Several websites are out dated including false information or information that does not pertain to systems currently in use. [#1922180]
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Navigating utk.edu in general is a nightmare. Even using the google search tool is only helpful about 60% of the time. [#1922236]
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On some of the UT website pages, the navigation between pages is not very intuitive. This makes it difficult to find the information you are looking for. [#1922263]
Finding OIT or the OIT Helpdesk online is near impossible. They are not listed in intuitive locations. The website is difficult to navigate. One particular complaint is the email sent to remind us to change a password that is expiring -- the instructions are incorrect. Not a good thing! [#1922269]

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OIT’s website seems like a tangled web. Can you simplify it? [#1922297]

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Obviously this is extremely important in our technology-rich environment [#1922302]

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Critical. [#1922323]

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It would be nice if UT updated their webpages they are very behind in this area. [#1922337]

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The access to BB help is great. I would like to see the ability to put in a ticket about any issue from scantron service to computer assistance. [#1922377]

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Need to do a better job of killing redundant and/or out-of-date pages that have been replaced. Need to be more obvious when my web searching lands on the UT SYSTEM web pages versus the UT Knoxville campus web pages. [#1922378]

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The web searching feature is horrible. Pulls up random crap all the time. Total waste of time. [#1922400]

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Website is not easily navigable. Too many clicks to get to a page with the information desired. Contact information is often omitted. Yes, some of us prefer a phone conversation vs. email. websites search engine is awful. I use google and add utk when searching. Still difficult to find desired information. [#1922407]

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In my opinion, I should be able to go to a website and click a tab to find helpful information. [#1922411]

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UT has some of the most convoluted, mis/dis-organized websites I have ever encountered. In addition to that issue (which is likely more one of divisional management's responsibility than OIT), there is a distinct lack of unified interfaces. Honestly, the level of expected web service has risen to the point where it can be expected (of an institution, by a user) to not have to sign-on to multiple platforms, just to accomplish some basic university business. The worst examples are probably the library system (collectively) and OIT software delivery systems. [#1922418]

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The IRB management website is a disaster - it's difficult to navigate and poorly designed! Most other services are fine, though. [#1922431]

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very much needed by me. I am an emeritus faculty after serving UT for over 4 decades. But I still work professionally at home, having written 12 journal papers and 3 books since retirement. I believe I should be eligible to receive the same services when I have computer/internet problems as faculty on campus. This has not been the case. [#1922434]

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The main website is easy to use, but there is such a lack of consistency across department websites. Old webpages with outdated information are still floating out there, and that can be confusing if you are just using a google search to find something. [#1922466]

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There are so many UT sites I find it difficult to navigate and find my desired information. [#1922538]

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This is very good to have because some of us have never used web and online svc because of how hard they are to use or to get questions answered if you have trouble. [#1922579]

The websites have lots of text that is in a confusing order. It is also jarring to move through several different pages to reach a portal. The services and software available to students is not widely broadcasted and every semester I inform my students of what OIT provides and they usually had no clue. [#1922584]

many are out of data [#1922599]

I don't like the new home page - still things I can't find. [#1922604]

the organization of the whole UTK website is confusing. Most departmental pages are extremely outdated and organized differently than the current scheme [#1922610]

Due to my age I frequently have difficulty with the more complex web sites. For me, they need to be very user friendly. [#1922641]

I think the sprawling websites that are related to UT are often difficult to navigate. Also the search feature returns news articles instead of internal links. My comment refers to all UT sites, not the OIT site specifically. However, I presume OIT has some measure of service in the tools, training and guidelines they provide for site creators. [#1922664]

Force departments, like the library, to cull their jargon laden, text heavy, cumbersome website down to something usable. [#1922668]

Information could be more consolidated at the One Stop site rather than linking to other bureaus like the registrar. Also some directions, like how to enter the wait list for classes could be cleared. [#1922719]

Not too important to me, Im not afraid to call someone if I cant find it online [#1922725]

Some information is difficult to find, and I don't really like the organization of the main UTK page. When I search from the main page using the main search box, the results are usually not helpful because there are so many links to old news articles or documents, and a lack of links to main webpages where I would find up to date information. Commonly, when I use different routes to access information I get different information on the same topic. [#1922750]

SSB is very confusing for students. They constantly come in to our office for help. Variable hour classes are especially difficult. [#1922787]

The university has made great strides to improve our online presence. However, I feel we could may additional strides if the entire campus was using a single content management system. [#1922795]

Many portions of the UTK website are confusing and difficult to navigate. The website design should rely less heavily on the sidebars and add hierarchical choices to the middle of the page more often. [#1922801]

The search feature on utk.edu is very old and is not very good at getting information when I try to use the OIT knowledge base. Several times I've had to figure out solutions to problems that later I was told
were in the knowledge base. SharePoint is a poor way to keep documents for the OIT department. I find it very unwieldy and not user friendly, even for techs. [#1922885]

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The bookstore website is hard to navigate and use. [#1922914]

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The main OIT website is a visual mess and not very user-friendly. It could benefit from some information architecture and/or usability studies. Some great programs and services (e.g. START, Community of Practice, etc.) are buried. [#1922917]

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easier to navigate [#1923123]

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The dining websites are unorganized and chaotic. Some restaurants, such as Dunkin Donuts, do not provide meal equivalency during dinner and close at 5. Most of the time, cashiers do not ask about meal equivalency or dining and it frustrates me. Campus restaurants should have a big sign that says they have meal equivalency for dinner, even for Panda Express. [#1923134]

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VetNet is problematic when using a Mac. Most of the students at the vet school seem to be using Apple products and many of the VetNet components (like virtual microscope) either don't work at all on an Apple platform, or don't work well with apple. [#1923214]

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Knowing about these websites and services would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]

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The UT site is a little confusing and some of the links aren't as effective [#1923241]

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I am aware of many of these websites, many of them seem to be "questionable" ethically. I hear my classmates talk about them and how they work and only think "This sounds suspiciously like plagiarism". It would be helpful if the university published a list of approved websites as academic dishonesty is such a problem. [#1923242]

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Have had trouble finding info on websites. Being new to UT, I find the main UT "search" box not terribly useful. [#1923248]

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Longer toolbars to find information faster [#1923258]

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the key is easy to use. there are many times where i found it challenging to find or look up what i wanted off of the main site. for example, finding course equivalency tables to know what classes can be transferred in to other institutions. when key words are typed in, it doesn't always take one to the appropriate menus. the search menu is not very intuitive [#1923268]

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Better explanations could be provided. [#1923283]

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During the recent bad weather, an email reminder was sent to watch http://www.utk.edu/status/ for up-to-date status information. However, there is no link to this page from the main http://www.utk.edu page. Other info is difficult to get to and/or out-of-date. For example, if I want health insurance information, here are the links I follow: http://www.utk.edu -> Faculty and Staff -> Employment and Benefits -> Group Insurance -> http://insurance.tennessee.edu The final page contains news items from 2013 and does not provide any links to plan details for 2015. If I select "Group Insurance Plan Links" from the sidebar, I end up on a page that gives links for the 2014 insurance plan. This is absolutely terrible. [#1923317]
things are confusing about the UTK website and multiple departments do not have complete transparency as well as clarity of definitions for what a student may be looking for or minimum requirements for (as an example) student health care or graduation requirements [#1923321]

Really difficult to find documents throughout the UTK website. Need a search engine within the website. If you currently select search, it goes through the www instead [#1923349]

For some reason, utk.edu frequently is unusually slow compared to most other sites. [#1923394]

Some websites are confusing, not very well organized. My agencies website is terrible but our management won't do anything about it. Not OIT's fault. [#1923413]

Finding forms and information, especially from Human Resources, is difficult and not user friendly. [#1923416]

n/a [#1923455]

Most are visually appealing. The search features don't seem to work very well [#1923465]

Why are sites being developed in WordPress? Is software designed for blog authoring really the best for full-blown web sites? [#1923500]

Like all university websites, UT's is difficult to navigate. When looking for specific information, I always google "utk.edu blank" instead of actually spending the time hopelessly searching through menus to find blank. [#1923509]

Some University web sites are complicated and difficult to find information, for example the Faculty Senate website. [#1923536]

The entire UT website is very complex and hard to navigate. The OIT site is also hard to navigate. [#1923572]

The website is easy to use except for those trying to apply to UT. For my graduate student job here at UT, I work with Upward Bound high school students and am the senior coordinator for our department. When helping students apply to UT, it has been an ABSOLUTE CHORE to find the right links from the UTK website. Instead, we usually just Google search "UTK freshman application" and try to find the links from there. It would seem that UTK would want the application button to be an easy find instead of hidden inside multiple links. [#1923581]

Sometimes it is difficult to locate certain things on UT's website, as well as MyUTK; however, some of this is probably the responsibility of departments, onestop, etc. [#1923587]

very hard to navigate oit's site. So much info. So hard to figure out where to go for what. The search function is equally frustrating. A website overhaul would be amazing, but a gargantuan task I'm sure. [#1923590]

The OIT website is fairly complicated and doesn't fit with the rest of UT's websites in terms of style [#1923602]
I understand that this is a moving target, however, there seems to be outdated service instructions that need to be removed when that data is no longer applicable. This is usually found through the UT search function that will point to a legacy web page that is no longer applicable, but present. I don't have a good recommendation as to how to handle that issue, unless a created or modified date is added to the material. The other issue is that I learn where to go to find things (solutions or how to’s), and then that changes without notice. Again, I regret that I cannot give a specific example. Maybe a site map or site index would help. [#1923624]

Perhaps a bit more uniformity would aid in usability. (It would be nice if all were encouraged to update regularly as well.) I understand the need for individual departments to put their “stamp” or “personality” on things, but some of them are below standard and some are stellar. Again...disparity. [#1923654]

Was primarily referring to UT System services, which are woefully out of date and difficult to use. [#1923655]

I have a very hard time navigating the UT website to find information. [#1923688]

Using the search function at the UTK web page rarely gives results that helps me find what I am looking for. I'm less likely to find the “authoritative” source, such as HR, than I am a departmental web site that may have a copy of what they got from HR. That is more the fault of the web page design than anything else most likely. [#1923717]

The Web sites students use everyday are easy to use. The ones that are hard are the general information about the University. I can never find what I want off of our main website (utk.edu). [#1923761]

1-Many of the services websites are not design for ease of use when searching for information.
2-Identifying the owners of particular websites when information is found to be in error from search engines is founded (Yahoo & Yelp Search for University of Tennessee Knoxville still showing wrong number). [#1923775]

Most UT web services are NOT intuitive and results in a lot of wasted time trying to figure things out [#1924498]

UT departments need to have forms in an easy to complete format online. Sometimes even if something is available it is difficult to find because the website is so huge and unorganized. [#1924502]

It's hard to find information on the web sites and online services [#1924795]

Blackboard is clumsy and unintuitive. [#1924819]

Easier to use [#1924874]

Web sites for department offices are difficult to navigate to find things. Not straight forward [#1924875]

mobile browser compatibility is inadequate on some sites [#1924890]

SharePoint seems especially hard to use and not dependable. [#1924960]
Difficult to search employee facing websites for information. It is far quicker to call someone and wait on hold than to try finding anything on utk webpages, SharePoint, HR especially. [#1924978]

Several UT websites need to be evaluated for usability. It is very hard to find basic information like the schools primary address, or a specific professors email [#1925007]

Yes. Yes. Yes. [#1925023]

Most people give up and just use the A-Z index. Important places on campus have terrible websites (ie Volcard) and important sites are not easily linked from the main page (Human Resources, OIT). That being said, compared to other universities, our site is not bad. [#1925034]

Hard to find the links [#1925079]

Have all website accessible from smartphone. [#1925119]

Some things need to be kept fresh and up to date but when users get accustomed to finding certain information in a particular place only to have the whole site re-organized only leads to frustration and inefficiency to perform infrequent but routine tasks. [#1925127]

Mobile is good. [#1925161]

Why is it so hard to find a calender of Holidays? The same for policies? [#1925162]

there is not an effective search function in utk.edu . The only way I have found to access content is by browsing through the A-Z. a keyword search only returns news articles, and not even in most recent date order. This is the single most frustrating aspect of my OIT-related experience at UT. [#1925167]

the search function on UT's websites defaults to news about that organization or unit, which is ordinarily not what a user wants to know. this is really annoying. [#1925172]

I'm pleased with the University's web presence for the most part but assume there is room for improvement. [#1925173]

Most of the websites seem out of date or cumbersome to find information that is important to me [#1925180]

Many of the web pages for the University are not easily accessible/user friendly and information is not easy to find. [#1925192]

bad [#1925231]

Information gets lost - have to go to A-Z website to find anything and sometimes it circles back around Not easily found - categories too broad [#1925234]

UT's website is hard to navigate and find things on [#1925257]
I would like to see more frequently updated and easy-to-find OIT sites for campus services that I use regularly. For example, when I look for faculty access to UT-sponsored software such as MS Word, I usually find myself visiting three or four different webpages in search of the most up-to-date software and instructions on what I should use. When I recently acquired a new campus computer, I had trouble finding a complete and up-to-date account of how to set up my computer on the campus's Wi-Fi network. I know that I can phone OIT for help with these things, but it would save everyone's time to provide a more streamlined way to access these tools online. [#1925348]

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Blackboard is still a bit klutzy. Too many features that clutter the menus and that I am not using. One should be able to ‘de-clutter’ the functionality of Blackboard and create menu shortcuts. Banner's functionalities are sometimes a bit counterintuitive (I know the provider is a pain in the butt to deal with). Grades-First: I have yet to find a (non-sales-pitch) overview of what I “can” and may want to do with it. And about 1 year ago, I looked hard on the web for it, but in vain. [#1925396]

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Take internet explorer off of options menu. [#1925415]

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I do not like the new email. TMAIL still shows up on the UT homepage and not the new one. You have to sign in to Tmail then be redirected to the new email. Then you have to sign in with not just your username, but the whole email address. It's a lot of unnecessary steps to check email. My suggestion: FIRST--put a direct link to the new email on the homepage under email. SECOND--change the color of the bar on the homepage that lists email and other services. it is BLACK and the letters are dark grey--almost impossible to see, especially on some of the classroom monitors that lay flat and reflect the ceiling lights. [#1925436]

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a lot of the department websites and the library database website are hard to navigate, occasionally i will find a broken link [#1925441]

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Blackboard, twice the trouble none of the ease. Hateful, unreliable, and unwieldy. The update last summer was a mistake- wither fix the bugs or find another system. [#1925488]

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I find that OIT's website is confusing, some information is no longer true/relevant. To many layers. [#1925500]

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some of the web site traversal is convoluted [#1925514]

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Sometimes getting to useful links takes more time than it seems like it should, e.g. using Qualtrix, getting to the login page through UTK, or logging in to lynda. How about a "short-cut" page for getting to these subscription sites once you've been there and just want to get back there? Maybe it's just me, but I have yet to be able to find an easy way to navigate to these pages. Once I've been through the introductions and learned to use the sites, I guess I'm looking for a "shortcut" to eliminate some of the steps (OIT pages) I had to go through to get there the first time. [#1925533]

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it's often difficult to find the things I'm looking for on UTK's sites [#1925534]

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Please don't have websites that have the look-and-feel of 2000. [#1925538]

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Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]
VetNet is a really frustrating website and requires internet explorer to do most things. It is also confusing to have your course materials spread over multiple websites (vetNet and blackboard). It would be a lot nicer if they were in one place. Preferably blackboard because it is 100X easier to use, has better tools, and you can access it with any device and any browser. [#1925655]

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Some Quick Links were taken away from the homepage. I would like a search feature that excludes news pages. Often I’m trying to find whom to contact about something, but it isn’t a department or person and all I can find are news. [#1925701]

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Please update most billing and necessary websites to Chrome and Firefox compatibility. [#1925716]

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Being a middle of the road kinda guy I can understand but can always use helpful suggestions to improve. [#1925769]

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

Blackboard is often offline at inconvenient times. Blackboard staff is generally slow to respond to questions and the artificial division between Blackboard and clicker services makes everything having to do with integrating the two services frustrating. [#1921870]

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We could do much better, we are so limited by our communications policies and it's hard to be creative or innovative. [#1921883]

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We need more information and workshops directed at teaching graduate - rather than undergraduate - classes, particularly online graduate classes. [#1921942]

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The amount of technical glitches is really disheartening for the online earning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3) [#1922002]

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I have never taught a UT class in a classroom that had even minimal tech products available to use. [#1922024]

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smart classroom technology in every classroom in which instructor wants/needs it [#1922151]

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Using Blackboard is often a chore. [#1922192]

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not really going to improve the quality of education that much [#1922199]

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I think the important thing to understand is that online services should ENHANCE the teaching and learning experience, not replace the in class time and instructor feedback. [#1922215]

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Some of the professors do not seem well versed in the technology field. [#1922262]

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Blackboard is an utter wreck. Please get us a cleaner system that is not designed around selling proprietary materials, textbooks, and keeping students from taking collaborative leadership in the class. [#1922304]

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Blackboard Collaborate has issues although it seems to be improving. It is not clear that small group discussions can be recorded. If they can be recorded, there needs to be procedures posted to do so. Also, I have had much difficulty retrieving archived class content because the data are so extensive. I need better access to previous class content. [#1922323]

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some professors use Blackboard, but some do not - This is quite irritating [#1922327]

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Easy to find graduation documents [#1922359]

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I highly recommend that IT begin doing accessibility reviews of all software available for university use. For example at my previous institution it was determined that moodle was more accessible than BB and the learning management system was switched. I do not know if this difference still exists, but with ADA compliance UTK should be ensuring that accessibility is a priority for software access or if multiple packages are available that users are aware of which package is most accessible -- particularly in relation to teaching software and tools that are taught to students. [#1922377]
Again, the computers are slow because of the amount of programs loaded on them. [#1922392]
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I tend to go out and find my own (free) solutions for this, but it might be nice if you curated an online page of the most popular free resources out there (e.g. video conferencing, free live polling sites, etc.) [#1922431]
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I think that UT does an excellent job of providing technology and online services to enhance the teaching experience. As long as the University continues to offer projectors, adequate blackboard services, and internet access in the classrooms, I don't believe there is any need to do more. [#1922445]
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We have containers that I can't easily share with members of my department because we have to content manager linked to courseware that is really an administrative manager more than a learning manager. Get a content manager and some real WebDAV capability. [#1922447]
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I would love to see more online support - come to us and encourage our faculty to use OIT for help! [#1922451]
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Definitely need this. [#1922470]
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One issue I can think of is Black Board. I find it very cumbersome and ineffective. [#1922538]
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Better organized troubleshooting [#1922610]
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See above on the collaborative tools. This is how we work now. This enhances teaching and learning. Farewell discussion boards; hello real-time collaboration. [#1922643]
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blackboard is difficult to use and I hate how I lose access to the learning materials when the semester is over. [#1922657]
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Blackboard is honestly terrible. Slow and confusing, with inconvenient downtimes. [#1922713]
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Blackboard Collaborate is almost always problematic. In nearly every class I've taken online, we encounter some technical problem. In particular, screensharing is very ineffective as it is slow. By the time a screen loads it's often too late for me to see what the professor has been demonstrating on that page. [#1922782]
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I wish that professors would rely less on online and technology-based resources. In my experience, these have been not only unreliable but inconvenient and frustrating. All - I repeat, ALL - online homework services are atrocious; they are ill-conceived and poorly executed. On multiple occasions I have paid exorbitant amounts of money to use an online homework site that routinely crashes or malfunctions for one reason or another. Here's an idea: make an online portal where students can upload homework assignments in the usual formats (.xlsx, .docx, .pptx, .pdf) for the professor to have easy access to. In small classes, professors allow email submission of some assignments. This is the only truly reliable and tolerable form on online homework (Aplia, MasteringChem, MasteringBio, etc, etc are all overcomplicated, expensive, and poor alternatives). [#1922801]
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The lack of support for Collaborate is my only real gripe here. [#1922837]
You should really get professors to all commit to posting grades on blackboard for student, so we don't have to go to several different sites to determine one grade. [#1922886]

I think technology causes a lot of problems and sometimes creates more of a hindrance to learning because computers shut down and crash and what not. I vote to use minimal technology! [#1922955]

I'm EECS, so all of the best online resources provided were done by professors that ran their own sites. I've never had a good experience with a humanities class that tried to use Blackboard [#1922996]

Blackboard is unorganized often doesn't refresh with correct information. I'm always getting alerts that aren't there. Needs overall bug fixing and aesthetic improvements. [#1923026]

I stumbled across your workshops by accident and find them a highly under-utilized resource. How about an advertising campaign to get word out? [#1923155]

More choices for online educational class availability. Many departments do not offer any online classes or have limited selections at this time. This would be helpful with scheduling classes each semester especially during the upcoming summer semester. The Sociology department is a good example. Also, utilizing the online Blackboard technology, that is currently used by all UTK students, for inclement weather (i.e. snow days) by adding assignments, 10 to 15 minute video/live lectures, quizzes or exams could reduce or eliminate the need to open the campus during hazardous conditions. UTK has the technology for online education, which could reach a much larger demographics audience, increase student enrollment, increase UTK’s revenue, and graduation rates. [#1923200]

We are never able to get the internet to be reliable in South Stadium Hall. My professor has had to completely change the teaching activity for the day because of this. [#1923305]

having previously had to use clicker utilities for a class and promptly had the clicker dismissed due to technical difficulties is not the best. [#1923321]

Need a solution to offer online courses to outside users and members of the public which does not require a netid. [#1923340]

More enhanced BlackBoard with more updates to facilitate the learning process. [#1923356]

Fred is a wonderful resource for Blackboard and his training helps me utilize the system much more efficiently. [#1923416]

n/a [#1923455]

I don't have much experience with anything other than Blackboard. It can be a little complicated to learn. However, it does provide a lot of useful tools. [#1923581]

I have never received information related to any learning experiences [#1923628]

Blackboard is okay, but obviously sort of glitchy since it's java. But two changes I'd really like: 1) As much as possible, mirror the screen I see with what the students see. Oftentimes, I can't just tell them "it's the second link in the Wiki tab." For me, it is. For them, it's somewhere at the bottom. 2) In the Calendar, is there a way to make the smaller, weekly views include the whole entry? It would seem as
though when there’s less to show (one week vs. one month), they’d get to see everything I’d entered without clicking on the calendar date. [#1923741]

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Blackboard is fine for what it is plus the expertise and desire to adopt such approaches by the teaching faculty has a huge range. Not an easy situation to address. Still more options that are robust and easy to implement are likely needed. [#1923742]

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Many teachers don’t use online services that could enhance the learning atmosphere of the classroom. I think more classes for the teachers should be offered and that there should be minimum online requirements for the teachers. Online quizzes, essay submission, GRADES SHOULD ALWAYS BE POSTED ONLINE (and with older, technologically challenged professors they often aren’t), online notes, etc. [#1923769]

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I appreciate that OIT has been working with TN TLC to help faculty in Arts and Sciences develop new online courses which seem to go ok. The flipped format has been problematic. Updates in Blackboard last year wiped out all the work of the Spanish faculty, for example. [#1923770]

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I dislike Blackboard for its frequent outages and failure to load, but it works well enough when it does work. The majority of my classes do not allow computers in class and may only use BB for uploading papers or accessing class readings, so it hardly matters. [#1924494]

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more support needed for facilitating the delivery of online and hybrid (i.e., combination of online and offline) instruction. [#1924698]

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There are a lot of training sessions offered for various software/technology topics, however they are only offered on campus and during the day. This makes it very difficult to attend as I am a commuting student who primarily takes evening courses. [#1924854]

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Blackboard is completely wonky and not intuitive at all. I avoid it at all costs. [#1924908]

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This school along with my previous school Clemson for undergrad has used blackboard for several years now. It is apparent that blackboard does not work. STOP using a broken system. [#1925023]

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Blackboard collaborate is awful [#1925048]

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... wha [#1925079]

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Yes [#1925168]

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N/A [#1925173]

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Blackboard is available... But apparently there are still some teachers that refuse to learn how to use it so maybe it needs to be easier on their end? [#1925182]

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You may have all this, but it is hard to find out what is available. Or hard to keep up. c [#1925216]

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good [#1925231]

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Its hard to find time as a staff person to listen or watch video. Reading is much better. [#1925234]
I hate online learning stuff. [#1925257]

I think you have some amazing services, but so many of us are either unaware of them or unable to figure them out. Could some online video tutorials help us use them? [#1925436]

This is extremely important to keep up with technology especially to keep students engaged and collaborate nationally and internationally. [#1925463]

Teach faculty how to use blackboard. Its 2015 for crying out loud. We are paying to learn our way. [#1925531]

Love the lynda subscription! I've used it a couple times already, and am currently "teaching myself" Access. :) [#1925533]

Sometimes Blackboard is unreliable and/or slow [#1925552]

I find Blackboard very cumbersome and difficult to use. It hasn't changed much in the 10 years I've been teaching. [#1925611]

For successful distance ed program it is a must and Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]

This answer is for most of the following topics. As a distant learning student it is extremely difficult to attend on-line classes. The field of view shows the professor at the podium, but nothing that he writes on the board. The microphone often is on the podium so I can not hear anything when the professor walks around. Hearing student questions of discussions from the audience just does not happen. With all due respect to the professors, they have "technical problems" when a technician is not present in the lecture room. When on campus and trying to teleconference to UTSI, the equipment in the room is not user friendly and there is no instructions guides (how to turn on, how to connect, how to adjust, etc.) [#1925641]

Some links did not play on my phone. [#1925683]

Make it easier for students to view graded files on Blackboard. [#1925701]

Blackboard Collaborate has been a challenge in regards to the quality of the video being live streamed. Students who rely heavily on live video feed has to simultaneously launch the video tool in collaborate as well as skype. [#1925718]
Having technology services that allow me to collaborate effectively with others.

internate is very slow at pick hours and difficult to work especially analyzing large data 9graduate student) [#1921823]
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There seems to be no consistency among the tools used - some groups use Sharepoint, others a wiki. Hard to know how or where to put shared materials. [#1921915]
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A lot of people on campus have much newer technology than my department. [#1921925]
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E-mail here is hard to use, and has gotten worse since the migration to Outlook365. The response is unbearably sluggish. The increased quota is unimportant compared to the slow response times. [#1922022]
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Need a place where I can see exactly what type(s) of software that OIT has and an explanation as to how it works. [#1922081]
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I have not tried Zoom yet but Blackboard Collaborate was not very effective when I used it in the past. It was cumbersome and I spent a lot of class time dealing with the technology. I have not tried Zoom but have heard good things about it. It is probably because of my Bb Collaborate experience that I have not tried Zoom :) [#1922168]
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having something like Google Drive would be immensely helpful [#1922199]
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I don't know of any. [#1922205]
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I came on as a temp and was not given IRIS approval and access to all Chemistry Dept. functions and this hindered my job. [#1922210]
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my challenge is more adapting new items ... just when I felt good using one system it changes to another. [#1922284]
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n/a [#1922305]
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Unable to have 10 digit phone line through Lync. [#1922315]
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As previously indicated, Blackboard Collaborate is not adequate. Video upload and playback is extremely problematic. [#1922323]
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UT is not an online college - What's the point of having dorms and a campus if one can meet online?? Encourage students to meet face to face - not with Skype or other tools that students can acquire on their own! Encourage face to face collaboration - Make team rooms easier to access, don't waste money on unnecessary online services to connect students. Basic e-mail or IM is all they need. Maybe some video conference ability. [#1922327]
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SharePoint is not intuitive [#1922343]
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When OIT implements new 'technology' ie: OneDrive; SharePoint; they need to consider all aspects of how departments and or organizations may want to use it. OIT staff many times do not seem to have all the training to support them. [#1922414]
Zoom is a good start. Now make everything easily shareable between campus members and the world. [#1922447]

stop SharePoint - too difficult to use [#1922471]

Just let the students handle it, we will do a better job streamlining the process [#1922533]

never used [#1922553]

You don't really hear about the technology offered to students to do that. I only found out about presentation rooms from one of my Professors. [#1922573]

longer lap top loan periods PLEASE [#1922599]

need more video-conferencing/skype/facetime designated rooms. [#1922604]

Needs to be more user friendly. [#1922608]

It seems that the Blackboard tools are quite clunky and so we students go "outside the camp" and use tools like Google Drive, iWork in the Cloud, and even Adobe Connect. [#1922643]

Google drive and chat is better than anything ut has to offer. [#1922657]

Collaboration is one of the most frequently used terms within collegiate academia. However, I feel that many aspects of communication between students, students and teachers, and (especially) advisors is very, very lacking. I'd suggest some type of instant messaging-type medium within blackboard aimed at assistance with the numerous group projects students are assigned, either as an app, or otherwise. I would also suggest that professors take the initiative to ALWAYS respond within a timely manner, and do their best to be helpful, whether they are adjunct or not. They are paid too well for some of the non-helpful and sometimes counterintuitive behaviors I've witnessed. [#1922738]

Let's be honest: the only online collaboration tool that works more than half the time is Google Docs. [#1922801]

This would be helpful in dealing with partners from other departments/colleges as well as partners outside of the University, such as partners in local and state government. It would be nice to have something like Dropbox or Box.com available through the University so that our outside partners can also access it. [#1922978]

There isn't really an efficient way to collaborate online with peers. [#1922989]

Would be helpful to provide "how to use" seminars on the collaborative tools. We are using google docs and groupme instead. [#1922990]

Need to collaborate to learn and explain the new systems that we purchase at the library. [#1923098]

move beyond Sharepoint to something more flexible and easily accessed. [#1923100]
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make the sites more user friendly [#1923123]
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Inform students about this, there isn't a UT platform for students to connect with for projects (thus students have to use other services that are not unique to UT) [#1923150]
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Somehow tie this to blackboard to find classmates easier. [#1923258]
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Consider a cloud for faculty and staff to easily share files. [#1923267]
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SharePoint works great, but support services apparently being phased out. Need to reconsider. [#1923340]
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This is an important area for growth. Teleconferencing can reduce travel time and expenses. [#1923394]
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UT should have more types of software available for free or at a reduced price for students. Possibly cheaper licenses for Photoshop, Illustrator, CAD, maybe game engines, or analysis software. [#1923399]
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n/a [#1923455]
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One of the committees I am on is chaired by a person at University of Nebraska Lincoln. They use Adobe Connect for their committee meetings which has been so much more effective than using a conference call. I think it would greatly enhance productivity if UT would offer Adobe Connect along with some seminars/tutorials on how to use it. [#1923465]
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sharepoint and vault.com are cumbersome and painful to use. I avoid them at all costs. Would love a better html email system to tell campus groups about things. [#1923590]
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Zoom is wonderful, but many times there is a delay when zooming with staff in other counties due to slower internet connections, etc. [#1923620]
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I use BB Collaborate, and that is sufficient for classes. However, the newest version has removed the ability of individuals to create a session unless it is set up by the instructor, or by BB staff. Maybe I am wrong about that, but that has been my experience. The whiteboard is unforgiving and hard to use. In group projects, we have resorted to additional tools like Google docs. Google hangout, or email. However, getting everyone in the same truly collaborative space with audio and shared writing space is not a one app answer. So, it depends on what kind of collaboration one is doing. [#1923624]
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Sound in Collaborate goes in and out at times [#1923649]
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Need an interactive whiteboard in real time that can easily be written on [#1923739]
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These service options if they exist are not well articulated and not locally easy to use. A multi-user, multi-site solution that operates off of computers, smart monitors and tablets would be useful. [#1923742]
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I would like sharepoint to be more commonly used. Lots of folks use blackboard to share information, and it is slow and clunky. I've been relying on dropbox instead. something with a WIKI in it is helpful for writing reports together. [#1923770]

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Find ways to encourage staff to actually use the platforms available. Most of my coworkers don't even use calendar invitations, making the communication process much more tedious and time consuming. [#1924490]

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We use Blackboard to post department-related documents. It would be good to have a tool in Blackboard that we could use to collaborate. At this point we discuss issues by email that refer to documents that are posted on Blackboard. It would be better to have all that communication in one place. [#1924495]

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I suggest getting a cooperate license for dropbox. We currently have OneDrive and Google Drive but their performance is quite poor as they often fail to synchronize. [#1924498]

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Share point is clunky and it easy to use. In addition have had some security and technical issues with it. There is not a good contact/support for this software for troubleshooting [#1924669]

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you can't it's simply difficult to get groups of people to utilize the same resources. [#1924782]

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It's hard to find other people and we all don't use the same email provider [#1924795]

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Have better communication on Blackboard [#1924864]

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Having something more easily usable than google docs would be great. [#1924867]

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This is what google drive, Dropbox, and email are for. And they are FREE. Spend your money on educating people to use these effectively. [#1925023]

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Allow easy interaction between UTK and outside (private/public) users. [#1925114]

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GO @ UTK has been a real burden for organizations that I am in. Having ability to utilize blackboard would be ideal. [#1925120]

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Yes [#1925168]

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For the most part, i'm pleased with our capabilities. But i'm sure there is room for improvement. [#1925173]

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bad [#1925231]

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I am unaware of options or how they work. [#1925254]

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I can just use skype. I really don't care. [#1925257]

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See above response - the Blackboard "whiteboard" functionality is terrible for collaborative assignments. [#1925293]
Right now Google drive is the only reliable service for this. [#1925319]

UT offers wonderful services for this, I think its more of the people who either don't want to use it or don't know how [#1925345]

Would like other choices besides Collaborate and Zoom. [#1925349]

Look into creating a school wide student file exchange. [#1925415]

This is extremely important to keep up with technology especially to keep students engaged and collaborate nationally and internationally. [#1925463]

I need a solution that works reliably across operating systems (Win, Mac, Linux) without requiring the use of a web interface. [#1925484]

SharePoint is a great collaboration tool yet we are still using 2010 version and it's compatibility is lessening each year. [#1925514]

Thanks for Zoom! [#1925534]

the only reason i had rated this as a 7 is because i have found that it was kind of difficult to use the chat rooms and when i go to search for contacts lists of my classmates on blackboard there is not contact information. [#1925565]

The addition of Zoom for outside online collaboration is a great addition to OIT services. [#1925577]

Blackboard collaborate is a terrible application and frustrates everyone [#1925629]

Hangouts worked very well for our group. [#1925683]
Having systems that provide timely access to data that informs decision-making.

Pulling reports from Banner is a nightmare. [#1921883]

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Seems like there are still so many secrets, that aren’t. How about a more open policy on sharing information with the community from the start. Help us understand the data you are using so we can help further the same goals. I feel there is often a disconnect about how individuals can help due to unnecessary privacy of public information. Make the process more interactive so the community has a reason to be involved. [#1921894]

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More real-time updates of IRIS. Charges on accounts from payroll, transfers, procurement cards, etc. Updates need to be more frequent to track the expenses more closely. [#1921904]

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The performance level is less related to "uptime" and more an issue of "miles of unnecessary red tape" [#1921917]

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N/A [#1922007]

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This would be a goal i’d set for UT administration. Why is it that we cannot easily access past student enrollment data needed? [#1922024]

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I think this falls into the availability of off-the-shelf and in-house developed software. I know of several in-house solutions that we would like to have but OIT is just to overwhelmed. I think the in-house systems development should be looked at and additional resources added. Also projects that have the greatest value to our customer, the student, should take precedence. [#1922193]

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Having a lot of IT problems (e.g. softwares not being up to date or licensing issues), and not getting timely resolutions, delays decision-making and eventually decreases productivity. E.g. we, as end users, don't have access to “Cadence Online Support” which have a lot of useful information about how to use the software efficiently. Because IT refuses to give us the Host ID which is required in order to be able to register on their websites. [#1922205]

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I came on as a temp and was not given IRIS approval and access to all Chemistry Dept. functions and this hindered my job. [#1922210]

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I’m not sure what this means, but it does seem I get a lot of last-minute requests. I certainly don't have much control over where I teach, what rooms, etc. because of nationalized classrooms scattering us about. [#1922304]

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No [#1922352]

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It would be nice to have computers that can handle the number of programs running and not have 4-5 minute start-up times. [#1922392]

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You have to update the pages regularly. Especially with the weather delays, it's not enough to leave an earlier announcement up with a date. When the weather is bad, put a new entry every day. It clarifies things for everyone. [#1922400]

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There is certain student information that I need in Banner to process student death notices. I have called for help with this and am told that there is another system that Admissions uses with this information, which is not accessible in Banner. We need one system with all information. [#1922453]

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This is not OIT’s fault. The administration is late with access. [#1922470]

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SERA is working diligently to ensure timely and accurate access to SIS data. I only rated it lower because this is an ongoing effort. [#1922471]

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What is needed is systems internal to our department, that I’m not sure OIT can help with. [#1922491]

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Many of the enhanced systems in classrooms are not compatible with newer technology that I and my students use daily. E.g. connections for lap tops to screen and smartboard are antiquated and need to be updated to current standards and have the ability to adapt to future changes [#1922544]

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Again, usually the UTK system is slow, VERY slow [#1922573]

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Could certainly be improved [#1922576]

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Changing the end of our student emails to "@vols.utk.edu" causes a lot of problems. [#1922583]

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Not all systems work well together and truly understanding what the data represents can be confusing. [#1922589]

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Footprints has some rather disturbing behaviors...especially the amount of running java errors and collections of error log files on the hd. Have to clean off the log files every day or so. Crazy. [#1922688]

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See my response to the above question regarding collaboration. [#1922738]

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As a case study, I’ll mention TRECS. When I go to the website (http://recsports.utk.edu/), I'm interested in the hours. Not the intramural programs, not who just got hired to sit at reception, not connecting with their Facebook page. Hours. When can I expect to make use of resources. Certainly the page should be just hours, but it should have good, reliable information. Which resources are open, how long until they close today? A link to easily see the schedule during certain periods of the semester, etc. Then other pages of the site can link to whatever other items they want to promote. The Oatmeal has even riffed on this w.r.t. restaurant websites: http://theoatmeal.com/comics/restaurant_website and the sentiment is similar. When making a site, think about it from the perspective of what the user wants when the look for the site, rather than from the perspective of whatever person got stuck maintaining that department’s site. [#1922996]

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To become more entrepreneurial, we need systems that provide easier access to data and that are more agile in allowing users to access information. [#1923091]

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Have Office of Research identify start-up funding roll overs in July rather than being posted in September and available in October. Budgetary decisions need to be made much earlier (this is in IRIS reporting). [#1923100]

-----
This is difficult. All needs cannot be met, and some data may not even exist. Nevertheless, if I ask around, I am usually able to find the right person who can tell me whether or not the information I am looking for exists and/or where I might find it. [#1923137]

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Yes, being able to run data reports ourselves will help alot. Banner- ARGOS is too picky and does not work well with JAVA updates that are needed. [#1923185]

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I’m not even sure what is exactly available. Once again, UT needs to address the non-traditional student base. I feel we need more support when we come back to campus in order to assure our success. [#1923242]

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Hard to know where to look to find what you want to know [#1923318]

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This has always been a problem with all major systems (e.g., IRIS, ANDI, TERA-PAMS) The data many times cannot be accessed in a way that is useful for decision-making and/or monitoring. [#1923394]

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n/a [#1923455]

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SharePoint/Website data needs to be reviewed often for content. Pull down or at least archive reports/data from 4 or more years ago. Change search method to find the most current data and display it first. I searched the UTK and the OIT websites and can find reference to my search query, but the links are often to documents from 2010 or 2011. It's a thankless job, but someone needs to review and refresh departmental websites at least twice a year. [#1923542]

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Many UT websites do not contain current information. This is extremely frustrating since the web is the first place most people look for timely info. [#1923572]

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Our MIS/ONES system of tracking information is not user friendly in providing data. [#1923653]

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Again, not sure how much of this is an OIT issue versus Banner & IRIS. We NEED reporting systems that can take information from both systems and analyze, and we need training to know how to use those systems. That seems like it should be driven by IRIS and Banner owners to help their users. [#1923719]

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OIRA has made huge strides, but we still lack important information for administrative decision making. At the department level only minimal summary data are available. First, MUST have faculty data searchable and compilable for reports. Hoping ELEMENTS will actually work. It seems that data exists, just not the reports to get the level of analysis desired. [#1923770]

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In reference to data circuits locations for activations/de-activations and billing concerns (LAN/MAN circuits, etc.) [#1923775]

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Provide professional Doodle accounts for staff that routinely schedule appointments with constituents to project a more branded look. Promote a short training video for Doodle (from Lynda.com?) that reviews additional features of the scheduling service. I'm referring to staff that build the surveys, not necessarily the people responding to them. [#1924490]

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Our current reporting systems are inadequate especially when dealing with data across systems. We need a better data warehouse or reporting environment [#1924669]

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"OIT Satisfaction Survey 2015" : Findings for All Respondents : Suggestions
Generated on Tuesday, March 31, 2015
Page 71
this is the same as above [#1924788]
-----
don't know where to find this [#1924795]
-----
what does this mean? Like cost? Doesn't everyone like to have data when making decisions
[#1925023]
-----
This is the weakest part. I have to dig into pdfs to find who was graduated in 2006. [#1925101]
-----
When more than 3-15 people have to send chain emails back and forth on system upgrades or solving
issues, it would be nice to have a service that captures all the communications in one place and
everyone can use it to post their entry and ultimately the chain would be archived for future usage.
[#1925115]
-----
There are a lot of data the university will not allow access to. [#1925155]
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Yes [#1925168]
-----
We need the ability to monitor the effectiveness of and engagement with email communications sent to
various University audiences, including employees, students, alumni, etc. [#1925173]
-----
good [#1925231]
-----
Hi [#1925257]
-----
UT Dining site is terrible. [#1925266]
-----
Look into upgrading processor speed? [#1925415]
-----
This question was very unclear [#1925531]
-----
Blackboard is still difficult to use for grade purposes with any kind of a weighted scheme. It's hard to
upload grades, or at least, I haven't figured it out yet.... [#1925533]
-----
certain kinds of information, such as numbers of students, graduates, etc., ought to be easily accessible
for reports and just is not. The graduate school's ADMIT software is atrocious. [#1925552]
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i think that it would be benificial if you all had an option for text message alerts when something was
changed or updated on blackboard for individual classes. [#1925565]
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creation of a central repository of information that can be connected easily to allow access to multiple
systems. This will also mean getting more collaborative agreements between multiple data owners.
[#1925702]
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

When are we going to HDMI connections? The current lack of standard connections between rooms causes lack of use due to frustration. At least give us some hints as to which rooms have similar setups (maybe color coded based on what is available). [#1921894]

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My complaint in the rooms that have systems is they need to have better hookups to various machines, Mac, pc, etc. [#1921896]

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I think there is a shortage of classrooms for meeting spaces, but I may be wrong. I know a lot of the time other departments want to use the library for meeting places. [#1921925]

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Most of my classes are taught online. [#1921942]

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This has more to do with the availability of classrooms/meeting space in general than the technology in them. There is a lack of space, and therefore there is a lack of space with needed technology. [#1921944]

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We have a serious shortage of meeting spaces on this campus. [#1921985]

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Many of the classroom technology systems still need to be brought up to the reality of current laptops. For example, any systems that do not have an HDMI port need to have one added. PCs no longer commonly have a VGA port, so PC users are moving to dongles similar to Mac users. The problem is that PC dongles from HDMI to VGA connection don't support sound, so you have either video or sound, but not both. [#1922013]

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There are still a number of classrooms in which the technology is absent or insufficient. But I realize it takes a while to retrofit everything. [#1922022]

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See #1 above [#1922024]

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It would be great if more conference rooms/classrooms were capable of video-conferencing. [#1922050]

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I understand this is a large, very busy campus. However, getting access to technology that enhances my campus activities does seem limited. Being better informed on my access options as a student and lecturer would be the first step to enhance my work experience. [#1922076]

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There just needs to be more meeting spaces in Andy Holt Tower that can accommodate video conferences. [#1922080]

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I wish there were more printing labs on campus. It is a pain to trek all over campus to print one page. I think every residence hall should have atleast one printer for student use in the lounge downstairs. [#1922122]

-----

I work in Landscape Services, and spend most of my day on a computer creating training materials. I have been very pleased with the internet service and speed of browsing, etc. I do not really use online tutorial programs, but am open to it should something come up that I need to learn. [#1922138]

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I love what the Ag Campus has done in this respect. I can go online schedule a room and someone can remotely approve my request or not. I wish CVM had the same capability. I am not sure if main campus does or not. [#1922156]

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Meeting rooms across campus are inconsistent with available technology. Meetings rooms over a certain size should be equipped with technology as a standard. [#1922193]

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I always spend more time trying to set up the technology than actually using it. The main problem is that every room is different! (specifically thinking of smart boards here..) It would save a lot of time if there was less variability in these systems that I know are big investments [#1922207]

-----

There could be a bigger availability of computers available for the number of students in the building I use most often at the University of Tennessee - the Natalie L. Haslam Music Center. We do have a computer lab for ear training purposes, but these are not available for students to use for other than ear training purposes. The music library has a few computers for students to use, but when compared to the number of students in our building, there's sometimes not enough available in the music library. [#1922252]

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There is not near enough classroom/meeting space with projector technology. This request is made often by undergraduate students, graduate students, post-docs and professors. Our department can not always meet the demand. [#1922259]

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We would like a study room for Construction Science students on the Ag campus. Similar to the ASABE student lounge in the BESS building. [#1922276]

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All students already have a laptop - Having old clunky computers in team rooms is unnecessary - just have hook ups for PC’s and laptops. HDMI cables or VGA cables for hook up [#1922327]

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Often, there are no study rooms available at the library or in other parts of campus for my classmates and I to meet. [#1922344]

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HPER building availability [#1922359]

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Thus far I have never had an issue reserving a nearby computer lab for my classes, but as more lab teaching occurs, this may become an issue. [#1922377]

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I am not faculty, so my access to do broadcast national training events from campus classrooms depends upon asking favors or scheduling events only when school is not in session or during a few weeks in the summer. More access to these resources would be better for everyone, not just my projects. [#1922378]

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I have been placed in a class room for communications 240 that isn't exactly conducive for the class. Using visual aids in very difficult given the classroom takes place in one of the oldest buildings on campus (pasqua) [#1922390]

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Need better wireless capabilities for students and teachers. Teachers and students interacting on projection screens in class form their devices, wirelessly. This is somewhat possible now. [#1922391]

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More classrooms with interactive whiteboards. [#1922407]
Usually not an issue, but certain times of the year, Haslam could use more meeting rooms [#1922431]
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Has OIT not heard of HDMI? Why are we still using analog and VGA connections in an HD world? Get these options onto Faculty Refresh, make tablets and iPads part of the Refresh program, and get updated connections in the "smart" classrooms. A few smart whiteboards with 20th-century technology and fancy chairs with neon wall paint does not make for a better learning experience, and it frankly wastes the precious money we have for upgrades. Invest in SFF CPUs with something like Doceri on them to replace the Smartboards, use the difference to upgrade to HDMI, and give faculty choices on the laptop upgrades. [#1922447]
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Classroom technology is a joke compared to every other University I have visited. [#1922470]
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resources available in ellington plant sciences classrooms and the plant biotech meeting rooms are spotty...many have no projectors or integrated sound systems [#1922481]
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The computers in the labs are very slow [#1922506]
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The smartboards in many classrooms are either outdated to the point where they do not integrate well with software (e.g. PowerPoint) or missing pieces (the smartboard in HSS 109 does not have an eraser.) [#1922532]
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Technology and buildings are ancient throughout campus [#1922553]
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Most are booked, over booked, and then taken as study rooms. Only ever been in one once and the group before ran over on time, and cut into my scheduled time in the room. I been at UT for two years now. [#1922573]
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All meeting areas should have the latest technology due to limited places to meet with staff, faculty and students. [#1922589]
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There are SERIOUS updated equipment needs in Perkins Hall and in the older buildings on campus. Why these have not been updated already is shocking [#1922593]
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The redesign of HSS is a disaster - more technology doesn't mean better technology nand screens all over the room isn't helpful for interactivity. Some of us still like document cameras - why should I have to scan and upload an image - why can't I have a doc camera? And, if you're gong to make us scan and upload - give us scanners. [#1922604]
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not enough spaces that have adequate technology [#1922624]
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I have mostly taught in south stadium hall and the biology annex. The biology annex is better with technology, but some of the classrooms in SSH don't even have a projector system or computer. [#1922632]
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We just don't have enough classrooms, period--especially not equipped [#1922637]
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Some of the technology in some buildings and meeting spaces is outdated. I would like to see "smart" technology in all meeting spaces. [#1922638]
there are only two places students can meet privately on ut nashville mssw campus. That's ridiculous

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Good technology

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This is good from a projector and screen standpoint. I would love to see smart boards in classrooms and maybe microphones with good pick ups for when classes are skype interviewing guests.

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Hardly ever find an open space in places like the library.

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The only thing that 99% of classrooms and meeting rooms actually need is a projector with an HDMI, miniDisplayport, and VGA connection. All the other stuff complicates what should be a plug-and-play operation. SIMPLE IS BEST. Countless educational hours have been lost because professors can't figure out the convoluted interfaces.

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TEACH Profs how to use it!!!! I can not begin to tell you how much class time is wasted on profs trying to figure out tech issues. A LOT

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Technology is outdated in Bailey Ed Complex; too few rooms have any tech.

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While technology upgrades are visible across campus, they often malfunction. Moreover, it's clear that the university is buying very expensive technology that could be sourced for much cheaper.

-----

I teach in classrooms where the technology is subpar compared to more "wealthy" buildings on campus.

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Computers in the Biology Annex is outdated and there aren't enough computers to share with the whole class. The computers in Hodges library need an update, and there aren't enough for students to use. There is a big problem with lack of printers, and people have to wait in line in order to use a computer at nearly all of the hours of the day

-----

Even if available, the likelihood of a given professor knowing how to use it at all, let alone in a way that enhances the learning experience is low. Continue to provide, support, and encourage use of learning-enhancing technology and over time the competency of the faculty will improve as its use becomes the norm

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Several classrooms are extremely outdated or have one screen that is not visible to the entire classroom.

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more classrooms with technology that actually works correctly

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i have no idea regarding the existence of any meeting spaces or classrooms- I am a non-traditional student and there is no real appropriate orientation for my status.

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Too much variance in equipment and procedures from room to room. Scheduling is difficult.

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The projection systems in the classrooms are great but not if you have a mac. You have to have a separate cord to connect which most people do not have.
The classroom set-up in HHS does not lend itself to working from both the screen and the white board because students and desks block access to the boards. [#1923416]

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I only have one class out of 6 that has plug-ins for my laptop. This is really important me for because I take notes on my laptop and tablet. [#1923442]

-----

The Stadium does not have adequate classroom or meeting space based technology. Portable projectors work ok, but the screens are ripped or wrinkled. We do not have access to the fancy smart boards that are located in other buildings like the business school. [#1923450]

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n/a [#1923455]

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There are not enough meeting rooms for larger study groups in the library. My 7 classmates and I struggled to find a space last year while trying to study for an exam (NOT during finals week, mind you). The best options would have been in the Haslam Business Building, but we are Political Science graduate students and could not get a reservation there. We all ended up having to cram into a library study room that was WAY too small. For UT, which is trying to become a top 25 Liberal Arts university, lack of group study spaces would seem to me like it would be a major problem that needs to quickly be remedied. [#1923581]

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Half the technology doesn't work (like in HSS) or it requires instructors-only software. [#1923602]

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Pertinent to these answers is that I am now retired to Professor Emeritus [#1923637]

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Disparity: As a Lecturer, I am astounded at the technology available in some rooms while others (e.g., HSS 113) are still using broken pieces of colored chalk on dirty blackboards. I understand that the Music Department controlled the rooms in that part of the building for a significant period of time. What I do not understand is the delay in their upgrade. Music has been gone from that area for a long period of time. Classroom availability will continue to deteriorate according to my sources in the faculty senate, etc. I suppose we should be lucky we get classrooms at this point. [#1923654]

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I think I misread/misinterpreted this questionable bit... I don't really use classrooms with technology. [#1923688]

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We do not have enough computer labs on campus. We train staff members to use online systems and cannot fit them all into a lab at once. It is very inconvenient. [#1923727]

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Love SMART equipment & doc cameras, but all rooms aren't equipped or sometimes the equipment isn't taken care of [#1923739]

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More tech is always better than less. And most of the rooms are really pretty good to great. But some rooms are really lacking. Some still have no tech at all, and some have tech that's so old it's problematic at times. [#1923741]

-----

Existing standard technology package is fine and evolves usefully. However, its deployment in classrooms is uneven and likely to become more uneven because of nationalization of additional rooms and classrooms. Funds beyond OIT will be needed probably in a major one-time push to resolve this matter. [#1923742]

-----
To be honest, this is nice, but a lot of my classes don't put these resources to use anyway. Other than basic PowerPoints or the occasional showing of a movie, my upper-level classes are lecture-based— the hands-on technology was used more often in my underclass gen ed classes. [#1924494]

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It seems difficult to find meeting rooms equipped with a projector and PCs to be able to perform training and meetings. [#1924502]

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As we enter the era of “flipped classrooms” and require help with online services, podcasts, etc., I have found very little support and preparation on this campus. [#1924568]

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We can bring in guest speakers into the classrooms (in Haslam Business Building) via Zoom, but the speaker is unable to see the students. Additionally, the layout of the classrooms needs to be changed in Haslam Business Building. At present, the set-up is only suitable for a "sage on the stage" teaching model. By having more white boards on the side of the rooms and portable desks, a richer learning experience would arise. In most rooms in Haslam (including 402), when the screen(s) is(are) down, there is no way to write on the white boards. One possible solution is to be able to write on the desktop computer screens so that the image appears on the PPT slide. [#1924698]

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There is more demand for quality classrooms than is available [#1924756]

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Most classrooms are equipped with functional projectors, but that is far for optimal technology for teaching (smart boards and even overhead projectors are often more helpful). Obviously this is limited by funding available for such things and the capability of retrofitting old classrooms [#1924890]

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Could have more classrooms equipped. Also, for the less tech-savvy have a "roadie" accessible OR simple written instructions at each station. [#1924905]

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I've taught in several classrooms on campus that have no projection capabilities. This is bizarre in the 2015. Furthermore, it is entirely frustrating to have to carry a laptop to every class. Many universities have podiums where you can simply plug in a USB drive. [#1924908]

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More classrooms with zoom capacity would enable me to link Extension meetings and over time significantly reduce travel. [#1925022]

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More places to teach that have computers. In smart classrooms, have the equipment be all the same in all buildings. Have instructions on how to use them in each room. Have a computer hooked up for those who don't have laptops. [#1925034]

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Need consistent technology in all classrooms. At least projector, document camera. Multiple screens / projectors is a definite plus. Would be good to be able to hook 2 things up at same time, even if only one can show (helps with student reports). [#1925072]

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Some recording devices in the Haslam bldg. do not work. Recording classes is rapidly becoming an expected thing (and even a necessity) for students, especially graduate students, in the business college. I don't know if maintaining recording equipment falls under OIT, but feel free to pass this information on if it does not apply to your office. [#1925082]

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na [#1925101]

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Speaking as a staff: Meeting spaces with up-to-date technology [#1925115]
In the College of Law only some rooms have received technology with TEC support. The majority of classrooms have had to make due with piecemeal equipment purchases from within the COL. This has resulted in a hodge-podge of user interfaces from one room to the next making it frustrating for Faculty to even turn on some systems let alone use the tools to their advantage. [#1925127]

We should have actual computers in all the classrooms. [#1925140]

More needed. Especially videoconferencing for remote lectures. [#1925161]

What does OIT provide in this category? [#1925162]

I don't understand why you have equipped the classrooms with all this high-tech stuff, but no computer. Some of my TAs cannot afford laptops. Also, if you are going to have whiteboards, there should be some system in place to have working whiteboard markers and working erasers in classrooms. Usually this is not the case. Chalk was better. [#1925167]

good [#1925231]

Not enough lab class space available [#1925234]

Training Rooms with adequate ventilation (heating/cooling) Overhead projection and screens that are readable [#1925306]

Sometimes I have the problem that the technology support in a classroom clutters up my space so much that teaching in a traditional way (without technology) becomes inconvenient. (Talking about these technology monster desks in Ayres that get in the way). On the other hand, *if* I use technology, I still want at minimum 2 independent screens to keep prior material in view. Board space offers several pages worth of material visible at the same time. Projector methods often don't even allow two pages. That's a severe limitation. [#1925396]

Sometimes there are not enough study rooms on campus. For example, there are only two areas in Ayres. Also, sometimes it can be very difficult to find a study room in Hodges Library. [#1925407]

Small group study rooms containing desktop computers would be very helpful for me as a student. [#1925415]

Some classrooms need to be updated with better projectors [#1925431]

We don't have much control over which classrooms we get assigned to. If some kind of connection between the planning folks and those of us who require students to use PowerPoint could happen, it would be nice. And once we get into an appropriate classroom (if our schedule is the same every semester) why can't we submit a request to stay in that classroom? [#1925436]

south stadium hall needs wifi and better technology like a smart board [#1925441]

need power distribution outlets in the floor of classrooms to power laptops for class room use. converting spoken word into type from classroom presentations for student review [#1925442]
Our rooms in the law school feel very antiquated with technology. [#1925463]

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I have not used these spaces and have not even been made aware of where they are at the University. Please remove the Klingon cloaking device so that these facilities may be available to everyone. [#1925488]

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Some buildings have more recent updates than others. There are too many classrooms on campus that need technological enhancement [#1925507]

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Some buildings have terminals. Some have HDMI ports. Some, like McClung have DVI and nothing else [#1925531]

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I've had more tech problems this semester over in AMB (32 & 210), than I've had in many previous years. I've also seen, in classroom observations of my TAs in rooms across campus, that not all classrooms are created equal. The technology available varies and it makes it difficult for TAs to prepare the same way for all their sections given different resources available. I think the default is the white board, and the step above that is the document camera. Request: Can there be a designated number for instructors to call if they are in a classroom and have questions or problems? I know the "one phone number" is great for tracking, but someone who can quickly run me through some troubleshooting steps would be wonderful. I think at least twice when I've had help come and bail me out in the classroom, I believe they could have walked me through a couple steps/processes and we could have remedied the solution faster. This does mean that the person on the other end is truly knowledgeable about the system, but I think it could be more efficient and less frustrating for instructors...or at least for me... [#1925533]

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i have been in several classrooms where some of the projectors, speakers, and computers either did not work or was very difficult for the professors to use. [#1925565]

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It is important to have working speakers and all the appropriate cords or else the technology doesn't reach the students. This is an ongoing problem in Jessie Harris Building and is only part of the problem when it comes to broken and/or old desks and noise from extraordinarily loud air conditioner units. I understand that the later do not fall under IT services, but it certainly detracts from technology in the classroom. [#1925577]

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more classes shoul be available online. Communication software must be updated Only media services works reasonable. [#1925629]

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Too many outdated classrooms! I absolutely need a projector and sound system, as well as a white board that can still be seen with the screen down. Sound-proofing would be a big help, too. [#1925701]

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Departments with less funding should still have a campus-wide standard of excellence that they can expect from their rooms with technology. [#1925716]

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Getting timely resolution of technology problems that I am experiencing.

I have some repair tickets that date back months....I have decided that some will just never be attended to. However, my colleagues and I recognize that this frustration in no way reflects the talent of our people, but rather that they are staffed at approximately 25% of current need (my subjective assessment) [#1921900]

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I have experienced an issue with the student evaluation of instruction system not listing any courses in my program. Therefore, I am unable to choose which forms to use for our courses. I have tried to get this resolved for two semesters, and it has not happened yet. A work-around has been developed, but this prevents me from making last-minute changes that need to happen. [#1921901]

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As I said before, sometimes OIT help desk isn't much help. [#1921925]

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It would make users feel better if we could have some way of checking our support tickets (e.g. through a web interface) instead of just sending off an email to PC Support, getting an automated reply and then nothing. [#1921938]

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OIT excels at this. Even when they can't resolve my problem in 4 hours or less, it rarely takes them more than a day to get things fixed or to get me information that I need to move ahead. [#1921942]

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I have problems even getting support to make my office desktop to work reliably. [#1922024]

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Tickets can sometimes take longer than desired to be resolved by OIT. [#1922025]

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Since I work at OIT, I usually get fairly fast response to my technology problems. [#1922081]

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I've never had to wait too long to get a problem resolved. [#1922103]

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I like the one number idea, but sometimes I just need to get something done and having to jump through all the red tape to get to the correct person can be time consuming. [#1922117]

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I've never had problems with the machines provided by the university. [#1922148]

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In EECS Department, sometimes it takes couple of weeks to solve a simple problem! [#1922205]

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When a problem can't be solved via online service through the helpdesk, it is necessary for someone actually come to my office to fix a computer. We've had a few times when the person never came. We tried to find out what happened and just got a run around answer. We eventually dealt with issue and problem solved ourselves. [#1922217]

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This is one area where OIT EXCELS!!!! I am amazed at the wealth of knowledge I reach when I call the Help Desk. I am impressed with the speed with which issues are resolved. I am so grateful for the patience and kindness of the OIT Help Desk staff members. The only thing that would improve things for me would be if I didn't mess things up and have to call so often. [#1922271]

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You're getting better in this area. Keep improving your response time. (return calls & emails) [#1922297]

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Very timely. [#1922323]

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Support for qualitative researchers has declined significantly in the past year. [#1922349]

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Busy times of year lead to delays. Hiring of temporary pt staff during such predictable times would be helpful. this is particularly true at the college level. My computer is so slow that the prescribed fix includes replacing the operating system. my time and dependence on my computer challenges this activity. Flexibility in relation to such lengthy repairs would be greatly appreciated. [#1922377]

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I have no difficulties in having problems corrected. The group here is excellent in problem solving. Better now that remote repairs are made. [#1922392]

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Unfortunately since I'm in a college that has to go through a department IT person instead of the OIT main helpdesk the service is iffy depending on who is there and what I need. I would much prefer dealing with the main OIT helpdesk and submitting a ticket [#1922397]

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The OIT person I've worked with on in setting up and maintaining a virtual computer does not respond to email timely; when does do upgrades to server and or vpc doesn't let me or co-workers know the work is completed. I know people are busy but so are we in my organization. Waiting around to hear back if upgrades are done so we can move on with our work is not good and it happens all too frequently. And then emailing the OIT person responsible for doing the work after waiting up to a week only to find out ‘oh, I'm sorry I forgot to let you know, yes that was finished ‘x’ amount of days ago’ Does not work. [#1922414]

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The OIT department at UT rocks! The only time that I have ever had problems, OIT responded almost instantaneously and immediately solved the problem. [#1922445]

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Having to talk to three people when I know who I REALLY need to talk to is a waste of my time. Glad you have a ticket system and all of that data, but using the data you get to improve services would be more helpful. [#1922447]

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Too long waiting list to solve computer problems! I have been now waiting over 3 months to have a new program installed on my office computer.... [#1922461]

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I have always had great experiences getting resolutions to my technology issues through the OIT helpdesk. No issues here. [#1922466]

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I had one issue with Sharepoint. I submitted my workored and immediately recieved confirmation that the issue was being worked. After many delays and questions to the support desk, I finally was tiold my issue could not be resolved. This took approximatley 4 months to be told it would not be possible. [#1922538]

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More OIT staff who are experts in Mac computer issues is GREATLY needed. [#1922557]

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There is way too much bureaucracy involved in the IT system. It's very frustrating. This survey, btw, uses entirely arbitrary metrics. Good luck getting any useful data from this. I doubt your respondents have external referents for the Likert scale. [#1922559]

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Have had a very bad experience with this. A delay of over 6 months in making some changes to equipment for an internal system. Really no way to speed it up and it could results in very serious down time for our system. [#1922572]

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I can't even find the help desk. There are so many desks, which one does computer issues? [#1922573]
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The service level is pretty good. The staff is really responsive. [#1922581]
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With my blackboard tickets, it usually takes all day to get a resolution. When I need to go to the walkin, 
my issues usually get resolved quickly. There is an employee there that has helped me several times his 
name is Matt. He is extremely competent at his job and was very courteous and professional to me. He 
was efficient and just great! I know it seems like much, but the computer is our ‘little worlds’ and when 
someone can help you with the issue and resolve it the world gets a bit brighter! [#1922584]
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Most of the time I've experienced above average service. [#1922608]
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good job [#1922624]
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I haven't found that there is much self-help available for issues I have had. Also, onboarding as a new 
employee took over 3 weeks and caused much strife for my departmental IT coordinator. [#1922664]
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Always quick [#1922669]
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Often when I ask for OIT help, I get a quick but inaccurate/unhelpful response, which means it takes a 
long time for me to get the answers I need. [#1922713]
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Our printer wifi connection is still not fixed [#1922725]
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It often feels like the tech support people don't want to help. You get answers like "well, that's just the 
way it is" or "it's just old equipment" instead of actually trying to solve the problem. [#1922728]
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I always get very timely resolution! [#1922735]
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The quality of service here depends on the nature of the issue. Small issues are resolved very quickly 
and effectively. Larger issues, e.g. the need to increase capacity for IT to help with document collection, 
file format conversion, etc. is almost non existent. It seems they are so busy trying to keep the fires put 
out, there is no opportunity for long-term planning and development of services. [#1922737]
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I have found that IT personnel have always been very responsive and I have received assistance in a 
timely manner. Generally issues are resolved in a very timely manner. Most requests have been issues 
relating to connecting devices to the network or with NetIDs and passwords for guest visitors or 
"generic" accounts. [#1922790]
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The only time I asked for help regarding a technology problem is regarding email. Somehow, OIT 
managed to screw up the interface between Microsoft Exchange and Apple Mail. The two systems 
literally do everything themselves, but whatever method UTK is using to organize the email services has 
eroded the functionality of this imperative service. [#1922801]
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Sometimes phone support follow a script instead of actively listening to what information is needed. 
[#1922917]
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You are overall doing well on this, but I don't like to submit tickets because the process, to be perfectly 
honest, is quite onerous and seems a waste of time. [#1922930]
The people who fix our computers really take their time in doing so. They are in no way what I would call proactive but rather passive. [#1922978]

see below [#1922982]

Sometimes the internet will be down for longer periods of time and no one can really help. [#1923054]

The service has provided me with lots of help when dealing with technology. Very timely too. [#1923056]

I have always found our IT staff very responsive and very helpful. The IT support advisors in the library have been especially convenient for my needs. [#1923137]

I think ours has to do with the Medicat system. It would be nice when we go to other PCC areas to automatically be able to log on to the computers et have availability to print on the printers et have access to print labels. [#1923142]

They are slow at responding [#1923198]

I haven't had any issues with this. [#1923273]

I usually received a response within 48 hours, so that's pretty acceptable. [#1923276]

I have not had contact with OIT on problems I do not have. I'm sure that if I did have a problem that needed resolving, I'm sure they would be more than adequate. [#1923344]

Mostly satisfied. Limited number of techs relative to numerous student needs. [#1923356]

The OIT department is very, very knowledgeable and helpful. Can't ask for better service, unless there were people available around the clock for late night technological issues. Nothing is as frustrating with the technology here as not being able to get help with an internet or program problem when a paper/project is due late at night and technology fails. [#1923581]

Emphasize that if the front line of helpdesk support does not know the answer, they should quickly refer out to the appropriate team instead of hum-hawing “I'm not really sure what you should do” or “I haven't heard of that”, or any other equally unhelpful and time-wasteful comments. I have had to say, “then please escalate this issue to the appropriate department.” That happened several times. [#1923624]

I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable. [#1923658]

The only time OIT seems to work slowly is if it involves a problem with classroom equipment. Otherwise, they are seriously fast--especially with any software issues. [#1923741]

Service response is provided locally and not OIT [#1923742]
The help is usually good, slower than one would like at times. It seems we are understaffed. For example, when classroom technology does not work it can be hard to reach anyone to get help, and class may be over by the time someone can come to help. [#1923770]

Addressing billing issues. [#1923775]

It would be nice if the university offered a tech department that could fix hardware issues, not just software issues. The resources that are available in Knoxville are often prohibitively expensive, and in the case of the place on the Strip where OIT has recommended to me time and time again, they sold me bootlegged/illegal copies of software and trashed my hard drive. [#1924494]

every service call i have placed has been quickly resolved. every person i have come into contact with has been professional, friendly, courteous and well-informed. [#1924675]

OIT Staff is very helpful [#1924756]

no comment [#1924793]

Often, I feel that the OIT ticket is "resolved" after a call back from someone at the HelpDesk when, in fact, the issue has not been resolved at all. [#1924794]

Sometimes it may take a few days before a resolution is presented. This stops work production until then. [#1924795]

Have tighter resolution times on tickets. Some are followed up on the same day - others take a week or two, often with no communication. [#1924960]

Take my answer with a grain of salt. I am a computer scientist [#1925023]

Being a student who has needed assistance, this is huge. Our assignment due dates aren't going to change because we experience technical difficulties. [#1925240]

Na [#1925252]

Sometimes resolution of issues has been difficult or has required several calls to different people [#1925254]

I usually have to call the vendor because our IT person doesn't understand the system and I can get quicker and easier resolution through them than I can with the person in our building. [#1925384]

I have had fantastic experiences with OIT helpdesk. The staff is very friendly and helpful. It's never a frustrating experience. [#1925407]

I am not sure where this comment goes, but it can be a pain when the university blesses me with a new desktop computer. It does not come loaded with MS Office. This last time, I went to download MS Office 2013 and it did not work because at the very end, the license code was rejected. Why, I have no idea because I was not asked to enter a code. Several calls to the tech support staff only yielded some suggested fixes that did not solve the problem. Ultimately, I ended up successfully downloading MS
Office 2010 on my own. Was never able to load SAS.... I have yet to ask a tech support person to help transfer files from the old PC to the new one... not very user friendly from my point of view. [#1925448]
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There is somewhat of a lag time in hearing back from IT folks. [#1925463]
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no issues here-each time I have called, I have received immediate help. my department recently migrated to office 365 email, and it was a well coordinated effort that went off easily- the instructions for setting up android email were particularly helpful [#1925491]
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several tickets I have put in take over a month to resolve and sometimes with little to no communication from the service owner [#1925514]
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When no work is seen by the ticket submitter after over a week it would be nice to see some form of ticket escalation or some type of acknowledgement that the request hasn't been forgotten or lost. Sometimes in cases like this it feels like no one has ownership of the request. [#1925534]
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Remote location technology support from main OIT office other than UTIA would probably be helpful. College OIT support has been less than helpful in most technology remote location issues experienced and tech support gets relegated to location office staff [#1925567]
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UT has an outstanding OIT department! [#1925591]
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There needs to be a dedicated Helpdesk line for teachers who are in class and need immediate help. [#1925701]
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See the previous comment regarding tech staff with knowledge to answer my questions. [#1925713]
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OIT personnel are professional and resolve my problems almost immediately! Kudos! [#1925723]
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Technology support staff who have the knowledge to answer my questions.

Website development knowledge is extremely limited. The transition to wordpress was completely mismanaged, no effective training, no assistance, and no flexibility. The University is too controlling of the site management. Since this is the case, communications should have provided website design and management and not left it to individual departments to manage. [#1921883]

If a tech person can not help, then the issue should be handed off to someone that can or to someone with more knowledge of the issue at hand. We call to get help, not be told they don't know what a program is or how to fix it. If we have a program on our computer then OIT should know what the program is and how it works. [#1921889]

At times, folks at x9900 don't seem sure of the proper routing to get help for various technologies like Excel, Taleo, IRIS, etc. Mostly they are very helpful, but maybe need a little more training or a guiding document in to help them get tickets routed promptly to the right person to assist with a user problem. [#1921898]

Many of the tech support staff seem to be VERY uninformed at their tasks and offer canned responses to many issues they pretend to understand but really don't. Many also don't even seem to understand the basics of how a computer operates. [#1921917]

Sometimes, people you call to ask questions on campus do not know how to answer your questions and leave you hanging instead of asking others. I've had this happen at the OIT help desk. [#1921925]

I rarely call OIT for support because they have not been of much help in the past. [#1921985]

The front-line of responders on the help-line seem targeted to helping people who don't know anything. I feel like I often call, spend time talking with them until they realize they don't know the answer, then hang up and wait for a later response as they go find the answer from someone else. I suspect this is necessary because of the technical level of a lot of the callers, but it's a bit frustrating sometimes. The email help usually requires several iterations to converge on an understanding of the problem and answer, as is generally true with e-mail. [#1922022]

HelpDesk tends to give me the run-around instead of a direct answer or contact. [#1922025]

I received shoddy info about how to connect my laptop to WIRED internet. The IT consultant was flippant, terse, and possibly uninformed. [#1922047]

They seem fine. [#1922103]

Mac support is necessary in this day and age. [#1922134]

Most of the time, but usually only if it pertains strictly to SharePoint, Blackboard, or desktop support questions. I also use Camtasia, Adobe Pro, and WordPress. Any questions beyond this and OIT doesn't support it. It would be nice to have a list of software somewhere that OIT does support. [#1922156]

Front-line tech support should take the time to read the request or listen to the questions carefully before shooting back and answer that may not apply to the question. They should not be afraid to say "I don't know, let me find someone that does know the answer." [#1922163]
service is adequate [#1922199]

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I think technology staff have the knowledge but it seems like sometimes they hesitate to help. Probably they don't care that they waste our research time. [#1922205]

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We need more GIS help! Ann Reed is great, but she's only in charge of licensing. This is a very useful product and I really could use some help out of classes with coding, etc. [#1922207]

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I have a Mac, and most of the support staff I have encountered only know PCs. [#1922209]

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Having well trained people for technology issues should be a high priority. There are some individuals working with desktop support that don't have a clue when solving a computer problem. When I've had what came down to as a simple problem to fix, one individual in particular (that I've been transferred to) practically suggested that I needed a new operating system and/or to restore my computer. I called back to get someone else and the solution was a simple reboot in one case and the other was to update to a current version of Adobe Flash. Let me say that some of the OIT people are GREAT and no what they're doing. [#1922217]

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i have yet to need support staff [#1922231]

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I had a tablet like computer and I was encountering some pretty serious difficulties with viruses and I was unable to be helped because my computer resembled a tablet and the computer help in the library turned me away automatically even though the computer operated the exact same way as a computer. Tablets are becoming more and more popular so maybe having a more broad spectrum of technology support? [#1922243]

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I believe her name is Lynn, she is AWESOME! [#1922262]

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Sorry, but I've been a little underwhelmed with mac service and with blackboard. [#1922304]

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No directory nor enough awareness on who is in charge or the Point of Contact for the various IT systems that a staff member, or educator would need at the University if you have questions. [#1922315]

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Usually very helpful and knowledgable. [#1922323]

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Our tech support in our building implies that he doesn't have the time it would be nice to have someone that can help us faster then having to go to an administrator and complain to get something done in an timely manner. [#1922337]

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Whenever I have a problem printing or using technology in the library commons, the student assistants behind the desk are no more qualified to fix my problem than I am. [#1922344]

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NO [#1922352]

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In requests turned in with OIT Help desk the completion rate is extremely high but as I've said it seems that when new applications are released and if we have problems with it and call the help desk no one seems to know who/or where to direct the problem/question [#1922414]

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Possibility to connect to the radiology PACS system through mobile devices such as tablets or smartphones [#1922430]

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Love BOMGAR, now if you could get a few more staff that had actually _touched_ a Mac in their life would be helpful. And if you are supporting ANY student technology, I strain to understand why you can't/won't do the same with faculty and staff. [#1922447]

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Need people competent with MAC!!!! [#1922461]

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I have had no problems. I get prompt and correct information every time I call. [#1922470]

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The statistical consulting service has not been helpful. They usually don't know how to answer my questions. [#1922491]

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More technology staff with knowledge of mac computers is greatly needed. [#1922557]

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I don't need a secretary to answer IT phones and pass along information. I need a skilled IT technician who can help troubleshoot over the phone and save both IT and me/mylab/students valuable face-to-face time. [#1922559]

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They usually don't really know what's going on, and they won't leave their desk to help you in person. They'll just tell you what to do and hope that you understand. [#1922573]

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The questions I tend to ask end up being answered by a guy that knows a guy that knows someone not from UT who can answer. In all fairness, my questions are far advanced beyond what I would consider 'typical.' Staff that have the depth of knowledge I desire do not stay at UT very long. [#1922577]

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I love OIT helpers!!! You guys rock, I have been in many times for help with various computer problems and software issues and never been turned away without an answer or a promise of an answer. Keep it up!!! AND thank you. [#1922599]

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For the most part - staff is very good. [#1922604]

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Some of the OIT staff will register wireless devices, others say they can't/won't. [#1922610]

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Make sure when a ticket is complete, a review is sent back to the consumer! [#1922725]

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The majority of staff (all permanent staff that I have worked with) are fantastic, and very knowledgeable. Some help desk staff are much less knowledgeable. [#1922750]

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Some are unpersonable. [#1922767]

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They are not very helpful [#1922768]

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Not sure of an answer - I work in an area that I can't get away during work Hours but would have loved having more computer training. It is about time to go and of course I am an older employee. [#1922870]
A few months ago we had issues with connecting a computer to our domain. We'd done everything we could and based on our tests determined that the issue was with one of UT's DNSs not refreshing. We called to confirm our changes were reflected within the UT system and that it was just a matter of waiting for the system to refresh. Instead, our domain admin was subjected to 10 minutes of being talked down to by whoever was playing God that day. Half an hour later, we got a call that it was exactly what we knew the problem to be and that it had been fixed. I understand that most of the time the OIT people have to deal with solving sorority girls' issues, but when you let them know that you're the local IT admin trying to solve a problem I would hope there would be a bit more professional courtesy and customer service in finding a solution to the user's problem.

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Technology support staff need to be better able to speak with lay people in words they can understand when explaining IT.

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when in the library it is hard to tell who works for oit because they are never wearing name tags

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The OIT people on Sunday are stupid.

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The staff do not know much at all at the library

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Staff hasn't been to great when dealing with Mac/Apple related issues. Most of the Vet students seem to be using Apple products, and compatibility and staff knowledge has been a problem. There have been several instances where I was told my problem could not be fixed, so I had to research the issue for myself and then find a solution. Often the tech that I spoke with was completely wrong or just apparently didn't have enough knowledge or willingness to attend to the situation. VERY FRUSTRATING

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I haven't been able to print at the library for almost 4 semesters and I have been to OIT four times regarding this issue but they have never solved my problem. I wish they would try and figure out how to fix it.

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The support staff I have had contact with have been outstanding! John Morgan was fantastic in setting up my new computer and explaining to me how things work throughout the process. Allison, at the help desk, was very helpful over the phone. She didn't have answers to all my questions, but she made an immediate effort to find the answers and directed me to the correct resources.

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I called the OIT help desk once at the beginning of last semester regarding Volmail and was impressed with the help and speed I got.

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Robin Wisecarver has been an extremely reliable resource.

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I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable.

-----

Almost every time I have called OIT they have been able to help or given me multiple suggestions of things to try. They are a great asset to our campus!

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I have only used the support staff a few times, and they are fairly knowledgeable, and definitely pleasant, but they were not always able to answer my question.
-----
Help Desk support is adequate. Research support staff seem to be generally well informed, competent, and helpful. Desktop support is great, most of the time. [#1923724]
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It takes a very long time to receive a response after filling out the form at help.utk.edu. Even then, I usually get a question from the staff instead of a resolution. It seems that they like to stall. [#1923731]
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Expand help desk hours to the weekends so that people who are actually trained and paid for help desk service are there. Also notify the students that the service they receive on the weekends and nights IS NOT the same level of service as during the day. [#1923734]
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Technology support is provided locally and not by OIT [#1923742]
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It would be good to have an expert in Mac. When Michael Burke retired we lost someone who could fix any Mac-related issue, no matter how difficult it was. [#1924495]
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This is hit or miss. Some are great, some are not. [#1924511]
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The one time I submitted a question for technological assistance, my question was never answered and I ended up resolving the problem (over time) on my own. This was a question having to do with downloading DE recorded classes. [#1924648]
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no comment [#1924793]
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some support staff have no clue what we are talking about [#1924795]
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this was the first time I have contacted tech services for help with my computer. I was delighted by how easy it was. I was worried it would take a lot of time, and it did--the staff member stuck with it the whole time.... [#1924844]
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Getting someone who knows the answer if the person answering does not know the answer. [#1924864]
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In our deadline driven office, we need someone that can understand what we are saying even though we might not be saying it technically correct. [#1924932]
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They may have the knowledge, but they need to ask more about the customer to find out what level of computer skills and knowledge they have so that they don't talk down to a customer who is very skilled in computer technology. I can't help it if I have to open a ticket to get someone to help...that's just how they want the errors traced. [#1924968]
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I had an issue with what I thought to be my hard-drive. I took my computer into the OIT store in the UC, and the people there were very knowledgable & super accommodating. I felt very taken care of and as if my computer was in safe hands. [#1925070]
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na [#1925101]
-----
good [#1925231]
HI [#1925257]
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All I ever hear is turn off your computer and start it again and see if this works. Really??? this is from the person who is supposed to be able to help you. [#1925384]
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Most people I have encountered have helped me fix a problem and are knowledgable, but there are a few people I have encountered that have NO IDEA. Either train people better or use a mentor system until they are adequately trained. [#1925391]
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better training for staff and better communication skills [#1925514]
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The only thing I would suggest here is that getting access to the person with the answers be a little more straightforward. It just takes time to get to the right person who has the answer/solution. I guess I just need a little more patience, but typically with the tech issues I've had, time isn't something I've had a lot of... Again, the one stop/one call can make the support system take longer to respond. [#1925533]
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OIT needs to staff people who can answer hard questions correctly. One shouldn't have to spend 3 weeks back and forth between multiple people on OS licensing questions because the OIT staff member keeps giving misinformation that they don't take the time to research for themselves. [#1925534]
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Haven't had anyone helpful in establishing wireless networks [#1925567]
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Every time I have had an issue a staff member has quickly and efficiently helped me resolve my issues. [#1925591]
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I've needed assistance with a product twice in the last 3 years, and both times I have not received the support I needed from OIT. The first was with Blackboard, and the answer I was given was incorrect, but the OIT rep insisted they were correct, even though I provided evidence to the contrary. I believe it was a case of not listening to me. The second time was a software install issue. I've tried several things to debug the problem - more than the OIT rep has done (which is nothing), and now I can't even get the OIT rep to email me back. Poor customer service, not following up on outstanding issues, not following through with debugging problems. [#1925713]
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Receiving communications regarding technology services that I can understand.

Some older folks who did not grow up with computers do not know what all the tech talk. Consider the audience you are helping. [#1921889]

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Written by OIT people. They understand what they talk about and use their language. Other people not so technology-minded don't understand what they're talking about. Same way as when people in the library world talk their talk. People don't understand us either. [#1921925]

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better clear communication of offerings [#1921929]

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N/A [#1922007]

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The info provided on the help pages is usually good, but it is hard to find. This is partly because the search feature on the UT website rarely returns useful results. [#1922022]

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NA [#1922063]

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If communications regarding technology services is written in such a way as to require someone to decode it, it needs to be rewritten. [#1922081]

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Often announcements regarding maintenance or a system being down is very unclear and written in advanced terms that not all members on campus can understand. [#1922180]

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I struggle with technology terms therefore I need more basic info and terminology [#1922227]

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This is a difficult one because the knowledge base is so disparate across campus. I consider my technological skills and knowledge to be fairly low on the totem pole, and sometimes the messages don't make sense to me... for example, the messages we received about the e-mail migration didn't explain to my satisfaction exactly what was being done and why. Nor did they explain exactly how it would happen and what I should expect to happen on my own desk top. I feel that sometimes the messages are designed for folks who are very tech savvy and already know everything and I'm left in the dark because of my reduced knowledge base. If they could give just a bit more detail about the processes and what we would see on our screens and be required to do, that would help those of us not so savvy to feel less inadequate for the tasks to come. [#1922271]

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I don't know how to address this, but more and more of the responsibility seems to flow downward, sometimes for pretty involved training, mostly about Blackboard and making digital learning compatible with Blackboard. [#1922304]

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Perhaps more emails telling us about what OIT can do! Sometimes I need to be told about new opportunities, not find out for them myself! [#1922310]

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Most often the IT staff provide more information than I desire (college level). I simply want the repair done. Given that I do not have admin rights to my computer I could never carry out the repair myself and with increasing technology the repair is quickly obsolete. I have no true desire to learn IT unless it is related to software education. [#1922377]

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On a regular basis, IRIS users get emails regarding reports available, and other helpful information, HOWEVER, I find that most of the information is not clear enough (to those of us who are technology challenged) to understand how to proceed. [#1922411]
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Often times (in fact, more often than not) OIT 'communicates' without translating. As an end-user, I could honestly give a hoot what something is technically called or how it technically operates. Most of that language is seemingly meant to sound technically difficult and administratively obfuscate, if not confuse, so as to preclude administrative oversight and inquiry. As a result, UT has hosted services for years, about which I knew nothing -- likely still does. OIT must do a much better job explaining what services are available for use, by explaining what they do - not just a techno-babble blanket term. [#1922418]
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would be helpful [#1922576]
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This is the biggest issue with OIT. The communications they send are very confusing and hard to understand as a non-techie. [#1922581]
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Clear written communication is vital. [#1922589]
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Communications regarding technology services need to be written to speak to those who are not technically advanced - they need to explain and not confuse. [#1922630]
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Many times things are changed without any notification of the change. For example, server paths are altered and no notification is given to accessors. [#1922636]
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The weekly emails are usually pretty good and understandable. Sometimes, though, there is significant tech-speak. [#1922708]
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I am not aware of this. When I try to find something I search aimlessly on the UTK website. [#1922978]
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At one point I offered to give a free workshop to our technology services regarding how to craft audience-centered emails, something more user-friendly for "non-tech" readers. No one was interested. Information about viruses or needed updates should be crafted around (1) what is the problem, (2) what the user needs to do with specific links and directions rather than being sent to a general website, (3) provide a time frame and how to get further direction IN PLAIN ENGLISH When someone asks for clarification, technology person should work to find language the "non-tech" could understand rather than repeat using the same words. [#1923100]
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I'm not sure I have received many communications regarding services, hence not knowing what is available/happening. [#1923237]
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I personally feel like i can understand it, but I struggle when I have to work with others who aren't as technologically savvy. I don't have good materials to share with them and if they exist, I can find them. [#1923446]
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n/a [#1923455]
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Gi if fi [#1923582]
I'm not very tech-savvy, and sometimes when they explain things to me it just goes way over my head. But I expect that, and I trust they know what they are doing. I have never had an issue with the OIT staff. [#1923598]
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The few surveys, training emails that I have participated in have been somewhat difficult to understand the terminology considering I have no training in computer languages [#1923628]
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I know I don't know what all is available or how to go about using it. Not knowing where to start or who to go to (or get the right information) is another issue. E.g. I called the library to inquire about a place to join a tele-conference and the info desk said there was no place to do so. [#1923666]
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Clear instructions with pictures and captions/arrows/highlights of what to do. [#1923723]
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this last transition has been extremely difficult and is still not what I would expect - poor at best. [#1924534]
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I 'receive' the information acceptably but occasionally it's just passed from the technology world and not explained how it relates to UT's technology. [#1924782]
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I receive communications that don't apply to me and when they do the use of technical terms doesn't mean anything to me [#1924795]
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Break down the terminology so anyone can understand. [#1924932]
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Communications often seem to be targeted at someone with a higher than average understanding of the technology. [#1924960]
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Avoid jargon in messages and use email templates that break copy up and highlight the most important information and the action i need to take [#1925173]
-----
This is paramount. As we all know, different people understand things differently. As the technical world might not understand my medical world, we have to learn a language all can understand. Please try to take this into consideration when providing information to all about updates and so forth. [#1925240]
-----
Na [#1925252]
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One time, I was trying to use one of the wireless printers on campus and followed the instructions on the OIT website and it still wouldn't work! [#1925257]
-----
That includes not just 'how to' information but 'what for' information. [#1925396]
-----
sometimes we get an email about services after something is already happening we better communications about planned outages [#1925514]
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Too often I am consulted about technology and feel that I am being spoken to in a foreign language. [#1925542]
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not aware that this is offered [#1925723]
-----
I was really pleased with the OIT group at UT. I found that most of the problems were with the way that the professors set up their sites. I think they should be trained to test all links prior to opening up the information to the students. I think this would cut back on our frustration and eliminate the need for us and them to waste OIT's time with questions/issues that they cause. [#1925742]

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

Do we have training in this? The only training I am aware of is for programs such as Excel, Word, PowerPoint...etc. [#1921889]

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What about keeping an updated list of current free self-help tools already available on the web, maybe a wiki that the users can participate in too. It would be nice to see a more organized attempt of leveraging the local user communities to suggest tools that are relevant to their area of expertise. Help us to help each other find these tools. [#1921894]

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more online IRIS training courses [#1921916]

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Technology classes are a little expensive. [#1921925]

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While the training modules are there, sometimes it's a maze to find those services. [#1921927]

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Training is generally very fundamental or basic. There do not seem to be opportunities for training outside of what OIT offers. [#1921944]

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Training sessions should be offered within offices and departments rather than at central locations on campus to facilitate focused training and increase participation within departments. [#1922026]

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It would be nice to download stuff just say from the micro soft web site but at the VET school we are so locked down we can not even do that [#1922069]

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The recent addition of lynda.com may have helped with this, but I have yet to take advantage of the service. [#1922117]

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There are no sufficient information about using available Linux and Windows servers and and available softwares on them. [#1922205]

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I don't do well with on-line training-better in classes [#1922227]

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There are times when departments don't have it in their budget to pay for these classes, but the employee is willing to pay for the class; however, UT does not have a mechanism to allow this. So, the employee goes without taking the desired class. [#1922259]

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My experiences with technological training have all been less than satisfactory. From my perspective, the Instructor assumes a knowledge base at the start of training that I don't possess. I have asked questions in classes that I believe could be answered yes/no or otherwise briefly, and actually been told, "Oh, that was covered in such and such a class. You should take that." I know there are time constraints in classes, but I also believe there should be time to keep everyone fairly up to speed and involved and still learning. Otherwise, the courses should have more prerequisites so that those of us who are ill-prepared won't attempt to participate. [#1922271]

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This has improved with the addition of Lynda.com classes. Good job! [#1922297]

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I would like on-line self-help that is easy to find, navigate, and use [#1922302]

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Would like Mac troubleshooting and repair classes. [#1922305]

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My mid scale rating is mostly because I don't know what is out there in the way of training opportunities. I have to sometimes receive repeated reminders/information before it sinks in. [#1922310]

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Procedures are OK [#1922323]

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communication opportunities for advancement/training more often [#1922359]

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Like group flexibility. For example, if I can gather a group of five or more faculty or students, might it be possible to set up a personal learning time with IT staff for software learning. [#1922377]

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I know OIT offers training in various technologies, however, they are usually inconvenient to attend as I am a commuter. More web-based training (webinars, videos, etc.) and advertising them through campus email would be helpful. [#1922382]

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The Office of Research Support is a joke. They provide absolutely no documentation for any of the software that UT supports on this campus. There should be how to videos, guides, handouts, etc. on their website that can be easily accessed by UT faculty and students. I'm able to get better documentation from community college websites. Another reason why we will never get to the top 25. Also, stop having the graduate students teach their workshops. They are not the experts, they should be a support. Our tech fees are paying for the experts to assist us and that is who I expect to train us and train us well. They should offer workshops every week on the major software packages and not just between the hours of 8-5, they should be available for class presentations and offer web-based trainings. We have the technology so I'm not sure why they don't use it. Every other school that I've worked at had these options. [#1922397]

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Information should be readily available. That information could be posted on the UTK website--information for faculty and staff. Emails could be sent containing information about opportunities for training/self-help information. [#1922411]

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More indepth training should be made available instead of just 'basic' training for some applications such as OneDrive and SharePoint. [#1922414]

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Please keep sending updates on ways we can self-train and troubleshoot by all means available: Tennessee Today, Vol Update, etc. [#1922442]

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While Lynda.com is better than nothing, I (again) wonder what the process was for choosing Lynda.com over something like Atomic Learning that was anything other than sheer convenience, because Atomic Learning seems to have the tutorials that I and my colleagues are really looking for in terms of technology. [#1922447]

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Adequate plus [#1922470]

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Online training for software such as SAS and ArcGIS is great. But the addition of free online courses for MATLAB is needed. Also the in class courses offered by OIT are a great idea. But they are ineffective. I've attended 4 of these in class instruction sessions and was very disappointed by all but one instructor. The resources directed to these in class sessions might be better utilized by offering more free Online self paced courses. Online self paced training courses are needed in the following software: R, Python, Stata, MATLAB [#1922512]
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Need classes on project softwares [#1922537]
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never used [#1922553]
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Trainers need to be more familiar with mac computers. [#1922557]
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Would be helpful [#1922576]
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Great job on having access to Lynda.com - don't get rid of this! [#1922668]
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Definitely need more high quality training at advanced levels on major software packages. Available training is far too basic. [#1922737]
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The addition of Lynda.com was an exceptional use of the university's resources! Kudos! [#1922861]
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I am not aware of any self-help training. [#1922978]
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The staff is very welcoming and if I had a problem I would feel comfortable asking them. [#1923113]
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I usually have to explore/seek opportunities (a pull system of advertising) which means I sometimes don't find out about an until I have missed it. A push system of advertising would work better for me; i.e., email to subscriber list that a new schedule is posted or a new course is added to the schedule. [#1923137]
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Having an introductory course to using the technology services would be great. [#1923150]
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I stumbled across your workshops by accident, and find few have heard of them. They're a great resource but highly under-utilized. Find a way to get the word out :-) [#1923155]
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I didn't know anything like this exists [#1923198]
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As a teaching assistant, it is a little inconvenient to get the whole picture of class learning. For example, I find it hard to see the average and medium score of the class. [#1923205]
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Knowing about these websites and services would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]
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That's offered? Wow, I would actually be interested in accessing that information if I only knew how or when. [#1923242]
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This I have just not had time to explore yet. [#1923248]
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There is a problem with access and awareness of training that can be obtained to increase effectiveness. For example, many students speak about using google docs to create outlines for exams and they edit them to add pics, graphs, etc. Why not teach students how to do this so that they can utilize this tool create more of a virtual study group atmosphere utilizing technology [#1923268]
Generally good. [#1923283]
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most of these classes are during my classes during the day and are therefore of no use to me [#1923321]
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Last semester was my first semester at UT. I looked at the free technology workshops hoping and expecting to see several different times for a class on how to use Blackboard. But I only saw one, and it was at a time I couldn't come. I would gladly spend an afternoon with a teacher demonstrating the possibilities. I've looked at some of the videos, but videos don't answer questions when I ask them. [#1923452]
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n/a [#1923455]
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The self-help info on the OIT site is very useful. However, it's difficult to find. There is so much information on the OIT site that it required a ton of digging to get to the instruction manuals I wanted (Xpressions, office phone). [#1923572]
-----
I've seen a few notifications about some of the things OIT for example can help students with, although at times it is unclear what is specifically being announced. It might be nice to have a few open workshops that have a specific topic and are held during hours when most students aren't in classes. [#1923587]
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I've heard a rumor that OIT has access to lynda.com. Is this true? Can you publicize it? I feel like OIT might be doing lots of great stuff that I don't know to look for. [#1923590]
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The recent offering of Lynda.com is a much needed resource, as one can only take so many Office Suite classes. Classes in a scripting language applicable to our environment, or other advanced topics to help technical staff would be appreciated. [#1923624]
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I have attended a few of the OIT and HR sessions. They have been pretty helpful but aren't promoted enough! [#1923661]
-----
Most classes are offered in the afternoon. It would be good to have the same class offered in the morning as an option too. [#1923712]
-----
For those who work close, but not on campus it would be nice to be regularly updated on what trainings are offered on campus in case we want to attend. [#1923723]
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Onsite advanced classes for technical services needed by technical staff. [#1923775]
-----
Don't really know where to go to find this information [#1924795]
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I do not currently use online training. What I would like is a resource system where someone can come help me learn how to do what I am trying to accomplish. For example, I recently had an employee that was working on editing a PDF. She did not create it and did not know how to edit it. Rather than have someone edit it for her (which is what the last two in her position had done), I put her in contact with someone very proficient in Acrobat. That person trained her on how to edit that document so now she can do it and it is relevant to her. I attended a Prezi class but at the time did not have anything to out in it. Some time later when I had something that might have worked in Prezi, I had forgotten how to use it. [#1924797]
I would like to see more training offered online/ virtually or at other times than just during 9-3pm. [#1924854]

With respect to this set of questions -- you guys are WONDERFUL!! [#1924905]

I don't always know where to look to find the classes that I need--my fault. [#1924968]

Not near enough classes and not enough variety in those classes. [#1925045]

Need more informal and ongoing training classes for software use, web editing, and integrating social media into university business. [#1925097]

Would be nice to have some of the classes available as webcasts and archived. [#1925115]

Setting up a personal website is VERY painful. This could be improved, as it is an important part of the student/peer perception of faculty. [#1925153]

More needed. [#1925161]

my problems are invariably with software and online help from software makers is only useful sometimes. It would be great to have a software go-to person here on campus that I could call or email for instant help (e.g. InDesign, Illustrator). [#1925172]

good [#1925231]

I wasn't even aware that was available so maybe you ought to do a bit more to publicize it if it in fact is. [#1925286]

I don't find the communication regarding training is promoted enough. Many times, I only know of a training session because of a sign I'll see in the library. [#1925349]

Please add more hours to consultation. I would suggest increasing from 10 hrs to 20 hrs per semester [#1925474]

We have this? Wow, the things you don't know... [#1925488]

Lynda.com is good. Online IRIS documentation is ok [#1925493]

Do wish there was a little more self-help info on clickers. But then, the questions I've had haven't been typical either. It's hard to foresee all problems and cover them in an online resource. [#1925533]

Classes on Lynda are not good at all. There are classes (they call them videos) that run for longer than an hour with no questions!!! It needs to be more interactive. [#1925538]

See above... also training in establishing and maintaining a remote location network (with bridging, hotspots, other wireless network options, etc.) needed [#1925567]
I've taken several training courses through OIT, and quite frankly been disappointed. If the training is beginner level, the description of the training should indicate as such so I don't waste my time.

[#1925713]
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hours presently offered often conflict with my teaching schedule [#1925723]
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Official University Email (On-Premise Exchange, Office365, Gmail)
There are times when I receive e-mails that have obviously been sent hours earlier and are no longer valid. Also, the junk mail system is annoying. I would rather receive the junk mail than get notices about them and have to review them. [#1921901]
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We have not yet transferred to 365, but I'm not looking forward to it. [#1921927]
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Just confusing for users - that we have different systems, who "owns" them and how they're named [#1921944]
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PLEASE increase the maximum space available from Outlook. I had to immediately request the maximum increase when I got here and I'll be maxed out of that within a year. I have several coauthored projects and outlook/email is my method for organizing notes with coauthors. Then add the desire to save student correspondence, and I'm near capacity. [#1921949]
-----
The mailbox capacity is too small. I have to clean it out every other month. My email volume is much lower than it was at other institutions and I maybe had to clean it out after several years. So I am baffled as to why the storage is so small. [#1921979]
-----
The new cloud based email services are deficient and very poorly functioning. There have been a tremendous number of problems associated with the change over which makes the decision to use the cloud based services very questionable. It is very hard to undo a bad decision such as this but, the situation needs to be monitored because it may have to happen. [#1921985]
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N/A [#1922007]
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As I said in a previous comment, since the migration to Office365, email is unbearably sluggish. There are long pauses when I change mailboxes, and mail delivery is often delayed. These delays far outweigh the minor benefit of a larger quota, and, so far, I would call the migration a failure from a user perspective. [#1922022]
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I would really like an official UTK mail server, not through google or microsoft. We are a public university and should have our own email hosting. Outlook365 is horrendous and although Gmail is more functional, it is still run by a business that wants to sell me stuff. Again, we are a public institution. We, not big companies, should own our mail. [#1922084]
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I would like to use Gmail for staff email instead of Office365 and I don't understand why staff can't use it. [#1922090]
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It seems ok, I would just continue working on upgrades etc... [#1922103]
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More data storage for certain staff is important. [#1922193]
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The password change every couple of months thing is kind of annoying because it desyncs all of my email apps for a while, but I understand why it's done. Office365 works well enough, but the apps for it are not great. I will probably take the time to switch to gmail when I can figure out how. [#1922196]
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The official university email is useless, but it forwards well to gmail which makes it passable. [#1922215]
Sending email (listserv) to faculty and staff regarding updates and/or available software. [#1922217]
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I love my university e-mail and believe it works wonderfully for what I need. [#1922252]
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The constant delays from (the spinning wheel of death) adds up to much lost time. There should be no waiting for email to populate on my computer and for my computers to sync. This is my only complaint about our system...but it is a huge waste of time and a source of frustration for many. [#1922279]
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I miss GroupWise because in GroupWise I could create groups of people and just send an email to the group. [#1922297]
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I need more storage capacity [#1922302]
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Mac users don't always use Outlook which makes scheduling and support harder. [#1922305]
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Email size requirements are arcane/rediculously low compared to gmail. Some of us need to send large files or manuscripts back and forth! [#1922310]
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Make Thunderbird work [#1922314]
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See above comments. Not happy with utk email. [#1922323]
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Increase mailbox space [#1922328]
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I feel the option to choose between office365 and gmail has led to confusion for some. As well, I think the constant changing of emails (i.e., @utk.edu to @vols.utk.edu) has resulted in confusion in classes, as some teachers and T.A.s have different end of addresses, as well as fellow peers. [#1922366]
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the limitations on storage space is REALLY annoying. I have never had this experience at my previous universities and fail to appreciate why it happens at UTK. This forces me to delete emails and given my time restrictions my rush often leads me to delete important items. I have begun moving some mailboxes offline but then cannot access via phone or web. Really inconvenient and annoying. As such I now forward all of my utk mail to gmail. Not ideal and not good publicity for the university. [#1922377]
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I like that we got a larger account size for our email with office365 but can you put a shortcut icon on the main UT website so it is easier to login? Also, providing a handout on how to change the settings for this new interface would have been awesome. Not everyone who uses email is tech savvy and can figure it out for themselves. [#1922397]
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Mostly, all works well. Keep pace (hard to do) and catch on the few little deficits [#1922410]
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Possibility of sending email out of campus using outlook, thunderbird or mail. [#1922430]
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the office 365 has trouble connecting to my computer and phone [#1922433]
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Email capacity is not sufficient for employees who are on the receiving end of nominations, etc. Tmail should be outlawed! [#1922435]
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I would prefer an unlimited amount of email storage. It is not that uncommon for me to need to access something I sent a customer several years ago and having immediate access is critical for my job. [#1922438]

The only reason I didn't give this a “0” is because I have _hope_ for Office365 and Gmail on campus, but I have been so disaffected by the Exchange debacle for Macs that I have had everything forwarded to a Gmail account for years now. I have no intention of returning until I am convinced that I am getting significant advantages by moving to a Gmail account tied to the university or to Office 365/Exchange. [#1922447]

Gmail is far better than Outlook. Outlook takes forever. It has so many problems. [#1922470]

I'm constantly fighting to stay below the limited storage space for email use. I could benefit from either more space or better coaching about how to manage my space more effectively. [#1922472]

Hate the Outlook 365~ slows down my entire computer [#1922477]

It is hard to find people's email addresses with the search function on office 365 [#1922506]

Office365 access ends upon graduation? This uncertainty kept me from ever adopting the system [#1922508]

Don't actually use, it all gets forwarded to a GMAIL Account [#1922533]

I would like more information about Office 365 capabilities. [#1922538]

Use either office or gmail. Some listserve emails sent by UT (GSS for one) to gmail are unopenable in gmail. This ought to be looked at [#1922550]

Sufficient [#1922553]

I feel outsourcing this was one of the worst moves UT has ever made regarding technology. Breaking the link between faculty and students created numerous problems in information sharing that have not been addressed over the years. [#1922577]

We need more email storage space. [#1922581]

switching back and forth between gmail and office make me loose emails [#1922599]

gmail is amazing. So glad to be done with windows email [#1922657]

I don't remember rating this poorly. My department has not transitioned...tmail could be better, but I assume this will change after we have migrated. [#1922664]

Please, more storage space! I'm a writing teacher, and I need to be able to keep multiple draft attachments without my email warning me every day that I'm overloading it. [#1922678]

Why do we need vols.utk.edu ??it's terribly unprofessional in my opinion. I miss @utk.edu. [#1922713]
Why did you change my email address to @vols.utk.edu? It looks dumb and unprofessional on journals. It's bad enough that it has to be a string of letters and numbers. Grad Students should get more professional emails. We are normally the first author contact on journals anyway. This is one of my biggest problems with OIT right now. [#1922725]

Really poor quality and low information. Should have more context to student needs. [#1922733]

I mentioned this earlier, but I don't understand how OIT has managed to mess up Microsoft Exchange. The service itself is built to work with almost every single email client off the shelf, but after they get through with it the interface with Apple Mail has been screwed up. Apparently it's "not supported." ARE YOU KIDDING ME?! A large portion of students use Apple Mail. GET IT FIXED. Email is a necessary and simple service; stop complicating it and make it work 100% of the time. One more thing: adding the "vols.utk.edu" extension to our emails is utterly idiotic. I'm embarrassed to give out my email address in a professional environment. I understand why this was changed - to add Gmail support - well you know what?: we should make our base level service work 100% of the time before we try to add any complexity. I still struggle with email issues on my Mac (a machine that works more reliably than any other) and this should NOT be the case. [#1922801]

There is so much with exchange that it seems like I get lost in the details and there is a lot of functions that I am sure are amazing that I just have not been trained on. [#1922930]

Please add some wall to prevent scam email. [#1922963]

I use Eudora. T-Mail was inferior. I haven't had time to explore the next system. [#1923021]

works great [#1923062]

The switch to Office 365 was problematic - website's info wasn't always complete or accurate. I'm hoping that's a one-off event [#1923096]

We should only have 1 system, Gmail. This is because Gmail receives all emails. Sometimes, when someone tries to email me but I do not reply because I never received it, it wastes time. [#1923134]

I don't know what happened but a really important email didn't arrive last December. When we switched to vols.utk.edu we were told the old utk.edu addresses would be forwarded for a year. Is that happening? [#1923155]

Compatibility with Apple products is sometimes problematic. See other suggestions... [#1923214]

It's OK, certainly better than I've had in the corporate workplace. [#1923242]

I personally have had trouble with it being very slow but that does not seem to be the same with everyone. I am hoping a new computer will remedy this. [#1923248]

Why do we keep changing online hosts for our email? [#1923267]

there should be a workshop offered to show people how to properly use the email system or at the least provide online virtual tutorials to show how to navigate office 365. [#1923268]
365 can be slow and not easy to navigate when looking for older emails [#1923283]

I have had a couple of issues with email, but since I don't run the Outlook client, the help desk has not been able to provide any support. So I am stuck troubleshooting all email problems myself. [#1923317]

Current version of Outlook has issues syncing with my phone. University staff/faculty directory does not sync with my contacts correctly and adds multiple contacts for the same person. Would like to see that resolved. [#1923349]

I actually love the new exchange and office 365! [#1923442]

n/a [#1923455]

In the past, adding the university's email to one's mobile device has been a chore. I have often heard how many students and faculty members or staff have had to go to the tech help area in the library to get those individuals to help with adding email to their phones. However, OIT DOES do a good job now of providing step-by-step lists of instructions for various platforms. [#1923581]

ever since we switched to Office265, I now receive those quarantine notifications, which are a pain in the ass. I liked the old spam filter that just took care of stuff. I never had a problem with missing important emails. Gmail access is good, I haven't taken advantage of it yet, mostly because I don't see the need to use my tmail account as well as a secondary email account. That's just greedy. [#1923590]

I had a domain problem with my email at the beginning of this semester because I was given a UTC domain instead of UTK. I would have preferred to receive a UT email (with first initial and last name) but instead have three random letters and numbers, which is hard for others to remember. [#1923610]

This year, the changes to our email quota and online storage has exceeded any expectations I might have had. However, it is still confusing and difficult to know what to recommend to staff and faculty. I have heard that the OneDrive for Business has lost files, so I am not confident recommending that to users. Also, with the extension of staff/faculty CPU upgrade eligibility to 5 yrs, we need a solid backup strategy/protocol that assures confidentiality and reliability. [#1923624]

I've had problems with my email losing folders that could not be retrieved [#1923649]

I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable. [#1923658]

My email is constantly "almost full" no matter how much I delete or archive. Very frustrating. [#1923661]

It is good. [#1923716]

Office 365 is a boondoggle. [#1923724]

Too much spam! [#1923739]
I like Exchange just fine. The calendar feature works well on a PC platform. My colleagues with Apple seem to have trouble. I use Gmail for personal email -- I do not think it is nearly as good as Exchange for business. I have not yet moved to Office 365. [#1923770]
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TMail is very difficult to use on a Mac. I use GMail because I cannot conduct searches in TMail and TMail times out when I compose a longer email (losing all the text that I wrote). GMail performs much better than TMail. [#1924495]
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my tmail account is constantly telling me that I'm out of space. I need more space or automatic archiving, which I can't figure out how to do. The interface is different at school and at home, which is annoying. [#1924511]
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just don't like the office 365 format or the so-called "ease of use" [#1924534]
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it has been confusing to understand the shift from outlook to whatever is coming next. students use one format, staff another. should we be on office365 for email? The tmail system is horrid. it sucks that your "contacts" that are saved in outlook aren't able to be used when online. it would be nice to merge into a web-based system with an easier to read format such as outlook has now. [#1924675]
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no comment [#1924793]
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Tmail wasn't great, and the new OWA on Office 365 isn't much better. Why didn't the university ask the faculty and staff what they wanted? I use Gmail for my personal email and find it to be superior in almost every way over the new OWA. [#1924794]
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It's hard to get onto email accounts sometimes. [#1924795]
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More space, more spam control [#1924799]
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n/a [#1924857]
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In Office 365, I have to add a contact to have their name appear when I try to send a message to them. I would rather have anyone who has sent an e-mail to me, or who has been cc'd in an e-mail to automatically be added to contacts. I liked it when everyone in my department was in my contacts. [#1924907]
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Faculty email has a very limited storage capacity compared to many other platforms. We should not be capped at 1 GB quota. It is time for UTK to enter the 21st century. It's email. A generic Gmail currently offers 15GB. [#1924908]
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I wish that when I get some quarantined mail the program hasn't grabbed something that I have been getting for several years and all of a sudden quarantines that email address. And why can't it remember that I have said this is not spam and put it back in my emails? [#1924968]
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generally good. But it's slow to open up attachments and to print now in Office365. Probably, it's more on the cloud and on Microsoft side and difficult to influence from OIT. Anyhow, I am working as an instructor and receive a lot of e-mails with attachments, and it takes much longer to look at those submissions in the new Outlook365 environment. Also you only get a pre-view and cannot really see the details in a spreadsheet like comments, so that you end up downloading all of them anyhow. Overall,
this new environment slows me down noticeably with grading submissions from students. Thus, I transferred some assignments to Blackboard, but that is not appropriate in every instance. [#1924996]

THANK YOU so much for getting gmail. [#1925023]

Email services are degraded once I am off-campus using private PC. Improve off-campus service. [#1925045]

My interface has changed several times in the last few years. I have not noticed any changes that I would perceive as "improvement," and the changes are quite annoying. [#1925051]

Pain in the ass. [#1925079]

before deployment of software, ensure 100% compatibility and configurations have been resolved. [#1925098]

The storage cap is too low for university email. I have only been here 9 months and I'm already getting messages saying my storage is nearly full. [#1925140]

I've no idea how impossible it is to prevent those phishing emails send out every now and then but they're annoying. [#1925148]

Not sure what all these can do. How to best use them. [#1925216]

Space is the biggest issue, but I understand this will be resolved shortly. [#1925242]

Na [#1925252]

The username should not require typing characters, such as "@vols.utk.edu", rather the system should automatically enter those information. I noticed the pattern that every time email is switched to a new service, the username gets longer and longer by requiring entering information that could be automated. [#1925279]

Allow us some options besides outlook. Don't make us change passwords at arbitrary points. No other email service does that and my google account has never been hacked. [#1925286]

It is annoying when I get notices that the size of my outlook email datafilee are reaching capacity. I am often not on campus to get to my desktop to make sure messages are auto archived. When storage space is seemly so cheap, why does UT still have this limit on email? [#1925448]

I need a service such as Office365 or Gmail, but it must have appropriate legal agreements to allow the transmission and storage of email that is subject to no disclosure agreements and export control. [#1925484]

Meh. I would love it if spam that is addressed that does not even have the correct domain address would end up in the quarantine box but, no. The mass emails from UTPD take up that space. [#1925488]

Microsoft! enough said. This is a terrible decision, and is too proprietary in trying to force use of other microsoft products [#1925552]
-----
Password issues prevent email exchange and direct password changes often. [#1925664]
-----
Tmail is awkward to use. The interface isn't intuitive, though it has improved over the past few years. It needs to automatically remember people I email. [#1925701]
-----
Outlook routinely has to be restarted in the middle of a project. Very frustrating. [#1925708]
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**Ability to invite/schedule appointments with others through calendaring services**

Outlook calendars not responsive. Have to use third party scheduling programs to efficiently organize meetings. [#1921875]

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This would be a good way to schedule, but my department doesn't use it. [#1921925]

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When migration to 365 occurs, we will not be able to share calendars in Outlook--this is completely UNACCEPTABLE. Yes we can use Google calendar, but why do we have to use another service? [#1921935]

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This has never been easy through Outlook IMO. [#1921944]

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N/A [#1922007]

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I will most likely be using this in the future, but I do not use at the present time. [#1922012]

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I don't use calendaring. [#1922022]

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Can you even do this with tmail? [#1922038]

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NA [#1922063]

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I would rather use Google Calendar instead of Outlook calendar. With the recent issues between Outlook and Apple products (iPhone, iPad), syncing between Outlook and my phone is non-existent. [#1922090]

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Have had difficulty with sharing calendars with those outside our network [#1922188]

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It seems that people on this campus do not use Outlook meeting scheduling and calendar viewing as a tool. There are a lot of Doodle Polls. It would be great if folks could simply learn to use Outlook calendar. [#1922193]

-----

When setting meetings via the Outlook calendar with several participants can be an excruciating experience. Sometimes it's better to send out an email and ask people for a good date and time and follow up with the participants. [#1922217]

-----

Again, I cannot believe that we have to delete courses after such a short period of time. this is not ideal when tracking course changes, accessing older information and the like. I have again never had such an experience at a university. Very frustrating when the import/export option is not as smooth as it could be. Increase storage please! [#1922377]

-----

Calendaring services on Outlook is not a user friendly service. Doodle Poll works much better when trying to schedule a large meeting. UT does not offer a better service that I am aware of. [#1922435]

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Again, calendaring is abysmal in Exchange, and I need to schedule with people from other campuses that are not beholden to the Microsoft Death Star. Even many departmental committee meetings are arranged via Doodle or MeetMe because it is _easy_ to integrate with Gmail. [#1922447]
I have tried to use the Google appointments on my Google calendar to set up meetings with students. I get frustrated because the students often end up seeing the appointment times in GMT instead of EST. Since it is on the student end, there is nothing I can do about it. They don't notice the GMT symbol, so they don't show up at the right time. Is there anything that can be done? [#1922518]

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Most of us use DoodlePoll [#1922576]

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This is critical for my office. We need to make this as easy as possible. [#1922581]

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My system was recently "migrated" and my calendar no longer syncs with my phone - [#1922604]

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Hardly ever use it. [#1922608]

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Haven't taken much advantage; introduction to these services during new faculty orientation would be great. [#1922637]

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We use Doodle polls because they're easier than the calendar. [#1922678]

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This would be very beneficial, but we would have to get everyone to use. I think it is available now in Exchange. [#1922735]

-----

The problem is partly that Outlook just isn't very user friendly but largely that my department (and most others) simply don't make calendaring information available. That seems to be out of fear. Education might help. [#1922737]

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Microsoft office is laborious and not very helpful. We are using outside online calendars. [#1922787]

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Having a more Mac-compatible calendar program rather than Exchange. [#1922917]

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Didn't know about it beyond help with Blackboard. Rosie Sasso was magnificent. [#1923021]

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Need an easy way for students to schedule office appts. [#1923190]

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Have found Outlook to be very cumbersome. Principle is good but getting all the names input in a use-able form has been difficult. [#1923248]

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A limiting factor is that you never know if the contacted party is receptive to using this service. The culture of UT is not established enough for this function. [#1923394]

-----

I don't particularly like the scheduling email for calendar appointments as you cannot control the calendars making changes you have no control over. [#1923716]

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Once again, not OIT's fault if people don't use Outlook for this purpose, unless you can FORCE everyone to use it. It's a beneficial feature that FEW people use, meaning we have to try and take a week to schedule a meeting or use something like Doodle. The features and support is fine; we just need people to be aware of it and USE it. [#1923719]

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Different email servers [#1924795]
we should be able to sync up Mac-based calendars more intuitively [#1924908]

The calendars of other people don't always show up so it is often hard to see their availability. [#1925352]

Existing exchange support is flakey in anything other than Outlook. Outlook on the Mac is not as useful as The version for Windows due to lack of features or poor implementation. I really need a secure CalDAV server, rather than exchange for compatibility purposes. [#1925484]

This isn't something I use often. [#1925534]

I still haven't found a good app for students to sign up for appts with me. [#1925701]

I've heard this is going away and it makes me panic. [#1925703]

Critical within our office and would be helpful to have easier access to individual's calendars at UT outside of my office. [#1925708]

Options for calendaring in Office 365 needs to be more seamless. [#1925734]
Online@UT (Blackboard Learn)

Blackboard is often offline at inconvenient times. Blackboard staff is generally slow to respond to questions. A 24 hour turnaround time is simply too long to resolve problems relating to a course. The artificial division between Blackboard and clicker services makes everything having to do with integrating the two services frustrating. [#1921870]

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Blackboard is horrible, not user friendly at all. [#1921883]

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We are well supported by OIT on Blackboard, and they need to continue working with the company to integrate other technologies, e.g. Prezi. [#1921942]

-----

The hodge-podge of 3rd party applications built into Blackboard often have quirks or bugs that are difficult to anticipate, troubleshoot, and manage. It sometimes seems that even Blackboard doesn't know everything about Blackboard since it is so huge and so complex now. [#1921944]

-----

The amount of technical glitches is really disheartening for the online earning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3). Please enforce training for all teachers who are utilizing this tool!! [#1922002]

-----

Blackboard is a nice feature for communicating with students in the variety of necessary ways. It is often sluggish in response times. In particular, entering grades with comments is a tedious process. It would be nice if that could be streamlined somehow, without the several second delay incurred at each grade or comment entry, and with fewer clicks required for entering comments. [#1922022]

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Modules are flakey sometimes and I have to reload pages to get content to load. [#1922025]

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This is crucial to me. They have done a decent job in the past but it would be great if they did maintenance during the middle of the night. [#1922029]

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Blackboard is horrid [#1922068]

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I don't like blackboard all too much, either. It is slow, buggy, and inefficient. I think teachers should be able to easily post course materials onto their own, UTK webpages. [#1922084]

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Doesn't work with internet explorer. I've had multiple online tests crash or not show the full question set which has affected my grades. [#1922098]

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NA [#1922103]

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I've rarely seen blackboard outages, but when they do occur they always seem to occur when I need the services. [#1922148]

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We use this strictly for organizational training and sometimes our enrollees can get up into the 1,000 and can be cumbersome to manage or get everyone enrolled. Also people want certificates of completion and that is still a manual process for us. [#1922156]
Blackboard is a frustrating site most of the time, at both institutions that I have used it. The best experiences I've had with it have been when instructors were familiar with how to use it so make sure that they do know and are comfortable with it may be able to increase its usefulness. [#1922167]
-----
Update it or switch to another learning tool (i.e., D2L) [#1922179]
-----
Expanded knowledgebase/easily accessible online information to help with Blackboard Learn, which is not exactly the most user-friendly tool. [#1922192]
-----
The notification system on BB doesn't really work. Unless I go to BB and check to see if there are any new notifications, I won't see them. Usually, I only go to BB to see an assignment or something, so I often forget to check for notifications and end up not seeing them until they are no longer relevant. Also, the menu system on BB isn't great, but it's not so bad that it can't be worked with. I would say that it's just kind of a hassle sometimes to switch between work. [#1922196]
-----
Rarely used. [#1922205]
-----
This is a horrible program. There are other programs that I have used at other institutions that are more user friendly. [#1922215]
-----
works well when its being worked on it can be an inconvenience [#1922231]
-----
The app is great!! [#1922262]
-----
I really don't like the times that this service is updated. I'm a student and a TA, so a lot of my work is done on blackboard. Having an entire weekend afternoon where I can't enter grades or read student submitted papers is hard. At my previous institutions they used to run updates in the middle of the night or off hours so it didn't interrupt students as much. [#1922291]
-----
This system is useful but very cumbersome to learn how to use and operate especially for providing online quizzes and tests. I find it easier to just type, print, and distribute the material [#1922302]
-----
Please give us something else. Moodle, Canvas, something with a decent interface. [#1922304]
-----
I feel the issue with Blackboard is more the differences in how teachers use it. Different parts of blackboard are used for different purposes by different teachers, which sometimes makes it difficult to stay on track with certain class assignments. [#1922366]
-----
Also make it possible for students to submit an assignment to SafeAssign more than one time. I use this as a tool to avoid plagerism and my students often wish to submit, revise, and resubmit. This is helpful -- needing to have more than one SafeAssign link per assignment is inconvenient and time consuming. [#1922377]
-----
Blackboard is too cumbersome. It takes too many clicks to post and/or submit grades to grade center. Building a course should be easier especially if using course copy. [#1922407]
-----
Blackboard goes down to often and requires too much maintenance [#1922413]
-----
The service is glitchy - I tried to give an exam on Blackboard and about 10% of the class had problems with service disruptions during the test. I mostly blame Blackboard for this, as they don't seem to care very much about what their customers actually want/need. I hate Blackboard, but I understand that they're pretty much the only game in town, so you don't have a lot of other options. [#1922431]
-----
make the app more usable.. often never loads [#1922433]
-----
Bb is _not_ a learning management system. No content can be shared easily, and anything that is not "building blocked" into the architecture can only be included with a heavy dose of hand-coding. Getting a Bb-blessed Content Management System would help, but frankly, I think it is going to take something like a move to Instructure's Canvas LMS to fix the current woes. [#1922447]
-----
Often glitchy and will not load. Has improved over the past years, still has a ways to go, though. [#1922456]
-----
Wish there was an easier method for adding grades - especially when adding the same grade to a majority/all of a class [#1922510]
-----
This would be improved if Instructors were required to use blackboard. Many instructors do not post one single thing. Grades of the assignments and exams should be the minimum required. [#1922512]
-----
Increase reliability. Make the mobile app load faster. Improve menu navigation so relevant and frequently used features and options are readily available and others are hidden by default. [#1922527]
-----
I find blackboard very cumbersome and not user friendly. [#1922538]
-----
helpful [#1922553]
-----
Cumbersome to use! [#1922572]
-----
Always slow, and crashes. [#1922573]
-----
sending out email to the whole class need to be easier and more reliable [#1922599]
-----
More instructors should regularly use this [#1922624]
-----
Blackboard is just a terrible platform--inefficient, badly organized, makes things hard to find. The grade center is a nightmare; I've given up and just use Excel instead. [#1922637]
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see above [#1922657]
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The discussion board function isn't easy to use because it doesn't download attachments consistently. Also, I never use the gradebook function because I can't figure it out and there are much easier apps to work with on my iPad. [#1922678]
-----
With each 'upgrade' something gets more challenging or something disappears. For instance, I really miss having 'sign up' function. There is no convenient alternate method. [#1922707]
It always has problems and the service hours were horrible. The middle of the day on a Saturday?? That's when I'm doing homework and couldn't. [#1922720]

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Very clumsy. Usability is low. Need better architecture and app visibility. [#1922733]

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I had a lot of problem with Bb last semester (Fall), but it seems better now. I could definitely use refreshers and question sessions. I just don't have time to schedule! [#1922735]

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Fewer updating times when BB is down, or have BB down for a shorter period of time when upgrading. [#1922758]

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Blackboard frequently crashes on Safari. This is not a complicated problem. Make it work or get rid of Blackboard entirely. I have homework to do. [#1922801]

-----

Blackboard has periods where uploading course materials for my students seems to grind to a halt...service is either painfully slow or I get dropped mid-activity. This has improved greatly over the last couple of years but the problem still occurs periodically. [#1922888]

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This is okay, but seems like it could be updated to be more user friendly. [#1922930]

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The ability to copy from a Word document into Blackboard is limited and difficult. It would be nice to be able to do this. [#1922981]

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Thanks to Rosie Sasso. She couldn't have been more helpful. [#1923021]

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Blackboard is unorganized often doesn't refresh with correct information. I'm always getting alerts that aren't there. Needs overall bug fixing work and aesthetic improvements. [#1923026]

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Easier way to get in contact with other classmates [#1923062]

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The Blackboard system is not easy to use when I only use it one semester a year. I have to relearn how to do it each time. It is not intuitive and needs to be simpler. [#1923066]

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It is really hard to find someone to help/direct with Blackboard questions. Sometimes the answers are not readily available from the online help database. [#1923100]

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I dislike blackboard. It works, but it took me a while to get use to it, and I still don't like it. My main complaint is that it is overcrowded with stuff that no one uses or looks at. I think it should be more streamlined and simple. Maybe I'm just biased because I came from a university who got rid of blackboard and made one called learning suite. I just want to be able to see my classes when I open it. I don't need pictures or anything. It would also be nice to be able to view other classes without going back to the main page. For example, if I'm looking at grades for class A, I wish I could click something to stay on grades but then look at class B. This way I don't have to go back and click through everything again. A grade calculator in the grades section would also be nice. [#1923118]

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When BlackBoard closes for any reason it tends to be during inconvenient times. [#1923182]

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I would like to see more compatibility with Apple devices. [#1923200]
It closes down too often [#1923241]
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I had to teach myself to navigate this program, I’m still not sure that I’m leveraging it fully to ensure my success as a student. I have used it for group projects and like always, the group discussion board only works well if everyone uses it on a regular basis. [#1923242]
-----
Interface is antiquated and problematic. [#1923267]
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there are menus that I am not familiar with and are not utilized. there is redundancy in options for some things. all of the icons are not centered on the page and are in diametrically opposed corners of the screen. a virtual tutorial should be added to show new and current users how to utilize and maximize the use of the site. [#1923268]
-----
Too complex and difficult to teach outside users. Replace. [#1923340]
-----
Blackboard should have a way for administrators to turn off notifications sent to students when needed. [#1923349]
-----
Blackboard has been improving but the times they choose to do maintenance are kind of strange... 12-4pm on a Saturday???? [#1923399]
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Again, Fred Kelley is the best thing going for this program! [#1923416]
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This feature seems to be under construction too often. [#1923442]
-----
Sometimes it is shut down when you need to access important information for classes. I understand that there is usually a notification saying when the site will be down. It’s just inconvenient at times. [#1923519]
-----
The coordination between Blackboard and WebAssign needs to be improved. We have been told to use only Firefox and the browser to assure stability but it is not possible to "copy and paste" using Firefox but Chrome works. When having many classes that need the same email/announcements posted, it is only time effective to use "copy and paste" but that is impossible in Firefox. [#1923536]
-----
I wish I could access information on Blackboard from my old classes like old syllabi or old course materials. As a graduate student, I would like to be able to redownload some of those items. [#1923581]
-----
The mobile app is awful, and takes an eternity to load. [#1923602]
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None of the classes I have TA'd have shown up under my Blackboard. Don’t know if this is an OIT problem or my professors problem but I figure yall can fix it somehow. [#1923606]
-----
It seems that Blackboard is down for maintenance quite a bit, though I like how it's only for a few hours at a time and usually don’t run into these problems. [#1923610]
-----
Sometimes Blackboard runs very slowly and the layout does not load well on every server/browser/computer. [#1923636]
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I actually initialized my own graduate online environment starting in 2000 - well before blackboard came on board. My professorial experience with the online venue was particularly rewarding. [#1923637]

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I just think when they do maintenance it is very inconvenient for the students [#1923651]

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I have found that the blackboard app on my phone does not work well. I do get notifications from it but then it won't load the actual blackboard site. [#1923669]

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Is far from a centralized website for students to access class information. Many teachers use their own website for class information/grades etc. This is a major annoyance as I have to check 3 or more websites for class information in addition to email. [#1923738]

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Blackboard is okay, but obviously sort of glitchy since it's java. But two changes I'd really like: 1) As much as possible, mirror the screen I see with what the students see. Oftentimes, I can't just tell them "it's the second link in the Wiki tab." For me, it is. For them, it's somewhere at the bottom. 2) In the Calendar, is there a way to make the smaller, weekly views include the whole entry? It would seem as though when there's less to show (one week vs. one month), students would get to see everything I'd entered without clicking on the calendar date. [#1923741]

-----

Blackboard is slow and not intuitive. I no longer use it except to get the list of students in my class and maintain a grade sheet -- although I often have trouble with that. I list the assignments on the site, but the process is complicated and does not always work for turning assignments in. [#1923770]

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Other universities are adopting newer products with better functionality. The discussion boards and real time collaborations seem particularly far away from best in class. [#1924511]

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Score entry system is terrible [#1924526]

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I use the BB app on my phone, and to be honest it is sub-par. Also some of it's functions do not work properly on Internet Explorer and Firefox, which are the browsers used on the university's computers. I would like to see a fast, reliable cellular device application for this site. [#1924541]

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Blackboard is fantastic, except when it doesn't work! [#1924853]

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Blackboard is just frustrating. It's slow and clunky. I should be able to switch off and on folders quickly, instead of clicking on the "edit" button, which takes me to another screen, which then I have to click a button to show the link, etc. [#1924866]

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Overall blackboard performs well, however it's frustrating when you're trying to get your work done but the website is down. [#1924873]

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Easier to use [#1924874]

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Get something else. Blackboard has always sucked, still sucks, and will always suck. Develop something proprietary, if nothing else. [#1924903]

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Blackboard is awful. Everything is click-intensive. Uploading files is frustrating. Drag and drop would be nice, as a start. SafeAssign is a mess to set up. I use the platform as little as possible. [#1924908]
blackboard has some weaknesses, but I guess that's the SW itself and not the specific installation here at UT [#1924996]
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GET RID OF BLACKBOARD. I am sure that there are other colleges that use different software. I am a computer scientist and I find blackboard confusing and fragmented. Please stop wasting students money on their services and use a different software solution. [#1925023]
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n/a [#1925063]
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I hate losing access to all of my course's info after a semester ends. [#1925085]
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Some functions are not well supported, like creating calculated equation questions. [#1925153]
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I have only used open source alternatives to blackboard prior to UT. I expected blackboard to be more user-friendly, but it's not! I have used both Sakai and Moodle with pretty decent results. They're about comparable to blackboard in my view. [#1925167]
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Again, utilization is an issue here [#1925182]
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OIT Blackboard support is great. Blackboard itself can be a pain, and doesn't do everything it should. When will we be able to take attendance on it? When will we be able to drag and drop rather than upload? By the way this survey is a pain to take on a mobile device. [#1925216]
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I hate blackboard. [#1925257]
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I am not sure why this is, but the College on Nursing has two, three or more instructors using the same blackboard "classroom", rather than having each instructor have their own blackboard classroom" for each section. It takes a great deal of time effort and OIT assistance every time I have to put a course on line. I would greatly appreciate it if the College of Nursing would understand that the LMS is set up and more efficient if each instructor has their own site. For example, if you have 5 sections of the same course, you have 5 instructors, thus each instructor should have their own BB "classroom". This should be the norm rather than have all instructors of a course using the same site. [#1925271]
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Get rid of it and start over. [#1925286]
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The Blackboard Learn platform is rather clunky with a few key functions - primarily, the Whiteboard, which is not very responsive or user-friendly. Also, there should be opportunities to use the interface and share documents for informal meetings among classmates, which doesn't seem to be an option unless the instructor knows how to specifically enable it. In most cases, when I'm working on group projects outside of class, my classmates and I opt to use Google Hangouts instead because it is so much easier to use and integrates with documents (Google docs). Second, it is clear that not all instructors have had adequate Blackboard training - some obviously struggle to use the system, and this often detracts from the class experience. For example, in the past I submitted an assignment via Blackboard Journal as instructed, and then the professor somehow deleted the work that I had submitted when she went to evaluate it. [#1925293]
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Less glitches. Ability to view materials from previous classes even after that semester is over. [#1925319]
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Very slow [#1925335]
I feel like Blackboard is either down or closed for maintenance every week. [#1925364]

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n/a [#1925365]

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customizable menues and shortcuts, customization by decluttering unused functionality on an individual basis [#1925396]

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Sometimes blackboard can be sketchy, in the way that sometimes it won't work on Firefox, but it will work on Safari (I primarily use Firefox). It can also be difficult when trying to view things on blackboard. They just won't show up unless downloaded on the desktop. [#1925407]

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please increase the blackboard login length. I get logged out way too soon. also the formatting for sending an email through blackboard is a little funky, too much spacing between lines. [#1925441]

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It's better to use than it used to be, but it's still cumbersome to work with. I've already talked about some of my issues with Bb and the gradebook. [#1925533]

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as suggested before, i would like to see a text alert option for changes/updates to classes on blackboard. also, if possible, i would like to be able to add or change things on the left hand blue navigation bar in individual class pages such as: adding the "my grades" option, the "discussion board" option to the navigation column [#1925565]

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While I understand that software/platforms need to be upgraded, it seems that Blackboard has had several recent upgrades, which makes learning about new upgrades very time consuming. [#1925577]

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I think major improvements are needed to Blackboard. It doesn't seem to utilize the latest technology. [#1925611]

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Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]

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would be nice not to have to log into multiple systems this should be through myutk. [#1925714]

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Quizzes in Blackboard tend to time-out on students and kick them out continuously. [#1925734]

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**UT System Services (IRIS, ANDI, TERA)**

these systems, while adequate, are not user friendly and do not interface with other programs easily which creates additional work when pulling information from more than one system for reports. [#1921872]

TERA is a terrible service that does not allow us to pull accurate data for reporting and decision making. It is essentially useless at its intended job. [#1921901]

IRIS is not user friendly for someone who is just learning the system [#1921916]

The IRIS system is cumbersome and difficult. The superfluous information should be removed and only the pertinent and reliable information should be optional. There are too many steps to complete a task and they are unclear. For beginners, which I was, it should be streamlined [#1921927]

IRIS is very cumbersome and provides little actual information to the general user (staff and faculty). The interface is too clunky. It may be wonderful for payroll and benefits people. But as the person who just wants to update their address or beneficiary information, it is a pain. [#1921979]

I have used IRIS and ANDI, but only have difficulty with IRIS - particularly for contracts and requisitions. Travel is cumbersome in IRIS, but doable. Contracts and requisitions are difficult and repetitive. The processes are clunky and could be streamlined to provide a more user-friendly interface. [#1922050]

IRIS is too inflexible and not user friendly. [#1922240]

IRIS is the only one of these services that I utilize in my current position. 99% of the time it works perfectly for my needs. When all or a portion of IRIS is "broken," we get e-mails saying so, and another one saying when it's fixed. That meets my needs adequately. However, IRIS seems to be a constantly evolving program. Several times, just when I start to feel competent and efficient with a certain function or screen, it's revised, replaced or removed, and I'm back to square one. And new functions/screens are a steep learning curve for me. I would appreciate online tutorials for new functions/screens that remain available for the long haul so that we can refer to them later. Many things are only used a few times a year and it's hard to remember the changes and new items and how to use them effectively. Permanently available tutorials would help. [#1922271]

I work in IRIS daily. Am pleased with the overall program and look forward to more eforms in the future. [#1922282]

I have only worked with IRIS and many of the tools are not intuitive, especially for revision requests and resubmissions. Also the link to save a pdf of various documents does not show up on my IRIS screen even though it does show up for the IRB office. this is VERY strange. I have to contact them if I wish to have a sharable document. Not ideal. I appreciate there is a learning curve but steps could be taken to reduce this curve -- but they may be an IRIS software issue, not OIT. [#1922377]

I only use TERA and I use this infrequently. Some of the terms used in the are not familiar to me, but I'm sure they make sense to the people who designed the system. Possibly include explanations for those of us who use the system infrequently. [#1922407]

IRIS and TERA have been a problem. [#1922413]
IRIS is NOT user friendly. Thankfully I don't have to access it often, but when I do, it requires having an instruction manual nearby each time. [#1922438]

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IRIS is unnecessarily complicated and difficult to use. It is not user-friendly, and it takes an unnecessary amount of time to look up how to complete an action due to the way things are labeled and phrased. Training classes help, but often, one must complete something in IRIS before there is time to schedule going to the training on that topic. Making IRIS line up with UT’s terminology would assist in the usability of this service. Also, having more simplified guides to using common transactions would be very helpful. These don't need to be 60 page documents, like several of them are. Just a one page, step-by-step guide on the basics of that transaction would be very helpful. Generally, using IRIS is the most frustrating thing I ever have to do in my job. [#1922466]

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Sam as above. Not easy to navigate. [#1922470]

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I wish our various systems "talked" to each other [#1922471]

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IRIS gives me fits at times. Feels like a DOS program imposed on a windows environment. Not user friendly, especially when I need to access it from multiple types of terminals (e.g., desktop Mac, PC, iPhone). Would love to see some sort of upgrade or, if the problem is my lack of knowledge, training. [#1922472]

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IRIS navigation is so unique it delays effective use. [#1922528]

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IRIS is very tough to use. If I click one errant button I'm lost. [#1922581]

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Don't have any outstanding issues. [#1922608]

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Not much self-help I have been able to find using IRIS. Also, commonly come across glitches of in settings and privileges that have to be re-created more than once or twice. [#1922664]

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IRIS in particular seems to be outdated and should be way more user friendly [#1922930]

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our office experienced a long delay in resolving an issue with travel attachments during a very busy time for travel auditors. [#1922982]

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Sorry, I don't know what these are. [#1923021]

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ANDI is very important to my day to day work so I hope that resources continue to be invested in supporting that system. [#1923040]

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IRIS is not very user friendly for either financial reporting or HR reporting for line supervisors. Glad to see additional upgrades and changes underway for TERA. Again, reporting features have been lacking for IRIS and TERA thereby creating systems we feed but can't easily use. [#1923091]

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Even with training, IRIS is not designed to be user-friendly. I have worked with it 8 years and still struggle to translate certain details. [#1923100]

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I don't use these, but from what I hear they are ugly. [#1923190]
Have trouble getting into MyUTK to keep up Is it with Admissions. Is it a one-click somewhere? [#1923379]

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IRIS needs to be more user friendly and provide more information [#1923381]

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I hate the IRIS system. Half the time it won't even open my paystub in my browser. When it does, it is always ridiculously small and won't let me zoom in. It is not visually very appealing and it is not easy to navigate. [#1923465]

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IRIS is difficult to navigate and does not display all the information I would expect to find here. I would expect since my benefits info is housed here, that I could find an up-to-date record of vacation/sick days/holidays available. It doesn't make sense that I have to go to another site to find this information. [#1923572]

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I like the IRIS system for viewing my pay stub. [#1923590]

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As an assistant in development, I have access to ANDI and IRIS. While many navigation features on ANDI are self-explanatory, the definitions of data received from queries to the system are not as evident. Detailed explanations of what is actually being pulled would be helpful. With IRIS, we are often required to pull transactions and analyze data without training specific to those reports, nor any background in accounting/finance. Making the IRIS reports clear enough for a lay-person to read and understand. Also, it would be extremely useful to have a device that connects IRIS transactions to ANDI transactions. This is important because departmental business managers who use IRIS for ledgers ask Development for backup on gifts recorded in ANDI, and all they can see is a document number which development assistants do not have access to nor can track in ANDI. [#1923611]

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Systems and their interfaces appear to not have been updated since about 1998 [#1923655]

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IRIS and Kronos are always a problem for me. [#1923661]

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Only know IRIS and this system is very hard to navigate as a user. [#1923712]

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IRIS just isn't intuitively easy to use; not sure what can be done. [#1923723]

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When will eVisions implementation be completed. The death of TERA (not P AMS) is needed. Will funds ever be provided to chrome IRIS and make it more directly related to work functions at UTK. [#1923742]

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Awful and slow. [#1923770]

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IRIS is horrible to use for an end user. [#1924502]

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I don't use these much, but I hear so much moaning about IRIS. [#1924511]

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you all do the best you can with iris. i'm not sure why there isn't a better system out there. [#1924675]

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IRIS is easy to use and I like it. [#1924795]

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IRIS is down every now and then, and very counter intuitive [#1924799]
IRIS could use a little more self help areas, that actually explain what you are doing wrong or the field you need to enter. Instead it just gives you weird codes if you did something wrong or left a piece of information out. It's not real user friendly in some areas. [#1924888]

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For each IRIS screen, pop-up complete directions. [#1925036]

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IRIS is not user friendly. Toss-up which is worse IRIS or Archibus. [#1925045]

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IRIS/BW often seem extremely slow. Don't know how to solve it, but I wish it would be solved. [#1925082]

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IRIS - Would love to see electronic approval hourly pay time sheets. [#1925534]

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IRIS is evil, and should be burned at the stake. [#1925542]

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ANDI sometimes will just randomly say that it cannot perform a function or say that the desired function has failed. This seems odd and often times disrupts productivity. Some days this will happen several times and sometimes it doesn't happen for a couple of weeks. Anything you can do to fix this would be greatly appreciated. [#1925635]

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Only familiar with IRIS. Too many hoops and needs to be simplified significantly. [#1925647]

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IRIS feels so heavy, and seems like an accounting system from the 1990s. I hope we can update/upgrade it. [#1925716]
**Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)**

Banner is horrible, not user friendly at all. [#1921883]

Banner is one of the most clunky programs I have ever used. It is not intuitive, and users have not been given enough training to fully take advantage of its power. [#1921901]

Banner is an incredible system that is incredibly under utilized and was VERY POORLY implemented. It's been 4 years and it is STILL a mess that no one seems to be able to clean up. [#1921917]

This is a small annoyance, but I use MyUTK all day in an academic support role--I HATE having to log back in every 2 hours or sometimes even shorter than that. Even if I don't have to put my credentials in, I have to open a new browser tab with a new MyUTK home page every 30 minutes or I get an error message if I click on any link. [#1921940]

MyUTK is mostly good but the catalog system built in makes it difficult to compare days/times/offerings. [#1921944]

I would love to receive notification via email, etc. when a student withdraws from a class. It needn't include info specific to the student. This would considerably simplify one element of my work. [#1922047]

I am primarily a staff member, but also a student, using MyUTK. It is difficulty to find things in MyUTK, and even more difficult to find classes through Banner. Banner looks old and the interface is definitely not user-friendly. The process to locate and register for classes is tedious and frustrating. [#1922050]

Information could be better organized using clearer menus. [#1922090]

Improve the operation system so that it can handle class registration days better. [#1922103]

Mobile versions make accessing information difficult. [#1922134]

The class search program here is awful. I can rarely find a proper description of the class without having to email the professor or sorting through the course catalog which does not work for special topics classes and makes finding good grad classes hard. Also just search for courses is much harder than it needs to be particularly when looking for specific classes or a class with of a specific type. I would suggest looking at the class search engine from Arizona State University it is very user friendly and made finding classes very painless. Also I had a class cancelled this semester and did not find out until I email the professor about what the class times were going to be. I do not know where the communication break down occurred but it would be nice to have more advanced notice on things like that. [#1922167]

The registration system is very outdated and has a very bulky interface (difficult to use, requires a lot of navigation, etc) [#1922180]

Many of our graduate classes and some undergrad classes are only offered every other spring (or every fourth semester) or every other fall, etc. Banner NEVER EVER gets this right and causes a boat load of scheduling issues every year. Every year. Without fail. As a grad student we may only have one chance to take that infrequently offered course and it's important to get it right! PLEASE! [#1922207]
MyUTK is way too “busy” - I rarely use it and instead go directly to Blackboard or Banner. [#1922209]

Registering for classes could be easier. It is confusing creating a schedule and registering for classes. [#1922215]

There have been issues with Banner and Internet Explorer. We usually find out after the fact that an Internet Explorer update shouldn't be downloaded because the new version doesn't operate with Banner. Instructions for Banner are not available and the what you can find isn't helpful or user friendly. Sending an email when there are issues of compatibility or other relevant information pertaining to Banner would be extremely helpful. [#1922217]

It would be nice if GradesFirst and Dars were integrated into one system so during advising meetings I don't have to jump back and forth from one system to another [#1922221]

I believe all these information systems and the class registration technology works great! [#1922252]

Banner (MyUTK) is so awesome, it is so much more user friendly than before and really is very easy to navigate. Whichever team keeps this up and running is doing fabulously! [#1922262]

I use only Banner and MyUTK of these Systems. As with IRIS, I would like tutorials to remain permanently available when changes or revisions are made so that those who access them rarely can still have access to online tutorial help. [#1922271]

Internet Native BANNER is extremely difficult to learn and navigate. Most of the time when I do something wrong while using it, I don't understand my mistake or how to correct it. The system will not let me close it if I am having trouble and just want to start over. It is definitely not user-friendly for those of us advisors who don't use it everyday. I have to look up how to do certain things every time I start to do them, just so I don't do something out of order and then it gives me error messages. [#1922302]

The MyUTK site has so much stuff on it it is sometimes hard to find what I need quickly. [#1922310]

upgrade DARS to the next version, uAchieve [#1922350]

No [#1922352]

ability to search and save information when dealing with courses and CRN#s when registering, back option usually clears [#1922359]

Banner is difficult to navigate. [#1922382]

Some of these programs are incredibly user-unfriendly, notably Internet Native Banner. It's user interface is dated, cumbersome, and slows down productivity. Externally, Banner's website is better, but for those of us who work on the inside, it is difficult. DARS is a ok but again dated intervace. [#1922391]

Don't get me started on this one. Banner is the pits. Too many times it defaults back to the beginning and I have to start over with my 3 or 4 clicks to find the information I want. The timetable search for classes could certainly be improved as is finding the information on my own courses. I choose that I want to look at summer and the next screen defaults to spring and I have to change it. If I choose one of my courses from the home screen, the next screen defaults to the first course on my list of courses for
the semester and I have to choose from a drop down menu. Extremely inefficient. Too many times you have to back out of the system and start over because it won't clear your previous search. And, why do I have to completely close my browser after signing out? Is security that bad with this system? [#1922407]

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MYUTK is strong - Banner is a mess and access for stuff I need is not available [#1922413]

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Fair. Not easily navigated. [#1922470]

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The system seems to crash every year during registration, causing unnecessary stress for students. [#1922501]

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Could be easier/simpler to navigate [#1922521]

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Rework so information is pulled onto one page via Ajax. Keep everything encrypted in the first implementation. Build the system with security in mind at the start. Don’t add it as an after thought. [#1922527]

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Seems outdated and tricky to complete [#1922553]

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Departments with extreme high waitlist need to be able to plan curricular offerings better. One way would be to give the student a chance to suggest courses they need for the following semester. Programmers should gather that data and report it to departments. Another way to do this would be to create a new report for departments from the DARS data that would show what courses need to be taught in upcoming semesters. One of the hardest things to do is knowing what curriculum needs to be taught especially if you are a department that has to present a lot of gen ed courses that are required by other programs around campus. [#1922569]

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These are the most complicated systems I use. There seems to be no rhyme or reason how this is laid out online. It's takes a while to find the information I need. [#1922581]

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Banner and might could be better organized there are multiple paths to the same place and that gets confusing and frustrating [#1922599]

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Banner/MyUTK is a mess, I don't have any suggestions [#1922610]

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GradesFirst has too many glitches and issues [#1922624]

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There are a high number of clicks and menus to get through to relevant information, which increases potential for mistakes. [#1922637]

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MyUTK is actually okay. Banner is terrible. Ellucian is terrible. Why does the state keep renewing its contract on this terrible product? [#1922643]

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Banner is not very user friendly, but I have learned to adapt. MyUTK seems like an extra step and when advising all day it times out between each student! I have to spend time going back in. I'm not sure what purpose it has. [#1922735]
This is just confusing and has been since my first encounter. The above media need a LOT of work, geared toward user-friendliness. [#1922738]

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It takes a long time to become familiar and comfortable with MyUTK. It's not very intuitive, and the page is very busy (too much information). [#1922754]

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Banner has weird errors when I'm trying to look at upcoming courses. If I look at the description of one course, then try to look at another, I'm forced to back out to an earlier menu otherwise I'll get an error message. [#1922782]

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The online class registration site (through MyUTK) still confuses me a bit, and I'm in my fourth semester at UT. Getting TO it is no problem, but understanding how to find and register the courses I want would be easier if things like search boxes were more clearly labeled, or perhaps more instructions provided. [#1922810]

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Could our system be any more antiquated? At least update the UI once a decade. [#1922861]

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The MyUTK homepage is confusing and not organized well. It is difficult to find some links or to tell the difference between "Class Schedule Search," "Search for Classes," "Schedule Builder," and "Add/Drop Classes," for example. Also, what is the difference between "Staff/Academic Resources," "My Services," and "Campus Services"? Those all overlap in many ways, and dividing them in that way just makes it more difficult to find what I'm looking for. [#1922914]

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We should have access to comprehensive information on students in our classrooms: photo, gender, year at UT, major and minor, anticipated date of completion of degree. This was available at my previous institution. It is important for our programs and to better know and serve the students. [#1922927]

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These systems, although updated, are still lacking in user friendliness. [#1922930]

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Grades First has way too many issues. 1) Students have never really been trained on how to use it correctly, 2) No one from OIT has anything to do with it, 3) Grades First as a company really doesn't do a good job communicating updates, changes, etc. I suggest forming a Grades First Workgroup/Task Force that is made up of people who actually use the system everyday, folks from OIT, etc. This way, when technical issues come up, people with technical expertise can weigh in and give suggestions on how to ask Grades First to fix it. [#1922972]

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I'd like faculty to have access by default to all useful information such as ARGOS and that type service as opposed to having to jump through hoops to get there. [#1922994]

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I feel bad even complaining about this, because you can tell someone put a lot of time into getting it to the point it is. Problem is, it looks like something I would make, and I'm terrible at design/layout. Hopefully over time some input and direction from a UI/UX person will improve things. [#1922996]

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DARS and Student Registration are critical to campus information infrastructure. [#1923010]

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The website isn't the easiest to maneuver through, and the lay out isn't the easiest to understand either. [#1923054]

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I've had some issues recently because you moved things around, and I had to figure out which heading things were under. Also, I find the pull-down menus in the advising area clunky. [#1923096]
Look for another way - ARGOS reporting too difficult to run and JAVA updates not allowed. [#1923185]

Banner is UGLY. Reminds me of IBM systems from years ago. [#1923190]

I am not a student, not involved in this [#1923201]

Area for printing in BU building or at least on The Hill. [#1923218]

We shouldn't have to go back to the main menu every time when looking up classes. That is frustrating when we have to take courses in specific departments. [#1923237]

I have had some difficulty navigating this at times but I finally get it done. No big deal. [#1923242]

there format is cluttered and is not unilateral. the format should preferably be vertical so that the eye can read downward from one link to another. there are too many links in a small space and it creates confusion as to where to find appropriate menu. [#1923268]

Easy to use and really well put together. [#1923311]

Hard to know where to click to get to your destination [#1923318]

registering for classes is awful. The UI is not user friendly at all and the lack of a back button is ridiculous. You should be able to see an interactive schedule of a week with the class time slots, and then be able to click a slot and see sort through classes available at that time based on the filter options you choose. The current software is just to confusing and having to put in what semester you’re searching for over and over is quite simply, stupid. [#1923399]

Banner and DARS are not very user-friendly. [#1923408]

It continues to get better each year, but the system can require lots of click and page changes to get the access I need. [#1923416]

I wish they would update DARS when courses change. For example, I'm a microbiology major and during Fall 2014/Spring2015, they changed course numbers even though they were the same class. This lead to a lot of confusion and emails to my advisor when trying to register for classes, because my DARS said one thing, but I wasn't sure if the new classes fulfilled the requirement. [#1923519]

Most of the MyUTK site is reasonably useful. However, navigation can be a bit tough. It has been getting better though since the site was first changed. [#1923581]

It is sometimes difficult to locate certain things on MyUTK, especially certain OneStop/Financial aid. I'm not sure if this is due to tasks Onestop is responsible for. For example, I was looking for a financial aid form that was said to be on MyUTK, I first clicked on the tab that verbatim the topic that I needed - I did not find the form there, then I began looking under many other different tabs and links. Finally, I called Onestop and the series of instructions that I was given was and the names on the links were 100% misleading and I have no idea how anyone else looking for the same forms would have been able to locate this form intentionally and easily by themselves. [#1923587]
Banner really needs a re-design for ease of use. [#1923602]
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Banner is out of date and DARS operates as if were on a 1990 computer. They are all confusing and need a new UI [#1923604]
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Searching for classes is very clunky. There is not an easy way to continue searching in the same school if the first search isn't successful. One has to start completely over. It is extremely time consuming. [#1923624]
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The new MyUTK is nice, but it cross logs into the payment system and the class search and registration system. Frequently, it seems like they log each other off. For example, the course search and registration thing (which sucks by the way) punts you back to the first selection screen for picking the semester, at the same time I end up getting logged out of MyUTK. [#1923656]
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When searching for classes, I often times experience errors when I hit the back button to search another class which is frustrating when I have multiple classes I'm looking for. [#1923669]
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How to use guides or quick classes to understand how each works. [#1923712]
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I don't really know what GradesFIrst is, and I don't think many of my professors or advisors use it. [#1923769]
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Banner is slow and clunky. The organization of information in DARS is ugly, and students must have someone go over it with them because it is so complicated. Gradesfirst is great. MyUTK is ok. [#1923770]
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Banner and DARS are dreadful. I've been here long enough that I remember Circle Park Online, which I preferred. While Banner and DARS might be easier to read, they're not very intuitive, and I've had to file three separate petitions to "fix" or correct my DARS because it failed to pick up classes I'd already taken and passed. Banner has improved over the years, but is still rather slow and has a tendency to completely shut down when it's registration day. [#1924494]
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GradesFirst and MyUTK are not synchronized. Students who need advising are not all listed in GradesFirst. It would be much easier if we can send and receive advising-related emails in GradesFirst, and lift advising flags in GradesFirst. We have to work in too many programs during one advising appointment. [#1924495]
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MyUTK is clunky and hard to navigate. [#1924511]
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It is ridiculous that these systems do not talk to each other, thus you have to manually enter grades from blackboard into UTGO, for example. They should be compatible and allow uploading. Not a big deal when you teach class sizes with 50 students, but when you have 650... [#1924568]
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to many steps just to access student schedule or history [#1924756]
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n/a [#1924857]
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Better Appointment Methods on Appointment Scheduling [#1924864]
Gradesfirst would be much better if it worked consistently. It often goes down in the Writing Center, which is where I work. [#1924866]

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Banner collects a lot of data. Getting that information back to use at the department level can be a difficult process and can take a lot of time. However, it has improved. [#1924895]

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myutk got better with the redesign, but it is still wonky. For example, it does not seamlessly link with Banner to clear an advisee for registration. Every time I try to use this feature, I have to do a workaround in Banner itself. The system is not really intuitive, though an improvement over the last version. [#1924908]

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The online class and the grade information system is confusing and awkward, needs to be improved; the structure is poor and it does not appears as an integrated system but rather disjoint. Overall, it's inconsistent and not intuitive to use [#1924996]

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system is not well integrated with descriptions of course offering for a class. class Selection system if unintuitive. myutk works very well. [#1925023]

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These services have been improved recently but can be pretty cumbersome to navigate at times. [#1925039]

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In Banner the menu navigation is sometimes confusing. Sometimes it's impossible to return to a previous page without having to pull out to the main menu and going back in. [#1925072]

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registration is confusing, when using the five-digit course registration number or not [#1925085]

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I used to be able to run reports from the CMS system to review student records which I had made changes to. This has not been possible with Banner, at least not with the training or support I've received. [#1925127]

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Provide additional training as to how to access the data within the Banner system. We go to five different places to obtain a list of newly enrolled students (Undergrad, grad school, law school, vet med, Memphis students on Knoxville campus). Is there no way to harness the info from Banner into a report? [#1925147]

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Banner is probably the worst interactive program for registration. [#1925180]

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Information is often difficult to find. [#1925192]

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I can never figure out where to get class descriptions and CRNs in one place! I am pretty computer literate and I can never find what I need to register for classes. [#1925249]

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Na [#1925252]

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This generally works pretty well for me. Maybe a little hard to navigate. [#1925257]

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Banner is difficult to navigate. Looking forward to more training in April [#1925345]

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I would be grateful for more faculty control over student waitlists for courses on Banner. At present, students can sign up for waitlists before the first day of classes. But when classes begin, those waitlists disappear, and students’ efforts to enroll in courses become a matter of random luck -- if a student drops a course, the first student on the waitlist has no way to get priority for that open seat, which can be taken by anyone who happens to check Banner at the right moment. It would be a courtesy to both faculty and students if the waitlist system could be extended into the first week of classes, or if faculty had more discretion to add students via Banner themselves. [#1925348]

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This system is mess, convoluted and confusion. Please fix it. [#1925349]

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N/A [#1925391]

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What can I *use* Grades First for (and why would I *want* to use it)? -I know, it's for advising (but the name sure doesn't suggest it); my question is more specific. [#1925396]

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There are so many systems that do not communicate well with each other. [#1925416]

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too many different platforms [#1925476]

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Onerous at best, I just have to remember how to do it every semester. My biggest issue is finding the course list. It is on the bottom of my academic plan but so are three other links, then one has to navigate to find the list. Why can't there be a direct link? My time is also valuable. [#1925488]

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I really don't like the fact that I can't pull up all course offerings for my department on one screen or maybe two. Copying and pasting large class information is just a pain. Getting at a glance information is almost impossible... [#1925533]

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I tried to look at classes to take in Nov & Dec & the system wouldn't show me courses after the first try. I tried about 10 times & gave up on it...disappointing to say the least. [#1925627]

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It is very hard to transition from one UTK webpage to another UTK webpage. Often need to log off and start again. [#1925641]

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When I'm looking at the roster, I need to be able to see what time the class is. This semester I taught at 10:10, 12:20, and 1:25, but the sections were 13, 5, and 6. I brought the wrong roster to the first class because there's literally no way to tell. [#1925701]

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LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support

Blackboard in not adequate. [#1921883]
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Collaborate is not flexible/stable enough for campus-wide use and Zoom is not yet fully integrated so we don't have a great solution at this point. [#1921944]
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The amount of technical glitches is really disheartening for the online earning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3). Please enforce training for all teachers who are utilizing this tool!! [#1922002]
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Never even heard of this option. [#1922024]
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Can be unstable. [#1922025]
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Blackboard Collaborate is HORRIBLE. It is hard to use, convoluted and doesn't have consistent service. [#1922090]
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Increase the feed and quality. [#1922103]
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Never used it. [#1922148]
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Expanded knowledgebase/easily accessible online information to help with Blackboard Collaborate, which is not exactly the most user-friendly tool. [#1922192]
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I haven't used it. [#1922205]
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The support is there,... I need time to learn the technology and incorporate it into my work. but it changes just as I start feeling comfortable with it. [#1922284]
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Providing application support to current LTS versions of major Linux distributions would be appreciated. (Ubuntu 14.04, for example.) [#1922285]
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I find their propriety system to be cumbersome and beside the point. Much better things out there. [#1922304]
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I do not use this much - partially because blackboard problems and support (may just be my perception). [#1922413]
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Giving you a ding for holding on to Collaborate. Waste of money. Zoom is perfect! [#1922447]
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Most of the lecture videos professors have provided for my viewing are only available on old versions of internet explorer [#1922508]
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Professors should have a clear understanding of how to use the technology for online classes. Many of my classes have been caught up on the lack of knowledge of how to use the technology, like when a professor has minimal understanding for themselves and the students [#1922521]
never used [#1922553]
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when sending Philosophy emails to everyone on the list from blackboard, the message is gobbly gook and no one seems to know why. The clear email shows up at the bottom of the email message at the end of the gobbly gook part of the message. No one seems to know why this is happening. [#1922569]
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Collaborate is an endless array of headaches. I've started having better results with Zoom, but have not fully deployed it. [#1922577]
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There is a guy down there at the main center that really knows his stuff. I forgot his name sadly. But I have also had some luck with a lady named Mary. My issue is that it takes so long to solve the problem. This might not be fixable, but it really grinds everything to a halt with my class not being able to deliver my content to my students. [#1922584]
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My last experience with a virtual classroom was miserable. We missed classes just due to technology issues. It still needs some updating [#1922613]
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its glitchy and crashes often. [#1922657]
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My programs have distance learning sessions in the evening hours. We need support from OIT in the evening when our students have issues. Calling the 1-800 help line and waiting in a queue is not an appropriate level of service for our students or our faculty. [#1922708]
-----
Never used. [#1922801]
-----
Improving the Whiteboard feature in Collaborate would go a long way toward enhancing the online classroom experience, especially by improving group-work capabilities. [#1922810]
-----
There is no support, virtual or otherwise for evening classes taught via Collaborate. [#1922837]
-----
Zoom has been SO much better than my previous experiences with Collaborate. It is more reliable and intuitive to use. [#1922888]
-----
Blackboard Collaborate seems to be hard for some of the teachers to operate; perhaps offering more training for the faculty who use this service would help. [#1922914]
-----
Jerry Riehl has been an excellent resource for Collaborate and Zoom. He has always been there we needed him and makes time for our dumb questions. [#1922972]
-----
Sorry, I don't know what these support systems are. [#1923021]
-----
works gerat [#1923062]
-----
I tried it a while back and found it to be mostly useless. [#1923096]
-----
Blackboard has gotten better, but it is still cumbersome to use for multi-section classes. [#1923190]
-----
I am not a student [#1923201]
I have no idea what Zoom is. [#1923242]

Collaborate almost never functions well. [#1923251]

Video quality is poor and the system is inaccessible for students with disabilities. When OIT help is called, they do not know how to handle. [#1923353]

Connectivity issues among students; interactive whiteboard not quite adequate for math tutorials [#1923739]

Blackboard Collaborate really is pretty excellent. (When the students think it's fancy, you know it works pretty well.) But the one thing that sort of lags behind the rest is the microphone use. The sound streaming is clicky--so even though students use Facetime/Skype without issue, on Blackboard, it's like listening to an old 78 record by comparison. I know that partly that depends on the quality of the mic people have, but anything to make it more usable would be great. [#1923741]

Have classes for the teachers to learn how to video themselves AND THE PROJECTOR SCREEN. [#1923761]

I have only had one class (Engl 255. Online. Summer 2014) that utilized Blackboard collaborate. I loved this class format and felt that I learned just as much, if not more, compared to "regular classrooms". I think more online classes should be offered or more teachers should use the collaborate atmosphere. [#1923769]

n/a [#1924857]

I used collaborate one time and the sound and imaging was off - there was an extreme lag. I had to communicate with a group for an assignment online, and it was extremely difficult to do because of this. It was not due to internet connection - the system was just lagging. [#1924962]

There is free software that does this!! My professor could not get Zoom of collaborate to work and we are paying for this software? [#1925023]

Blackboard Collaborate shouldn't be used [#1925048]

Sometimes it kicks me off during class. [#1925085]

Blackboard Collaborate frequently has issues and won't let me download a previously recorded class from my professors and it will also hide the recordings to where I am unable to reach them. [#1925125]

good [#1925231]

Na [#1925252]

Train professors in how to use this feature. The only professor that I have had try to use this service was Holly Green (MGT 200). The audio for students to speak did not work. I strongly believe this was due to one of the settings that she controls. She also attempted to stream a video over Collaborate. I'm not
sure if it was her internet connection or Blackboard Collaborate's limitations that did not allow this, but it
did not remotely work. [#1925365]
------
I don't use this feature. [#1925407]
------
make Zoom more available to the professors and for a class larger than 100 persons - it is excellent for
online lecture during inclement weather. blackbaord collaborate is just garbage. [#1925441]
------
Just learned about the availability of "zoom." [#1925463]
------
I wrote out an entire response for every one of these things and then the computer glitched on the last
question and I'm sure as hell not doing this again. Sorry. [#1925470]
------
I am extraordinarily unhappy with anything relating to Blackboard as of this week. Our group has used
the discussion board without fail (so far), BUT as I took an on-line test earlier this week, eleven out of
thirty test questions were not saved, forcing me to retake the test. [#1925488]
------
Support for synchronous online class development not provided to satisfaction [#1925507]
------
Love Zoom! [#1925534]
------
Zoom is fabulous, Blackboard collaborate unduly complicated [#1925552]
------
Blackboard learning platform must be updated. Unacceptable sound quality and very limited application
sharing time delays pauses etc. Just horrible. IT IS AN FRUSTRATING APPLICATION FOR
EVERYONE. [#1925629]
------
I find this intimidating, so I don't use it. [#1925701]
------
Individual assistance with creating online course materials, podcasts, etc.
The course I took was not at all helpful and individualized assistance seems to take much time to arrange. [#1921870]

-----
I wasn't aware that this was a feature and would be interested in hearing more. [#1921949]

-----
I did not realize such individual assistance was available. [#1922022]

-----
Luckily I have graduate assistants who help me. [#1922024]

-----
BB assistance has been incredibly prompt and helpful. Thank you!! [#1922377]

-----
Tried this twice in the past and both times was basically sent to someone else and didn't get the help I wanted. This was about 4 years ago - haven't tried since. [#1922407]

-----
If you love Adobe and the other OIT-blessed tools, it may be fine. I don't, so I don't get help. [#1922447]

-----
None now [#1922461]

-----
Desperately needed. Have not had to use it before, but will very soon. [#1922470]

-----
This service is available? I had no idea. [#1922678]

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OIT needs to hire more staff to do actual development because faculty simply don't have time (or the desire) to learn past a certain level and, as a result, simply don't use or underuse the services that are provided. [#1922994]

-----
Again, I have no knowledge of these opportunities. [#1923021]

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Not an instructor [#1923201]

-----
Essential [#1923404]

-----
Be able to have this assistance and knowledgeable people to help. [#1923712]

-----
no comment [#1924793]

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I need it rarely, but when I need it, I want it fast and of high quality (doesn't everyone :) & guess what? You guys deliver! Thanks!! [#1924905]

-----
Short videos and information and support on their formulation could certainly enhance my program. [#1925022]

-----
How do you tell users that help is available on a individual basis? Does it cost money or is it free? [#1925162]

-----
I have always found OIT folks very helpful via email. [#1925436]
Never knew this was available. [#1925463]

They seem to want me to plan a semester in advance. [#1925701]

I would like to know how to get this service. [#1925723]
**Apps@utk.edu (apps.utk.edu application server / virtual computer lab)**

My college will not purchase "client" versions of software that are available through UT Apps. The primary service that I need desperately in my daily activities is SigmaStat, which crashes routinely through UT Apps. As pedestrian as this problem seems, it is probably the single biggest hindrance to my productivity on a daily basis. So my suggestion would be to either do whatever is necessary to remedy this situation, or make these programs available on our individual desktops is UT Apps can't work reliably for a given piece of software. Thanks. [#1921900]

------
I don't know anything about this! I will need to check out apps@utk.edu. [#1921921]

------
I have no idea what this might be. [#1922024]

------
Right now I can't open apps with the latest version of FireFox. I have to use Microsoft Internet Explorer. [#1922038]

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NA [#1922103]

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Apps does not seem to have a clear purpose or even function particularly well in some cases. Things like storage of files are confusing and timeouts are irritating. [#1922117]

------
Never used it. [#1922148]

------
I haven't used it. [#1922205]

------
I always find it very hard to navigate to your own files when using the citrix server, and I don't like using the online storage. To me it's kind of like the cloud: ambiguous and not trustworthy. Having better instructions as to how to navigate while in the server would help. [#1922207]

------
I've just started using Apps@utk.edu and find them very helpful. Thanks for making this available. [#1922217]

------
I have to turn on compatibility mode to get it to work - That's lame Apps are slow to load even though I am on LAN its nearly impossible to save work to my own hard drive due to complex file structure trees [#1922327]

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They still operate more slowly than is really useful. [#1922349]

------
The OIT person I've worked with on in setting up and maintaining a virtual computer does not respond to email timely; when does do upgrades to server and or vpc doesn't let me or co-workers know the work is completed. I know people are busy but so are we in my organization. Waiting around to hear back if upgrades are done so we can move on with our work is not good and it happens all too frequently. And then emailing the OIT person responsible for doing the work after waiting up to a week only to find out 'oh, I'm sorry I forgot to let you know, yes that was finished 'x' amount of days ago' Does not work. [#1922414]

------
I'm mostly happy with this service, but software updates sometimes lag behind what is available for software download [#1922431]

------
Great when something gets on there, but there are some great tools on campus that have tried and failed to get on due to server constraints. The server that Apps sits on should be able to dance circles around most everything else we have...why isn't it? [#1922447]

-----

The programs run slowly and sometimes kick you off. [#1922491]

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Improve Citrix. [#1922503]

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Not aware of what this means. How is this a benefit to me? [#1922537]

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never used [#1922553]

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The apps keep crashing, or take so long to load that it would just be faster to open the web versions in Google chrome and just skip the app. [#1922573]

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This has problems lagging/loading/and crashing [#1922610]

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Again, I have no idea what that is. Explanations and publicity might be useful... [#1922678]

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Need more proper program for education, such as statistics, photoshop. The program SPSS, or SAS are not working properly [#1922768]

-----

The online access to my T-drive actually worked. I was pleasantly surprised...albeit after a long while troubleshooting. [#1922801]

-----

I have found that it is much easier to just have the software on my own computer than to try and navigate apps. [#1922930]

-----

Apparently I'm a tech mugwump. [#1923021]

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I submitted a serious issue last semester and never got a response. It was not easily reproduced, and we found workarounds, but it is troublesome that it was never acknowledged/addressed. [#1923190]

-----

not involved with this [#1923201]

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I use the apps, which seem to have improved (thankfully). I had no idea that there was a virtual computer lab, what purpose does it serve? How can it help me succeed here at UTK? [#1923242]

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never used it and do not have a comment on it [#1923268]

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I feel The university of Tennessee Knoxville is up to date but could use more study areas other than the library. That place is crazy. I feel engineers should have their own study building. There are many people that i feel go to the library to hang out and be loud. [#1923311]

-----

it takes 3 minutes to load a student profile in the library or in another computer lab on campus, this is unacceptable [#1923321]

-----
I'd love to know more about it. I have a feeling I'd use this if I knew what it was and how to get to it. [#1923452]

-----

I was not aware of this service and do not recall seeing mention of it. [#1923500]

-----

Don't know if it is a hardware issue or an infrastructure issue, but machine response time needs to be improved. Have noticed some labs (technology lab, laurel) is much slower than others while equipment appears to be the same. Once a machine is up and running it is not to bad, but the initial log in on a machine can be painful at times. Improve network connectivity? or faster hard drives? or ?? [#1923542]

-----

I've taken a SPSS class that required me to use SPSS via the application server and it was a pain. Even the instructor said so. It took a long time for the application to load and several students had error messages. [#1923564]

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Did not know this existed. [#1923712]

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You need to communicate more about your services. Do you advertise at all?? [#1923715]

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Microsoft windows operating system software/cd's should be offered free of charge if windows is to be necessary for classes such as buad 242. [#1923738]

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1. The apps@utk website fails very often. Sometimes apps totally fail to open when I am teaching a computer lab---very frustrating to students 2. Number pf licenses for STATA are too few---sometimes I am denied access because "too many people" are using the app. [#1924498]

-----

All applications do not have the required licenses for many students to access the service at once; the server or some software is prone to crashing - particularly OriginLab and Hyperchem [#1924525]

-----

Don't know how this works or where it is [#1924795]

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n/a [#1924857]

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More reliability [#1924874]

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I have experienced some issues in the past with plugins working properly with apps.utk.edu. Sometimes Citrix is finnicky as well. [#1924880]

-----

I believe this service needs to be advertised more. [#1924897]

-----

VCenter5_5 takes a long time to come up . I often have to stop processes and then try again. [#1925119]

-----

I stopped using LISRELL because it crashes all the time. [#1925140]

-----

Programs in Apps@utk.edu are often not accessible to a class of students at once, for instance during a lab or test that requires the use of these programs. [#1925192]

-----

good [#1925231]
Issues with bugs and user friendliness. I do not understand why these programs cannot be issued as downloads in UT computers. [#1925254]

First, there should be additional software for students to use, such as Eviews, ArcGIS, etc. Second, connection is slower, though not terribly. [#1925279]

need more seats for apps such as Origin. I was often locked out [#1925431]

would be cool if ArcGIS 10.1 was available. [#1925441]

Do not use any of these services and am not aware of their availability. [#1925463]

I don't even know what this is...is it for students or the university community at large? [#1925491]

More resources could be devoted to apps to make it more responsive. [#1925551]

This is good. [#1925679]

Never heard of this. [#1925701]

It just doesn't seem to run well on my laptop for extended periods of time, and it's only two years old. [#1925731]

update the app! it's outdated. [#1925768]
Training classes offered by the Office of Information Technology

I have only taken one of your classes which was the Excel. Although the class was informative I had issues with understanding the tech lingo. Clarification with what a tech word means would help improve my understanding of the term. [#1921889]

Seems like one-on-one consults are favored over classroom training. It would be nice to have access to a wider variety of training than is currently offered, especially if it could be small group or individual consult. Everyone has different specific needs and the general nature of the training classes don't add much to the information already freely available on the web. We want specialized training for specific problems more than a general overview. [#1921894]

Needs to be more [#1921905]

More online IRIS classes. [#1921916]

Up to this point, the department in which I work has received most all of its training from within the department. Since the vacant departmental information tech position is not being filled, I may need to check further into training classes offered by OIT. [#1921921]

We need more information and workshops directed at teaching graduate - rather than undergraduate - classes. [#1921942]

Making Lynda.com classes available was a very good move. [#1921985]

I would like to participate in training classes online. It's easier to manage your schedule and work at your own pace. [#1922019]

Does OIT offer ANY such classes? [#1922024]

Offer classes for students on Apple products. [#1922025]

I am a big proponent of this kind of stuff. I think there should be better marketing for these classes, as they really can empower students (and faculty) to learn the new tech that is shaping our lives. I also think there should be more community outreach, too. There are lots of old people who would like to know how to use the Christmas presents their kids gave them, or how to avoid getting spammed online. [#1922084]

Training classes for beginners seem to have robust offerings, but classes that focus less on what is an excel sheet and more on what can you do with an excel sheet seem in short supply. [#1922117]

Never needed to take them. [#1922148]

More info/reminders about offerings [#1922202]

I have taken many classes, but I often don't get much more out of them than how to turn the programs on. It's hard to get much out of them. I took one class on the clickers where the instructor couldn't get any clickers to work: didn't help much at all and we were still confused by the end! [#1922207]

would like more specific classes, such as budgeting and salary budget classes [#1922227]
My only experience at this point has been with IRIS classes, which I think could be improved. More hands on experience is needed. Several sessions I've attended have been mainly sitting at a terminal while the instructor reads from the handout. As an alternative, more e-classes...I'd much rather do the learning on my own at my convenience. [#1922244]

There are times when departments don't have it in their budget to pay for these classes, but the employee is willing to pay for the class; however, UT does not have a mechanism to allow this. So, the employee goes without taking the desired class. [#1922259]

I believe these classes are set up with a very steep learning curve for some of us, and there should be more prerequisites than there are. The Instructors in classes I have attempted to take have 100% of the time assumed a knowledge base far beyond the one I have, in spite of the fact that I have all required previous classes and/or experience. Once that's established, the Instructors have 100% of the time declined to answer questions, give examples or further explanations, or whatever would be necessary to keep the entire class at the same level. It's disheartening and discouraging for those of us less tech savvy. I have stopped signing up for any classes that aren't required by my department. I don't know the fix for this; I just know it feels horrible emotionally and is a waste of time professionally. [#1922271]

Would like Mac troubleshooting and repair classes. [#1922305]

There are none that I am aware of. [#1922315]

Would like to see more statistics package training. [#1922333]

Never received any information on the classes that OIT offers. My supervisor did not know about them until we were in a meeting with another dept and they mentioned the classes. [#1922337]

more options for class times [#1922359]

linux? [#1922362]

I have never been made aware of any training classes offered by OIT [#1922368]

see my comment above about how terrible their service is and how poorly managed this group is [#1922397]

I used to take advantage of the many training sessions offered by OIT. But the last few have been a waste of my time as I'm no longer a beginner. I would appreciate some more advanced trainings where I don't have to listen to the beginners one on one tutoring by the instructor. [#1922407]

Employees should be notified about learning opportunities--I have received no information regarding any technology classes. [#1922411]

I have found most training classes I attend to be helpful, but very poorly attended, which tells me that OIT needs to re-think delivery modes. Stream casting, online delivery, asynchronous delivery... [#1922447]

Could use some more. [#1922470]
-----

I have access to Lynda but not sure if this is an exclusive offer through OIT. [#1922478]

-----

Online training for software such as SAS and ArcGIS is great. But the addition of free online courses for MATLAB is needed. Also, the in-class courses offered by OIT are a great idea. But they are ineffective. I've attended 4 of these in-class instruction sessions and was very disappointed by all but one instructor. The resources directed to these in-class sessions might be better utilized by offering more free online self-paced courses. Online self-paced training courses are needed in the following software: R, Python, Stata, MATLAB [#1922512]

-----

The classes aren't applicable to what I do. And when I want to use the software that is offered for the grants that I work on, I can't get an answer about whether this is allowed or not. [#1922537]

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need more OIT staff to answer question [#1922553]

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Trainers need to be more knowledgeable about Mac computers. [#1922557]

-----

Never really heard about them. They need to get the word out more. [#1922573]

-----

Classes I participated in this academic year have been well led and beneficial for my role. [#1922589]

-----

Help with IRB? [#1922599]

-----

I wish there could be more classes offered, especially in the summer. [#1922735]

-----

I am a young master's degree student with computer skills higher than average. The instructors for SPSS, STATA and SAS training sessions spoke so fast I couldn't follow along at all. They did not wait for people in the class to click in certain areas and pull up the information, they would simply say, "Click on file-data-between variance-and then type in the data, now pull over the first variable and chart it." It was incredibly difficult and overwhelming. Human brain development cannot comprehend information that quickly, particularly in a beginner class. [#1922758]

-----

I don't even know if any training classes are offered for students. Please find a way to let students know what is offered, where, and when. Thanks. [#1922780]

-----

I've been disappointed by every OIT workshop I've taken. The instructors either seem to be rushing through an outline without making sure people are following along, or they're just winging it and not presenting information in any kind of order. [#1922782]

-----

Never used. [#1922801]

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I have been wholly unaware of anything like this. I think a no credit or pass/fail class should be offered that focuses on all tech used regularly by the students. [#1922812]

-----

Not enough of them; not advanced enough for regular Collaborate users [#1922837]

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These are a massive waste of time and resources. The university should not spend money to pay employees to teach skills that can be learned via the internet in half the time. [#1922861]

-----
We need more methods of notifying faculty, staff and students of classes that are available. [#1922885]  
-----
I've only been to two that OIT provided and I couldn't understand them. [#1923021]  
-----
Having someone that can assist me over the phone is great. [#1923038]  
-----
Tasks and activities to do prior to attending the classes and follow-up activities and data sets provided for practice after workshops would greatly enhance the learning process in these workshops. Too much time is spent getting people up to speed on a few simple concepts that could be assigned before hand with a page or two of reading that would facilitate jumping into the topic at the workshop. Also, after being shown some functionality and doing the activities in the workshops, an extra data set or activity would provide impetus for using the newly acquired skills and exploring ways to apply these skills to desired uses of the learner. [#1923127]  
-----
as I've said, the classes you offer and teach are great, but nobody's aware of them. Get the word out somehow. [#1923155]  
-----
I think adequate classes are offered. [#1923233]  
-----
Knowing about these classes would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]  
-----
We have these? [#1923242]  
-----
I am hoping to have time to do some of this training. [#1923248]  
-----
there should be weekly or monthly training classes offered. Emails should be sent to all registered email account holders letting them know about such training so that it can be taken advantage of. [#1923268]  
-----
Generally good. [#1923283]  
-----
classes aren't offered at night, and are only during the day when I am in class [#1923321]  
-----
Not enough for staff and the one I did attend was not very helpful. [#1923353]  
-----
We need more training classes that suits our schedules. [#1923441]  
-----
I've enjoyed the classes I've taken. I wish there were more. [#1923446]  
-----
I don't feel like there are enough training classes offered that meet my personal schedule. [#1923450]  
-----
Offer more classes, more times. [#1923452]  
-----
I have passed up some training classes because they are not held in a convenient location. Could not space in the library be leveraged into a permanent lab? [#1923500]  
-----
There are SO MANY different platforms across campus. Going to one location to access them all would be such a time-saver (i.e. web-based platforms). [#1923545]
More classes offered! Once a semester classes aren't enough. SQLite (Basics) is only once a semester. WHYYYY [#1923564]

I think I addressed this in another area, but the addition of the Lynda.com site offers more options for advanced software training than the OIT MS Office Suite classes. Getting training for technical staff would be nice. I know that we have excellent OIT staff that excel in networking, scripting, PC server configuration, Apple server / client environment, virus cleanup or search strategies for virus/trojan finding, or any area that would help those supporting the UT network community. [#1923624]

I believe they could be more comprehensive. [#1923644]

Offer certain classes either more frequently, or on varying days of the week. [#1924490]

More classes for web based pages [#1924756]

Don't really know about them. They need to be published better. [#1924795]

I wish to see more training classes offered at more flexible times [#1924853]

I haven't been able to take advantage of training due to times offered. [#1924854]

n/a [#1924857]

Haven't had a chance to look to see what is offered. [#1924968]

Training classes should be offered constantly, year round, at all skill levels. [#1925045]

Didn't know they did that... [#1925079]

Increase the message of the availability of the training. [#1925147]

I didn't know any classes were offered. [#1925150]

Pleases split up classes by beginning and advanced users. [#1925155]

I was interested in training on Adobe Indesign and Photoshop and was unable to find these offerings. [#1925173]

I would love for the tech department to offer seminars, online tutorials, and ideally a help center people could go to to troubleshoot anything they need help with. I feel like some of these services may exist but I haven't been informed of them. [#1925229]

Na [#1925252]

I am not sure where this comment should go, but it seems that the "down-times" are always during hours that are needed. Why cannot up dates and other "down-time, be done at night (after 10pm)? [#1925271]
-----
More classes in PL-SQL basics SAS basics [#1925306]
-----
I think awareness is the main problem. If a schedule of classes every month could be emailed to us, it might remind us they're going on. Naturally, time conflicts are a big problem too. Online tutorial videos could solve that problem? [#1925436]
-----
I am not aware of any classes being offered. [#1925463]
-----
the training that you give is really great but the timing is terrible and very limited. It would be really helpful to scatter the training dates and times throughout the week, especially Fridays. And increase the consultation hours from 10 to 20 . [#1925474]
-----
Regularly scheduled (with broadcast notification) or on-demand online (or other for less then capable connectivity remote locations) program training in areas such as MatLab, SAS, ArcGIS, CAD, etc. would be helpful [#1925567]
-----
I could use some Excel training, PLC training, & other, for my job, free of charge, since it's for my job and this is a University. [#1925627]
-----
See the previous comment regarding access to training or other self-help... [#1925713]
-----
same as above [#1925723]
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Additional Questions for All Respondents

The project coordinators for University of Tennessee - Knoxville 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)
7.4013 (n=1632)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8437 (n=1631)
Key Findings for UniversityRole In ('Faculty')

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:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Getting access to training or other self-help information that increases my effectiveness with technology. Adequacy Gap Score = 0.28; N = 205; P = 0.04</td>
<td>Having Web sites and online services that are easy to use. Adequacy Gap Score = -0.35; N = 229; P = 0.00</td>
</tr>
<tr>
<td>Ability to invite/schedule appointments with others through calendaring services Adequacy Gap Score = 0.76; N = 169; P = 0.00</td>
<td>Having online services that enhance the teaching and learning experience. Adequacy Gap Score = -0.45; N = 212; P = 0.00</td>
</tr>
<tr>
<td>Having Web sites and online services that are easy to use. Adequacy Gap Score = -0.35; N = 229; P = 0.00</td>
<td>Having systems that provide timely access to data that informs decision-making. Adequacy Gap Score = -0.49; N = 193; P = 0.00</td>
</tr>
<tr>
<td>Having online services that enhance the teaching and learning experience. Adequacy Gap Score = -0.45; N = 212; P = 0.00</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. Adequacy Gap Score = -0.58; N = 209; P = 0.00</td>
</tr>
<tr>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. Adequacy Gap Score = -0.58; N = 209; P = 0.00</td>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Adequacy Gap Score = -0.32; N = 218; P = 0.01</td>
</tr>
<tr>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Adequacy Gap Score = -0.32; N = 218; P = 0.01</td>
<td>Online@UT (Blackboard Learn) Adequacy Gap Score = -0.61; N = 184; P = 0.00</td>
</tr>
<tr>
<td>Online@UT (Blackboard Learn) Adequacy Gap Score = -0.61; N = 184; P = 0.00</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Adequacy Gap Score = -0.50; N = 179; P = 0.00</td>
</tr>
</tbody>
</table>
Results for UniversityRole In ('Faculty')

Below are the charts for this view of the survey data.
Data Tables for UniversityRole In ('Faculty')

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 $H_0: \text{Adequacy Gap Score} = 0$. 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.97</td>
<td>8.87</td>
<td>7.92</td>
<td>-0.05</td>
<td>-0.95</td>
<td>250</td>
<td>0.60</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.76</td>
<td>8.78</td>
<td>7.90</td>
<td>0.14</td>
<td>-0.88</td>
<td>241</td>
<td>0.13</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.62</td>
<td>8.72</td>
<td>7.51</td>
<td>-0.11</td>
<td>1.21</td>
<td>239</td>
<td>0.34</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.17</td>
<td>8.45</td>
<td>7.41</td>
<td>0.24</td>
<td>-1.04</td>
<td>227</td>
<td>0.09</td>
</tr>
</tbody>
</table>

**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 $H_0: \text{Adequacy Gap Score} = 0$; 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>7.35</td>
<td>8.64</td>
<td>7.00</td>
<td>-0.35</td>
<td>-1.85</td>
<td>229</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>7.17</td>
<td>8.47</td>
<td>6.72</td>
<td>-0.45</td>
<td>1.75</td>
<td>212</td>
<td>0.00</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.92</td>
<td>8.19</td>
<td>6.78</td>
<td>-0.14</td>
<td>1.41</td>
<td>209</td>
<td>0.34</td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.32</td>
<td>8.46</td>
<td>6.83</td>
<td>-0.49</td>
<td>1.63</td>
<td>193</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>7.26</td>
<td>8.53</td>
<td>6.66</td>
<td>-0.58</td>
<td>1.85</td>
<td>209</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**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 $H_0: \text{Adequacy Gap Score} = 0$; 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.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>Mean: 7.62</td>
<td>8.78</td>
<td>7.75</td>
<td>0.13</td>
<td>-1.03</td>
<td>230</td>
<td>0.28</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.29</td>
<td>0.59</td>
<td>1.52</td>
<td>1.78</td>
<td>1.51</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>Mean: 7.76</td>
<td>8.79</td>
<td>7.76</td>
<td>0.02</td>
<td>-1.00</td>
<td>228</td>
<td>0.85</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.27</td>
<td>0.59</td>
<td>1.48</td>
<td>1.71</td>
<td>1.48</td>
<td></td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>Mean: 7.20</td>
<td>8.32</td>
<td>7.38</td>
<td>0.18</td>
<td>-0.94</td>
<td>217</td>
<td>1.13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.69</td>
<td>1.13</td>
<td>1.49</td>
<td>1.76</td>
<td>1.44</td>
<td></td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiiveness with technology.</td>
<td>Mean: 6.76</td>
<td>8.05</td>
<td>7.04</td>
<td>0.28</td>
<td>-1.00</td>
<td>205</td>
<td>0.04</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.68</td>
<td>1.25</td>
<td>1.62</td>
<td>1.93</td>
<td>1.72</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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## Other Important Information Technology Services

Assesses other important IT service outcomes on campus.

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 7.89</td>
<td>8.74</td>
<td>7.57</td>
<td>-0.32</td>
<td>-1.74</td>
<td>218</td>
<td>0.01</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.29</td>
<td>0.67</td>
<td>1.61</td>
<td>1.74</td>
<td>1.56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>Mean: 6.16</td>
<td>7.56</td>
<td>6.92</td>
<td>0.76</td>
<td>-0.64</td>
<td>169</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 2.10</td>
<td>1.80</td>
<td>1.86</td>
<td>2.21</td>
<td>2.02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 7.46</td>
<td>8.59</td>
<td>6.85</td>
<td>-0.61</td>
<td>-1.74</td>
<td>164</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.55</td>
<td>0.96</td>
<td>1.86</td>
<td>2.04</td>
<td>1.95</td>
<td></td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>Mean: 6.74</td>
<td>8.00</td>
<td>6.46</td>
<td>-0.28</td>
<td>-1.54</td>
<td>122</td>
<td>0.18</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.88</td>
<td>1.46</td>
<td>1.86</td>
<td>2.28</td>
<td>1.99</td>
<td></td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Student Information Systems and Online Class Registration Banner, DARS, MyUTK, Gradesfirst Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 7.29</td>
<td>8.47</td>
<td>6.79</td>
<td>0.26</td>
<td>-1.68</td>
<td>179</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.58</td>
<td>1.02</td>
<td>1.76</td>
<td>1.97</td>
<td>1.68</td>
<td></td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 6.67</td>
<td>8.00</td>
<td>6.46</td>
<td>-0.21</td>
<td>-1.54</td>
<td>112</td>
<td>0.35</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 2.07</td>
<td>1.57</td>
<td>1.94</td>
<td>2.32</td>
<td>2.02</td>
<td></td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>Mean: 6.27</td>
<td>7.88</td>
<td>6.45</td>
<td>0.18</td>
<td>-1.44</td>
<td>130</td>
<td>0.42</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 2.12</td>
<td>1.63</td>
<td>2.14</td>
<td>2.47</td>
<td>2.26</td>
<td></td>
<td></td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 6.23</td>
<td>7.61</td>
<td>6.11</td>
<td>-0.12</td>
<td>-1.50</td>
<td>82</td>
<td>0.63</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.95</td>
<td>1.62</td>
<td>2.10</td>
<td>2.31</td>
<td>2.11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>22</td>
<td>Training classes offered by the Office of Information Technology Self-reported faculty, students, staff, not declared only.</td>
<td>Mean: 6.59</td>
<td>7.91</td>
<td>6.86</td>
<td>0.27</td>
<td>-1.05</td>
<td>167</td>
<td>0.13</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev: 1.82</td>
<td>1.48</td>
<td>1.86</td>
<td>2.30</td>
<td>2.01</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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Suggestions from UniversityRole In ('Faculty')

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

I received shoddy info about how to connect my laptop to WIRED internet. The IT consultant was flippan, terse, and possibly uninformed [#1922047]

-----

Email is not intuitive to use or easily managed; prior to migration it was impossible to create email files on my mac. Perhaps new outlook email is better--jury is out. [#1922323]

-----

We'd like to use devices such as apple tv or mirroring devices to mirror our mobile devices on projection screens. Wireless would be much less hassle than vga wired connections. [#1922391]

-----

Areas of no-coverage still a problem [#1922461]

-----

It is pretty good. [#1922470]

-----

Being able to use laptop and tablet in all classrooms without worrying about getting a good wireless connection [#1922672]

-----

There have been many instances where internet has been interrupted, including during my need in a class setting. [#1922930]

-----

The wireless service, especially eduroam, is unstable at best and unavailable in some places. I believe that it should be as reliable as the "wired" internet access which is excellent. [#1923536]

-----

Wireless Access is VERY spotty at best (especially in the veterinary college) [#1924498]

-----

I doubt there is anything you can do about when the servers are down...otherwise they would be more reliable. I do not have a background in IT so dont know how I could help here [#1924788]

-----

It seems that wireless connections in the Library, especially within the classrooms are intermittent. If there is a way to boost connections within the library classrooms, that would be great. [#1924866]

-----

The web based email is driving me crazy. Most times I must "log in" multiple times to actually get logged in. Tmail worked great, our college tech helped with the new system, but until that happened, I wasted lots of time. Overall, until the email change - I had no complaints [#1924905]

-----

I have trouble connecting to WiFi via iPad and iPhone in Dunford Hall, 6th floor. I do not try it on my desktop, which is connected via ethernet. [#1924908]

-----

Mainly adware attached to JAVA updates are the causing serious problem. [#1925335]

-----

More routers in the building so there are not weak spots. [#1925552]

-----

with such a large campus population, it is imperative that technology services consistently provide this issue [#1925723]
**Having an Internet service that provides adequate capacity or speed.**

Critical. [#1922323]

-----

NO [#1922352]

-----

Provide user guidelines about home office internet services so that we can pick the most effective approach. My IT person always comments on the slowness of my connection, yet I have the fastest AT&T package. [#1922377]

-----

Definitely need improvement here. [#1922470]

-----

There seems to be a problem at times with speed when uploading or downloading large files. [#1922888]

-----

The buffering when playing youtube videos for classes is simply unacceptable. [#1922930]

-----

The "hard Wired" internet is good but wifi is horrible. [#1923536]

-----

We have occasional outages, but it doesn't hinder my work. [#1924607]

-----

Our system is simply not that fast. I travel extensively outside the country and it is amazing how much better interspeed is in some countries...i.e. Switzerland...you almost feel its reading your mind! [#1924788]

-----

no comment [#1924793]

-----

Perhaps this is not an internet issue, but just getting this survey to open took awhile -- frustrating when one has lots to do. Otherwise, no complaints. [#1924905]

-----

Not a suggestion but an observation: Generally experience good capacity or speed, but do notice sometimes uploading things to Blackboard that it can take a while. [#1925072]

-----

It's slow sometimes, even in my office via a wired connection. [#1925140]
**Having an Internet service that provides adequate Wi-Fi coverage.**

Wi-Fi in all of my work spaces-- office, classroom, library-- flickers out with regularity. This is always frustrating but esp. so in the classroom when timeliness of coverage is particularly important. [#1922047]

-----

The current Wi-fi in Austin Peay Building and other areas of campus is not reliable and is often slow. [#1922221]

-----

My office is in the football stadium, so there is little you can do about it, plus we are moving in two years! [#1922310]

-----

I have had no wifi issues on campus. [#1922377]

-----

Wi-fi is spotting in some buildings. I will be connected in my office and then unable to connect in a conference or meeting room. [#1922407]

-----

Do not use much [#1922434]

-----

Several areas in buildings have poor Wi-Fi coverage [#1922461]

-----

Imperative [#1922470]

-----

There are many "dead" spots in campus buildings - typically in basements. [#1922604]

-----

This was more of a problem in previous years; seems to have gotten better. [#1922637]

-----

It's incredibly frustrating to be 'dropped' and asked to re-enter my net id and password. Sometimes this happens every few minutes and it makes it challenging to work on anything. This happens everywhere. There are also spots on campus where wifi simply doesn't seem to exist. [#1922707]

-----

Too many concrete walls for adequate coverage on campus. [#1922837]

-----

Coverage is spotty or slow in some areas of the campus. [#1922888]

-----

There are many places on campus where the wifi coverage is quite minimal. [#1922930]

-----

The wi-fi isn't always reliable in the basement of Haslam Music Center. [#1923452]

-----

Much needs to improve with the secured wi-fi coverage. At best the service is "unstable" in the buildings where I frequent, Ayres Hall, Haslam Business, and Hodges Library. It frequently cuts out completely while walking down a hallway or entering a classroom. [#1923536]

-----

There are still a number of spaces on campus with poor or no wi-fi coverage. In addition, there are too many network options. The university should have one secure wi-fi access network, and one open network. [#1924496]

-----

More hotspots to reduce dead areas [#1924498]
I would say we take this for granted [#1924788]
-----
Wi-fi is weak or unreliable in some offices, classrooms and meeting rooms. We should have a strong signal everywhere on campus, out of doors as well as indoors. [#1924819]
-----
It seems that wireless connections in the Library, especially within the classrooms are intermittent. If there is a way to boost connections within the library classrooms, that would be great. [#1924866]
-----
Please note that Wi-Fi service in Melrose Hall on the UT Knoxville campus is considerably poorer than in neighboring campus buildings. When working there, I experience relatively weak connection strength, slow speeds, and frequent disconnects. [#1925348]
-----
more routers in the buildings so there are not weak spots [#1925552]
-----
Sometimes during classes, the WiFi gets bogged down, which slows down my lecture. Some days UT Open flashes in and out. [#1925701]
-----
very important since our campus population relies so heavily on this [#1925723]
-----
Having adequate cellular (or mobile) coverage throughout campus.
Several service providers have had campus outages. [#1921883]
-----
My office is in a dead space - so when I sit back I loose phone connection - [#1922413]
-----
Several areas on campus have no cell coverage [#1922461]
-----
Yes. This is a problem. [#1922470]
-----
I cannot receive texts (such as snow day cancellations!) in the basement of HBB. Not sure you can do anything about that, though. [#1922518]
-----
Some places in Food Science building have no service at all. [#1922572]
-----
Service failures inside buildings is the greatest current limitation [#1922576]
-----
same as above - many "dead" spot around campus. [#1922604]
-----
HBB (where I spend most of my time chained to my desk or in meetings) has "black holes" in coverage. [#1922708]
-----
The only problem that I have ever had is at the stadium during a game. [#1922735]
-----
See wifi response [#1922930]
-----
It may just be my building (lots of concrete), but coverage is spotty. The outside is okay. [#1922981]
-----
Only places I don't have service are underground or in towers, which is understandable [#1923026]
-----
We have had problems with the cellular phone coverage with Spring with our work phones. Mostly that is ok now but still have calls that are occasionally dropped. Sprint may have put in the lowest bid but it took them forever to fix the problems. [#1923066]
-----
I don't know how so much as to say that if I walk into Haslam Business Building, any cell conversation will be dropped. I can rarely use my phone inside the building when I am in the atrium and lobby. At higher locations in the building, phone use has been easier. [#1923100]
-----
Allow office phones to be replaced with university supplied smart phones. [#1923190]
-----
Wi-fi calling is almost impossible with calls being cut off in these places and regular cell service is non-existent indoors unless you are sitting very still in front of a window or out of doors. [#1923536]
-----
I am a wpa-2 user and both my tablet and smart phone on occasion default to ut-open rather than starting with wpa-2, which is tedious and requires manual correction. Cell phone coverage inside buildings could be better (use non-em-glass in new construction!). [#1923742]
Necessary. It is pretty good throughout most of campus. I have AT&T, and there are deadzones in Neyland, but works well in the basketball arena. Dead in some elevators, but fine in most. Pretty good overall. [#1923770]

-----

The basement of HBB is a nightmare for cell coverage. That's a problem on late nights and with guests who are trying to find my classes. [#1924607]

-----

The basement of Haslam Business Building is a no-signal nightmare. [#1925072]

-----

I work in an area that has no cellular service. I feel this is a safety issue as well as an inconvenience. I've been told that we're in line to receive a booster, but that has not happened over the course of the year and a half we have been in the building. [#1925118]

-----

Some classrooms (eg in HBB, like HBB 125) don't have cell coverage -- at least not with my provider, T-mobile. I recall several years ago, a similar issue applied to the `underbelly' of AMB. Most of the time it's not a problem (some times it may even cut out on disturbances during classes), but generally, if there is a relay method to get cell coverage into the `buried' rooms, that would be desirable. (Idea: In the UC building being constructed, one may have better opportunities to address the issue proactively) [#1925396]

-----

No service or bad service in my office. [#1925463]

-----

In the bottom floors of HBB, there is no cell service. Period. I understand it's underground, but I use my cell to call for tech assistance if I need it in any classroom setting and it makes me a bit nervous to have no "lifeline" in case of trouble. I realize this isn't an easy fix, but it sure would be nice. If I forget to turn my phone off or on airplane mode while down there, I pretty much wear the battery down to nothing as it searches for a signal. [#1925533]

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

It isn't so much how to improve this, but that you have done such a good job with this that you have created an expectation on the high end of the scale. I honestly don't refer to your web materials very often, but I EXPECT that they are there and are wonderful, and you haven't let me down yet.

Finding information on the OIT websites is often extremely difficult. A call to help desk solves the problem, but the web sites could be better organized.

The UT websites really seem hard to navigate. The recent "rebranding" removed a number of listed links or hid them in dropdown menus that are not intuitive to find. The "search" feature rarely returns relevant results. I'm not sure if the change was motivated by a desire to make the site more "mobile friendly" or what, but the result is an opaque website.

Obviously this is extremely important in our technology-rich environment.

Critical.

The access to BB help is great. I would like to see the ability to put in a ticket about any issue from scantron service to computer assistance.

Website is not easily navigable. Too many clicks to get to a page with the information desired. Contact information is often omitted. Yes, some of us prefer a phone conversation vs. email. websites search engine is awful. I use google and add utk when searching. Still difficult to find desired information.

very much needed by me. I am an emeritus faculty after serving UT for over 4 decades. But I still work professionally at home, having written 12 journal papers and 3 books since retirement. I believe I should be eligible to receive the same services when I have computer/internet problems as faculty on campus. This has not been the case.

I don't like the new home page - still things I can't find.

Some information is difficult to find, and I don't really like the organization of the main UTK page. When I search from the main page using the main search box, the results are usually not helpful because there are so many links to old news articles or documents, and a lack of links to main webpages where I would find up to date information. Commonly, when I use different routes to access information I get different information on the same topic.

The main OIT website is a visual mess and not very user-friendly. It could benefit from some information architecture and/or usability studies. Some great programs and services (e.g. START, Community of Practice, etc.) are buried.

Some University web sites are complicated and difficult to find information, for example the Faculty Senate website.
Perhaps a bit more uniformity would aid in usability. (It would be nice if all were encouraged to update regularly as well.) I understand the need for individual departments to put their "stamp" or "personality" on things, but some of them are below standard and some are stellar. Again...disparity. [#1923654]

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Was primarily referring to UT System services, which are woefully out of date and difficult to use. [#1923655]

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Most UT web services are NOT intuitive and results in a lot of wasted time trying to figure things out [#1924498]

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Blackboard is clumsy and unintuitive. [#1924819]

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I would like to see more frequently updated and easy-to-find OIT sites for campus services that I use regularly. For example, when I look for faculty access to UT-sponsored software such as MS Word, I usually find myself visiting three or four different webpages in search of the most up-to-date software and instructions on what I should use. When I recently acquired a new campus computer, I had trouble finding a complete and up-to-date account of how to set up my computer on the campus's Wi-Fi network. I know that I can phone OIT for help with these things, but it would save everyone's time to provide a more streamlined way to access these tools online. [#1925348]

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Blackboard is still a bit klutzy. Too many features that clutter the menus and that I am not using. One should be able to 'declutter' the functionality of Blackboard and create menu shortcuts. Banner's functionalities are sometimes a bit counterintuitive (I know the provider is a pain in the butt to deal with). Grades-First: I have yet to find a (non-sales-pitch) overview of what I *can* and may want to do with it. And about 1 year ago, I looked hard on the web for it, but in vain. [#1925396]

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I do not like the new email. TMAIL still shows up on the UT homepage and not the new one. You have to sign in to Tmail then be redirected to the new email. Then you have to sign in with not just your username, but the whole email address. It's a lot of unnecessary steps to check email. My suggestion: FIRST--put a direct link to the new email on the homepage under email. SECOND--change the color of the bar on the homepage that lists email and other services. It is BLACK and the letters are dark grey--almost impossible to see, especially on some of the classroom monitors that lay flat and reflect the ceiling lights. [#1925436]

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Sometimes getting to useful links takes more time than it seems like it should, e.g. using Qualtrix, getting to the login page through UTK, or logging in to lynda. How about a "shortcut" page for getting to these subscription sites once you've been there and just want to get back there? Maybe it's just me, but I have yet to be able to find an easy way to navigate to these pages. Once I've been through the introductions and learned to use the sites, I guess I'm looking for a "shortcut" to eliminate some of the steps (OIT pages) I had to go through to get there the first time. [#1925533]

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Some Quick Links were taken away from the homepage. I would like a search feature that excludes news pages. Often I'm trying to find whom to contact about something, but it isn't a department or person and all I can find are news. [#1925701]
**Having online services that enhance the teaching and learning experience.**

Blackboard is often offline at inconvenient times. Blackboard staff is generally slow to respond to questions and the artificial division between Blackboard and clicker services makes everything having to do with integrating the two services frustrating. [#1921870]

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We could do much better, we are so limited by our communications policies and it's hard to be creative or innovative. [#1921883]

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We need more information and workshops directed at teaching graduate - rather than undergraduate - classes, particularly online graduate classes. [#1921942]

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I have never taught a UT class in a classroom that had even minimal tech products available to use. [#1922024]

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smart classroom technology in every classroom in which instructor wants/needs it [#1922151]

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Blackboard is an utter wreck. Please get us a cleaner system that is not designed around selling proprietary materials, textbooks, and keeping students from taking collaborative leadership in the class. [#1922304]

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Blackboard Collaborate has issues although it seems to be improving. It is not clear that small group discussions can be recorded. If they can be recorded, there needs to be procedures posted to do so. Also, I have had much difficulty retrieving archived class content because the data are so extensive. I need better access to previous class content. [#1922323]

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I highly recommend that IT begin doing accessibility reviews of all software available for university use. For example at my previous institution it was determined that moodle was more accessible than BB and the learning management system was switched. I do not know if this difference still exists, but with ADA compliance UTK should be ensuring that accessibility is a priority for software access or if multiple packages are available that users are aware of which package is most accessible -- particularly in relation to teaching software and tools that are taught to students. [#1922377]

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would love to see more online support - come to us and encourage our faculty to use OIT for help! [#1922451]

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Definitely need this. [#1922470]

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The lack of support for Collaborate is my only real gripe here. [#1922837]

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Blackboard is unorganized often doesn't refresh with correct information. I'm always getting alerts that aren't there. Needs overall bug fixing work and aesthetic improvements. [#1923026]

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Need a solution to offer online courses to outside users and members of the public which does not require a netid. [#1923340]

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Blackboard is okay, but obviously sort of glitchy since it's java. But two changes I'd really like: 1) As much as possible, mirror the screen I see with what the students see. Oftentimes, I can't just tell them "it's the second link in the Wiki tab." For me, it is. For them, it's somewhere at the bottom. 2) In the Calendar, is there a way to make the smaller, weekly views include the whole entry? It would seem as
though when there’s less to show (one week vs. one month), they’d get to see everything I’d entered without clicking on the calendar date. [#1923741]

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Blackboard is fine for what it is plus the expertise and desire to adopt such approaches by the teaching faculty has a huge range. Not an easy situation to address. Still more options that are robust and easy to implement are likely needed. [#1923742]

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I appreciate that OIT has been working with TN TLC to help faculty in Arts and Sciences develop new online courses which seem to go ok. The flipped format has been problematic. Updates in Blackboard last year wiped out all the work of the Spanish faculty, for example. [#1923770]

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more support needed for facilitating the delivery of online and hybrid (i.e., combination of online and offline) instruction. [#1924698]

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Blackboard is completely wonky and not intuitive at all. I avoid it at all costs. [#1924908]

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You may have all this, but it is hard to find out what is available. Or hard to keep up. c [#1925216]

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I think you have some amazing services, but so many of us are either unaware of them or unable to figure them out. Could some online video tutorials help us use them? [#1925436]

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This is extremely important to keep up with technology especially to keep students engaged and collaborate nationally and internationally. [#1925463]

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Love the lynda subscription! I've used it a couple times already, and am currently "teaching myself" Access. :) [#1925533]

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Sometimes Blackboard is unreliable and/or slow [#1925552]

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I find Blackboard very cumbersome and difficult to use. It hasn't changed much in the 10 years I've been teaching. [#1925611]

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Make it easier for students to view graded files on Blackboard. [#1925701]

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

E-mail here is hard to use, and has gotten worse since the migration to Outlook365. The response is unbearably sluggish. The increased quota is unimportant compared to the slow response times. [#1922022]

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I have not tried Zoom yet but Blackboard Collaborate was not very effective when I used it in the past. It was cumbersome and I spent a lot of class time dealing with the technology. I have not tried Zoom but have heard good things about it. It is probably because of my Bb Collaborate experience that I have not tried Zoom :) [#1922168]

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As previously indicated, Blackboard Collaborate is not adequate. Video upload and playback is extremely problematic. [#1922323]

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need more video-conferencing/skype/facetime designated rooms. [#1922604]

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move beyond Sharepoint to something more flexible and easily accessed. [#1923100]

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SharePoint works great, but support services apparently being phased out. Need to reconsider. [#1923340]

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Need an interactive whiteboard in real time that can easily be written on [#1923739]

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These service options if they exist are not well articulated and not locally easy to use. A multi-user, multi-site solution that operates off of computers, smart monitors and tablets would be useful. [#1923742]

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I would like sharepoint to be more commonly used. Lots of folks use blackboard to share information, and it is slow and clunky. I've been relying on dropbox instead. something with a WIKI in it is helpful for writing reports together. [#1923770]

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We use Blackboard to post department-related documents. It would be good to have a tool in Blackboard that we could use to collaborate. At this point we discuss issues by email that refer to documents that are posted on Blackboard. It would be better to have all that communication in one place. [#1924495]

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I suggest getting a cooperate license for dropbox. We currently have OneDrive and Google Drive but their performance is quite poor as they often fail to synchronize. [#1924498]

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Allow easy interaction between UTK and outside (private/public) users. [#1925114]

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I am unaware of options or how they work. [#1925254]

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This is extremely important to keep up with technology especially to keep students engaged and collaborate nationally and internationally. [#1925463]

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The addition of Zoom for outside online collaboration is a great addition to OIT services. [#1925577]
**Having systems that provide timely access to data that informs decision-making.**

Pulling reports from Banner is a nightmare. [#1921883]

This would be a goal I'd set for UT administration. Why is it that we cannot easily access past student enrollment data needed? [#1922024]

I'm not sure what this means, but it does seem I get a lot of last-minute requests. I certainly don't have much control over where I teach, what rooms, etc. because of nationalized classrooms scattering us about. [#1922304]

No [#1922352]

This is not OIT's fault. The administration is late with access. [#1922470]

What is needed is systems internal to our department, that I'm not sure OIT can help with. [#1922491]

Many of the enhanced systems in classrooms are not compatible with newer technology that I and my students use daily. E.g. connections for lap tops to screen and smartboard are antiquated and need to be updated to current standards and have the ability to adapt to future changes [#1922544]

Could certainly be improved [#1922576]

Have Office of Research identify start-up funding roll overs in July rather than being posted in September and available in October. Budgetary decisions need to be made much earlier (this is in IRIS reporting). [#1923100]

OIRA has made huge strides, but we still lack important information for administrative decision making. At the department level only minimal summary data are available. First, MUST have faculty data searchable and compilable for reports. Hoping ELEMENTS will actually work. It seems that data exists, just not the reports to get the level of analysis desired. [#1923770]

this is the same as above [#1924788]

This is the weakest part. I have to dig into pdfs to find who was graduated in 2006. [#1925101]

There are a lot of data the university will not allow access to. [#1925155]

Blackboard is still difficult to use for grade purposes with any kind of a weighted scheme. It's hard to upload grades, or at least, I haven't figured it out yet.... [#1925533]

Certain kinds of information, such as numbers of students, graduates, etc., ought to be easily accessible for reports and just is not. The graduate school's ADMIT software is atrocious. [#1925552]
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Most of my classes are taught online. [#1921942]

There are still a number of classrooms in which the technology is absent or insufficient. But I realize it takes a while to retrofit everything. [#1922022]

See #1 above [#1922024]

Thus far I have never had an issue reserving a nearby computer lab for my classes, but as more lab teaching occurs, this may become an issue. [#1922377]

Need better wireless capabilities for students and teachers. Teachers and students interacting on projection screens in class form their devices, wirelessly. This is somewhat possible now. [#1922391]

More classrooms with interactive whiteboards. [#1922407]

Classroom technology is a joke compared to every other University I have visited. [#1922470]

resources available in ellington plant sciences classrooms and the plant biotech meeting rooms are spotty...many have no projectors or integrated sound systems [#1922481]

The smartboards in many classrooms are either outdated to the point where they do not integrate well with software (e.g. PowerPoint) or missing pieces (the smartboard in HSS 109 does not have an eraser.) [#1922532]

The redesign of HSS is a disaster - more technology doesn't mean better technology nand screens all over the room isn't helpful for interactivity. Some of us still like document cameras - why should I have to scan and upload an image - why can't I have a doc camera? And, if you're gong to make us scan and upload - give us scanners. [#1922604]

We just don't have enough classrooms, period--especially not equipped [#1922637]

Technology is outdated in Bailey Ed Complex; too few rooms have any tech. [#1922837]

I teach in classrooms where the technology is subpar compared to more "wealthy" buildings on campus. [#1922930]

Several classrooms are extremely outdated or have one screen that is not visible to the entire classroom. [#1923026]

Too much variance in equipment and procedures from room to room. Scheduling is difficult. [#1923340]

Pertinent to these answers is that I am now retired to Professor Emeritus [#1923637]

Disparity: As a Lecturer, I am astounded at the technology available in some rooms while others (e.g., HSS 113) are still using broken pieces of colored chalk on dirty blackboards. I understand that the Music Department controlled the rooms in that part of the building for a significant period of time. What I do not
understand is the delay in their upgrade. Music has been gone from that area for a long period of time. Classroom availability will continue to deteriorate according to my sources in the faculty senate, etc. I suppose we should be lucky we get classrooms at this point. [#1923654]

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Love SMART equipment & doc cameras, but all rooms aren't equipped or sometimes the equipment isn't taken care of [#1923739]

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More tech is always better than less. And most of the rooms are really pretty good to great. But some rooms are really lacking. Some still have no tech at all, and some have tech that's so old it's problematic at times. [#1923741]

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Existing standard technology package is fine and evolves usefully. However, its deployment in classrooms is uneven and likely to become more uneven because of nationalization of additional rooms and classrooms. Funds beyond OIT will be needed probably in a major one-time push to resolve this matter. [#1923742]

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As we enter the era of "flipped classrooms" and require help with online services, podcasts, etc., I have found very little support and preparation on this campus. [#1924568]

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We can bring in guest speakers into the classrooms (in Haslam Business Building) via Zoom, but the speaker is unable to see the students. Additionally, the layout of the classrooms needs to be changed in Haslam Business Building. At present, the set-up is only suitable for a "sage on the stage" teaching model. By having more white boards on the side of the rooms and portable desks, a richer learning experience would arise. In most rooms in Haslam (including 402), when the screen(s) is(are) down, there is no way to write on the white boards. One possible solution is to be able to write on the desktop computer screens so that the image appears on the PPT slide. [#1924698]

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Could have more classrooms equipped. Also, for the less tech-savvy have a "roadie" accessible OR simple written instructions at each station. [#1924905]

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I've taught in several classrooms on campus that have no projection capabilities. This is bizarre in the 2015. Furthermore, it is entirely frustrating to have to carry a laptop to every class. Many universities have podiums where you can simply plug in a USB drive. [#1924908]

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More classrooms with zoom capacity would enable me to link Extension meetings and over time significantly reduce travel. [#1925022]

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Need consistent technology in all classrooms. At least projector, document camera. Multiple screens / projectors is a definite plus. Would be good to be able to hook 2 things up at same time, even if only one can show (helps with student reports). [#1925072]

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na [#1925101]

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We should have actual computers in all the classrooms. [#1925140]

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Sometimes I have the problem that the technology support in a classroom clutters up my space so much that teaching in a traditional way (without technology) becomes inconvenient. (Talking about these technology monster desks in Ayres that get in the way). On the other hand, *if* I use technology, I still want at minimum 2 independent screens to keep prior material in view. Board space offers several
pages worth of material visible at the same time. Projector methods often don't even allow two pages. That's a severe limitation. [#1925396]

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We don't have much control over which classrooms we get assigned to. If some kind of connection between the planning folks and those of us who require students to use PowerPoint could happen, it would be nice. And once we get into an appropriate classroom (if our schedule is the same every semester) why can't we submit a request to stay in that classroom? [#1925436]

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need power distribution outlets in the floor of classrooms to power laptops for classroom use. Converting spoken word into type from classroom presentations for student review [#1925442]

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Our rooms in the law school feel very antiquated with technology. [#1925463]

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Some buildings have more recent updates than others. There are too many classrooms on campus that need technological enhancement [#1925507]

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I've had more tech problems this semester over in AMB (32 & 210), than I've had in many previous years. I've also seen, in classroom observations of my TAs in rooms across campus, that not all classrooms are created equal. The technology available varies and it makes it difficult for TAs to prepare the same way for all their sections given different resources available. I think the default is the white board, and the step above that is the document camera. Request: Can there be a designated number for instructors to call if they are in a classroom and have questions or problems? I know the "one phone number" is great for tracking, but someone who can quickly run me through some troubleshooting steps would be wonderful. I think at least twice when I've had help come and bail me out in the classroom, I believe they could have walked me through a couple steps/processes and we could have remedied the solution faster. This does mean that the person on the other end is truly knowledgeable about the system, but I think it could be more efficient and less frustrating for instructors...or at least for me... [#1925533]

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It is important to have working speakers and all the appropriate cords or else the technology doesn't reach the students. This is an ongoing problem in Jessie Harris Building and is only part of the problem when it comes to broken and/or old desks and noise from extraordinarily loud air conditioner units. I understand that the later do not fall under IT services, but it certainly detracts from technology in the classroom. [#1925577]

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Too many outdated classrooms! I absolutely need a projector and sound system, as well as a white board that can still be seen with the screen down. Sound-proofing would be a big help, too. [#1925701]

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Getting timely resolution of technology problems that I am experiencing.

I have some repair tickets that date back months....I have decided that some will just never be attended to. However, my colleagues and I recognize that this frustration in no way reflects the talent of our people, but rather that they are staffed at approximately 25% of current need (my subjective assessment) [#1921900]

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It would make users feel better if we could have some way of checking our support tickets (e.g. through a web interface) instead of just sending off an email to PC Support, getting an automated reply and then nothing. [#1921938]

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OIT excels at this. Even when they can't resolve my problem in 4 hours or less, it rarely takes them more than a day to get things fixed or to get me information that I need to move ahead. [#1921942]

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I have problems even getting support to make my office desktop to work reliably. [#1922024]

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Very timely. [#1922323]

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Busy times of year lead to delays. Hiring of temporary pt staff during such predictable times would be helpful. this is particularly true at the college level. My computer is so slow that the prescribed fix includes replacing the operating system. my time and dependence on my computer challenges this activity. Flexibility in relation to such lengthy repairs would be greatly appreciated. [#1922377]

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Unfortunately since I'm in a college that has to go through a department IT person instead of the OIT main helpdesk the service is iffy depending on who is there and what I need. I would much prefer dealing with the main OIT helpdesk and submitting a ticket [#1922397]

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Too long waiting list to solve computer problems! I have been now waiting over 3 months to have a new program installed on my office computer.... [#1922461]

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More OIT staff who are experts in Mac computer issues is GREATLY needed. [#1922557]

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Have had a very bad experience with this. A delay of over 6 months in making some changes to equipment for an internal system. Really no way to speed it up and it could results in very serious down time for our system. [#1922572]

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I always get very timely resolution! [#1922735]

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Sometimes phone support follow a script instead of actively listening to what information is needed. [#1922917]

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You are overall doing well on this, but I don't like to submit tickets because the process, to be perfectly honest, is quite onerous and seems a waste of time. [#1922930]

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The only time OIT seems to work slowly is if it involves a problem with classroom equipment. Otherwise, they are seriously fast--especially with any software issues. [#1923741]

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Service response is provided locally and not OIT [#1923742]
The help is usually good, slower than one would like at times. It seems we are understaffed. For example, when classroom technology does not work it can be hard to reach anyone to get help, and class may be over by the time someone can come to help. [#1923770]

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no comment [#1924793]

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Sometimes resolution of issues has been difficult or has required several calls to different people [#1925254]

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I am not sure where this comment goes, but it can be a pain when the university blesses me with a new desktop computer. It does not come loaded with MS Office. This last time, I went to download MS Office 2013 and it did not work because at the very end, the license code was rejected. Why, I have no idea because I was not asked to enter a code. Several calls to the tech support staff only yielded some suggested fixes that did not solve the problem. Ultimately, I ended up successfully downloading MS Office 2010 on my own. Was never able to load SAS.... I have yet to ask a tech support person to help transfer files from the old PC to the new one... not very user friendly from my point of view. [#1925448]

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There is somewhat of a lag time in hearing back from IT folks. [#1925463]

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There needs to be a dedicated Helpdesk line for teachers who are in class and need immediate help. [#1925701]

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See the previous comment regarding tech staff with knowledge to answer my questions. [#1925713]

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OIT personnel are professional and resolve my problems almost immediately! Kudos! [#1925723]

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

Website development knowledge is extremely limited. The transition to wordpress was completely mismanaged, no effective training, no assistance, and no flexibility. The University is too controlling of the site management. Since this is the case, communications should have provided website design and management and not left it to individual departments to manage. [#1921883]

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The front-line of responders on the help-line seem targeted to helping people who don't know anything. I feel like I often call, spend time talking with them until they realize they don't know the answer, then hang up and wait for a later response as they go find the answer from someone else. I suspect this is necessary because of the technical level of a lot of the callers, but it's a bit frustrating sometimes. The email help usually requires several iterations to converge on an understanding of the problem and answer, as is generally true with e-mail. [#1922022]

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I received shoddy info about how to connect my laptop to WIRED internet. The IT consultant was flippant, terse, and possibly uninformed. [#1922047]

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Sorry, but I've been a little underwhelmed with mac service and with blackboard. [#1922304]

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Usually very helpful and knowledgable. [#1922323]

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NO [#1922352]

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Need people competent with MAC!!!! [#1922461]

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I have had no problems. I get prompt and correct information every time I call. [#1922470]

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The statistical consulting service has not been helpful. They usually don't know how to answer my questions. [#1922491]

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More technology staff with knowledge of mac computers is greatly needed. [#1922557]

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For the most part - staff is very good. [#1922604]

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The majority of staff (all permanent staff that I have worked with) are fantastic, and very knowledgeable. Some help desk staff are much less knowledgeable. [#1922750]

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Expand help desk hours to the weekends so that people who are actually trained and paid for help desk service are there. Also notify the students that the service they receive on the weekends and nights IS NOT the same level of service as during the day. [#1923734]

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Technology support is provided locally and not by OIT [#1923742]

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It would be good to have an expert in Mac. When Michael Burke retired we lost someone who could fix any Mac-related issue, no matter how difficult it was. [#1924495]

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This is hit or miss. Some are great, some are not. [#1924511]

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no comment [#1924793]
this was the first time I have contacted tech services for help with my computer. I was delighted by how easy it was. I was worried it would take a lot of time, and it did--the staff member stuck with it the whole time.... [#1924844]

na [#1925101]

The only thing I would suggest here is that getting access to the person with the answers be a little more straightforward. It just takes time to get to the right person who has the answer/solution. I guess I just need a little more patience, but typically with the tech issues I've had, time isn't something I've had a lot of... Again, the one stop/one call can make the support system take longer to respond. [#1925533]

I've needed assistance with a product twice in the last 3 years, and both times I have not received the support I needed from OIT. The first was with Blackboard, and the answer I was given was incorrect, but the OIT rep insisted they were correct, even though I provided evidence to the contrary. I believe it was a case of not listening to me. The second time was a software install issue. I've tried several things to debug the problem - more than the OIT rep has done (which is nothing), and now I can't even get the OIT rep to email me back. Poor customer service, not following up on outstanding issues, not following through with debugging problems. [#1925713]
Receiving communications regarding technology services that I can understand.

better clear communication of offerings [#1921929]

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The info provided on the help pages is usually good, but it is hard to find. This is partly because the search feature on the UT website rarely returns useful results. [#1922022]

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I don't know how to address this, but more and more of the responsibility seems to flow downward, sometimes for pretty involved training, mostly about Blackboard and making digital learning compatible with Blackboard. [#1922304]

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Perhaps more emails telling us about what OIT can do! Sometimes I need to be told about new opportunities, not find out for them myself! [#1922310]

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Most often the IT staff provide more information than I desire (college level). I simply want the repair done. Given that I do not have admin rights to my computer I could never carry out the repair myself and with increasing technology the repair is quickly obsolete. I have no true desire to learn IT unless it is related to software education. [#1922377]

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would be helpful [#1922576]

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The weekly emails are usually pretty good and understandable. Sometimes, though, there is significant tech-speak. [#1922708]

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At one point I offered to give a free workshop to our technology services regarding how to craft audience-centered emails, something more user-friendly for "non-tech" readers. No one was interested. Information about viruses or needed updates should be crafted around (1) what is the problem, (2) what the user needs to do with specific links and directions rather than being sent to a general website, (3) provide a time frame and how to get further direction IN PLAIN ENGLISH When someone asks for clarification, technology person should work to find language the "non-tech" could understand rather than repeat using the same words. [#1923100]

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I personally feel like i can understand it, but I struggle when I have to work with others who aren't as technologically savvy. I don't have good materials to share with them and if they exist, I can find them. [#1923446]

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That includes not just `how to` information but `what for` information. [#1925396]

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not aware that this is offered [#1925723]

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

I would like on-line self-help that is easy to find, navigate, and use [#1922302]

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My mid scale rating is mostly because I don't know what is out there in the way of training opportunities. I have to sometimes receive repeated reminders/information before it sinks in. [#1922310]

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Procedures are OK [#1922323]

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Like group flexibility. For example, if I can gather a group of five or more faculty or students, might it be possible to set up a personal learning time with IT staff for software learning. [#1922377]

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The Office of Research Support is a joke. They provide absolutely no documentation for any of the software that UT supports on this campus. There should be how to videos, guides, handouts, etc. on their website that can be easily accessed by UT faculty and students. I'm able to get better documentation from community college websites. Another reason why we will never get to the top 25. Also, stop having the graduate students teach their workshops. They are not the experts, they should be a support. Our tech fees are paying for the experts to assist us and that is who I expect to train us and train us well. They should offer workshops every week on the major software packages and not just between the hours of 8-5, they should be available for class presentations and offer web-based trainings. We have the technology so I'm not sure why they don't use it. Every other school that I've worked at had these options. [#1922397]

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Adequate plus [#1922470]

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Trainers need to be more familiar with mac computers. [#1922557]

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Would be helpful [#1922576]

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Last semester was my first semester at UT. I looked at the free technology workshops hoping and expecting to see several different times for a class on how to use Blackboard. But I only saw one, and it was at a time I couldn't come. I would gladly spend an afternoon with a teacher demonstrating the possibilities. I've looked at some of the videos, but videos don't answer questions when I ask them. [#1923452]

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With respect to this set of questions -- you guys are WONDERFUL!!! [#1924905]

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Setting up a personal website is VERY painful. This could be improved, as it is an important part of the student/peer perception of faculty. [#1925153]

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I wasn't even aware that was available so maybe you ought to do a bit more to publicize it if it in fact is. [#1925286]

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Do wish there was a little more self-help info on clickers. But then, the questions I've had haven't been typical either. It's hard to foresee all problems and cover them in an online resource. [#1925533]

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I've taken several training courses through OIT, and quite frankly been disappointed. If the training is beginner level, the description of the training should indicate as such so I don't waste my time. [#1925713]

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hours presently offered often conflict with my teaching schedule [#1925723]
Official University Email (On-Premise Exchange, Office365, Gmail)

PLEASE increase the maximum space available from Outlook. I had to immediately request the maximum increase when I got here and I’ll be maxed out of that within a year. I have several coauthored projects and outlook/email is my method for organizing notes with coauthors. Then add the desire to save student correspondence, and I’m near capacity. [#1921949]

As I said in a previous comment, since the migration to Office365, email is unbearably sluggish. There are long pauses when I change mailboxes, and mail delivery is often delayed. These delays far outweigh the minor benefit of a larger quota, and, so far, I would call the migration a failure from a user perspective. [#1922022]

The constant delays from (the spinning wheel of death) adds up to much lost time. There should be no waiting for email to populate on my computer and for my computers to sync. This is my only complaint about our system...but it is a huge waste of time and a source of frustration for many. [#1922279]

I need more storage capacity [#1922302]

Email size requirements are arcane/ridiculously low compared to gmail. Some of us need to send large files or manuscripts back and forth! [#1922310]

Make Thunderbid work [#1922314]

See above comments. Not happy with utk email. [#1922323]

the limitations on storage space is REALLY annoying. I have never had this experience at my previous universities and fail to appreciate why it happens at UTK. This forces me to delete emails and given my time restrictions my rush often leads me to delete important items. I have begun moving some mailboxes offline but then cannot access via phone or web. Really inconvenient and annoying. As such I now forward all of my utk mail to gmail. Not ideal and not good publicity for the university. [#1922377]

I like that we got a larger account size for our email with office365 but can you put a shortcut icon on the main UT website so it is easier to login? Also, providing a handout on how to change the settings for this new interface would have been awesome. Not everyone who uses email is tech savvy and can figure it out for themselves. [#1922397]

Mostly, all works well. Keep pace (hard to do) and catch on the few little deficits [#1922410]

Gmail is far better than Outlook. Outlook takes forever. It has so many problems. [#1922470]

I’m constantly fighting to stay below the limited storage space for email use. I could benefit from either more space or better coaching about how to manage my space more effectively. [#1922472]

Please, more storage space! I’m a writing teacher, and I need to be able to keep multiple draft attachments without my email warning me every day that I’m overloading it. [#1922678]

There is so much with exchange that it seems like I get lost in the details and there is a lot of functions that I am sure are amazing that I just have not been trained on. [#1922930]

I use Eudora. T-Mail was inferior. I haven’t had time to explore the next system. [#1923021]
The switch to Office 365 was problematic - website's info wasn't always complete or accurate. I'm hoping that's a one-off event [#1923096]

Too much spam! [#1923739]

I like Exchange just fine. the calendar feature works well on a PC platform. My colleagues with Apple seem to have trouble. I use Gmail for personal email -- I do not think it is nearly as good as Exchange for business. I have not yet moved to Office365. [#1923770]

TMail is very difficult to use on a Mac. I use GMail because I cannot conduct searches in TMail and TMail times out when I compose a longer email (losing all the text that I wrote). GMail performs much better than TMail. [#1924495]

my tmail account is constantly telling me that I'm out of space. I need more space or automatic archiving, which I can't figure out how to do. The interface is different at school and at home, which is annoying. [#1924511]

no comment [#1924793]

Faculty email has a very limited storage capacity compared to many other platforms. We should not be capped at 1 GB quota. It is time for UTK to enter the 21st century. It's email. A generic GMail currently offers 15GB. [#1924908]

The storage cap is too low for university email. I have only been here 9 months and I'm already getting messages saying my storage is nearly full. [#1925140]

Not sure what all these can do. How to best use them. [#1925216]

Allow us some options besides outlook. Don't make us change passwords at arbitrary points. No other email service does that and my google account has never been hacked. [#1925286]

It is annoying when I get notices that the size of my outlook email datafilee are reaching capacity. I am often not on campus to get to my desktop to make sure messages are auto archived. When storage space is seemly so cheap, why does UT still have this limit on email? [#1925448]

Microsoft! enough said. This is a terrible decision, and is too proprietary in trying to force use of other microsoft products [#1925552]

Tmail is awkward to use. The interface isn't intuitive, though it has improved over the past few years. It needs to automatically remember people I email. [#1925701]
Ability to invite/schedule appointments with others through calendaring services

I don't use calendaring. [#1922022]

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Again, I cannot believe that we have to delete courses after such a short period of time. this is not ideal when tracking course changes, accessing older information and the like. I have again never had such an experience at a university. Very frustrating when the import/export option is not as smooth as it could be. Increase storage please! [#1922377]

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I have tried to use the Google appointments on my Google calendar to set up meetings with students. I get frustrated because the students often end up seeing the appointment times in GMT instead of EST. Since it is on the student end, there is nothing I can do about it. They don't notice the GMT symbol, so they don't show up at the right time. Is there anything that can be done? [#1922518]

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Most of us use DoodlePoll [#1922576]

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My system was recently "migrated" and my calendar no longer syncs with my phone - [#1922604]

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Haven't taken much advantage; introduction to these services during new faculty orientation would be great. [#1922637]

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We use Doodle polls because they're easier than the calendar. [#1922678]

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This would be very beneficial, but we would have to get everyone to use. I think it is available now in Exchange. [#1922735]

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Having a more Mac-compatible calendar program rather than Exchange. [#1922917]

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Didn't know about it beyond help with Blackboard. Rosie Sasso was magnificent. [#1923021]

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Need an easy way for students to schedule office appts. [#1923190]

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we should be able to sync up Mac-based calendars more intuitively [#1924908]

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I still haven't found a good app for students to sign up for appts with me. [#1925701]

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Online@UT (Blackboard Learn)

Blackboard is often offline at inconvenient times. Blackboard staff is generally slow to respond to questions. A 24 hour turnaround time is simply too long to resolve problems relating to a course. The artificial division between Blackboard and clicker services makes everything having to do with integrating the two services frustrating. [#1921870]

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Blackboard is horrible, not user friendly at all. [#1921883]

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We are well supported by OIT on Blackboard, and they need to continue working with the company to integrate other technologies, e.g. Prezi. [#1921942]

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Blackboard is a nice feature for communicating with students in the variety of necessary ways. It is often sluggish in response times. In particular, entering grades with comments is a tedious process. It would be nice if that could be streamlined somehow, without the several second delay incurred at each grade or comment entry, and with fewer clicks required for entering comments. [#1922022]

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This system is useful but very cumbersome to learn how to use and operate especially for providing online quizzes and tests. I find it easier to just type, print, and distribute the material [#1922302]

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Please give us something else. Moodle, Canvas, something with a decent interface. [#1922304]

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Also make it possible for students to submit an assignment to SafeAssign more than one time. I use this as a tool to avoid plagerism and my students often wish to submit, revise, and resubmit. This is helpful -- needing to have more than one SafeAssign link per assignment is inconvenient and time consuming. [#1922377]

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Blackboard is too cumbersome. It takes too many clicks to post and/or submit grades to grade center. Building a course should be easier especially if using course copy. [#1922407]

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Blackboard goes down to often and requires too much maintenance [#1922413]

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Cumbersome to use! [#1922572]

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Blackboard is just a terrible platform--inefficient, badly organized, makes things hard to find. The grade center is a nightmare; I've given up and just use Excel instead. [#1922637]

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The discussion board function isn't easy to use because it doesn't download attachments consistently. Also, I never use the gradebook function because I can't figure it out and there are much easier apps to work with on my iPad. [#1922678]

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With each "upgrade" something gets more challenging or something disappears. For instance, I really miss having 'sign up' function. There is no convenient alternate method. [#1922707]

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I had a lot of problem with Bb last semester (Fall), but it seems better now. I could definitely use refreshers and question sessions. I just don't have time to schedule! [#1922735]

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Blackboard has periods where uploading course materials for my students seems to grind to a halt...service is either painfully slow or I get dropped mid-activity. This has improved greatly over the last couple of years but the problem still occurs periodically. [#1922888]
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This is okay, but seems like it could be updated to be more user friendly. [#1922930]
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The ability to copy from a Word document into Blackboard is limited and difficult. It would be nice to be able to do this. [#1922981]
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Thanks to Rosie Sasso. She couldn't have been more helpful. [#1923021]
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Blackboard is unorganized often doesn't refresh with correct information. I'm always getting alerts that aren't there. Needs overall bug fixing work and aesthetic improvements. [#1923026]
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The Blackboard system is not easy to use when I only use it one semester a year. I have to relearn how to do it each time. It is not intuitive and needs to be simpler. [#1923066]
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It is really hard to find someone to help/direct with Blackboard questions. Sometimes the answers are not readily available from the online help database. [#1923100]
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Too complex and difficult to teach outside users. Replace. [#1923340]
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The coordination between Blackboard and WebAssign needs to be improved. We have been told to use only Firefox and the browser to insure stability but it is not possible to "copy and paste" using Firefox but Chrome works. When having many classes that need the same email/announcements posted, it is only time effective to use "copy and paste" but that is impossible in Firefox. [#1923536]
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I actually initialized my own graduate online environment starting in 2000 - well before blackboard came on board. My professorial experience with the online venue was particularly rewarding. [#1923637]
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Blackboard is okay, but obviously sort of glitchy since it's java. But two changes I'd really like: 1) As much as possible, mirror the screen I see with what the students see. Oftentimes, I can't just tell them "it's the second link in the Wiki tab." For me, it is. For them, it's somewhere at the bottom. 2) In the Calendar, is there a way to make the smaller, weekly views include the whole entry? It would seem as though when there's less to show (one week vs. one month), students would get to see everything I'd entered without clicking on the calendar date. [#1923741]
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Blackboard is slow and not intuitive. I no longer use it except to get the list of students in my class and maintain a grade sheet -- although I often have trouble with that. I list the assignments on the site, but the process is complicated and does not always work for turning assignments in. [#1923770]
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Other universities are adopting newer products with better functionality. The discussion boards and real time collaborations seem particularly far away from best in class. [#1924511]
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Blackboard is fantastic, except when it doesn't work! [#1924853]
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Blackboard is just frustrating. It's slow and clunky. I should be able to switch off and on folders quickly, instead of clicking on the "edit" button, which takes me to another screen, which then I have to click a button to show the link, etc. [#1924866]
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Blackboard is awful. Everything is click-intensive. Uploading files is frustrating. Drag and drop would be nice, as a start. SafeAssign is a mess to set up. I use the platform as little as possible. [#1924908]
Some functions are not well supported, like creating calculated equation questions. [#1925153]

OIT Blackboard support is great. Blackboard itself can be a pain, and doesn't do everything it should. When will we be able to take attendance on it? When will we be able to drag and drop rather than upload? By the way this survey is a pain to take on a mobile device. [#1925216]

I am not sure why this is, but the College on Nursing has two, three or more instructors using the same blackboard "classroom", rather than having each instructor have their own blackboard classroom" for each section. It takes a great deal of time effort and OIT assistance every time I have to put a course online. I would greatly appreciate it if the College of Nursing would understand that the LMS is set up and more efficient if each instructor has their own site. For example, if you have 5 sections of the same course, you have 5 instructors, thus each instructor should have their own BB "classroom". This should be the norm rather than have all instructors of a course using the same site. [#1925271]

Get rid of it and start over. [#1925286]

Very slow [#1925335]

Customizable menus and shortcuts, customization by decluttering unused functionality on an individual basis [#1925396]

It's better to use than it used to be, but it's still cumbersome to work with. I've already talked about some of my issues with Bb and the gradebook. [#1925533]

While I understand that software/platforms need to be upgraded, it seems that Blackboard has had several recent upgrades, which makes learning about new upgrades very time consuming. [#1925577]

I think major improvements are needed to Blackboard. It doesn't seem to utilize the latest technology. [#1925611]
UT System Services (IRIS, ANDI, TERA)

I have only worked with IRIS and many of the tools are not intuitive, especially for revision requests and resubmissions. Also the link to save a pdf of various documents does not show up on my IRIS screen even though it does show up for the IRB office. this is VERY strange. I have to contact them if I wish to have a sharable document. Not ideal. I appreciate there is a learning curve but steps could be taken to reduce this curve -- but they may be an IRIS software issue, not OIT. [#1922377]

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I only use TERA and I use this infrequently. Some of the terms used in the are not familiar to me, but I'm sure they make sense to the people who designed the system. Possibly include explanations for those of us who use the system infrequently. [#1922407]

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IRIS and TERA have been a problem. [#1922413]

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Sam as above. Not easy to navigate. [#1922470]

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IRIS gives me fits at times. Feels like a DOS program imposed on a windows environment. Not user friendly, especially when I need to access it from multiple types of terminals (e.g., desktop Mac, PC, iPhone). Would love to see some sort of upgrade or, if the problem is my lack of knowledge, training. [#1922472]

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IRIS in particular seems to be outdated and should be way more user friendly [#1922930]

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Sorry, I don't know what these are. [#1923021]

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Even with training, IRIS is not designed to be user-friendly. I have worked with it 8 years and still struggle to translate certain details. [#1923100]

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I don't use these, but from what I hear they are ugly. [#1923190]

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Have trouble getting into MyUTK to keep up Is it with Admissions. Is it a one-click somewhere? [#1923379]

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Systems and their interfaces appear to not have been updated since about 1998 [#1923655]

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When will eVisions implementation be completed. The death of TERA (not PAMS) is needed. Will funds ever be provided to chrome IRIS and make it more directly related to work functions at UTK. [#1923742]

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Awful and slow. [#1923770]

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I don't use these much, but I hear so much moaning about IRIS. [#1924511]

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Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Banner is horrible, not user friendly at all. [#1921883]
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I would love to receive notification via email, etc. when a student withdraws from a class. It needn't include info specific to the student. This would considerably simplify one element of my work. [#1922047]
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It would be nice if GradesFirst and Dars were integrated into one system so during advising meetings I don't have to jump back and forth from one system to another [#1922221]
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Internet Native BANNER is extremely difficult to learn and navigate. Most of the time when I do something wrong while using it, I don't understand my mistake or how to correct it. The system will not let me close it if I am having trouble and just want to start over. It is definitely not user-friendly for those of us advisors who don't use it everyday. I have to look up how to do certain things every time I start to do them, just so I don't do something out of order and then it gives me error messages. [#1922302]
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The MyUTK site has so much stuff on it it is sometimes hard to find what I need quickly. [#1922310]
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No [#1922352]
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Some of these programs are incredibly user-unfriendly, notably Internet Native Banner. It's user interface is dated, cumbersome, and slows down productivity. Externally, Banner's website is better, but for those of us who work on the inside, it is difficult. DARS is a ok but again dated intervace. [#1922391]
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Don't get me started on this one. Banner is the pits. Too many times it defaults back to the beginning and I have to start over with my 3 or 4 clicks to find the information I want. The timetable search for classes could certainly be improved as is finding the information on my own courses. I choose that I want to look at summer and the next screen defaults to spring and I have to change it. If I choose one of my courses from the home screen, the next screen defaults to the first course on my list of courses for the semester and I have to choose from a drop down menu. Extremely inefficient. Too many times you have to back out of the system and start over because it won't clear your previous search. And, why do I have to completely close my browser after signing out? Is security that bad with this system? [#1922407]
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MYUTK is strong - Banner is a mess and access for stuff I need is not available [#1922413]
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Fair. Not easily navigated. [#1922470]
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There are a high number of clicks and menus to get through to relevant information, which increases potential for mistakes. [#1922637]
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Banner is not very user friendly, but I have learned to adapt. MyUTK seems like an extra step and when advising all day it times out between each student! I have to spend time going back in. I'm not sure what purpose it has. [#1922735]
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We should have access to comprehensive information on students in our classrooms: photo, gender, year at UT, major and minor, anticipated date of completion of degree. This was available at my previous institution. It is important for our programs and to better know and serve the students. [#1922927]
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These systems, although updated, are still lacking in user friendliness. [#1922930]

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I'd like faculty to have access by default to all useful information such as ARGOS and that type service as opposed to having to jump through hoops to get there. [#1922994]

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I've had some issues recently because you moved things around, and I had to figure out which heading things were under. Also, I find the pull-down menus in the advising area clunky. [#1923096]

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Banner is UGLY. Reminds me of IBM systems from years ago. [#1923190]

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Banner is slow and clunky. The organization of information in DARS is ugly, and students must have someone go over it with them because it is so complicated. Gradesfirst is great. MyUTK is ok. [#1923770]

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GradesFirst and MyUTK are not synchronized. Students who need advising are not all listed in GradesFirst. It would be much easier if we can send and receive advising-related emails in GradesFirst, and lift advising flags in GradesFirst. We have to work in too many programs during one advising appointment. [#1924495]

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MyUTK is clunky and hard to navigate. [#1924511]

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It is ridiculous that these systems do not talk to each other, thus you have to manually enter grades from blackboard into UTGO, for example. They should be compatible and allow uploading. Not a big deal when you teach class sizes with 50 students, but when you have 650... [#1924568]

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Gradesfirst would be much better if it worked consistently. It often goes down in the Writing Center, which is where I work. [#1924866]

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myutk got better with the redesign, but it is still wonky. For example, it does not seamlessly link with Banner to clear an advisee for registration. Every time I try to use this feature, I have to do a workaround in Banner itself. The system is not really intuitive, though an improvement over the last version. [#1924908]

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In Banner the menu navigation is sometimes confusing. Sometimes it's impossible to return to a previous page without having to pull out to the main menu and going back in. [#1925072]

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I would be grateful for more faculty control over student waitlists for courses on Banner. At present, students can sign up for waitlists before the first day of classes. But when classes begin, those waitlists disappear, and students' efforts to enroll in courses become a matter of random luck -- if a student drops a course, the first student on the waitlist has no way to get priority for that open seat, which can be taken by anyone who happens to check Banner at the right moment. It would be a courtesy to both faculty and students if the waitlist system could be extended into the first week of classes, or if faculty had more discretion to add students via Banner themselves. [#1925348]

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What can I "use" Grades First for (and why would I "want" to use it)? - I know, it's for advising (but the name sure doesn't suggest it); my question is more specific. [#1925396]

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I really don't like the fact that I can't pull up all course offerings for my department on one screen or maybe two. Copying and pasting large class information is just a pain. Getting at a glance information is almost impossible... [#1925533]
When I'm looking at the roster, I need to be able to see what time the class is. This semester I taught at 10:10, 12:20, and 1:25, but the sections were 13, 5, and 6. I brought the wrong roster to the first class because there's literally no way to tell. [#1925701]
LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support

Blackboard in not adequate. [#1921883]

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Never even heard of this option. [#1922024]

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I find their propriety system to be cumbersome and beside the point. Much better things out there. [#1922304]

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I do not use this much - partially because blackboard problems and support (may just be my perception). [#1922413]

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My programs have distance learning sessions in the evening hours. We need support from OIT in the evening when our students have issues. Calling the 1-800 help line and waiting in a queue is not an appropriate level of service for our students or our faculty. [#1922708]

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There is no support, virtual or otherwise for evening classes taught via Collaborate. [#1922837]

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Zoom has been SO much better than my previous experiences with Collaborate. It is more reliable and intuitive to use. [#1922888]

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Sorry, I don't know what these support systems are. [#1923021]

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I tried it a while back and found it to be mostly useless. [#1923096]

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Blackboard has gotten better, but it is still cumbersome to use for multi-section classes. [#1923190]

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Connectivity issues among students; interactive whiteboard not quite adequate for math tutorials [#1923739]

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Blackboard Collaborate really is pretty excellent. (When the students think it's fancy, you know it works pretty well.) But the one thing that sort of lags behind the rest is the microphone use. The sound streaming is clicky--so even though students use Facetime/Skype without issue, on Blackboard, it's like listening to an old 78 record by comparison. I know that partly that depends on the quality of the mic people have, but anything to make it more usable would be great. [#1923741]

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Just learned about the availability of "zoom." [#1925463]

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Support for synchronous online class development not provided to satisfaction [#1925507]

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Zoom is fabulous, Blackboard collaborate unduly complicated [#1925552]

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I find this intimidating, so I don't use it. [#1925701]
**Individual assistance with creating online course materials, podcasts, etc.**
The course I took was not at all helpful and individualized assistance seems to take much time to arrange. [#1921870]
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I wasn't aware that this was a feature and would be interested in hearing more. [#1921949]
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I did not realize such individual assistance was available. [#1922022]
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Luckily I have graduate assistants who help me. [#1922024]
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BB assistance has been incredibly prompt and helpful. Thank you!! [#1922377]
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Tried this twice in the past and both times was basically sent to someone else and didn't get the help I wanted. This was about 4 years ago - haven't tried since. [#1922407]
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None now [#1922461]
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Desperately needed. Have not had to use it before, but will very soon. [#1922470]
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This service is available? I had no idea. [#1922678]
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OIT needs to hire more staff to do actual development because faculty simply don't have time (or the desire) to learn past a certain level and, as a result, simply don't use or underuse the services that are provided. [#1922994]
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Again, I have no knowledge of these opportunities. [#1923021]
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Essential [#1923404]
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no comment [#1924793]
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I need it rarely, but when I need it, I want it fast and of high quality (doesn't everyone :) & guess what? You guys deliver! Thanks!! [#1924905]
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Short videos and information and support on their formulation could certainly enhance my program. [#1925022]
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I have always found OIT folks very helpful via email. [#1925436]
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Never knew this was available. [#1925463]
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They seem to want me to plan a semester in advance. [#1925701]
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would like to know how to get this service [#1925723]
Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

My college will not purchase "client" versions of software that are available through UT Apps. The primary service that I need desperately in my daily activities is SigmaStat, which crashes routinely through UT Apps. As pedestrian as this problem seems, it is probably the single biggest hindrance to my productivity on a daily basis. So my suggestion would be to either do whatever is necessary to remedy this situation, or make these programs available on our individual desktops is UT Apps can't work reliably for a given piece of software. Thanks. [#1921900]

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I have no idea what this might be. [#1922024]

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The programs run slowly and sometimes kick you off. [#1922491]

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Again, I have no idea what that is. Explanations and publicity might be useful... [#1922678]

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I have found that it is much easier to just have the software on my own computer than to try and navigate apps. [#1922930]

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Apparently I'm a tech mugwump. [#1923021]

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I submitted a serious issue last semester and never got a response. It was not easily reproduced, and we found workarounds, but it is troublesome that it was never acknowledged/addressed. [#1923190]

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I'd love to know more about it. I have a feeling I'd use this if I knew what it was and how to get to it. [#1923452]

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1. The apps@utk website fails very often. Sometimes apps totally fail to open when I am teaching a computer lab---very frustrating to students 2. Number pf licenses for STATA are too few---sometimes I am denied access because "too many people" are using the app. [#1924498]

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All applications do not have the required licenses for many students to access the service at once; the server or some software is prone to crashing - particularly OriginLab and Hyperchem [#1924525]

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I believe this service needs to be advertised more. [#1924897]

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I stopped using LISRELL because it crashes all the time. [#1925140]

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Issues with bugs and user friendliness. I do not understand why these programs cannot be issued as downloads in UT computers. [#1925254]

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Do not use any of these services and am not aware of their availability. [#1925463]

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Never heard of this. [#1925701]

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Training classes offered by the Office of Information Technology

We need more information and workshops directed at teaching graduate - rather than undergraduate - classes. [#1921942]

Does OIT offer ANY such classes? [#1922024]

see my comment above about how terrible their service is and how poorly managed this group is [#1922397]

I used to take advantage of the many training sessions offered by OIT. But the last few have been a waste of my time as I'm no longer a beginner. I would appreciate some more advanced trainings where I don't have to listen to the beginners one on one tutoring by the instructor. [#1922407]

Could use some more. [#1922470]

Trainers need to be more knowledgeable about mac computers. [#1922557]

I wish there could be more classes offered, especially in the summer. [#1922735]

Not enough of them; not advanced enough for regular Collaborate users [#1922837]

I've only been to two that OIT provided and I couldn't understand them. [#1923021]

I've enjoyed the classes I've taken. I wish there were more. [#1923446]

Offer more classes, more times. [#1923452]

I wish to see more training classes offered at more flexible times [#1924853]

Pleases split up classes by beginning and advanced users. [#1925155]

I am not sure where this comment should go, but it seems that the "down-times" are always during hours that are needed. Why cannot up dates and other "down-time, be done at night (after 10pm)? [#1925271]

I think awareness is the main problem. If a schedule of classes every month could be emailed to us, it might remind us they're going on. Naturally, time conflicts are a big problem too. Online tutorial videos could solve that problem? [#1925436]

I am not aware of any classes being offered. [#1925463]

See the previous comment regarding access to training or other self-help... [#1925713]

same as above [#1925723]
Additional Questions for UniversityRole In ('Faculty')

The project coordinators for University of Tennessee - Knoxville 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)
7.2340 (n=235)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.4805 (n=231)
**Key Findings for University Role In ('Staff')**

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:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that operates reliably. Adequacy Gap Score = 0.23; N = 794; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having an Internet service that provides adequate capacity or speed. Adequacy Gap Score = 0.23; N = 774; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having online services that enhance the teaching and learning experience. Adequacy Gap Score = 0.17; N = 495; P = 0.03</td>
<td></td>
</tr>
<tr>
<td>Having technology services that allow me to collaborate effectively with others. Adequacy Gap Score = 0.12; N = 684; P = 0.05</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution of technology problems that I am experiencing. Adequacy Gap Score = 0.29; N = 724; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who have the knowledge to answer my questions. Adequacy Gap Score = 0.17; N = 717; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving communications regarding technology services that I can understand. Adequacy Gap Score = 0.28; N = 703; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that increases my effectiveness with technology. Adequacy Gap Score = 0.21; N = 699; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Adequacy Gap Score = 0.14; N = 702; P = 0.01</td>
<td></td>
</tr>
<tr>
<td>Ability to invite/schedule appointments with others through calendaring services Adequacy Gap Score = 0.49; N = 613; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Online@UT (Blackboard Learn) Adequacy Gap Score = 0.37; N = 238; P = 0.01</td>
<td></td>
</tr>
<tr>
<td>LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support Adequacy Gap Score = 0.48; N = 198; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Individual assistance with creating online course materials, podcasts, etc. Adequacy Gap Score = 0.74; N = 156; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
Adequacy Gap Score = 0.36; N = 201; P = 0.01

Training classes offered by the Office of Information Technology
Adequacy Gap Score = 0.27; N = 542; P = 0.00
Results for UniversityRole In ('Staff')

Below are the charts for this view of the survey data.
Data Tables for UniversityRole In ('Staff')

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 $H_0: \text{Adequacy Gap Score} = 0$. 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>Mean 7.73</td>
<td>8.81</td>
<td>7.96</td>
<td>0.23</td>
<td>-0.85</td>
<td>794</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.42</td>
<td>0.58</td>
<td>1.29</td>
<td>1.40</td>
<td>1.22</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>Mean 7.68</td>
<td>8.79</td>
<td>7.91</td>
<td>0.23</td>
<td>-0.88</td>
<td>774</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.38</td>
<td>0.58</td>
<td>1.29</td>
<td>1.45</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>Mean 7.33</td>
<td>8.59</td>
<td>7.37</td>
<td>0.04</td>
<td>-1.22</td>
<td>757</td>
<td>0.54</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.69</td>
<td>0.91</td>
<td>1.63</td>
<td>1.88</td>
<td>1.67</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>Mean 7.52</td>
<td>8.67</td>
<td>7.43</td>
<td>-0.09</td>
<td>-1.24</td>
<td>736</td>
<td>0.21</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.67</td>
<td>0.83</td>
<td>1.72</td>
<td>1.94</td>
<td>1.75</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 $H_0: \text{Adequacy Gap Score} = 0$; 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>Mean 7.31</td>
<td>8.60</td>
<td>7.30</td>
<td>-0.01</td>
<td>-1.30</td>
<td>751</td>
<td>0.88</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.47</td>
<td>0.74</td>
<td>1.38</td>
<td>1.70</td>
<td>1.42</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean 7.07</td>
<td>8.31</td>
<td>7.24</td>
<td>0.17</td>
<td>-1.07</td>
<td>495</td>
<td>0.03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.62</td>
<td>1.04</td>
<td>1.45</td>
<td>1.70</td>
<td>1.47</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>Mean 7.28</td>
<td>8.47</td>
<td>7.40</td>
<td>0.12</td>
<td>-1.07</td>
<td>684</td>
<td>0.05</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.58</td>
<td>0.95</td>
<td>1.45</td>
<td>1.62</td>
<td>1.43</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>Mean 7.43</td>
<td>8.56</td>
<td>7.43</td>
<td>0.01</td>
<td>-1.13</td>
<td>651</td>
<td>0.90</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.44</td>
<td>0.82</td>
<td>1.37</td>
<td>1.52</td>
<td>1.33</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>Mean 6.90</td>
<td>8.24</td>
<td>7.00</td>
<td>0.10</td>
<td>-1.24</td>
<td>447</td>
<td>0.26</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev  1.90</td>
<td>1.34</td>
<td>1.68</td>
<td>1.84</td>
<td>1.62</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 $H_0: \text{Adequacy Gap Score} = 0$; 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>7.61</td>
<td>7.29</td>
<td>8.47</td>
<td>7.57</td>
<td>0.28</td>
<td>0.90</td>
<td>724</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>7.74</td>
<td>7.29</td>
<td>8.47</td>
<td>7.57</td>
<td>0.17</td>
<td>0.84</td>
<td>717</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>7.29</td>
<td>7.15</td>
<td>8.39</td>
<td>7.36</td>
<td>0.21</td>
<td>1.03</td>
<td>703</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>7.15</td>
<td>6.53</td>
<td>7.92</td>
<td>6.90</td>
<td>0.37</td>
<td>1.02</td>
<td>699</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**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

Other Important Information Technology Services

Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Self-reported faculty, students, staff, not declared only.</td>
<td>7.78</td>
<td>7.13</td>
<td>8.30</td>
<td>7.61</td>
<td>0.49</td>
<td>0.68</td>
<td>702</td>
<td>0.01</td>
</tr>
<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>7.36</td>
<td>7.10</td>
<td>8.05</td>
<td>7.20</td>
<td>0.40</td>
<td>0.60</td>
<td>613</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>6.53</td>
<td>6.15</td>
<td>6.83</td>
<td>6.21</td>
<td>0.32</td>
<td>0.65</td>
<td>238</td>
<td>0.01</td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>7.36</td>
<td>7.10</td>
<td>8.05</td>
<td>7.20</td>
<td>0.40</td>
<td>0.60</td>
<td>453</td>
<td>0.29</td>
</tr>
<tr>
<td>18</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>6.91</td>
<td>6.53</td>
<td>7.24</td>
<td>6.61</td>
<td>0.29</td>
<td>0.50</td>
<td>287</td>
<td>0.82</td>
</tr>
<tr>
<td>19</td>
<td>LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>6.47</td>
<td>6.15</td>
<td>6.83</td>
<td>6.21</td>
<td>0.32</td>
<td>0.65</td>
<td>198</td>
<td>0.00</td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>5.88</td>
<td>5.51</td>
<td>6.34</td>
<td>5.87</td>
<td>0.08</td>
<td>0.28</td>
<td>165</td>
<td>0.00</td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>6.51</td>
<td>6.14</td>
<td>6.84</td>
<td>6.37</td>
<td>0.37</td>
<td>0.58</td>
<td>201</td>
<td>0.01</td>
</tr>
<tr>
<td>22</td>
<td>Training classes offered by the Office of Information Technology Self-reported faculty, students, staff, not declared only.</td>
<td>6.90</td>
<td>6.53</td>
<td>7.24</td>
<td>6.61</td>
<td>0.29</td>
<td>0.50</td>
<td>542</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**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 UniversityRole In ('Staff')

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.

Bob's here testing a text box. [#1921705]
-----
Once again, awesomeness [#1921889]
-----
See above answer. [#1921925]
-----
NA [#1922063]
-----
This is extremely important to me. I have to say that we have experienced very few internet problems in the last seven to eight years, so I would say that we have a very reliable internet service. [#1922081]
-----
The WPA2 connection frequently kicks myself (and others) off the internet in my building. I prefer the security of this connection rather than wpa2, so making sure that WPA2 connection remains strong in buildings is important to me. [#1922212]
-----
Improve wireless service in SMC [#1922236]
-----
Many departments have services provided by vendors which are only available via the internet. Without a reliable internet connection with adequate capacity and speed, these departments come to a virtual halt. The move of faculty/staff email to the cloud makes internet reliability a daily issue. [#1922330]
-----
Very important, of course! [#1922333]
-----
The internet seems to go down or become spotty at least once every couple of months, which can be frustrating as the majority of work done in my office is reliant on an internet connection. Interruptions in service can hamper my ability to work on days when there is no internet connection. I am unsure of the infrastructure needed to improve this, but would assume that better support would be needed to increase the reliability. [#1922591]
-----
We sometimes have connectivity issues in our office, and it's inconsistent. For example, one of us can get on wpa2, another can't, another keeps getting bumped off. [#1922754]
-----
During peak times, because I have to have so many pages open, sometimes my load times are bogged down. [#1922787]
-----
No service means that work will not get done at the library. [#1923098]
-----
Can be very slow on start up. [#1923283]
-----
Critical. [#1923394]
-----
Internet has been out throughout the entire building several times this last year. [#1923465]
-----
I don't have suggestions, but Internet Explorer will stop working various times through the work day [#1923485]
-----
WiFi is bad in many buildings [#1923666]
Various time throughout the day data transfer/download become sluggish [#1923775]

wireless connectivity is horrible in our area of campus [#1924675]

Internet service just sits there and doesn't do anything. [#1924795]

Having to run different programs with an older version of IE, or with a different browser is a royal pain, but I don't think you can solve that. [#1924968]

The internet slows down in the afternoon. Please increase the ability for the internet to not be so slow at peak performance times. The Student Health Center is dependent on the internet to function in the electronic medical record and there are times that it crawls. Also when it rains the internet and the telephones are always slowed down. [#1925147]

Sometimes performs inconsistently. [#1925647]

adequate backups in case there is a disruption in service - several key pieces in the office utilize Internet service and if it is out the whole system is shut down. [#1925702]
**Having an Internet service that provides adequate capacity or speed.**

FYI, love our speed at this time. Good job [#1921889]

-----

Our internet sometimes is very slow. Our systems work through the internet, so if there is a problem, we are slowed down. [#1921925]

-----

I'm not sure how you would improve it but there are times that it is slow (the change from one screen to the next) [#1922284]

-----

Busy times of the day it slows to a crawl, hopefully the access point upgrades will help with this. [#1922305]

-----

Most of the labs and office clients are on 100mb connections. This is outdated. [#1922315]

-----

Great job on this one - I've not had problems with speed. [#1922438]

-----

The internet service has been very slow in the past several months. [#1922516]

-----

This is very important because you don't have time to sit and wait for pages to load up when your in the middle of talking with someone about a service or the problem you are having with a site. [#1922579]

-----

It was better before recent changes. [#1922608]

-----

with so many users this is very important. a budget that allows the newest equipment is a must [#1922932]

-----

Important when your job depends on the web access and speed makes the job more efficient. [#1923098]

-----

I seem to have an extremely slow computer - not sure if it is computer or internet service. [#1923248]

-----

Speed is slow at times. [#1923283]

-----

This is critical. [#1923394]

-----

n/a [#1923455]

-----

Occasionally I find the internet service to be slow, particularly in the mornings. [#1923572]

-----

905% of the time it's great. Sometimes it's super slow, but that's probably normal. [#1923590]

-----

My internet tends to slow down unexpectedly and a lot lately. Not helpful when I'm trying to look up information for co-workers or students. [#1923661]

-----

This is in reference to the wireless environment. Is it actual delivering the performance (under load) being stated. [#1923775]

-----

When the students return the Internet is so slow. [#1924795]
Sending data such as pictures with email is ETREMELY slow. [#1925045]

It can be very slow sometimes. [#1925315]

Sometimes the internet can be very slow - mainly noticed in the afternoon. [#1925346]

We work on a computer system all day and it is slow in the morning and gets even worse in the afternoon. [#1925384]

Speed varies. When it works, it's fantastic. [#1925647]
Having an Internet service that provides adequate Wi-Fi coverage.

I have trouble getting my iphone to connect with Wi-Fi in Morgan Hall. [#1921881]

We need more wireless access capacity for football game days [#1921882]

The building I am in does not always have good Wi-Fi coverage. Pasqua - older building. [#1921904]

I don't use Wi-Fi, so it isn't all that important to me, although I'm sure it is very useful to students. [#1921925]

My personal devices, primarily smartphone, are often kicked off the wi-fi and I have to manually reconnect. [#1921940]

Several of my electronic devices (laptop, cell phone, tablet) have trouble connecting to wi-fi in certain places all across campus. [#1921991]

N/A [#1922007]

Again, wi-fi can be spotty depending on where you are on campus. If you are inside a venue or building for events, the wi-fi signal may or may not be strong. [#1922019]

We do inspections and having adequate Wi-Fi coverage is must for programs we are using on our departmental ipad and laptops. [#1922156]

Wifi is intermittent around AHT [#1922202]

We have several people using mobile devices in Blount Hall and the Wi-Fi ut-wpa2 isn't reliable. There are times during presentations when the network will disconnect for no apparent reason. We have to use the ut-open or if a hardwired connection isn't available. [#1922217]

It's not always available off campus at the UT facilities where I offer in-service training and sometimes have to alter the learning experience I have planned for participants... or not include the activity. [#1922284]

Sometimes wifi is spotty in Haslam Business Bldg. conference rooms. [#1922297]

Busy times of the day wi-fi slows to a crawl, hopefully the access point upgrades will help with this. [#1922305]

Coverage and speed seem to fluctuate daily. Sometimes service drops complete. [#1922336]

Wifi is abysmal on campus and always has been. You may be able to access it anywhere, but it's as good as dial up many times. [#1922548]

In room 19 of the Food Safety and Processing Building, the wifi signal is not very strong and can drop out intermittently and therefore make connecting to the internet difficult at times. Improving the coverage of the wifi in the basement of the Food Safety and Processing Building would hopefully eliminate this issue. [#1922591]
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Having a blanketed campus is necessary to stay competitive. Also need to support wireless devices (e.g. printers) [#1922610]
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It is critical when attending a meeting across campus or in an office outside my own that I can quickly access information via the Internet. [#1922630]
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WiFi could be improved in hard to reach areas. [#1922688]
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Only shortfall I've detected is in Thompson Boling Arena - I have good connection in the lower bowl (100-level sections) but when I attend events and sit in the 300-level, connection is very weak. Elsewhere on campus, I don't detect issues. [#1922790]
-----

Wpa-2 has average coverage. It should be available both inside and outside of buildings and in several building it is not available at all or so weak as to be useless. I will say it has improved in the past year, but there is still much to be done to it. [#1922885]
-----

Install whatever equipment is needed to insure all corners of the campus have a decent Wi-Fi signal. I need the Internet for my job, but have only a spotty, weak connection in my workplace. I had to wait over a dozen times for the spinning wheel of death just to type this comment. [#1922899]
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The internet speed using Wi-Fi coverage on Ag Campus is very slow. [#1922963]
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Being a satellite office adequate wi-fi coverage is sometimes and issue that IT at the university does not always understand. [#1923036]
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I have trouble staying connected to Wi-Fi when walking on campus in between meetings. Is this something that can be addressed or is unreasonable? [#1923040]
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Wi-Fi coverage has been okay. [#1923248]
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This sometimes works weel but sometimes varies in quality. [#1923251]
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Sometimes my phone connects in and out of service. In all honesty, it's probably my phone be the issue in this instance. Connection between buildings is great though. I just wish I didn't have to continue to log in if I leave wifi for an instance. [#1923344]
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Wi-fi does not exist in some buildings and in others is spotty. [#1923353]
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This has become absolutely necessary. [#1923394]
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Having good coverage all over campus is important because I visit other offices and need to have coverage. [#1923413]
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I often have trouble staying connected to the secure wi-fi and end up using the open network. [#1923416]
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Crop Genetics building over by morgan hall does not have Wi-Fi. I also think requiring registration for a cell phone browser to access UT wi-fi is unnecessarily tedious, even if it is just a one time registration. [#1923465]

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Wifi is frustrating. There's UT-Open and UT-Visitor, neither of which are reliable. I end up draining my battery looking for a stable wifi or just staying on 4G. [#1923545]

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my desktop doesn't use wifi, but my mobile does, and service is spotty. I have a samsung galaxy s5. The wifi is continually dropping out and reconnecting, which I imagine works against my battery life. When at full strength, the wifi is great. It's also confusing to have so many UT wifi options (wpa, wpa2, eduroam, ut-open). [#1923590]

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Although I don't use it that much myself, when I do the signal is very difficult to receive in this bldg [#1923628]

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Wi-Fi remains spotty in some areas of campus. Particularly around circle park. [#1923727]

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Remote locations. [#1923775]

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Ensure adequate, reliable wi-fi coverage in all classrooms and offices at a minimum. This is a must! [#1924490]

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extremely difficult or maybe just lacking information access on how to and where are the best wi-fi access spots on campus. [#1924534]

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wouldn't it be great if there was wifi everywhere on campus? [#1924675]

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WiFi in the lower level of the UC is unreliable [#1924756]

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Wi-Fi drops out throughout the campus [#1924795]

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Enough to be able to have a Skype meeting in a meeting room. [#1924799]

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WiFi signal is a bit slow in my office, but works. [#1924851]

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I think y'all are doing a very good job. [#1924902]

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Weak WiFi in some buildings, and common areas, with gaps between buildings. Need consistent WiFi across campus. Coverage has gotten better, but it is not good enough. [#1924978]

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Get more boxes out for coverage in these older buildings where the concrete walls block the signal, even when access points are nearby, signal is bad. Most students have 4+ devices they have attached to wifi now. Plan for what our needs will be in 10 years, don't try to catchup only with what they currently are. [#1925034]

-----

Coverage on campus is incomplete/spotty . [#1925045]
Wi-Fi coverage seems to be very good in classroom space but in/near my office it is lacking. I routinely update multiple laptop computers and to do so I must set them up in very carefully selected positions in my office or take them to another location where they are more vulnerable to theft and damage. [#1925127]

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It's sketchy in many buildings at best. Coverage is lost in some labs and corridors, particularly in larger buildings. [#1925315]

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Yeah, this would be nice. Our vendor has even told us after a visit the band width is probably not enough and that is why everything is so slow. However our IT person says it is great! Why then are all the computers so slow?? [#1925384]

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Given the importance of Wi-Fi coverage, it is disappointing that there are still spots on campus where I struggle to connect wirelessly. [#1925398]

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my specific issue is that when working in the 1st floor labs in the plant biotechnology bldg, we are surrounded by so much building and metal equipment that we often can't get wifi or cell phone coverage. not sure how to address this issue. [#1925491]

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wifi drops all the time [#1925514]

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Student Service Building wireless dead spots still need to be addressed, particularly on the 1st floor [#1925548]

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There are still often network dropouts and zones of low coverage even though service has definitely improved significantly in the last few years. [#1925551]

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We don't have wifi at all at steam plant! [#1925627]

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Mostly okay. [#1925647]

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All campus buildings should have reliable coverage. [#1925716]
Having adequate cellular (or mobile) coverage throughout campus.

Service incredibly spotty. My wifi coverage rolls through all networks constantly throughout the day even after clearing all networks and setting up new permissions. [#1921875]

verizon, despite being the sponsor for ut sports never seems to have enough cellular capacity on game days. [#1921882]

There are many areas of campus that don't get coverage inside the buildings. This can be resolved with network attached cellular hotspots. The Hodges Library Auditorium is a great example of this need. [#1921894]

In the stadium and in the arena, I have a terrible time getting service. Also, in the College of Veterinary Medicine, coverage is spotty. [#1921901]

Some buildings do not have good cellular reception. [#1921904]

No coverage in my office at times, or arena [#1921905]

Well, putting people in basements and hillsides REALLY doesn't help. [#1921917]

inside certain buildings one as to move close to a window to get adequate cell service. Basement or windowless spaces are impossible. [#1921955]

The cell service is terrible in the residence halls, you are lucky to have a single at all in many of them. This is a huge problem because there are no hardline phones other than in the offices. [#1921979]

Poor cellular coverage! [#1921985]

N/A [#1922007]

There are a lot of places on campus where I have very little cellular service, and I use AT&T. I'll only have one bar or no service. Hodges Library is a big issue. Elevators are issues, too. When I'm in the center of a building, I have worse service than if I'm by a window. [#1922011]

I have heard students say they do not always have coverage in different parts of the campus. To me, this is a safety and security issue that should be corrected. [#1922012]

There are buildings were cellular service is spotty. It becomes problematic if you are in a venue or building for events and vendors can't reach you. Not sure how to fix that. [#1922019]

Increasing cellular service in basements, machine rooms, and other service areas would be appreciated. Given the costs of such service increase and the low volume of users in those areas, I recognize that this is not a practical request. [#1922054]

The Andy Holt Tower garage seems to have issues with connectivity. If only for safety sake, it would be nice to be able to have connectivity in all garages. [#1922080]
There appear to be several buildings on campus where cell phone coverage seems to be lacking. I understand that UT/OIT has a contractor currently working on this problem. [#1922081]
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I think mobile coverage is pretty adequate expect for a few sporadic buildings where it gets difficult to get a signal. [#1922156]
-----
Add coverage in the football stadium. There is no or very limited service (Verizon) during games. [#1922193]
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When moving about the UTK campus, the ut-wpa2 goes in and out. It would be nice to move around with a full signal no matter where you were on campus. Mobile devices and Wi-Fi are the norm instead of an option and we should do a better job with coverage. [#1922217]
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In the office in which I work on the Ag Campus, cell service is very spotty. Unless we go into the lobby to talk on our phones, calls are often dropped. [#1922263]
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Haslam Business Building has little to no cellular service in the building unless you have AT&T as your service provider. Even with AT&T coverage is spotty. This could potentially be a safety concern if (God forbid) there was an emergency or attack in the building. [#1922297]
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The Music Building has no service at all. You have to leave the building to get cellular service. [#1922305]
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Extremely poor coverage in the basement of the conference center. I must leave my office to take a call. [#1922328]
-----
Trouble connecting around the Torchbearer. [#1922423]
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My cell service is unreliable in Haslam College of Business and is unusable depending on my physical location (sometimes a difference of two feet at my desk on the 5th floor). Unsure how to resolve but creates real issues when I cannot be reached or cannot use cell phone to place calls. [#1922446]
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There is NO cell service inside so many buildings that I don't know where to begin. Work on that. [#1922447]
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There is NO cellular signal in the basement of the UT Conference center. Ever. Put a signal booster in the basement to the roof to provide normal coverage. [#1922478]
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I believe this improvement is beyond the control of OIT, but rather an issue with my cellular provider. Contacting AT&T requesting improved coverage for the Knoxville area would seem to be the only solution to my problem. [#1922591]
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Having adequate service in buildings where service can be intermittent at best is unsafe. [#1922630]
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In some buildings, like Andy Holt Tower or Student Services, I don't have service on the lower levels. Also during home football games if I am near the stadium sometimes I don't have coverage. [#1922638]
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In many areas of my building I can not get service on my cell phone at all. On the Verizon network, which has reliable service just about everywhere. This is unacceptable. [#1922728]
I'm not sure if it can be helped, but I work in the AA building and service is terrible. [#1922787]

Improve spotty coverage of cell service in sub basement of HPER [#1922890]

many dead spots in buildings need to be improved if possible. any kind of signal boosting equipment in buildings would help, if that's possible. [#1922932]

AT&T doesn't seem to get consistent coverage on campus. [#1923041]

Lots of dead spots, particularly inside Communications Building, for cell phone coverage. [#1923091]

The Haslam Business Building needs cell phone repeaters to rebroadcast the signal. Our cell phone coverage is terrible and is a safety hazard to our students and faculty. [#1923181]

The cellular coverage is terrible in the Haslam Business Building and other places on campus. It interferes with the ability to do work. [#1923251]

Still have several dead spots within the vet school. [#1923267]

In the student services building on level 1, the cover past the front of the office room 105 is poor especially when you get in the hallway. [#1923295]

A lot of my work is on the Ag Campus. I have no cell reception for a Sprint cellular device, and it's only on the Ag Campus. Once I leave the Ag Campus, everything is fine. It's just a really weird Dead Zone. [#1923344]

Since SPRINT is now the preferred carrier over AT&T, I would suggest putting boosters throughout the buildings to enhance services [#1923349]

Would love to have better coverage in Haslam, Fred Brown, Thompson Boling [#1923366]

Cellular service in Neyland Stadium is spotty due to volume. Given my work responsibilities with game day management, this is problematic. [#1923376]

more towers..... a different service provider.... ANYTHING to improve the poor reception now when it comes to receiving/sending texts or phone calls while on campus [#1923388]

Cell service in the Haslam Building is spotty. Maybe the installation of signal repeaters by carrier would improve the service. [#1923500]

Having good coverage is important, and my experience so far has been acceptable. I am with Virgin mobile. [#1923542]

this is essential, I require my mobile to keep up with work emails when I'm working away from my desk. [#1923590]
I work a great deal in Brown Hall and the cell phone reception in the building is slim to none depending on where you are standing. [1923661]

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The only time I have difficulty with service is during football games, which is expected with such a high traffic load. [1923694]

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Tough question, because I understand I get service through Verizon, not OIT! It seems like it’s more of a Verizon issue than an OIT issue, so I’m not sure where to rate my expectations of OIT... [1923719]

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Brown Hall is a dead spot for cellular service. It is a major issue with so many students living there and offices located there. [1923727]

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Several of the building across campus has limited or no cellular services on their lower floors where there are classrooms. [1923775]

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during special events coverage is sporadic. [1924534]

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The campus wi-fi system constantly hi-jacks my phone for connection even after I have connected. I end up turning my wi-fi off on my phone because the sign in page keeps popping up whenever I receive a text. Phone coverage is spotty if various buildings. [1924631]

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most of the time coverage is good. there are some buildings which kill signal. home football games there is almost no service [1924675]

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Place a signal booster in the basement that goes to the roof of the building. [1924782]

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Never had a problem with this. I'm sure there are places in buildings where service is poor. Work to improve coverage in elevators and internal areas where service might not be strong. [1924794]

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Cellular service dropping calls because of inadequate signals. [1924795]

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There are some buildings on campus that still do not have cell service. [1924797]

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I know there are issues in certain areas of the buildings, which are probably due to materials and not the actual coverage. Probably not anything that can be done about that. [1924968]

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Weak coverage in many areas. [1924978]

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My cell phone barely works in 219 Student Services Building. [1925076]

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I had a University issued cell phone that was on the ATT network. The lack of coverage in our classrooms made it impossible to communicate with other support to troubleshoot and fix other technology issues in the classroom. Ultimately, I’ve resorted to the use of my personal cell phone which is on the Verizon network. It would seem that all major mobile carriers should work with the same level of service throughout the entire campus. [1925127]

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Poor coverage within internal rooms which don't have an outside wall. [1925162]
The signal in Neyland Biology Annex is poor. It is not unusual to have to walk into the hall and hold up your phone to send a text message. Pitiful! [#1925174]

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Service is always pretty good, but sometimes depending upon where you're at in a particular building it is not so good. [#1925346]

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Problems still exist. I see people moving towards the doorways in order to get service sometimes. [#1925430]

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again, working in the laboratories in the plant biotech bldg. we often can not get wifi or cellular coverage [#1925491]

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Student Service Building cellular dead spots still need to be addressed, particularly on the 1st floor [#1925548]

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My cell phone does not work in my office. I cannot take or make calls, which is frustrating because some of my clients/prospects prefer to call my cell phone. I work in the Haslam Business Building and assume this is because I have an interior office. I have Verizon cellular service. Thanks for anything you can do to resolve this issue. [#1925635]

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Especially on Game Days!!!! Needs significant improvement!! [#1925647]

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My office is in the basement of Andy Holt Tower and I have very spotty service in my office. [#1925671]

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Regarding my response on cellular service, I am speaking specifically about my buildings: Dabney-Buehler and SERF. There are several places where cellular signal is terrible. [#1925727]

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

The search function on the UT website is extremely limiting and frustrating. I seem to never get the results I'm looking for, no matter how general or specific the search terms are. [#1921881]

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The OneStop reworking sends me in circles whenever I try to find information. It is very difficult to find specific, detailed information using that site. If I need general information, it's fine. [#1921901]

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I feel a lot of web sites at UT leave a lot to be desired. Not very user friendly. [#1921925]

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Lynda.com is a wonderful service that, while asynchronous, is very helpful in guiding the learner. Maybe Lynda.com could be used for IRIS training. [#1921927]

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OIT websites are difficult to find what I am looking for. [#1921974]

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N/A [#1922007]

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NA [#1922063]

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I find the UTK homepage difficult to navigate. If it wasn't for the A-Z index I don't know that I would ever find anything. It seems much too “busy” with all of the pictures, but not very functional. [#1922080]

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I have always been pleased with OIT associates when I have had to use them, which because we have our own IT support staff is not very often. [#1922174]

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Navigating utk.edu in general is a nightmare. Even using the google search tool is only helpful about 60% of the time. [#1922236]

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On some of the UT website pages, the navigation between pages is not very intuitive. This makes it difficult to find the information you are looking for. [#1922263]

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Finding OIT or the OIT Helpdesk online is near impossible. They are not listed in intuitive locations. The website is difficult to navigate. One particular complaint is the email sent to remind us to change a password that is expiring -- the instructions are incorrect. Not a good thing! [#1922269]

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OIT’s website seems like a tangled web. Can you simplify it? [#1922297]

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It would be nice if UT updated their webpages they are very behind in this area. [#1922337]

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Need to do a better job of killing redundant and/or out-of-date pages that have been replaced. Need to be more obvious when my web searching lands on the UT SYSTEM web pages versus the UT Knoxville campus web pages. [#1922378]

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In my opinion, I should be able to go to a website and click a tab to find helpful information. [#1922411]

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UT has some of the most convoluted, mis/dis-organized websites I have ever encountered. In addition to that issue (which is likely more one of divisional management's responsibility than OIT), there is a distinct lack of unified interfaces. Honestly, the level of expected web service has risen to the point where it can be expected (of an institution, by a user) to not have to sign-on to multiple platforms, just to
accomplish some basic university business. The worst examples are probably the library system (collectively) and OIT software delivery systems. [#1922418]

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The main website is easy to use, but there is such a lack of consistency across department websites. Old webpages with outdated information are still floating out there, and that can be confusing if you are just using a google search to find something. [#1922466]

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There are so many UT sites I find it difficult to navigate and find my desired information. [#1922538]

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This is very good to have because some of us have never used web and online svc because of how hard they are to use or to get questions answered if you have trouble. [#1922579]

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the organization of the whole UTK website is confusing. Most departmental pages are extremely outdated and organized differently than the current scheme [#1922610]

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Due to my age I frequently have difficulty with the more complex web sites. For me, they need to be very user friendly. [#1922641]

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I think the sprawling websites that are related to UT are often difficult to navigate. Also the search feature returns news articles instead of internal links. My comment refers to all UT sites, not the OIT site specifically. However, I presume OIT has some measure of service in the tools, training and guidelines they provide for site creators. [#1922664]

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Force departments, like the library, to cull their jargon laden, text heavy, cumbersome website down to something usable. [#1922668]

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SSB is very confusing for students. They constantly come in to our office for help. Variable hour classes are especially difficult. [#1922787]

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The university has made great strides to improve our online presence. However, I feel we could may additional strides if the entire campus was using a single content management system. [#1922795]

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The search feature on utk.edu is very old and is not very good at getting information when I try to use the OIT knowledge base. Several times I've had to figure out solutions to problems that later I was told were in the knowledge base. SharePoint is a poor way to keep documents for the OIT department. I find it very unwieldy and not user friendly, even for techs. [#1922885]

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Have had trouble finding info on websites. Being new to UT, I find the main UT "search" box not terribly useful. [#1923248]

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Better explanations could be provided. [#1923283]

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During the recent bad weather, an email reminder was sent to watch http://www.utk.edu/status/ for up-to-date status information. However, there is no link to this page from the main http://www.utk.edu page. Other info is difficult to get to and/or out-of-date. For example, if I want health insurance information, here are the links I follow: http://www.utk.edu -> Faculty and Staff -> Employment and Benefits -> Group Insurance -> http://insurance.tennessee.edu The final page contains news items from 2013 and does not provide any links to plan details for 2015. If I select "Group Insurance Plan Links" from the sidebar, I end up on a page that gives links for the 2014 insurance plan. This is absolutely terrible. [#1923317]
Really difficult to find documents throughout the UTK website. Need a search engine within the website. If you currently select search, it goes through the www instead [#1923349]

For some reason, utk.edu frequently is unusually slow compared to most other sites. [#1923394]

Some websites are confusing, not very well organized. My agencies website is terrible but our management won't do anything about it. Not OIT's fault. [#1923413]

Finding forms and information, especially from Human Resources, is difficult and not user friendly. [#1923416]

n/a [#1923455]

Most are visually appealing. The search features don't seem to work very well [#1923465]

Why are sites being developed in WordPress? Is software designed for blog authoring really the best for full-blown web sites? [#1923500]

Like all university websites, UT's is difficult to navigate. When looking for specific information, I always google "utk.edu blank" instead of actually spending the time hopelessly searching through menus to find blank. [#1923509]

The entire UT website is very complex and hard to navigate. The OIT site is also hard to navigate. [#1923572]

very hard to navigate oit's site. So much info. So hard to figure out where to go for what. The search function is equally frustrating. A website overhaul would be amazing, but a gargantuan task I'm sure. [#1923590]

I understand that this is a moving target, however, there seems to be outdated service instructions that need to be removed when that data is no longer applicable. This is usually found through the UT search function that will point to a legacy web page that is no longer applicable, but present. I don't have a good recommendation as to how to handle that issue, unless a created or modified date is added to the material. The other issue is that I learn where to go to find things (solutions or how to's), and then that changes without notice. Again, I regret that I cannot give a specific example. Maybe a site map or site index would help. [#1923624]

Using the search function at the UTK web page rarely gives results that helps me find what I am looking for. I'm less likely to find the "authoritative" source, such as HR, than I am a departmental web site that may have a copy of what they got from HR. That is more the fault of the web page design than anything else most likely. [#1923717]

1-Many of the services websites are not design for ease of use when searching for information.
2-Identifying the owners of particular websites when information is found to be in error from search engines is founded (Yahoo & Yelp Search for University of Tennessee Knoxville still showing wrong number). [#1923775]
UT departments need to have forms in an easy to complete format online. Sometimes even if something is available it is difficult to find because the website is so huge and unorganized. [#1924502]

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It's hard to find information on the web sites and online services [#1924795]

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Web sites for department offices are difficult to navigate to find things. Not straight forward [#1924875]

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SharePoint seems especially hard to use and not dependable. [#1924960]

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Difficult to search employee facing websites for information. It is far quicker to call someone and wait on hold than to try finding anything on utk webpages, SharePoint, HR especially. [#1924978]

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Most people give up and just use the A-Z index. Important places on campus have terrible websites (ie Volcard) and important sites are not easily linked from the main page (Human Resources, OIT). That being said, compared to other universities, our site is not bad. [#1925034]

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Have all website accessible from smartphone. [#1925119]

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Some things need to be kept fresh and up to date but when users get accustomed to finding certain information in a particular place only to have the whole site re-organized only leads to frustration and inefficiency to perform infrequent but routine tasks. [#1925127]

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Mobile is good. [#1925161]

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Why is it so hard to find a calendar of Holidays? The same for policies? [#1925162]

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the search function on UT’s websites defaults to news about that organization or unit, which is ordinarily not what a user wants to know. this is really annoying. [#1925172]

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I'm pleased with the University's web presence for the most part but assume there is room for improvement. [#1925173]

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Information gets lost - have to go to A-Z website to find anything and sometimes it circles back around Not easily found - categories too broad [#1925234]

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some of the web site traversal is convoluted [#1925514]

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it's often difficult to find the things I'm looking for on UTK's sites [#1925534]

-----

Please don't have websites that have the look-and-feel of 2000. [#1925538]

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Please update most billing and necessary websites to Chrome and Firefox compatibility. [#1925716]

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Being a middle of the road kinda guy I can understand but can always use helpful suggestions to improve. [#1925769]

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

Again, the computers are slow because of the amount of programs loaded on them. [#1922392]

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We have containers that I can't easily share with members of my department because we have to content manager linked to courseware that is really an administrative manager more than a learning manager. Get a content manager and some real WebDAV capability. [#1922447]

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One issue I can think of is Black Board. I find it very cumbersome and ineffective. [#1922538]

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Better organized troubleshooting [#1922610]

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Fred is a wonderful resource for Blackboard and his training helps me utilize the system much more efficiently. [#1923416]

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n/a [#1923455]

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I have never received information related to any learning experiences [#1923628]

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N/A [#1925173]

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It's hard to find time as a staff person to listen or watch video. Reading is much better. [#1925234]

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Blackboard Collaborate has been a challenge in regards to the quality of the video being live streamed. Students who rely heavily on live video feed has to simultaneously launch the video tool in collaborate as well as skype. [#1925718]

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

There seems to be no consistency among the tools used - some groups use Sharepoint, others a wiki. Hard to know how or where to put shared materials. [#1921915]

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A lot of people on campus have much newer technology than my department. [#1921925]

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Need a place where I can see exactly what type(s) of software that OIT has and an explanation as to how it works. [#1922081]

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I came on as a temp and was not given IRIS approval and access to all Chemistry Dept. functions and this hindered my job. [#1922210]

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my challenge is more adapting new items ... just when I felt good using one system it changes to another. [#1922284]

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n/a [#1922305]

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Unable to have 10 digit phone line through Lync. [#1922315]

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SharePoint is not intuitive [#1922343]

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When OIT implements new 'technology' ie: OneDrive; SharePoint; they need to consider all aspects of how departments and organizations may want to use it. OIT staff many times do not seem to have all the training to support them. [#1922414]

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Zoom is a good start. Now make everything easily shareable between campus members and the world. [#1922447]

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stop SharePoint - too difficult to use [#1922471]

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Needs to be more user friendly. [#1922608]

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This would be helpful in dealing with partners from other departments/colleges as well as partners outside of the University, such as partners in local and state government. It would be nice to have something like Dropbox or Box.com available through the University so that our outside partners can also access it. [#1922978]

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Need to collaborate to learn and explain the new systems that we purchase at the library. [#1923098]

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Consider a cloud for faculty and staff to easily share files. [#1923267]

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This is an important area for growth. Teleconferencing can reduce travel time and expenses. [#1923394]

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n/a [#1923455]

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One of the committees I am on is chaired by a person at University of Nebraska Lincoln. They use Adobe Connect for their committee meetings which has been so much more effective than using a
conference call. I think it would greatly enhance productivity if UT would offer Adobe Connect along with some seminars/tutorials on how to use it. [#1923465]

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sharepoint and vault.com are cumbersome and painful to use. I avoid them at all costs. Would love a better html email system to tell campus groups about things. [#1923590]

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Zoom is wonderful, but many times there is a delay when zooming with staff in other counties due to slower internet connections, etc. [#1923620]

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I use BB Collaborate, and that is sufficient for classes. However, the newest version has removed the ability of individuals to create a session unless it is set up by the instructor, or by BB staff. Maybe I am wrong about that, but that has been my experience. The whiteboard is unforgiving and hard to use. In group projects, we have resorted to additional tools like Google docs, Google hangout, or email. However, getting everyone in the same truly collaborative space with audio and shared writing space is not a one app answer. So, it depends on what kind of collaboration one is doing. [#1923624]

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Find ways to encourage staff to actually use the platforms available. Most of my coworkers don't even use calendar invitations, making the communication process much more tedious and time consuming. [#1924490]

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Sharepoint is clunky and it easy to use. In addition have had some security and technical issues with it. There is not a good contact/support for this software for troubleshooting [#1924669]

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you can't it's simply difficult to get groups of people to utilize the same resources. [#1924782]

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It's hard to find other people and we all don't use the same email provider [#1924795]

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For the most part, i'm pleased with our capabilities. But i'm sure there is room for improvement. [#1925173]

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UT offers wonderful services for this, I think its more of the people who either don't want to use it or don't know how [#1925345]

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I need a solution that works reliably across operating systems (Win, Mac, Linux) without requiring the use of a web interface. [#1925484]

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SharePoint is a great collaboration tool yet we are still using 2010 version and it's compatibility is lessening each year. [#1925514]

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Thanks for Zoom! [#1925534]

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

Seems like there are still so many secrets, that aren't. How about a more open policy on sharing information with the community from the start. Help us understand the data you are using so we can help further the same goals. I feel there is often a disconnect about how individuals can help due to unnecessary privacy of public information. Make the process more interactive so the community has a reason to be involved. [#1921894]

More real-time updates of IRIS. Charges on accounts from payroll, transfers, procurement cards, etc. Updates need to be more frequent to track the expenses more closely. [#1921904]

The performance level is less related to “uptime” and more an issue of "miles of unnecessary red tape” [#1921917]

N/A [#1922007]

I think this falls into the availability of off-the-shelf and in-house developed software. I know of several in-house solutions that we would like to have but OIT is just to overwhelmed. I think the in-house systems development should be looked at and additional resources added. Also projects that have the greatest value to our customer, the student, should take precedence. [#1922193]

I came on as a temp and was not given IRIS approval and access to all Chemistry Dept. functions and this hindered my job. [#1922210]

It would be nice to have computers that can handle the number of programs running and not have 4-5 minute start-up times. [#1922392]

There is certain student information that I need in Banner to process student death notices. I have called for help with this and am told that there is another system that Admissions uses with this information, which is not accessible in Banner. We need one system with all information. [#1922453]

SERA is working diligently to ensure timely and accurate access to SIS data. I only rated it lower because this is an ongoing effort. [#1922471]

Not all systems work well together and truly understanding what the data represents can be confusing. [#1922589]

Footprints has some rather disturbing behaviors...especially the amount of running java errors and collections of error log files on the hd. Have to clean off the log files every day or so. Crazy. [#1922688]

To become more entrepreneurial, we need systems that provide easier access to data and that are more agile in allowing users to access information. [#1923091]

Yes, being able to run data reports ourselves will help alot. Banner- ARGOS is too picky and does not work well with JAVA updates that are needed. [#1923185]

This has always been a problem with all major systems (e.g., IRIS, ANDI, TERA-PAMS) The data many times cannot be accessed in a way that is useful for decision-making and/or monitoring. [#1923394]

n/a [#1923455]
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SharePoint/Website data needs to be reviewed often for content. Pull down or at least archive reports/data from 4 or more years ago. Change search method to find the most current data and display it first. I searched the UTK and the OIT websites and can find reference to my search query, but the links are often to documents from 2010 or 2011. It's a thankless job, but someone needs to review and refresh departmental websites at least twice a year. [#1923542]

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Many UT websites do not contain current information. This is extremely frustrating since the web is the first place most people look for timely info. [#1923572]

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Our MIS/ONES system of tracking information is not user friendly in providing data. [#1923653]

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Again, not sure how much of this is an OIT issue versus Banner & IRIS. We NEED reporting systems that can take information from both systems and analyze, and we need training to know how to use those systems. That seems like it should be driven by IRIS and Banner owners to help their users. [#1923719]

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In reference to data circuits locations for activations/de-activations and billing concerns (LAN/MAN circuits, etc.) [#1923775]

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Provide professional Doodle accounts for staff that routinely schedule appointments with constituents to project a more branded look. Promote a short training video for Doodle (from Lynda.com?) that reviews additional features of the scheduling service. I'm referring to staff that build the surveys, not necessarily the people responding to them. [#1924490]

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Our current reporting systems are inadequate especially when dealing with data across systems. We need a better data warehouse or reporting environment [#1924669]

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don't know where to find this [#1924795]

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When more than 3-15 people have to send chain emails back and forth on system upgrades or solving issues, it would be nice to have a service that captures all the communications in one place and everyone can use it to post their entry and ultimately the chain would be archived for future usage. [#1925115]

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We need the ability to monitor the effectiveness of and engagement with email communications sent to various University audiences, including employees, students, alumni, etc. [#1925173]

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creation of a central repository of information that can be connected easily to allow access to multiple systems. This will also mean getting more collaborative agreements between multiple data owners. [#1925702]

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

When are we going to HDMI connections? The current lack of standard connections between rooms causes lack of use due to frustration. At least give us some hints as to which rooms have similar setups (maybe color coded based on what is available). [#1921894]
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My complaint in the rooms that have systems is they need to have better hookups to various machines, Mac, pc, etc. [#1921896]
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I think there is a shortage of classrooms for meeting spaces, but I may be wrong. I know a lot of the time other departments want to use the library for meeting places. [#1921925]
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This has more to do with the availability of classrooms/meeting space in general than the technology in them. There is a lack of space, and therefore there is a lack of space with needed technology. [#1921944]
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We have a serious shortage of meeting spaces on this campus. [#1921985]
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It would be great if more conference rooms/classrooms were capable of video-conferencing. [#1922050]
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There just needs to be more meeting spaces in Andy Holt Tower that can accommodate video conferences. [#1922080]
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I work in Landscape Services, and spend most of my day on a computer creating training materials. I have been very pleased with the internet service and speed of browsing, etc. I do not really use online tutorial programs, but am open to it should something come up that I need to learn. [#1922138]
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I love what the Ag Campus has done in this respect. I can go online schedule a room and someone can remotely approve my request or not. I wish CVM had the same capability. I am not sure if main campus does or not. [#1922156]
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Meeting rooms across campus are inconsistent with available technology. Meetings rooms over a certain size should be equipped with technology as a standard. [#1922193]
-----
There is not near enough classroom/meeting space with projector technology. This request is made often by, undergraduate students, graduate students, post-docs and professors. Our department can not always meet the demand. [#1922259]
-----
I am not faculty, so my access to do broadcast national training events from campus classrooms depends upon asking favors or scheduling events only when school is not in session or during a few weeks in the summer. More access to these resources would be better for everyone, not just my projects. [#1922378]
-----
Has OIT not heard of HDMI? Why are we still using analog and VGA connections in an HD world? Get these options onto Faculty Refresh, make tablets and iPads part of the Refresh program, and get updated connections in the "smart" classrooms. A few smart whiteboards with 20th-century technology and fancy chairs with neon wall paint does not make for a better learning experience, and it frankly wastes the precious money we have for upgrades. Invest in SFF CPUs with something like Doceri on them to replace the Smartboards, use the difference to upgrade to HDMI, and give faculty choices on the laptop upgrades. [#1922447]
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All meeting areas should have the latest technology due to limited places to meet with staff, faculty and students. [#1922589]
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Some of the technology in some buildings and meeting spaces is outdated. I would like to see "smart" technology in all meeting spaces. [#1922638]
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The projection systems in the classrooms are great but not if you have a mac. You have to have a separate cord to connect which most people do not have. [#1923408]
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The classroom set-up in HHS does not lend itself to working from both the screen and the white board because students and desks block access to the boards. [#1923416]
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n/a [#1923455]
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We do not have enough computer labs on campus. We train staff members to use online systems and cannot fit them all into a lab at once. It is very inconvenient. [#1923727]
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It seems difficult to find meeting rooms equipped with a projector and PCs to be able to perform training and meetings. [#1924502]
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There is more demand for quality classrooms than is available [#1924756]
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More places to teach that have computers. In smart classrooms, have the equipment be all the same in all buildings. Have instructions on how to use them in each room. Have a computer hooked up for those who don't have laptops. [#1925034]
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Some recording devices in the Haslam bldg. do not work. Recording classes is rapidly becoming an expected thing (and even a necessity) for students, especially graduate students, in the business college. I don't know if maintaining recording equipment falls under OIT, but feel free to pass this information on if it does not apply to your office. [#1925082]
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Speaking as a staff: Meeting spaces with up-to-date technology [#1925115]
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In the College of Law only some rooms have received technology with TEC support. The majority of classrooms have had to make due with piecemeal equipment purchases from within the COL. This has resulted in a hodge-podge of user interfaces from one room to the next making it frustrating for Faculty to even turn on some systems let alone use the tools to their advantage. [#1925127]
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More needed. Especially videoconferencing for remote lectures. [#1925161]
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What does OIT provide in this category? [#1925162]
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Not enough lab class space available [#1925234]
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Training Rooms with adequate ventilation (heating/cooling) Overhead projection and screens that are readable [#1925306]
Departments with less funding should still have a campus-wide standard of excellence that they can expect from their rooms with technology. [#1925716]

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Getting timely resolution of technology problems that I am experiencing.

I have experienced an issue with the student evaluation of instruction system not listing any courses in my program. Therefore, I am unable to choose which forms to use for our courses. I have tried to get this resolved for two semesters, and it has not happened yet. A work-around has been developed, but this prevents me from making last-minute changes that need to happen. [#1921901]

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As I said before, sometimes OIT help desk isn't much help. [#1921925]

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Since I work at OIT, I usually get fairly fast response to my technology problems. [#1922081]

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I like the one number idea, but sometimes I just need to get something done and having to jump through all the red tape to get to the correct person can be time consuming. [#1922117]

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When a problem can't be solved via online service through the helpdesk, it is necessary for someone actually come to my office to fix a computer. We've had a few times when the person never came. We tried to find out what happened and just got a run around answer. We eventually dealt with issue and problem solved ourselves. [#1922217]

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This is one area where OIT EXCELS!!!! I am amazed at the wealth of knowledge I reach when I call the Help Desk. I am impressed with the speed with which issues are resolved. I am so grateful for the patience and kindness of the OIT Help Desk staff members. The only thing that would improve things for me would be if I didn't mess things up and have to call so often. [#1922271]

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You're getting better in this area. Keep improving your response time. (return calls & emails) [#1922297]

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I have no difficulties in having problems corrected. The group here is excellent in problem solving. Better now that remote repairs are made. [#1922392]

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The OIT person I've worked with on in setting up and maintaining a virtual computer does not respond to email timely; when does do upgrades to server and or vpc doesn't let me or co-workers know the work is completed. I know people are busy but so are we in my organization. Waiting around to hear back if upgrades are done so we can move on with our work is not good and it happens all too frequently. And then emailing the OIT person responsible for doing the work after waiting up to a week only to find out 'oh, I'm sorry I forgot to let you know, yes that was finished 'x' amount of days ago' Does not work. [#1922414]

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Having to talk to three people when I know who I REALLY need to talk to is a waste of my time. Glad you have a ticket system and all of that data, but using the data you get to improve services would be more helpful. [#1922447]

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I have always had great experiences getting resolutions to my technology issues through the OIT helpdesk. No issues here. [#1922466]

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I had one issue with Sharepoint. I submitted my workored and immediately received confirmation that the issue was being worked. After many delays and questions to the support desk, I finally was told my issue could not be resolved. This took approximately 4 months to be told it would not be possible. [#1922538]

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The service level is pretty good. The staff is really responsive. [#1922581]
Most of the time I've experienced above average service. [#1922608]

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I haven't found that there is much self-help available for issues I have had. Also, onboarding as a new employee took over 3 weeks and caused much strife for my departmental IT coordinator. [#1922664]

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It often feels like the tech support people don't want to help. You get answers like "well, that's just the way it is" or "it's just old equipment" instead of actually trying to solve the problem. [#1922728]

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The quality of service here depends on the nature of the issue. Small issues are resolved very quickly and effectively. Larger issues, e.g. the need to increase capacity for IT to help with document collection, file format conversion, etc. is almost non-existent. It seems they are so busy trying to keep the fires put out, there is no opportunity for long-term planning and development of services. [#1922737]

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I have found that IT personnel have always been very responsive and I have received assistance in a timely manner. Generally issues are resolved in a very timely manner. Most requests have been issues relating to connecting devices to the network or with NetIDs and passwords for guest visitors or "generic" accounts. [#1922790]

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The people who fix our computers really take their time in doing so. They are in no way what I would call proactive but rather passive. [#1922978]

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see below [#1922982]

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I think ours has to do with the Medicat system. It would be nice when we go to other PCC areas to automatically be able to log on to the computers et have availability to print on the printers et have access to print labels. [#1923142]

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I have not had contact with OIT on problems I do not have. I'm sure that if I did have a problem that needed resolving, I'm sure they would be more than adequate. [#1923344]

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Emphasize that if the front line of helpdesk support does not know the answer, they should quickly refer out to the appropriate team instead of hum-hawing "I'm not really sure what you should do" or "I haven't heard of that", or any other equally unhelpful and time-wasteful comments. I have had to say, "then please escalate this issue to the appropriate department." That happened several times. [#1923624]

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I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable. [#1923658]

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Addressing billing issues. [#1923775]

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every service call i have placed has been quickly resolved. every person i have come into contact with has been professional, friendly, courteous and well-informed. [#1924675]

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OIT Staff is very helpful [#1924756]

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Often, I feel that the OIT ticket is "resolved" after a call back from someone at the HelpDesk when, in fact, the issue has not been resolved at all. [#1924794]
Sometimes it may take a few days before a resolution is presented. This stops work production until then. [#1924795]

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Have tighter resolution times on tickets. Some are followed up on the same day - others take a week or two, often with no communication. [#1924960]

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I usually have to call the vendor because our IT person doesn't understand the system and I can get quicker and easier resolution through them than I can with the person in our building. [#1925384]

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no issues here - each time I have called, I have received immediate help. My department recently migrated to Office 365 email, and it was a well coordinated effort that went off easily - the instructions for setting up Android email were particularly helpful. [#1925491]

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Several tickets I have put in take over a month to resolve and sometimes with little to no communication from the service owner. [#1925514]

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When no work is seen by the ticket submitter after over a week it would be nice to see some form of ticket escalation or some type of acknowledgement that the request hasn't been forgotten or lost. Sometimes in cases like this it feels like no one has ownership of the request. [#1925534]

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Remote location technology support from main OIT office other than UTIA would probably be helpful. College OIT support has been less than helpful in most technology remote location issues experienced and tech support gets relegated to location office staff. [#1925567]
**Technology support staff who have the knowledge to answer my questions.**

If a tech person can not help, then the issue should be handed off to someone that can or to someone with more knowledge of the issue at hand. We call to get help, not be told they don't know what a program is or how to fix it. If we have a program on our computer then OIT should know what the program is and how it works. [#1921889]

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At times, folks at x9900 don't seem sure of the proper routing to get help for various technologies like Excel, Taleo, IRIS, etc. Mostly they are very helpful, but maybe need a little more training or a guiding document in to help them get tickets routed promptly to the right person to assist with a user problem. [#1921898]

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Many of the tech support staff seem to be VERY uninformed at their tasks and offer canned responses to many issues they pretend to understand but really don't. Many also don't even seem to understand the basics of how a computer operates. [#1921917]

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Sometimes, people you call to ask questions on campus do not know how to answer your questions and leave you hanging instead of asking others. I've had this happen at the OIT help desk. [#1921925]

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I rarely call OIT for support because they have not been of much help in the past. [#1921985]

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Most of the time, but usually only if it pertains strictly to SharePoint, Blackboard, or desktop support questions. I also use Camtasia, Adobe Pro, and WordPress. Any questions beyond this and OIT doesn't support it. It would be nice to have a list of software somewhere that OIT does support. [#1922156]

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Front-line tech support should take the time to read the request or listen to the questions carefully before shooting back and answer that may not apply to the question. They should not be afraid to say "I don't know, let me find someone that does know the answer." [#1922163]

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Having well trained people for technology issues should be a high priority. There are some individuals working with desktop support that don't have a clue when solving a computer problem. When I've had what came down to as a simple problem to fix, one individual in particular (that I've been transferred to) practically suggested that I needed a new operating system and/or to restore my computer. I called back to get someone else and the solution was a simple reboot in one case and the other was to update to a current version of Adobe Flash. Let me say that some of the OIT people are GREAT and no what they're doing. [#1922217]

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No directory nor enough awareness on who is in charge or the Point of Contact for the various IT systems that a staff member, or educator would need at the University if you have questions. [#1922315]

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Our tech support in our building implies that he doesn't have the time it would be nice to have someone that can help us faster then having to go to an administrator and complain to get something done in an timely manner. [#1922337]

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In requests turned in with OIT Help desk the completion rate is extremely high but as I've said it seems that when new applications are released and if we have problems with it and call the help desk no one seems to know who/or where to direct the problem/question [#1922414]

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Possibility to connect to the radiology PACS system through mobile devices such as tablets or smartphones [#1922430]
Love BOMGAR, now if you could get a few more staff that had actually _touched_ a Mac in their life would be helpful. And if you are supporting ANY student technology, I strain to understand why you can't/won't do the same with faculty and staff. [#1922447]

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The questions I tend to ask end up being answered by a guy that knows a guy that knows someone not from UT who can answer. In all fairness, my questions are far advanced beyond what I would consider 'typical.' Staff that have the depth of knowledge I desire do not stay at UT very long. [#1922577]

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Some of the OIT staff will register wireless devices, others say they can't/won't. [#1922610]

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Not sure of an answer - I work in an area that I can't get away during work Hours but would have loved having more computer training. It is about time to go and of course I am an older employee. [#1922870]

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Technology support staff need to be better able to speak with lay people in words they can understand when explaining IT. [#1923036]

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The support staff I have had contact with have been outstanding! John Morgan was fantastic in setting up my new computer and explaining to me how things work throughout the process. Allison, at the help desk, was very helpful over the phone. She didn't have answers to all my questions, but she made an immediate effort to find the answers and directed me to the correct resources. [#1923572]

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Robin Wisecarver has been an extremely reliable resource. [#1923653]

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I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable. [#1923658]

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Almost every time I have called OIT they have been able to help or given me multiple suggestions of things to try. They are a great asset to our campus! [#1923661]

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Help Desk support is adequate. Research support staff seem to be generally well informed, competent, and helpful. Desktop support is great, most of the time. [#1923724]

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some support staff have no clue what we are talking about [#1924795]

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In our deadline driven office, we need someone that can understand what we are saying even though we might not be saying it technically correct. [#1924932]

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They may have the knowledge, but they need to ask more about the customer to find out what level of computer skills and knowledge they have so that they don't talk down to a customer who is very skilled in computer technology. I can't help it if I have to open a ticket to get someone to help...that's just how they want the errors traced. [#1924968]

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All I ever hear is turn off your computer and start it again and see if this works. Really??? this is from the person who is supposed to be able to help you. [#1925384]

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better training for staff and better communication skills [#1925514]
OIT needs to staff people who can answer hard questions correctly. One shouldn't have to spend 3 weeks back and forth between multiple people on OS licensing questions because the OIT staff member keeps giving misinformation that they don't take the time to research for themselves. [#1925534]

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Haven't had anyone helpful in establishing wireless networks [#1925567]

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Receiving communications regarding technology services that I can understand.

Some older folks who did not grow up with computers do not know what all the tech talk talk. Consider the audience you are helping. [#1921889]

Written by OIT people. They understand what they talk about and use their language. Other people not so technology-minded don't understand what they're talking about. Same way as when people in the library world talk their talk. People don't understand us either. [#1921925]

N/A [#1922007]

NA [#1922063]

If communications regarding technology services is written in such a way as to require some one to decode it, it needs to be rewritten. [#1922081]

I struggle with technology terms therefore I need more basic info and terminology [#1922227]

This is a difficult one because the knowledge base is so disparate across campus. I consider my technological skills and knowledge to be fairly low on the totem pole, and sometimes the messages don't make sense to me... for example, the messages we received about the e-mail migration didn't explain to my satisfaction exactly what was being done and why. Nor did they explain exactly how it would happen and what I should expect to happen on my own desk top. I feel that sometimes the messages are designed for folks who are very tech savvy and already know everything and I'm left in the dark because of my reduced knowledge base. If they could give just a bit more detail about the processes and what we would see on our screens and be required to do, that would help those of us not so savvy to feel less inadequate for the tasks to come. [#1922271]

On a regular basis, IRIS users get emails regarding reports available, and other helpful information, HOWEVER, I find that most of the information is not clear enough (to those of us who are technology challenged) to understand how to proceed. [#1922411]

Often times (in fact, more often than not) OIT 'communicates' without translating. As an end-user, I could honestly give a hoot what something is technically called or how it technically operates. Most of that language is seemingly meant to sound technically difficult and administratively obfuscate, if not confuse, so as to preclude administrative oversight and inquiry. As a result, UT has hosted services for years, about which I knew nothing -- likely still does. OIT must do a much better job explaining what services are available for use, by explaining what they do - not just a techno-babble blanket term. [#1922418]

This is the biggest issue with OIT. The communications they send are very confusing and hard to understand as a non-techie. [#1922581]

Clear written communication is vital. [#1922589]

Communications regarding technology services need to be written to speak to those who are not technically advanced - they need to explain and not confuse. [#1922630]

Many times things are changed without any notification of the change. For example, server paths are altered and no notification is given to accessors. [#1922636]
I am not aware of this. When I try to find something I search aimlessly on the UTK website. [#1922978]
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n/a [#1923455]
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The few surveys, training emails that I have participated in have been somewhat difficult to understand the terminology considering I have no training in computer languages [#1923628]
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I know I don't know what all is available or how to go about using it. Not knowing where to start or who to go to (or get the right information) is another issue. E.g. I called the library to inquire about a place to join a tele-conference and the info desk said there was no place to do so. [#1923666]
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Clear instructions with pictures and captions/arrows/highlights of what to do. [#1923723]
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this last transition has been extremely difficult and is still not what I would expect - poor at best. [#1924534]
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I 'receive' the information acceptably but occasionally it's just passed from the technology world and not explained how it relates to UT's technology. [#1924782]
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I receive communications that don't apply to me and when they do the use of technical terms doesn't mean anything to me [#1924795]
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Break down the terminology so anyone can understand. [#1924932]
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Communications often seem to be targeted at someone with a higher than average understanding of the technology. [#1924960]
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Avoid jargon in messages and use email templates that break copy up and highlight the most important information and the action I need to take [#1925173]
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sometimes we get an email about services after something is already happening we better communications about planned outages [#1925514]
-----
Too often I am consulted about technology and feel that I am being spoken to in a foreign language. [#1925542]
Getting access to training or other self-help information that increases my effectiveness with technology.

Do we have training in this? The only training I am aware of is for programs such as Excel, Word, PowerPoint...etc. [#1921889]

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What about keeping an updated list of current free self-help tools already available on the web, maybe a wiki that the users can participate in too. It would be nice to see a more organized attempt of leveraging the local user communities to suggest tools that are relevant to their area of expertise. Help us to help each other find these tools. [#1921894]

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more online IRIS training courses [#1921916]

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Technology classes are a little expensive. [#1921925]

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While the training modules are there, sometimes it's a maze to find those services. [#1921927]

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Training is generally very fundamental or basic. There do not seem to be opportunities for training outside of what OIT offers. [#1921944]

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Training sessions should be offered within offices and departments rather than at central locations on campus to facilitate focused training and increase participation within departments. [#1922026]

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It would be nice to download stuff just say from the micro soft web site but at the VET school we are so locked down we can not even do that [#1922069]

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The recent addition of lynda.com may have helped with this, but I have yet to take advantage of the service. [#1922117]

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I don't do well with on-line training-better in classes [#1922227]

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There are times when departments don't have it in their budget to pay for these classes, but the employee is willing to pay for the class; however, UT does not have a mechanism to allow this. So, the employee goes without taking the desired class. [#1922259]

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My experiences with technological training have all been less than satisfactory. From my perspective, the Instructor assumes a knowledge base at the start of training that I don't possess. I have asked questions in classes that I believe could be answered yes/no or otherwise briefly, and actually been told, "Oh, that was covered in such and such a class. You should take that." I know there are time constraints in classes, but I also believe there should be time to keep everyone fairly up to speed and involved and still learning. Otherwise, the courses should have more prerequisites so that those of us who are ill-prepared won't attempt to participate. [#1922271]

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This has improved with the addition of Lynda.com classes. Good job! [#1922297]

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Would like Mac troubleshooting and repair classes. [#1922305]

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Information should be readily available. That information could be posted on the UTK website--information for faculty and staff. Emails could be sent containing information about opportunities for training/self-help information. [#1922411]
More indepth training should be made available instead of just 'basic' training for some applications such as OneDrive and SharePoint. [#1922414]

Please keep sending updates on ways we can self-train and troubleshoot by all means available: Tennessee Today, Vol Update, etc. [#1922442]

While Lynda.com is better than nothing, I (again) wonder what the process was for choosing Lynda.com over something like Atomic Learning that was anything other than sheer convenience, because Atomic Learning seems to have the tutorials that I and my colleagues are really looking for in terms of technology. [#1922447]

Need classes on project softwares [#1922537]

Great job on having access to Lynda.com - don't get rid of this! [#1922668]

Definitely need more high quality training at advanced levels on major software packages. Available training is far too basic. [#1922737]

I am not aware of any self-help training. [#1922978]

This I have just not had time to explore yet. [#1923248]

Generally good. [#1923283]

n/a [#1923455]

The self-help info on the OIT site is very useful. However, it's difficult to find. There is so much information on the OIT site that it required a ton of digging to get to the instruction manuals I wanted (Xpressions, office phone). [#1923572]

I've heard a rumor that OIT has access to lynda.com. Is this true? Can you publicize it? I feel like OIT might be doing lots of great stuff that I don't know to look for. [#1923590]

The recent offering of Lynda.com is a much needed resource, as one can only take so many Office Suite classes. Classes in a scripting language applicable to our environment, or other advanced topics to help technical staff would be appreciated. [#1923624]

I have attended a few of the OIT and HR sessions. They have been pretty helpful but aren't promoted enough! [#1923661]

Most classes are offered in the afternoon. It would be good to have the same class offered in the morning as an option too. [#1923712]

For those who work close, but not on campus it would be nice to be regularly updated on what trainings are offered on campus in case we want to attend. [#1923723]

Onsite advanced classes for technical services needed by technical staff. [#1923775]
Don't really know where to go to find this information [#1924795]

I do not currently use online training. What I would like is a resource system where someone can come help me learn how to do what I am trying to accomplish. For example, I recently had an employee that was working on editing a PDF. She did not create it and did not know how to edit it. Rather than have someone edit it for her (which is what the last two in her position had done), I put her in contact with someone very proficient in Acrobat. That person trained her on how to edit that document so now she can do it and it is relevant to her. I attended a Prezi class but at the time did not have anything to out in it. Some time later when I had something that might have worked in Prezi, I had forgotten how to use it. [#1924797]

I don't always know where to look to find the classes that I need--my fault. [#1924968]

Not near enough classes and not enough variety in those classes. [#1925045]

Need more informal and ongoing training classes for software use, web editing, and integrating social media into university business. [#1925097]

Would be nice to have some of the classes available as webcasts and archived. [#1925115]

More needed. [#1925161]

my problems are invariably with software and online help from software makers is only useful sometimes. It would be great to have a software go-to person here on campus that I could call or email for instant help (e.g. InDesign, Illustrator). [#1925172]

Lynda.com is good. Online IRIS documentation is ok [#1925493]

Classes on Lynda are not good at all. There are classes (they call them videos) that run for longer than an hour with no questions!!! It needs to be more interactive. [#1925538]

See above... also training in establishing and maintaining a remote location network (with bridging, hotspots, other wireless network options, etc.) needed [#1925567]
Official University Email (On-Premise Exchange, Office365, Gmail)

There are times when I receive e-mails that have obviously been sent hours earlier and are no longer valid. Also, the junk mail system is annoying. I would rather receive the junk mail than get notices about them and have to review them. [#1921901]

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We have not yet transferred to 365, but I'm not looking forward to it. [#1921927]

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Just confusing for users - that we have different systems, who "owns" them and how they're named [#1921944]

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The mailbox capacity is too small. I have to clean it out every other month. My email volume is much lower than it was at other institutions and I maybe had to clean it out after several years. So I am baffled as to why the storage is so small. [#1921979]

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The new cloud based email services are deficient and very poorly functioning. There have been a tremendous number of problems associated with the change over which makes the decision to use the cloud based services very questionable. It is very hard to undo a bad decision such as this but, the situation needs to be monitored because it may have to happen. [#1921985]

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N/A [#1922007]

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I would like to use Gmail for staff email instead of Office365 and I don't understand why staff can't use it. [#1922090]

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More data storage for certain staff is important. [#1922193]

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Sending email (listserv) to faculty and staff regarding updates and/or available software. [#1922217]

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I miss GroupWise because in GroupWise I could create groups of people and just send an email to the group. [#1922297]

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Mac users don't always use Outlook which makes scheduling and support harder. [#1922305]

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Increase mailbox space [#1922328]

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Possibility of sending email out of campus using outlook, thunderbird or mail. [#1922430]

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Email capacity is not sufficient for employees who are on the receiving end of nominations, etc. Tmail should be outlawed! [#1922435]

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I would prefer an unlimited amount of email storage. It is not that uncommon for me to need to access something I sent a customer several years ago and having immediate access is critical for my job. [#1922438]

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The only reason I didn't give this a “0” is because I have _hope_ for Office365 and Gmail on campus, but I have been so disaffected by the Exchange debacle for Macs that I have had everything forwarded to a Gmail account for years now. I have no intention of returning until I am convinced that I am getting significant advantages by moving to a Gmail account tied to the university or to Office 365/Exchange. [#1922447]
Hate the Outlook 365—slows down my entire computer [#1922477]

I would like more information about Office 365 capabilities. [#1922538]

I feel outsourcing this was one of the worst moves UT has ever made regarding technology. Breaking the link between faculty and students created numerous problems in information sharing that have not been addressed over the years. [#1922577]

We need more email storage space. [#1922581]

I don't remember rating this poorly. My department has not transitioned...tmail could be better, but I assume this will change after we have migrated. [#1922664]

Please add some wall to prevent scam email. [#1922963]

I personally have had trouble with it being very slow but that does not seem to be the same with everyone. I am hoping a new computer will remedy this. [#1923248]

Why do we keep changing online hosts for our email? [#1923267]

365 can be slow and and not easy to navigate when look for older emails [#1923283]

I have had a couple of issues with email, but since I don't run the Outlook client, the help desk has not been able to provide any support. So I am stuck troubleshooting all email problems myself. [#1923317]

Current version of Outlook has issues syncing with my phone. University staff/faculty directory does not sync with my contacts correctly and adds multiple contacts for the same person. Would like to see that resolved. [#1923349]

n/a [#1923455]

ever since we switched to Office265, I now receive those quarantine notifications, which are a pain in the ass. I liked the old spam filter that just took care of stuff. I never had a problem with missing important emails. Gmail access is good, I haven't taken advantage of it yet, mostly because I don't see the need to use my tmail account as well as a secondary email account. That's just greedy. [#1923590]

This year, the changes to our email quota and online storage has exceeded any expectations I might have had. However, it is still confusing and difficult to know what to recommend to staff and faculty. I have heard that the OneDrive for Business has lost files, so I am not confident recommending that to users. Also, with the extension of staff/faculty CPU upgrade eligibility to 5 yrs, we need a solid backup strategy/protocol that assures confidentiality and reliability. [#1923624]

I have only contacted OIT when email wouldn't work on a Friday afternoon. The answer I received was to call back on Monday, he wasn't trained to work on that. I work nights and weekends, this was unacceptable. [#1923658]

My email is constantly "almost full" no matter how much I delete or archive. Very frustrating. [#1923661]
It is good. [#1923716]
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Office 365 is a boondoggle. [#1923724]
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jusr don't like the office 365 format or the so-called "ease of use" [#1924534]
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it has been confusing to understand the shift from outlook to whatever is coming next. students use one format, staff another. should we be on office365 for email? The tmail system is horrid. it sucks that your "contacts" that are saved in outlook aren't able to be used when online. it would be nice to merge into a web-based system with an easier to read format such as outlook has now. [#1924675]
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Tmail wasn't great, and the new OWA on Office 365 isn't much better. Why didn't the university ask the faculty and staff what they wanted? I use Gmail for my personal email and find it to be superior in almost every way over the new OWA. [#1924794]
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It's hard to get onto email accounts sometimes. [#1924795]
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More space, more spam control [#1924799]
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I wish that when I get some quarantined mail the program hasn't grabbed something that I have been getting for several years and all of a sudden quarantines that email address. And why can't it remember that I have said this is not spam and put it back in my emails? [#1924968]
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Email services are degraded once I am off-campus using private PC. Improve off-campus service. [#1925045]
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before deployment of software, ensure 100% compatibility and configurations have been resolved. [#1925098]
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Space is the biggest issue, but I understand this will be resolved shortly. [#1925242]
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I need a service such as Office365 or Gmail, but it must have appropriate legal agreements to allow the transmission and storage of email that is subject to no disclosure agreements and export control. [#1925484]
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Password issues prevent email exchange and direct password changes often. [#1925664]
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Outlook routinely has to be restarted in the middle of a project. Very frustrating. [#1925708]
**Ability to invite/schedule appointments with others through calendaring services**

Outlook calendars not responsive. Have to use third party scheduling programs to efficiently organize meetings. [#1921875]

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This would be a good way to schedule, but my department doesn’t use it. [#1921925]

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When migration to 365 occurs, we will not be able to share calendars in Outlook--this is completely UNACCEPT ABLE. Yes we can use Google calendar, but why do we have to use another service? [#1921935]

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This has never been easy through Outlook IMO. [#1921944]

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N/A [#1922007]

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I will most likely be using this in the future, but I do not use at the present time. [#1922012]

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Can you even do this with tmail? [#1922038]

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NA [#1922063]

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I would rather use Google Calendar instead of Outlook calendar. With the recent issues between Outlook and Apple products (iPhone, iPad), syncing between Outlook and my phone is non-existent. [#1922090]

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Have had difficulty with sharing calendars with those outside our network [#1922188]

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It seems that people on this campus do not use Outlook meeting scheduling and calendar viewing as a tool. There are a lot of Doodle Polls. It would be great if folks could simply learn to use Outlook calendar. [#1922193]

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When setting meetings via the Outlook calendar with several participants can be an excruciating experience. Sometimes it's better to send out an email and ask people for a good date and time and follow up with the participants. [#1922217]

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Calendaring services on Outlook is not a user friendly service. Doodle Poll works much better when trying to schedule a large meeting. UT does not offer a better service that I am aware of. [#1922435]

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Again, calendaring is abysmal in Exchange, and I need to schedule with people from other campuses that are not beholden to the Microsoft Death Star. Even many departmental committee meetings are arranged via Doodle or MeetMe because it is _easy_ to integrate with Gmail. [#1922447]

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This is critical for my office. We need to make this as easy as possible. [#1922581]

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Hardly ever use it. [#1922608]

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The problem is partly that Outlook just isn't very user friendly but largely that my department (and most others) simply don't make calendaring information available. That seems to be out of fear. Education might help. [#1922737]
Microsoft office is laborious and not very helpful. We are using outside online calendars. [#1922787]

Have found Outlook to be very cumbersome. Principle is good but getting all the names input in a use-able form has been difficult. [#1923248]

A limiting factor is that you never know if the contacted party is receptive to using this service. The culture of UT is not established enough for this function. [#1923394]

I don’t particularly like the scheduling email for calendar appointments as you cannot control the calendars making changes you have no control over. [#1923716]

Once again, not OIT’s fault if people don’t use Outlook for this purpose, unless you can FORCE everyone to use it. It’s a beneficial feature that FEW people use, meaning we have to try and take a week to schedule a meeting or use something like Doodle. The features and support is fine; we just need people to be aware of it and USE it. [#1923719]

Different email servers [#1924795]

The calendars of other people don’t always show up so it is often hard to see their availability. [#1925352]

Existing exchange support is flakey in anything other than Outlook. Outlook on the Mac is not as useful as the version for Windows due to lack of features or poor implementation. I really need a secure CalDAV server, rather than exchange for compatibility purposes. [#1925484]

This isn’t something I use often. [#1925534]

I’ve heard this is going away and it makes me panic. [#1925703]

Critical within our office and would be helpful to have easier access to individual’s calendars at UT outside of my office. [#1925708]

Options for calendaring in Office 365 needs to be more seamless. [#1925734]
Online@UT (Blackboard Learn)
The hodge-podge of 3rd party applications built into Blackboard often have quirks or bugs that are difficult to anticipate, troubleshoot, and manage. It sometimes seems that even Blackboard doesn't know everything about Blackboard since it is so huge and so complex now. [#1921944] 
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We use this strictly for organizational training and sometimes our enrollees can get up into the 1,000 and can be cumbersome to manage or get everyone enrolled. Also people want certificates of completion and that is still a manual process for us. [#1922156] 
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Update it or switch to another learning tool (i.e., D2L) [#1922179] 
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Bb is _not_ a learning management system. No content can be shared easily, and anything that is not "building blocked" into the architecture can only be included with a heavy dose of hand-coding. Getting a Bb-blessed Content Management System would help, but frankly, I think it is going to take something like a move to Instructure's Canvas LMS to fix the current woes. [#1922447] 
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I find blackboard very cumbersome and not user friendly. [#1922538] 
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Interface is antiquated and problematic. [#1923267] 
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Blackboard should have a way for administrators to turn off notifications sent to students when needed. [#1923349] 
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Again, Fred Kelley is the best thing going for this program! [#1923416] 
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would be nice not to have to log into multiple systems this should be through myutk. [#1925714] 
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Quizzes in Blackboard tend to time-out on students and kick them out continuously. [#1925734] 
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**UT System Services (IRIS, ANDI, TERA)**

these systems, while adequate, are not user friendly and do not interface with other programs easily which creates additional work when pulling information from more than one system for reports. [#1921872]

TERA is a terrible service that does not allow us to pull accurate data for reporting and decision making. It is essentially useless at its intended job. [#1921901]

IRIS is not user friendly for someone who is just learning the system [#1921916]

The IRIS system is cumbersome and difficult. The superfluous information should be removed and only the pertinent and reliable information should be optional. There are too many steps to complete a task and they are unclear. For beginners, which I was, it should be streamlined [#1921927]

IRIS is very cumbersome and provides little actual information to the general user (staff and faculty). The interface is too clunky. It may be wonderful for payroll and benefits people. But as the person who just wants to update their address or beneficiary information, it is a pain. [#1921979]

I have used IRIS and ANDI, but only have difficulty with IRIS - particularly for contracts and requisitions. Travel is cumbersome in IRIS, but doable. Contracts and requisitions are difficult and repetitive. The processes are clunky and could be streamlined to provide a more user-friendly interface. [#1922050]

IRIS is too inflexible and not user friendly. [#1922240]

IRIS is the only one of these services that I utilize in my current position. 99% of the time it works perfectly for my needs. When all or a portion of IRIS is "broken," we get e-mails saying so, and another one saying when it's fixed. That meets my needs adequately. However, IRIS seems to be a constantly evolving program. Several times, just when I start to feel competent and efficient with a certain function or screen, it's revised, replaced or removed, and I'm back to square one. And new functions/screens are a steep learning curve for me. I would appreciate online tutorials for new functions/screens that remain available for the long haul so that we can refer to them later. Many things are only used a few times a year and it's hard to remember the changes and new items and how to use them effectively. Permanently available tutorials would help. [#1922271]

I work in IRIS daily. Am pleased with the overall program and look forward to more eforms in the future. [#1922282]

IRIS is NOT user friendly. Thankfully I don't have to access it often, but when I do, it requires having an instruction manual nearby each time. [#1922438]

IRIS is unnecessarily complicated and difficult to use. It is not user-friendly, and it takes an unnecessary amount of time to look up how to complete an action due to the way things are labeled and phrased. Training classes help, but often, one must complete something in IRIS before there is time to schedule going to the training on that topic. Making IRIS line up with UT's terminology would assist in the usability of this service. Also, having more simplified guides to using common transactions would be very helpful. These don't need to be 60 page documents, like several of them are. Just a one page, step-by-step guide on the basics of that transaction would be very helpful. Generally, using IRIS is the most frustrating thing I ever have to do in my job. [#1922466]

I wish our various systems "talked" to each other [#1922471]
IRIS navigation is so unique it delays effective use. [#1922528]

IRIS is very tough to use. If I click one errant button I'm lost. [#1922581]

Don’t have any outstanding issues. [#1922608]

Not much self-help I have been able to find using IRIS. Also, commonly come across glitches of in settings and privileges that have to be re-created more than once or twice. [#1922664]

Our office experienced a long delay in resolving an issue with travel attachments during a very busy time for travel auditors. [#1922982]

ANDI is very important to my day to day work so I hope that resources continue to be invested in supporting that system. [#1923040]

IRIS is not very user friendly for either financial reporting or HR reporting for line supervisors. Glad to see additional upgrades and changes underway for TERA. Again, reporting features have been lacking for IRIS and TERA thereby creating systems we feed but can’t easily use. [#1923091]

IRIS needs to be more user friendly and provide more information [#1923381]

I hate the IRIS system. Half the time it won’t even open my pay stub in my browser. When it does, it is always ridiculously small and won’t let me zoom in. It is not visually very appealing and it is not easy to navigate. [#1923465]

IRIS is difficult to navigate and does not display all the information I would expect to find here. I would expect since my benefits info is housed here, that I could find an up-to-date record of vacation/sick days/holidays available. It doesn’t make sense that I have to go to another site to find this information. [#1923572]

I like the IRIS system for viewing my pay stub. [#1923590]

As an assistant in development, I have access to ANDI and IRIS. While many navigation features on ANDI are self-explanatory, the definitions of data received from queries to the system are not as evident. Detailed explanations of what is actually being pulled would be helpful. With IRIS, we are often required to pull transactions and analyze data without training specific to those reports, nor any background in accounting/finance. Making the IRIS reports clear enough for a lay-person to read and understand. Also, it would be extremely useful to have a device that connects IRIS transactions to ANDI transactions. This is important because departmental business managers who use IRIS for ledgers ask Development for backup on gifts recorded in ANDI, and all they can see is a document number which development assistants do not have access to nor can track in ANDI. [#1923611]

IRIS and Kronos are always a problem for me. [#1923661]

Only know IRIS and this system is very hard to navigate as a user. [#1923712]

IRIS just isn’t intuitively easy to use; not sure what can be done. [#1923723]
IRIS is horrible to use for an end user. [#1924502]
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you all do the best you can with iris. i'm not sure why there isn't a better system out there. [#1924675]
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IRIS is easy to use and I like it. [#1924795]
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IRIS is down every now and then, and very counter intuitive [#1924799]
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IRIS could use a little more self help areas, that actually explain what you are doing wrong or the field you need to enter. Instead it just gives you weird codes if you did something wrong or left a piece of information out. It's not real user friendly in some areas. [#1924888]
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For each IRIS screen, pop-up complete directions. [#1925036]
-----
IRIS is not user friendly. Toss-up which is worse IRIS or Archibus. [#1925045]
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IRIS/BW often seem extremely slow. Don't know how to solve it, but I wish it would be solved. [#1925082]
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IRIS - Would love to see electronic approval hourly pay time sheets. [#1925534]
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IRIS is evil, and should be burned at the stake. [#1925542]
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ANDI sometimes will just randomly say that it cannot perform a function or say that the desired function has failed. This seems odd and often times disrupts productivity. Some days this will happen several times and sometimes it doesn't happen for a couple of weeks. Anything you can do to fix this would be greatly appreciated. [#1925635]
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Only familiar with IRIS. Too many hoops and needs to be simplified significantly. [#1925647]
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IRIS feels so heavy, and seems like an accounting system from the 1990s. I hope we can update/upgrade it. [#1925716]
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**Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)**

Banner is one of the most clunky programs I have ever used. It is not intuitive, and users have not been given enough training to fully take advantage of its power. [#1921901]

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Banner is an incredible system that is incredibly under utilized and was VERY POORLY implemented. It's been 4 years and it is STILL a mess that no one seems to be able to clean up. [#1921917]

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This is a small annoyance, but I use MyUTK all day in an academic support role--I HATE having to log back in every 2 hours or sometimes even shorter than that. Even if I don't have to put my credentials in, I have to open a new browser tab with a new MyUTK home page every 30 minutes or I get an error message if I click on any link. [#1921940]

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MyUTK is mostly good but the catalog system built in makes it difficult to compare days/times/offerings [#1921944]

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I am primarily a staff member, but also a student, using MyUTK. It is difficulty to find things in MyUTK, and even more difficult to find classes through Banner. Banner looks old and the interface is definitely not user-friendly. The process to locate and register for classes is tedious and frustrating. [#1922050]

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Information could be better organized using clearer menus. [#1922090]

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There have been issues with Banner and Internet Explorer. We usually find out after the fact that an Internet Explorer update shouldn't be downloaded because the new version doesn't operate with Banner. Instructions for Banner are not available and the what you can find isn't helpful or user friendly. Sending an email when there are issues of compatibility or other relevant information pertaining to Banner would be extremely helpful. [#1922217]

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I use only Banner and MyUTK of these Systems. As with IRIS, I would like tutorials to remain permanently available when changes or revisions are made so that those who access them rarely can still have access to online tutorial help. [#1922271]

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upgrade DARS to the next version, uAchieve [#1922350]

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Departments with extreme high waitlist need to be able to plan curricular offerings better. One way would be to give the student a chance to suggest courses they need for the following semester. Programmers should gather that data and report it to departments. Another way to do this would be to create a new report for departments from the DARS data that would show what courses need to be taught in upcoming semesters. One of the hardest things to do is knowing what curriculum needs to be taught especially if you are a department that has to present a lot of gen ed courses that are required by other programs around campus. [#1922569]

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These are the most complicated systems I use. There seems to be no rhyme or reason how this is laid out online. It's takes a while to find the information I need. [#1922581]

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Banner/MyUTK is a mess, I don't have any suggestions [#1922610]

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It takes a long time to become familiar and comfortable with MyUTK. It's not very intuitive, and the page is very busy (too much information). [#1922754]
Grades First has way too many issues. 1) Students have never really been trained on how to use it correctly, 2) No one from OIT has anything to do with it, 3) Grades First as a company really doesn't do a good job communicating updates, changes, etc. I suggest forming a Grades First Workgroup/Task Force that is made up of people who actually use the system everyday, folks from OIT, etc. This way, when technical issues come up, people with technical expertise can weigh in and give suggestions on how to ask Grades First to fix it. [#1922972]

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Look for another way - ARGOS reporting too difficult to run and JAVA updates not allowed. [#1923185]

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I am not a student, not involved in this [#1923201]

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Banner and DARS are not very user-friendly. [#1923408]

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It continues to get better each year, but the system can require lots of click and page changes to get the access I need. [#1923416]

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Searching for classes is very clunky. There is not an easy way to continue searching in the same school if the first search isn't successful. One has to start completely over. It is extremely time consuming. [#1923624]

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How to use guides or quick classes to understand how each works. [#1923712]

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to many steps just to access student schedule or history [#1924756]

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Banner collects a lot of data. Getting that information back to use at the department level can be a difficult process and can take a lot of time. However, it has improved. [#1924895]

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I used to be able to run reports from the CMS system to review student records which I had made changes to. This has not been possible with Banner, at least not with the training or support I've received. [#1925127]

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Provide additional training as to how to access the data within the Banner system. We go to five different places to obtain a list of newly enrolled students (Undergrad, grad school, law school, vet med, Memphis students on Knoxville campus). Is there no way to harness the info from Banner into a report? [#1925147]

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Banner is difficult to navigate. Looking forward to more training in April [#1925345]

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There are so many systems that do not communicate well with each other. [#1925416]

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I tried to look at classes to take in Nov & Dec & the system wouldn't show me courses after the first try. I tried about 10 times & gave up on it...disappointing to say the least. [#1925627]

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**LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support**

Collaborate is not flexible/stable enough for campus-wide use and Zoom is not yet fully integrated so we don't have a great solution at this point. [#1921944]

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Blackboard Collaborate is HORRIBLE. It is hard to use, convoluted and doesn't have consistent service. [#1922090]

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The support is there,... I need time to learn the technology and incorporate it into my work. but it changes just as I start feeling comfortable with it. [#1922284]

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Giving you a ding for holding on to Collaborate. Waste of money. Zoom is perfect! [#1922447]

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when sending Philosophy emails to everyone on the list from blackboard, the message is gobbly gook and no one seems to know why. The clear email shows up at the bottom of the email message at the end of the gobbly gook part of the message. No one seems to know why this is happening. [#1922569]

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Collaborate is an endless array of headaches. I've started having better results with Zoom, but have not fully deployed it. [#1922577]

-----

Jerry Riehl has been an excellent resource for Collaborate and Zoom. He has always been there we needed him and makes time for our dumb questions. [#1922972]

-----

I am not a student [#1923201]

-----

Collaborate almost never functions well. [#1923251]

-----

Video quality is poor and the system is inaccessible for students with disabilities. When OIT help is called, they do not know how to handle. [#1923353]

-----

Love Zoom! [#1925534]
**Individual assistance with creating online course materials, podcasts, etc.**

If you love Adobe and the other OIT-blessed tools, it may be fine. I don't, so I don't get help. [#1922447]

-----

Not an instructor [#1923201]

-----

Be able to have this assistance and knowledgeable people to help. [#1923712]

-----

How do you tell users that help is available on an individual basis? Does it cost money or is it free? [#1925162]

-----
Apps@utk.edu (apps.utk.edu application server / virtual computer lab)
I don't know anything about this! I will need to check out apps@utk.edu. [#1921921]
-----
Right now I can't open apps with the latest version of FireFox. I have to use Microsoft Internet Explorer. [#1922038]
-----
Apps does not seem to have a clear purpose or even function particularly well in some cases. Things like storage of files are confusing and timeouts are irritating. [#1922117]
-----
I've just started using Apps@utk.edu and find them very helpful. Thanks for making this available. [#1922217]
-----
The OIT person I've worked with on setting up and maintaining a virtual computer does not respond to email timely; when does do upgrades to server and or vpc doesn't let me or co-workers know the work is completed. I know people are busy but so are we in my organization. Waiting around to hear back if upgrades are done so we can move on with our work is not good and it happens all too frequently. And then emailing the OIT person responsible for doing the work after waiting up to a week only to find out 'oh, I'm sorry I forgot to let you know, yes that was finished 'x' amount of days ago' Does not work. [#1922414]
-----
Great when something gets on there, but there are some great tools on campus that have tried and failed to get on due to server constraints. The server that Apps sits on should be able to dance circles around most everything else we have...why isn't it? [#1922447]
-----
Not aware of what this means. How is this a benefit to me? [#1922537]
-----
This has problems lagging/loading/and crashing [#1922610]
-----
not involved with this [#1923201]
-----
I was not aware of this service and do not recall seeing mention of it. [#1923500]
-----
Don't know if it is a hardware issue or an infrastructure issue, but machine response time needs to be improved. Have noticed some labs (technology lab, laurel) is much slower than others while equipment appears to be the same. Once a machine is up and running it is not to bad, but the initial log in on a machine can be painful at times. Improve network connectivity? or faster hard drives? or ?? [#1923542]
-----
Did not know this existed. [#1923712]
-----
You need to communicate more about your services. Do you advertise at all?? [#1923715]
-----
Don't know how this works or where it is [#1924795]
-----
VCenter5.5 takes a long time to come up. I often have to stop processes and then try again. [#1925119]
-----
I don't even know what this is...is it for students or the university community at large? [#1925491]
-----
More resources could be devoted to apps to make it more responsive. [#1925551]
-----
Training classes offered by the Office of Information Technology

I have only taken one of your classes which was the Excel. Although the class was informative I had issues with understanding the tech lingo. Clarification with what a tech word means would help improve my understanding of the term. [#1921889]

Seems like one-on-one consults are favored over classroom training. It would be nice to have access to a wider variety of training than is currently offered, especially if it could be small group or individual consult. Everyone has different specific needs and the general nature of the training classes don't add much to the information already freely available on the web. We want specialized training for specific problems more than a general overview. [#1921894]

Needs to be more [#1921905]

More online IRIS classes. [#1921916]

Up to this point, the department in which I work has received most all of its training from within the department. Since the vacant departmental information tech position is not being filled, I may need to check further into training classes offered by OIT. [#1921921]

Making Lynda.com classes available was a very good move. [#1921985]

I would like to participate in training classes online. It's easier to manage your schedule and work at your own pace. [#1922019]

Training classes for beginners seem to have robust offerings, but classes that focus less on what is an excel sheet and more on what can you do with an excel sheet seem in short supply. [#1922117]

More info/reminders about offerings [#1922202]

would like more specific classes, such as budgeting and salary budget classes [#1922227]

My only experience at this point has been with IRIS classes, which I think could be improved. More hands on experience is needed. Several sessions I've attended have been mainly sitting at a terminal while the instructor reads from the handout. As an alternative, more e-classes...I'd much rather do the learning on my own at my convenience. [#1922244]

There are times when departments don't have it in their budget to pay for these classes, but the employee is willing to pay for the class; however, UT does not have a mechanism to allow this. So, the employee goes without taking the desired class. [#1922259]

I believe these classes are set up with a very steep learning curve for some of us, and there should be more prerequisites than there are. The Instructors in classes I have attempted to take have 100% of the time assumed a knowledge base far beyond the one I have, in spite of the fact that I have all required previous classes and/or experience. Once that's established, the Instructors have 100% of the time declined to answer questions, give examples or further explanations, or whatever would be necessary to keep the entire class at the same level. It's disheartening and discouraging for those of us less tech savvy. I have stopped signing up for any classes that aren't required by my department. I don't know the fix for this; I just know it feels horrible emotionally and is a waste of time professionally. [#1922271]
Would like Mac troubleshooting and repair classes. [#1922305]
-----
There are none that I am aware of. [#1922315]
-----
Would like to see more statistics package training. [#1922333]
-----
Never received any information on the classes that OIT offers. My supervisor did not know about them until we were in a meeting with another dept and they mentioned the classes. [#1922337]
-----
I have never been made aware of any training classes offered by OIT [#1922368]
-----
Employees should be notified about learning opportunities--I have received no information regarding any technology classes. [#1922411]
-----
I have found most training classes I attend to be helpful, but very poorly attended, which tells me that OIT needs to re-think delivery modes. Stream casting, online delivery, asynchronous delivery... [#1922447]
-----
I have access to Lynda but not sure if this is an exclusive offer thru OIT. [#1922478]
-----
The classes aren't applicable to what I do. And when I want to use the software that is offered for the grants that I work on, I can't get an answer about whether this is allowed or not. [#1922537]
-----
Classes I participated in this academic year have been well led and beneficial for my role. [#1922589]
-----
We need more methods of notifying faculty, staff and students of classes that are available. [#1922885]
-----
Having someone that can assist me over the phone is great. [#1923038]
-----
I am hoping to have time to do some of this training. [#1923248]
-----
Generally good. [#1923283]
-----
Not enough for staff and the one I did attend was not very helpful. [#1923353]
-----
I have passed up some training classes because they are not held in a convenient location. Could not space in the library be leveraged into a permanent lab? [#1923500]
-----
There are SO MANY different platforms across campus. Going to one location to access them all would be such a time-saver (i.e. web-based platforms). [#1923545]
-----
I think I addressed this in another area, but the addition of the Lynda.com site offers more options for advanced software training than the OIT MS Office Suite classes. Getting training for technical staff would be nice. I know that we have excellent OIT staff that excel in networking, scripting, PC server configuration, Apple server / client environment, virus cleanup or search strategies for virus/trojan finding, or any area that would help those supporting the UT network community. [#1923624]
-----
I believe they could be more comprehensive. [#1923644]
-----
Offer certain classes either more frequently, or on varying days of the week. [#1924490]
-----
More classes for web based pages [#1924756]
-----
Don't really know about them. They need to be published better. [#1924795]
-----
Haven't had a chance to look to see what is offered. [#1924968]
-----
Training classes should be offered constantly, year round, at all skill levels. [#1925045]
-----
Increase the message of the availability of the training. [#1925147]
-----
I was interested in training on Adobe Indesign and Photoshop and was unable to find these offerings. [#1925173]
-----
More classes in PL-SQL basics SAS basics [#1925306]
-----
Regularly scheduled (with broadcast notification) or on-demand online (or other for less then capable connectivity remote locations) program training in areas such as MatLab, SAS, ArcGIS, CAD, etc. would be helpful [#1925567]
-----
I could use some Excel training, PLC training, & other, for my job, free of charge, since it's for my job and this is a University. [#1925627]
-----
Additional Questions for UniversityRole In ("Staff")

The project coordinators for University of Tennessee - Knoxville 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)
7.6430 (n=731)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8975 (n=732)
**Key Findings for University Role In ('Student')**

To ascertain statistical significance a two-tailed p-value (P) is calculated for each survey item to test the null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. 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:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
</table>
| Having an Internet service that operates reliably.  
  Adequacy Gap Score = 0.15; N = 703; P = 0.03 |                                              |
| Having an Internet service that provides adequate capacity or speed.  
  Adequacy Gap Score = 0.26; N = 694; P = 0.00 |                                              |
| Having adequate cellular (or mobile) coverage throughout campus.  
  Adequacy Gap Score = 0.30; N = 691; P = 0.00 |                                              |
| Having Web sites and online services that are easy to use.  
  Adequacy Gap Score = 0.47; N = 654; P = 0.00 |                                              |
| Having online services that enhance the teaching and learning experience.  
  Adequacy Gap Score = 0.47; N = 625; P = 0.00 |                                              |
| Having technology services that allow me to collaborate effectively with others.  
  Adequacy Gap Score = 0.65; N = 629; P = 0.00 |                                              |
| Having systems that provide timely access to data that informs decision-making.  
  Adequacy Gap Score = 0.33; N = 599; P = 0.00 |                                              |
| The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.  
  Adequacy Gap Score = 0.49; N = 629; P = 0.00 |                                              |
| Getting timely resolution of technology problems that I am experiencing.  
  Adequacy Gap Score = 0.49; N = 589; P = 0.00 |                                              |
| Technology support staff who have the knowledge to answer my questions.  
  Adequacy Gap Score = 0.48; N = 578; P = 0.00 |                                              |
| Receiving communications regarding technology services that I can understand.  
  Adequacy Gap Score = 0.73; N = 586; P = 0.00 |                                              |
| Getting access to training or other self-help information that increases my effectiveness with technology.  
  Adequacy Gap Score = 0.97; N = 565; P = 0.00 |                                              |
| Official University Email (On-Premise Exchange, Office365, Gmail)  
  Adequacy Gap Score = 0.44; N = 617; P = 0.00 |                                              |
Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Adequacy Gap Score = 0.16; N = 615; P = 0.04

LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support

Adequacy Gap Score = 0.35; N = 407; P = 0.00

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

Adequacy Gap Score = 0.58; N = 400; P = 0.00

Training classes offered by the Office of Information Technology

Adequacy Gap Score = 0.80; N = 374; P = 0.00
Results for UniversityRole In ('Student')

Below are the charts for this view of the survey data.
Data Tables for University Role In ('Student')

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 $H_0: \text{Adequacy Gap Score} = 0$. 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>6.88</td>
<td>8.70</td>
<td>7.02</td>
<td>0.15</td>
<td>-1.67</td>
<td>703</td>
<td>0.03</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.66</td>
<td>0.67</td>
<td>1.52</td>
<td>1.81</td>
<td>1.49</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>6.81</td>
<td>8.65</td>
<td>7.08</td>
<td>0.26</td>
<td>-1.57</td>
<td>694</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.61</td>
<td>0.71</td>
<td>1.54</td>
<td>1.82</td>
<td>1.56</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>6.92</td>
<td>8.63</td>
<td>6.88</td>
<td>-0.04</td>
<td>-1.75</td>
<td>693</td>
<td>0.59</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.68</td>
<td>0.79</td>
<td>1.70</td>
<td>2.04</td>
<td>1.75</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>6.82</td>
<td>8.45</td>
<td>7.13</td>
<td>0.30</td>
<td>-1.33</td>
<td>691</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.84</td>
<td>1.05</td>
<td>1.75</td>
<td>2.12</td>
<td>1.87</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 $H_0: \text{Adequacy Gap Score} = 0$; 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>6.52</td>
<td>8.36</td>
<td>6.99</td>
<td>0.47</td>
<td>-1.37</td>
<td>654</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.63</td>
<td>0.93</td>
<td>1.46</td>
<td>1.85</td>
<td>1.48</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>6.21</td>
<td>7.97</td>
<td>6.68</td>
<td>0.47</td>
<td>-1.29</td>
<td>625</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.86</td>
<td>1.05</td>
<td>1.75</td>
<td>2.12</td>
<td>1.87</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.13</td>
<td>7.88</td>
<td>6.76</td>
<td>0.65</td>
<td>-1.10</td>
<td>629</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.95</td>
<td>1.43</td>
<td>1.62</td>
<td>1.90</td>
<td>1.69</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>6.63</td>
<td>8.24</td>
<td>6.96</td>
<td>0.33</td>
<td>-1.28</td>
<td>599</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.73</td>
<td>1.14</td>
<td>1.52</td>
<td>1.75</td>
<td>1.47</td>
<td></td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>6.40</td>
<td>8.09</td>
<td>6.89</td>
<td>0.49</td>
<td>-1.20</td>
<td>629</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.85</td>
<td>1.35</td>
<td>1.61</td>
<td>2.04</td>
<td>1.81</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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 $H_0: \text{Adequacy Gap Score} = 0$; 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...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>6.86</td>
<td>8.46</td>
<td>7.35</td>
<td>0.49</td>
<td>-1.11</td>
<td>589</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>7.03</td>
<td>8.52</td>
<td>7.52</td>
<td>0.48</td>
<td>-1.00</td>
<td>578</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>6.52</td>
<td>8.10</td>
<td>7.25</td>
<td>0.73</td>
<td>-0.85</td>
<td>586</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>5.95</td>
<td>7.72</td>
<td>6.92</td>
<td>0.97</td>
<td>-0.80</td>
<td>589</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

### 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

## Other Important Information Technology Services

Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Official University Email (On-Premise Exchange, Office365, Gmail) Self-reported faculty, students, staff, not declared only.</td>
<td>7.22</td>
<td>8.60</td>
<td>7.66</td>
<td>0.44</td>
<td>-0.94</td>
<td>617</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>15</td>
<td>Ability to invite/schedule appointments with others through calendaring services Self-reported faculty, staff only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>16</td>
<td>Online@UT (Blackboard Learn) Self-reported faculty, students, staff, not declared only.</td>
<td>7.10</td>
<td>8.55</td>
<td>7.10</td>
<td>0.00</td>
<td>-1.45</td>
<td>575</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>17</td>
<td>UT System Services (IRIS, ANDI, TERA) Self-reported faculty, staff only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>18</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>7.05</td>
<td>8.50</td>
<td>7.72</td>
<td>0.16</td>
<td>-1.29</td>
<td>615</td>
<td>0.04</td>
<td></td>
</tr>
<tr>
<td>19</td>
<td>Classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>20</td>
<td>Individual assistance with creating online course materials, podcasts, etc. Self-reported faculty, staff only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
<td></td>
</tr>
<tr>
<td>21</td>
<td><a href="mailto:Apps@utk.edu">Apps@utk.edu</a> (apps.utk.edu application server / virtual computer lab) Self-reported faculty, students, staff, not declared only.</td>
<td>6.28</td>
<td>8.02</td>
<td>6.86</td>
<td>0.58</td>
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### 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 UniversityRole In ('Student')

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.**

See above [#1922002]

-----
The UT wifi is not super reliable. There have been several instances where I have lost internet connection for a long period of time. [#1922091]

-----
I noticed it's hard to log onto wifi sometimes. [#1922103]

-----
Wi-Fi on campus goes down unpredictably in some buildings. [#1922134]

-----
Excellent [#1922139]

-----
I do not know if this is the wifi or the internet itself but I experience somewhat regular outages on campus secure wifi internet connection that make working there frustrating at times. [#1922167]

-----
There are times that internet connection is not available. [#1922205]

-----
UT-WPA service constantly drops wifi connection in Bailey. Have to use the UT-open connection. [#1922209]

-----
System has been down one too many times this semester. [#1922400]

-----
See Wi-Fi coverage comment above [#1922431]

-----
In Estabrook hall, the internet drops out frequently. I often lose work in my browser because the page cannot reload. [#1922510]

-----
Internet often crashes [#1922560]

-----
Slow and acts up [#1922573]

-----
I cannot get reliable internet in south stadium hall where my office is located. It makes working on campus very inefficient. [#1922618]

-----
I cannot get reliable internet service in my office in south stadium hall. This makes working on campus incredibly inefficient and tedious for the graduate students. [#1922632]

-----
more training [#1922675]

-----
I seem to get a lot of interruptions in Dabney. Above speed, being always connected is so important to my work as a teacher and student. [#1922725]

-----
~~~~~~~~~~~~~~~~~~~~~~~~~~~ [#1922738]

-----
Sometimes have extreme issues with the internet. [#1922767]

-----
Having the Blackboard platform taken down for several hours during a weekend at daytime hours I’d terribly inconvenient. I know maintenance needs to be performed, but why can this not be performed on weekends overnight, such as after midnight on a Friday night or Saturday night, when many fewer students would need access to Blackboard. Please? [#1922780]

- Very important [#1923010]
- stop turning it off to some parts of campus without telling us [#1923123]
- To often I find that in the middle of the day I have to restart my computer to be able to get back onto the internet. [#1923127]
- Sometime the wifi suddenly goes off. [#1923134]
- sometimes it drags and I have to disconnect and reconnect - which USUALLY fixes the problem :) [#1923155]
- Internet that cuts out mid paper or in a moment of necessity is extremely frustrating [#1923180]
- It goes down at the worst possible times [#1923198]
- Coverage in the school is not always that great, and speed also suffers. [#1923214]
- It's reliable as long as there aren't many people using it or on Blackboard [#1923233]
- I'm a commuter so, I'm not so impacted by this as those who live on campus. When I have class days, I fully expect the Internet service to be up and running so that I can catch up on classwork. I don't always bring my computer with me and accessing e-books or posted assignments is a must. Professors are always making announcements on Blackboard or, sending class emails we need dependable Internet service. [#1923242]
- I get kicked off the wife network a lot, the network neds more bandwidth in high traffic areas [#1923399]
- When I am in the Haslam Business building the internet is spotty. [#1923442]
- The wireless networks on campus, at least the quality in South and East Stadium Hall, is atrocious. I typically cannot get any wireless signal in 219 SSH which, as a graduate student instructor, makes it difficult to incorporate web based applications into my lecture or lab components. I am able to reliably get the wireless signal (ut-wpa2) in my office in 210 SSH, but I know others on the 5th floor of the stadium have no signal whatsoever. [#1923450]
- This is very important, especially in the digital age. I wish Wi-Fi was more spread out around campus. It seems to be that you can't get WiFi outside of buildings, which makes for studying outside difficult. [#1923519]
- HSS (Hearing Science Something) does not have reliable internet service in the entire building. If you go there, you will see people standing outside by the curb trying to get service. It's kind of funny. At times I can get service there, but it is seemingly random. [#1923529]
The Internet service here seems to be reliable about 90 to 95% of the time. [#1923581]
-----
I frequently have to disconnect and reconnect from the wifi to get it to work. [#1923595]
-----
Need to work better with Windows 8 and Windows 8.1 services [#1923598]
-----
The wifi can be very, very spotty. [#1923602]
-----
Essential. [#1923618]
-----
It is nice to know that the internet I am using will always be there for my needs. Sometimes the internet is down at school, and it really messes with my homework and study schedule. [#1923759]
-----
Overall the wifi works well, but in highly populated areas (library, UC) the speed and connection slows. Also it has the tendency to crash. [#1924541]
-----
Often, there is a lot of trouble with internet speed, connectivity (in general, just reliability) at the beginning of each term. Why is that the case? From time to time, that can be expected, but when it inevitably happens each semester, that suggests to me that the trend is either not being made apparent enough to OIT or people just aren’t doing what is needed to boost network reliability in those critical first few weeks. [#1924833]
-----
Difficult to connect to network with laptop in Bailey 501. Typically my laptop does not register any available networks, however, it works fine in other buildings/classrooms. [#1924854]
-----
n/a [#1924857]
-----
Needs to be improved [#1924874]
-----
There are some connectivity issues with access points on campus. For example, sometimes my mobile devices will be temporarily disconnected from the wireless. I appreciate that OIT is working to upgrade the network. [#1924880]
-----
There are quite a few buildings (Perkins for example) that have weak/unstable wifi signals in some rooms. Additional access points would be helpful. [#1924890]
-----
Internet is often very slow, if it works at all. [#1925192]
-----
Spotty some times. [#1925266]
-----
All of my homework is primarily online so having a reliable internet service is very important as a student. [#1925328]
-----
Wifi is sporadic in Ayres hall, especially in the afternoons. [#1925394]
-----
GET WIRELESS IN THE ANTHROPOLOGY CLASSROOMS IN THE SOUTH STADIUM HALL [#1925441]
the connection is not bad in many building. However, in some building such as the stadium, the education college, Austin Peay bpd is so terrible to none. [#1925474]
-----
Areas of buildings have horrible connection. [#1925476]
-----
If the University of Tennessee insists on making the transition to becoming The University of Phoenix and teaching so many courses on-line, I demand a reliable Internet service. [#1925488]
-----
Network is strained for older computers- e.g a,b WIFI [#1925531]
-----
I have had several issues this semester with the internet just shutting off or kicking me off(20+ times). while i am not knowledgeable enough with your systems to provide a solution, i would like to see the service be a little bit more reliable [#1925565]
-----
I have never had an issue with internet services at the University of Tennessee. [#1925591]
-----
Internet access varies by building. There are some buildings on campus that have no or very limited access to internet. Also, even in buildings with internet, access can be extremely slow; slow to the point that the use of streaming videos in class is difficult to impossible at times. [#1925593]
-----
I constantly have to resign on to a network about every few minutes each day. It is incredibly irritating and inhibits my productivity, which overall, is EXTREMELY counterproductive to a large research institution. Certainly NOT helpful in UT’s quest to the Top 25. [#1925614]
-----
The service has been somewhat reliable in some ways but as always it could always have some room for improvement. I feel like internet service capabilities need to be reliable for everyone the students and faculty. [#1925668]
-----
Yes, my computer connect with internet with a wire. [#1925679]
Having an Internet service that provides adequate capacity or speed.

Some spots in the library could be faster. Again, the speed at the WUTK office is fair at best. [#1922002]
-----
Maybe improve some of your routers in places that offer weak coverage. [#1922103]
-----
Sometimes seems slow. [#1922134]
-----
Pretty good [#1922139]
-----
This is super important given that I spend so much of my time using the internet for assignments and communicating with peers. I haven't noticed any unreasonable problems with UT's internet connection. [#1922196]
-----
There are times that internet connection is very slow. [#1922205]
-----
The speed is fine. I have had no problems. [#1922215]
-----
There are still many days when it is difficult to get online in my office because of capacity on campus. [#1922349]
-----
For the most part it works fine, but every time I try to use Skype, even if I use an ethernet cable, I have problems. [#1922393]
-----
The networking system sucks. It should not take this long to load and open a web page. [#1922400]
-----
Perfect, keep it up [#1922431]
-----
Takes for ever to load the computers and log-in. [#1922573]
-----
good job -- except in dorms- sometimes slow in dorms [#1922624]
-----
VERY important. I am always on the go as a student and high speed helps me complete assignments at a faster rate. [#1922767]
-----
Not many students realize that they can connect to the eduroam network. Until I realized this, I experienced bandwidth issues in crowded areas. [#1922801]
-----
I think it's time to upgrade to gigabit service. And while you're at it, the university should consider allowing local residents to utilize such high speed connections as well. Save us from the tyranny of Comcast! [#1922861]
-----
This is critical for a university. [#1923010]
-----
in the bottom of some buildings it doesn't work [#1923062]
-----
it's slow as Christmas around 2 in amb [#1923123]
-----
The wifi has gotten slower and slower since Fall 2014. Even if we have 3 wifis, we should not be struggling to connect. [#1923134]

-----
sometimes it drags and I have to disconnect and reconnect - which USUALLY fixes the problem :) [#1923155]

-----
When there are a lot of users the internet speed is very slow. [#1923233]

-----
Certain computers are way too slow to even get work finished! But this might be a department problem. [#1923237]

-----
It's OK, on a campus this large, there are bound to be dead spots. I'm not going to die without my phone. [#1923242]

-----
When I am in the Haslam Business building the internet is spotty. [#1923442]

-----
It always seems like the internet speed is slow when I connect to it. When I'm using BlackBoard collaborate on campus for an online class that always seems to bog down. [#1923564]

-----
The Internet connection at UT is pretty good, for the most part. However, there are definitely times when connection speed or connection dependability can become frustrating. [#1923581]

-----
I can't buffer high-definition videos, shows, or films using campus internet. [#1923602]

-----
Very important with homework and doing last minute fixes to assignments. The internet speed at UT is great. [#1923618]

-----
I believe that it is important to have fast internet speed. I have noticed that a lot of places do not have quite a fast speed. Some areas can be quite slow, or not work at all. [#1923759]

-----
It seems the infrastructure must not be large enough to support the body at peak hours. For example, my internet works far faster at 4 am when nobody's awake than it does at noon, to the effect that sometimes in the middle of the day getting my internet to load long videos or large files is nearly impossible and I just have to wait out the peak hours. [#1924494]

-----
n/a [#1924857]

-----
Handle multiple computers on same site in classroom better [#1924864]

-----
Needs to be improved [#1924874]

-----
Most times the speed is fine, but there are times (like around midterms) when the connection speed is very slow. I do not know if there is any way to modify this. [#1924962]

-----
UT internet is fast. Plenty Fast. However, would always be nice to have speeds comparable to Georgia Techs internet speeds :) [#1925023]
The Hearing Science Building and classrooms in South Stadium Hall and little to no wifi connection. [#1925048]
-----
My internet has worked every time I have needed it on campus this semester. [#1925070]
-----
Yes, some building its spotyyy. [#1925079]
-----
During peak times, internet speed is an issue. [#1925120]
-----
At least in Min Kao the internet is slow and bogged down....you would expect that in a building devoted to computer science there would as a minimum be a larger share of bandwidth to allow the computer science students to effectively learn. [#1925180]
-----
This varies on location, but overall its pretty good. There does seem to be heavy throttling at times though; the first half of a download is fast and the last half takes 3 times as long to finish as the first half sometimes. [#1925182]
-----
Maybe update the servers or add an additional one. I've noticed while on Blackboard my services are very slow during midterm and final time. This speed also affects everything even assignments due. There are times when saving information and the system boots you off so you have to start all over as there isn't a ctrl+s available for Blackboard only save draft. [#1925240]
-----
Na [#1925252]
-----
Sometimes if too many people are on the internet at once, it doesn't even work and that is super frustrating to me. [#1925257]
-----
Speed varies widely [#1925266]
-----
See below. [#1925593]
-----
This internet is very slow. [#1925614]
-----
High speed internet sometimes is critical for the students when having to present projects or even with our studies and researching for papers. It can be somewhat of a hassle and stress factor when the internet is loading slow. It feels like it's wasting our time. The library computers are excessively slow that I've noticed. It takes a long time to get it to load up by logging in and the internet loading is super slow. I haven't noticed as bad as service with wifi for my laptop but with my mobile device the wifi normally doesn't work too well. [#1925668]
Having an Internet service that provides adequate Wi-Fi coverage.

Love the new wireless-ac access points. Work on trying to keep the stability of UT-WPA2 as I tend to get kicked off of it a lot for some reason. [#1922025]

-----

Wifi is available in many places but a lot of spots are very touchy. For instance, I have a very hard time connecting to wifi in my lab in the 2nd floor of Walter Life Sciences. I often have to go upstairs to download a paper before returning to my desk to read it. [#1922089]

-----

On UT’s campus, there are several spots that have no Wi-Fi coverage. [#1922091]

-----

Provide more internet routers across the campus to insure reliable and broader service. [#1922103]

-----

Have more wifi ports [#1922139]

-----

Wifi coverage gets a bit shotty between buildings on Cumberland avenue between Min Kao and 16th Street. [#1922148]

-----

the UT Open wifi is slow and doesn't always work, while the UT WPA wifi doesn't connect as easily. [#1922194]

-----

Wi-Fi coverage is not full and reliable. [#1922205]

-----

For the most part there is good Wi-Fi coverage. It would be helpful if the range was extended to the seating areas outside of the main campus buildings. Then students can enjoy the outdoors while still completing homework. [#1922215]

-----

One of the landmark buildings on campus, Ayres Hall, has spotty Wi-Fi coverage throughout the building. [#1922329]

-----

I usually have terrible connectivity in the Baker Center, which is where all of my classes are held. [#1922382]

-----

A year or two ago it seemed like there were frequent outages (due to not having enough bandwidth during peak hours??), but this problem seems to have gone away in the past 12 months or so. [#1922431]

-----

I am not as concerned with having Wi-Fi coverage across campus as I am with having it in certain locations such as offices and classrooms (especially when I am teaching)! For the most part, I have found the Wi-Fi in these locations to be adequate to the task. [#1922445]

-----

Wi-fi tends to go on and off a lot and is not always reliable in certain parts of campus. [#1922484]

-----

WiFi can be unreliable in some places around campus. [#1922503]

-----

Wi-fi drops out sometimes when walking between buildings (namely on the hill/engineering buildings) [#1922510]

-----

mostly adequate coverage. A bit quicker, maybe add to network if its patchy in some areas? [#1922550]
more bandwidth [21922553]

WiFi is very spotty and often cuts out around campus [21922560]
sometimes WiFi drops out of acts up [21922573]

WiFi coverage should be widespread enough to cover the parking lot area of the building also [21922593]

Wi-Fi is horrible in Serf, if this could be updated it would be greatly appreciated [21922613]
good jon [21922624]

I don't think the wi-fi range covers my office. [21922632]

There are dead spots in many buildings where the wifi is unreliable. I would also appreciate better coverage outside. [21922713]

at this point, reliable wi-fi= reliable internet to most consumers [21922725]

This is 2015, and we are on a college campus, and we are paying out-the-ass to be here. My Wi-Fi goes out on campus ENTIRELY too often for the amount I pay to attend. And every time this happens, I die a little inside and some of my hair falls out. I strongly suggest you improve upon this, lest I resemble Patrick Stewart by the end of this semester. [21922738]

This is highly important to my success as a student here on campus. Some areas do not have adequate coverage for the entire campus. I have had several classes in fact that I did not have any at all. My phone is especially glitchy on the Wi-Fi here. [21922767]

It would be nice to have wi-fi available around student parking lots. [21922810]

WiFi cover outside of buildings and the on the streets through campus is abysmal. When using my phone for short trips around campus, I have to disable WiFi and rely on my cellular data. UNACCEPTABLE for a major research institution. [21922861]

Very important. I often am on campus and I have to turn the wifi on my phone off because there isnt a good connection even in the library where it should NOT happen. [21923113]

just improve it. [21923123]

there is not enough coverage [21923134]

It would be more convenient if wi-fi coverage spanned into outdoor spaces such as pedestrian walkway. Many times I have to disable my wifi to load an email or be able to listen to music on the way to class. [21923152]
SSH and ESH have spotty coverage at best. Don't have a clue how to fix it. Repeaters on the roofs of Pickle and Estabrook? [1923155]

-----

It is spotty on some places on campus and goes out more than it should [1923198]

-----

The wifi coverage does not always work in some classrooms. Try to get that fixed. [1923233]

-----

The Wi-Fi goes in and out when moving around campus. This shouldn't happen. [1923237]

-----

Once again, a campus this large is bound to have dead spots. It's not a life altering event. What I would love is to make all classrooms social media free. Can that be done? It's very distracting to sit in class and have a person close by scrolling through Facebook while you are trying to absorb a difficult concept. [1923242]

-----

Most homework I have is due through blackboard or internet interaction. We need stable wifi all over campus. [1923258]

-----

I want the fastest available, and I acknowledge that isn't always possible. want it? yes. is what we have adequate? yes. [1923321]

-----

around fraternity park the wifi often connects and disconnects if it could be extended about 100 feet or so that would be great so that coverage is constantly good. [1923440]

-----

internet service doesn't cover all parts of the university. [1923441]

-----

When I am in the Haslam Business building the internet is spotty. [1923442]

-----

The Wi-Fi coverage in my department is pretty bad. (Dougherty Engineering Building) [1923460]

-----

I love sitting outside in my hammock, etc., but I don't get strong service even when I am fairly close to a building. I would love to see better service in the parking lots and common outdoor areas. [1923529]

-----

There are dead spots around campus. The SERF building is an example that comes to mind. Many lab rooms do not have adequate coverage. That tower by the HSS building also has lousy coverage. Also, Hoskins basement has some dead spots. [1923564]

-----

There seems to be a bit of an internet connection problem near Gibbs Hall and near Clement Hall. I'm sure it has to do with the construction zone, but as a student who sometimes sits in her car in the parking garages during lunch to read for my next class, I often have to park at a different location to pick up a signal. [1923581]

-----

The WiFi messes up sometimes [1923582]

-----

N/A [1923587]

-----

Spotty coverage. Also, adding some additional coverage to outdoors spaces (like HSS amphitheater) would be amazing. I love doing work outside in the warmer months. [1923602]
wi-fi on the 2nd floor of Walters (where I work and spend most of my time) is very spotty. sometimes it won't work for a full day, then work fine the entire next day. [#1923638]

-----

Wifi connection is not reliable. Wifi isn't available all over campus (outside) [#1923649]

-----

A lot of places around campus have bad Wi-Fi connection. It would be nice if it was equally and thoroughly distributed around the entire campus. [#1923759]

-----

Needs to be improved [#1924874]

-----

In the law school library, many times the coverage fades in and out randomly. Inexcusable. [#1924903]

-----

Wi-fi coverage in the Business building is absolutely horrible. If my phone or laptop is even able to connect to the internet, it is always very slow. [#1924910]

-----

I feel that it goes down a lot - not sure what can be done [#1924936]

-----

Most times I have good wifi, but there are some parts of campus that are weaker in connecting than others (sometimes in my own dorm I have had problems). [#1924962]

-----

Less Wi-Fi outages. Coverage is decent when it works, but in the residence halls there a frequent outages that are obnoxious to the part where I have connected my computer with an ethernet cable instead. [#1925007]

-----

Wifi between buildings, even in denser areas like the hill is spotty. [#1925039]

-----

good [#1925231]

-----

Can't connect some technologies to WiFi at all. [#1925266]

-----

In some locations wi-fi connection is poor. This is an issue for students using their own laptops to access Internet/email etc. [#1925279]

-----

Some buildings do not have WIFI, such as the bottom floor of the Natalie Haslam Building - specifically the practice rooms, and in some areas of the bottom floor of the Alumni Memorial Building. [#1925407]

-----

Talk to service provider about the university's needs. [#1925415]

-----

GET WIRELESS IN THE ANTHROPOLOGY CLASSROOMS IN THE SOUTH STADIUM HALL [#1925441]

-----

Areas of buildings have horrible Wi-Fi connection. Always have tons of problems with UT-wpa2, never connects or signal goes off. End up using UT Open, which is only slightly more reliably [#1925476]

-----

while your wifi coverage across campus is pretty good. there are still buildings where there is not coverage. just for one example the class room areas of neyland stadium. [#1925565]
I unfortunately do not have a good wifi connection with my mobile device when in the basement level of HBB. My PC connect works great, but my mobile device not so much. I guess it could be a good thing! [#1925591]

-----

Wi-Fi coverage should cover the UT Campus but I know that may be harder to do since the campus is wide range and has add on campuses. [#1925668]

-----

"OIT Satisfaction Survey 2015" : Results for UniversityRole In ('Student') : Suggestions
Generated on Tuesday, March 31, 2015
Page 277
Having adequate cellular (or mobile) coverage throughout campus.
Please take into account underground offices such as WUTK. There is almost no cell coverage there. [#1922002]

Cellular service in the newer buildings (Fred Brown, etc) is not as strong as it could be... I also have issues in basement levels of buildings, such as G2/G4 SMC. [#1922025]

During game days, there is almost NO cell service. It makes any mobile form of communication almost impossible. [#1922091]

The wifi on my mobile isn't set up. It's too much of a pain to go from the ag campus to OIT at Hodges to get it set up. [#1922098]

It seems pretty good, but improving it in the dorms and basement of buildings like HBB. [#1922103]

Improve inside campus buildings. [#1922134]

Needs better wifi [#1922139]

I'm not entirely sure how this is OIT's problem; but since you asked, Sprint tends to lose signal at the top of the hill (GPS, Data -- Voice and SMS work fine). [#1922148]

Cellular coverage and Wifi is not as great as I feel it could/should be [#1922191]

There is no mobile coverage in my office and no landline phone. This is a problem. [#1922192]

No cell service in several buildings. [#1922194]

There is horrible service in most of the buildings I am located in. The worst being the music building. The only way to have service in the music building is to be on the upper two floors. This is also a safety concern, because often students are alone in the practice rooms on the ground floor (basement) and they are unable to contact anyone for help if the need should arise. This is a situation that needs to be fixed immediately for student safety. [#1922215]

I think it is just because I have Sprint :( [#1922262]

Get boosters in buildings where coverage is limited by the architecture (e.g. The music building basement) [#1922265]

Especially in a lot of buildings the reception is bad or non existent. [#1922456]

BGB needs help as does Grieves [#1922599]

The cellular service in the Haslam Business Building is terrible. I'm not sure why this is the case, but I can only use my phone on wifi in that building and talking on the phone there is virtually impossible. [#1922705]
I lose cellular coverage often throughout campus. One particular problem I have is my service in Fred Brown Residence Hall. I do not have cellular coverage and cannot make calls in my room, in the hallways, and in other common places where I live on campus! This is very inconvenient and I would like to see it happen. [#1922734]

-----

My phone has trouble connecting and it does not pick up in several buildings. [#1922767]

-----

Coverage inside Hodges Library isn't great. [#1922782]

-----

Some internal areas of building suffer heavily. Not a huge deal, but more powerful data antennas on the towers would help. [#1922801]

-----

In some buildings, I have little to no cellular service. [#1922814]

-----

In the lower levels of buildings, cellular service isn't available. [#1922820]

-----

UC Down has poor at&t coverage [#1922990]

-----

There is hardly any cell coverage in my current dorm. (Brown) [#1923050]

-----

no signal during football games [#1923123]

-----

In the Brown Residence Hall, mobile coverage is weak for the big 4 carriers, in other dorms it is not. If new dorms are being built OIT should take this into account [#1923150]

-----

Verizon calls in new Fred Brown dorms drop unless you stand right by the windows [#1923152]

-----

all I know is there are some areas of some buildings (SSH and ESH in particular) where wi-fi is a problem. [#1923155]

-----

During normal days, cell service is typically good. However; on game days when there are thousands of extra people on campus it is difficult to text or call or really anything that one would want to do on a phone. Something needs to be done to accommodate all these additional people. [#1923182]

-----

Spotty [#1923198]

-----

Sometimes the cellular coverage is poor inside the building. The places I am mostly in but can't receive good signal include basement of UC and 4th floor of JDT. [#1923205]

-----

very important! [#1923212]

-----

Service is very poor inside Fred Brown Hall. Calls drop all the time. There is also no service in Haslam Business Building. [#1923273]

-----

I have trouble getting good service in the Haslam Business Building and Neyland Stadium [#1923305]

-----

I have no reception in my room in Brown [#1923318]
not applicable to the university since mobile phone service is by outside provider [#1923321]
-----
Fred brown has no cell service [#1923396]
-----
I'm not sure this has anything to do with OIT but by AT&T service is very spotty around campus. [#1923564]
-----
It would be great to have a reliable wifi connection for cellular devices. If I knew how to do it, I'd certainly offer more helpful feedback. [#1923578]
-----
More sprint coverage [#1923582]
-----
Haslam Business Building has poor cell service. [#1923595]
-----
The HBB building has HORRIBLE service for cell phones! I have Verizon and a good 80% of the time I am in that building it says that I am roaming. [#1923598]
-----
the basements of all buildings a really bad and even some higher levels. I feel that cellular traffic is highly important just as wifi. This should be improved with stronger service for campus for all major network providers. [#1923604]
-----
I do not get much service in the Haslam Business building. I have T Mobile as my carrier, and wish I could have even minimal service in that building. [#1923618]
-----
The Haslam Business Building gets poor cell reception. It'd be great if that could be improved [#1923636]
-----
Can't get cell service in certain buildings (e.g. Libarary reference floor, Haslam business building) [#1923651]
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Even sitting by a window on the 5th floor of Min Kao I often can't keep a cell signal. [#1923656]
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In the Haslam Business Building I would loose cell service [#1923669]
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The music building, especially on the lowest floor, has no reception. It is spotty throughout the rest of the building. Some sort of expansion is needed. [#1923747]
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There are random areas where I will have no cell service. It can kind of be annoying when this happens. [#1923759]
-----
HBB HAS TERRIBLE SERVICE [#1924526]
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Needs to be improved [#1924874]
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Cell coverage in the business building is very touch and go. Most of the time, if I want to talk on the phone and I'm at the business building, I have to go outside. [#1924910]
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This is usually good, but I sometimes have problems in Andy Holt. [#1924962]
Bottom floor of haslam=no cell phone service [#1925048]

I have been problems constantly in my phone and computer related to the WiFi coverage, so it should be definitely improved. [#1925065]

bad [#1925231]

For emergent purposes there should always be cellular (or mobile) coverage as we never know when an emergency will hit. [#1925240]

The Hill has bad 3G/4G coverage. I use Sprint, so I suspect they are to blame. [#1925281]

Fred D. Brown Hall has poor service. Calls are often dropped in the building and texts are difficult to send. [#1925374]

it's not consistent across campus but not prohibitively so. [#1925394]

Talk to cellular provider about campus needs. [#1925415]

basement level of haslam business has not verizon service. I want to feel good if there was ever an emergency and lack of service in that building makes me nervous [#1925441]

In the event of an emergency I think it is a wise decision for all parties to have outstanding cellular service throughout campus. [#1925591]

Mobile service for me on campus has been limited. I either get kicked off the wifi or it won't work at all on my phone. It can be some what frustrating when I just want to check an email real quick without getting my laptop out. I would like to see better service for the mobile device. [#1925668]

Yes, but somewhere the signal is not very well. And somewhere with crowded people the signal is bad. [#1925679]
Having Web sites and online services that are easy to use.

Several websites are out dated including false information or information that does not pertain to systems currently in use. [#1922180]

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The web searching feature is horrible. Pulls up random crap all the time. Total waste of time. [#1922400]

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The IRB management website is a disaster - it's difficult to navigate and poorly designed! Most other services are fine, though. [#1922431]

-----
The websites have lots of text that is in a confusing order. It is also jarring to move through several different pages to reach a portal. The services and software available to students is not widely broadcasted and every semester I inform my students of what OIT provides and they usually had no clue. [#1922584]

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many are out of data [#1922599]

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Information could be more consolidated at the One Stop site rather than linking to other bureaus like the registrar. Also some directions, like how to enter the wait list for classes could be cleared. [#1922719]

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Not too important to me, Im not afraid to call someone if I cant find it online [#1922725]

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Many portions of the UTK website are confusing and difficult to navigate. The website design should rely less heavily on the sidebars and add hierarchical choices to the middle of the page more often. [#1922801]

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The bookstore website is hard to navigate and use. [#1922914]

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easier to navigate [#1923123]

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The dining websites are unorganized and chaotic. Some restaurants, such as Dunkin Donuts, do not provide meal equivalency during dinner and close at 5. Most of the time, cashiers do not ask about meal equivalency or dining and it frustrates me. Campus restaurants should have a big sign that says they have meal equivalency for dinner, even for Panda Express. [#1923134]

-----
VetNet is problematic when using a Mac. Most of the students at the vet school seem to be using Apple products and many of the VetNet components (like virtual microscope) either don't work at all on an Apple platform, or don't work well with apple. [#1923214]

-----
Knowing about these websites and services would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]

-----
The UT site is a little confusing and some of the links aren't as effective [#1923241]

-----
I am aware of many of these websites, many of them seem to be "questionable" ethically. I hear my classmates talk about them and how they work and only think "[t]his sounds suspiciously like plagiarism". It would be helpful if the university published a list of approved websites as academic dishonesty is such a problem. [#1923242]

-----
Longer toolbars to find information faster [#1923258]
the key is easy to use. there are many times where i found it challenging to find or look up what i wanted off of the main site. for example, finding course equivalency tables to know what classes can be transferred in to other institutions. when key words are typed in, it doesn't always take one to the appropriate menus. the search menu is not very intuitive.

things are confusing about the UTK website and multiple departments do not have complete transparency as well as clarity of definitions for what a student may be looking for or minimum requirements for (as an example) student health care or graduation requirements.

The website is easy to use except for those trying to apply to UT. For my graduate student job here at UT, I work with Upward Bound high school students and am the senior coordinator for our department. When helping students apply to UT, it has been an ABSOLUTE CHORE to find the right links from the UTK website. Instead, we usually just Google search "UTK freshman application" and try to find the links from there. It would seem that UTK would want the application button to be an easy find instead of hidden inside multiple links.

Sometimes it is difficult to locate certain things on UT's website, as well as MyUTK; however, some of this is probably the responsibility of departments, onestop, etc.

The OIT website is fairly complicated and doesn't fit with the rest of UT's websites in terms of style.

I have a very hard time navigating the UT website to find information.

The Web sites students use everyday are easy to use. The ones that are hard are the general information about the University. I can never find what I want off of our main website (utk.edu).

Easier to use.

mobile browser compatibility is inadequate on some sites.

Several UT websites need to be evaluated for usability. It is very hard to find basic information like the schools primary address, or a specific professors email.

Yes. Yes. Yes.

Hard to find the links.

Most of the websites seem out of date or cumbersome to find information that is important to me.

Many of the web pages for the University are not easily accessible/user friendly and information is not easy to find.

bad

UT's website is hard to navigate and find things on.
-----
Take internet explorer off of options menu. [#1925415]
-----
a lot of the department websites and the library database website are hard to navigate, occasionally i will find a broken link [#1925441]
-----
Blackboard, twice the trouble none of the ease. Hateful, unreliable, and unwieldy. The update last summer was a mistake- wither fix the bugs or find another system. [#1925488]
-----
Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]
-----
VetNet is a really frustrating website and requires internet explorer to do most things. It is also confusing to have your course materials spread over multiple websites (vetNet and blackboard). It would be a lot nicer if they were in one place. Preferably blackboard because it is 100X easier to use, has better tools, and you can access it with any device and any browser. [#1925655]
-----
Having online services that enhance the teaching and learning experience.

The amount of technical glitches is really disheartening for the online learning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3) [#1922002]

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Using Blackboard is often a chore. [#1922192]

-----

not really going to improve the quality of education that much [#1922199]

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I think the important thing to understand is that online services should ENHANCE the teaching and learning experience, not replace the in class time and instructor feedback. [#1922215]

-----

Some of the professors do not seem well versed in the technology field. [#1922262]

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some professors use Blackboard, but some do not - This is quite irritating [#1922327]

-----

Easy to find graduation documents [#1922359]

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I tend to go out and find my own (free) solutions for this, but it might be nice if you curated an online page of the most popular free resources out there (e.g. video conferencing, free live polling sites, etc.) [#1922431]

-----

I think that UT does an excellent job of providing technology and online services to enhance the teaching experience. As long as the University continues to offer projectors, adequate blackboard services, and internet access in the classrooms, I don't believe there is any need to do more. [#1922445]

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See above on the collaborative tools. This is how we work now. This enhances teaching and learning. Farewell discussion boards; hello real-time collaboration. [#1922643]

-----

blackboard is difficult to use and I hate how I lose access to the learning materials when the semester is over. [#1922657]

-----

Blackboard is honestly terrible. Slow and confusing, with inconvenient downtimes. [#1922713]

-----

Blackboard Collaborate is almost always problematic. In nearly every class I've taken online, we encounter some technical problem. In particular, screensharing is very ineffective as it is slow. By the time a screen loads it's often too late for me to see what the professor has been demonstrating on that page. [#1922782]

-----

I wish that professors would rely less on online and technology-based resources. In my experience, these have been not only unreliable but inconvenient and frustrating. All - I repeat, ALL - online homework services are atrocious; they are ill-conceived and poorly executed. On multiple occasions I have paid exorbitant amounts of money to use an online homework site that routinely crashes or malfunctions for one reason or another. Here's an idea: make an online portal where students can upload homework assignments in the usual formats (.xlsx, .docx, .pptx, .pdf) for the professor to have easy access to. In small classes, professors allow email submission of some assignments. This is the only truly reliable and tolerable form on online homework (Aplia, MasteringChem, MasteringBio, etc, etc are all overcomplicated, expensive, and poor alternatives). [#1922801]
-----

You should really get professors to all commit to posting grades on blackboard for student, so we don't have to go to several different sites to determine one grade. [#1922886]

-----

I think technology causes a lot of problems and sometimes creates more of a hindrance to learning because computers shut down and crash and what not. I vote to use minimal technology! [#1922955]

-----

I'm EECS, so all of the best online resources provided were done by professors that ran their own sites. I've never had a good experience with a humanities class that tried to use Blackboard [#1922996]

-----

I stumbled across your workshops by accident and find them a highly under-utilized resource. How about an advertising campaign to get word out? [#1923155]

-----

More choices for online educational class availability. Many departments do not offer any online classes or have limited selections at this time. This would be helpful with scheduling classes each semester especially during the upcoming summer semester. The Sociology department is a good example. Also, utilizing the online Blackboard technology, that is currently used by all UTK students, for inclement weather (i.e. snow days) by adding assignments, 10 to 15 minute video/live lectures, quizzes or exams could reduce or eliminate the need to open the campus during hazardous conditions. UTK has the technology for online education, which could reach a much larger demographics audience, increase student enrollment, increase UTK's revenue, and graduation rates. [#1923200]

-----

We are never able to get the internet to be reliable in South Stadium Hall. My professor has had to completely change the teaching activity for the day because of this. [#1923305]

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having previously had to use clicker utilities for a class and promptly had the clicker dismissed due to technical difficulties is not the best. [#1923321]

-----

More enhanced BlackBoard with more updates to facilitate the learning process. [#1923356]

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I don't have much experience with anything other than Blackboard. It can be a little complicated to learn. However, it does provide a lot of useful tools. [#1923581]

-----

Many teachers don't use online services that could enhance the learning atmosphere of the classroom. I think more classes for the teachers should be offered and that there should be minimum online requirements for the teachers. Online quizzes, essay submission, GRADES SHOULD ALWAYS BE POSTED ONLINE (and with older, technologically challenged professors they often aren't), online notes, etc. [#1923769]

-----

I dislike Blackboard for its frequent outages and failure to load, but it works well enough when it does work. The majority of my classes do not allow computers in class and may only use BB for uploading papers or accessing class readings, so it hardly matters. [#1924494]

-----

There are a lot of training sessions offered for various software/technology topics, however they are only offered on campus and during the day. This makes it very difficult to attend as I am a commuting student who primarily takes evening courses. [#1924854]

-----

This school along with my previous school Clemson for undergrad has used blackboard for several years now. It is apparent that blackboard does not work. STOP using a broken system. [#1925023]

-----
Blackboard collaborate is awful [#1925048]
-----
... wha [#1925079]
-----
Yes [#1925168]
-----
Blackboard is available... But apparently there are still some teachers that refuse to learn how to use it so maybe it needs to be easier on their end? [#1925182]
-----
good [#1925231]
-----
Na [#1925252]
-----
I hate online learning stuff. [#1925257]
-----
Teach faculty how to use blackboard. Its 2015 for crying out loud. We are paying to learn our way. [#1925531]
-----
For successful distance ed program it is a must and Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]
-----
This answer is for most of the following topics. As a distant learning student it is extremely difficult to attend on-line classes. The field of view shows the professor at the podium, but nothing that he writes on the board. The microphone often is on the podium so I can not hear anything when the professor walks around. Hearing student questions of discussions from the audience just does not happen. With all due respect to the professors, they have "technical problems" when a technician is not present in the lecture room. When on campus and trying to teleconference to UTSI, the equipment in the room is not user friendly and there is no instructions guides (how to turn on, how to connect, how to adjust, etc.) [#1925641]
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Some links did not play on my phone. [#1925683]
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**Having technology services that allow me to collaborate effectively with others.**

Internate is very slow at pick hours and difficult to work especially analyzing large data (graduate student) [#1921823]

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having something like Google Drive would be immensely helpful [#1922199]

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I don't know of any. [#1922205]

-----

UT is not an online college - What's the point of having dorms and a campus if one can meet online?? Encourage students to meet face to face - not with Skype or other tools that students can acquire on their own! Encourage face to face collaboration - Make team rooms easier to access, don't waste money on unnecessary online services to connect students. Basic e-mail or IM is all they need. Maybe some video conference ability. [#1922327]

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Just let the students handle it, we will do a better job streamlining the process [#1922533]

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never used [#1922553]

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You don't really hear about the technology offered to students to do that. I only found out about presentation rooms from one of my Professors. [#1922573]

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longer laptop loan periods PLEASE [#1922599]

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It seems that the Blackboard tools are quite clunky and so we students go "outside the camp" and use tools like Google Drive, iWork in the Cloud, and even Adobe Connect. [#1922643]

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Google drive and chat is better than anything UT has to offer. [#1922657]

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Collaboration is one of the most frequently used terms within collegiate academia. However, I feel that many aspects of communication between students, students and teachers, and (especially) advisors is very, very lacking. I'd suggest some type of instant messaging-type medium within blackboard aimed at assistance with the numerous group projects students are assigned, either as an app, or otherwise. I would also suggest that professors take the initiative to ALWAYS respond within a timely manner, and do their best to be helpful, whether they are adjunct or not. They are paid too well for some of the non-helpful and sometimes counterintuitive behaviors I've witnessed. [#1922738]

-----

Let's be honest: the only online collaboration tool that works more than half the time is Google Docs. [#1922801]

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There isn't really an efficient way to collaborate online with peers. [#1922989]

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Would be helpful to provide "how to use" seminars on the collaborative tools. We are using google docs and groupme instead. [#1922990]

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make the sites more user friendly [#1923123]

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Inform students about this, there isn't a UT platform for students to connect with for projects (thus students have to use other services that are not unique to UT) [#1923150]
 Somehow tie this to blackboard to find classmates easier.  [#1923258]
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UT should have more types of software available for free or at a reduced price for students. Possibly cheaper licenses for Photoshop, Illustrator, CAD, maybe game engines, or analysis software.  [#1923399]
-----
Sound in Collaborate goes in and out at times  [#1923649]
-----
Have better communication on Blackboard  [#1924864]
-----
Having something more easily usable than google docs would be great.  [#1924867]
-----
This is what google drive, Dropbox, and email are for. And they are FREE. Spend your money on educating people to use these effectively.  [#1925023]
-----
GO @ UTK has been a real burden for organizations that I am in. Having ability to utilize blackboard would be ideal.  [#1925120]
-----
Yes  [#1925168]
-----
bad  [#1925231]
-----
I can just use skype. I really don't care.  [#1925257]
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See above response - the Blackboard "whiteboard" functionality is terrible for collaborative assignments.  [#1925293]
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Right now Google drive is the only reliable service for this.  [#1925319]
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Look into creating a school wide student file exchange.  [#1925415]
-----
the only reason i had rated this as a 7 is because i have found that it was kind of difficult to use the chat rooms and when i go to search for contacts lists of my classmates on blackboard there is not contact information.  [#1925565]
-----
Blacboard colloborate is a terrible application and frustrates everyone  [#1925629]
-----
Hangouts worked very well for our group.  [#1925683]
**Having systems that provide timely access to data that informs decision-making.**

Having a lot of IT problems (e.g. softwares not being up to date or licensing issues), and not getting timely resolutions, delays decision-making and eventually decreases productivity. E.g. we, as end users, don't have access to "Cadence Online Support" which have a lot of useful information about how to use the software efficiently. Because IT refuses to give us the Host ID which is required in order to be able to register on their websites. [#1922205]

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You have to update the pages regularly. Especially with the weather delays, it's not enough to leave an earlier announcement up with a date. When the weather is bad, put a new entry every day. It clarifies things for everyone. [#1922400]

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Again, usually the UTK system is slow, VERY slow [#1922573]

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Changing the end of our student emails to "@vols.utk.edu" causes a lot of problems. [#1922583]

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See my response to the above question regarding collaboration. [#1922738]

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As a case study, I'll mention TRECS. When I go to the website (http://recsports.utk.edu/), I'm interested in the hours. Not the intramural programs, not who just got hired to sit at reception, not connecting with their Facebook page. Hours. When can I expect to make use of resources. Certainly the page should be just hours, but it should have good, reliable information. Which resources are open, how long until they close today? A link to easily see the schedule during certain periods of the semester, etc. Then other pages of the site can link to whatever other items they want to promote. The Oatmeal has even riffed on this w.r.t. restaurant websites: http://theoatmeal.com/comics/restaurant_website and the sentiment is similar. When making a site, think about it from the perspective of what the user wants when the look for the site, rather than from the perspective of whatever person got stuck maintaining that department's site. [#1922996]

-----

This is difficult. All needs cannot be met, and some data may not even exist. Nevertheless, if I ask around, I am usually able to find the right person who can tell me whether or not the information I am looking for exists and/or where I might find it. [#1923137]

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I'm not even sure what is exactly available. Once again, UT needs to address the non-traditional student base. I feel we need more support when we come back to campus in order to assure our success. [#1923242]

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Hard to know where to look to find what you want to know [#1923318]

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what does this mean?: Like cost? Doesn't everyone like to have data when making decisions [#1925023]

-----

Yes [#1925168]

-----

good [#1925231]

-----

Hi [#1925257]

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UT Dining site is terrible. [#1925266]
Look into upgrading processor speed? [#1925415]

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This question was very unclear [#1925531]

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I think that it would be beneficial if you all had an option for text message alerts when something was changed or updated on blackboard for individual classes. [#1925565]

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

Many of the classroom technology systems still need to be brought up to the reality of current laptops. For example, any systems that do not have an HDMI port need to have one added. PCs no longer commonly have a VGA port, so PC users are moving to dongles similar to Mac users. The problem is that PC dongles from HDMI to VGA connection don't support sound, so you have either video or sound, but not both. [#1922013]

-----

I understand this is a large, very busy campus. However, getting access to technology that enhances my campus activities does seem limited. Being better informed on my access options as a student and lecturer would be the first step to enhance my work experience. [#1922076]

-----

I wish there were more printing labs on campus. It is a pain to trek all over campus to print one page. I think every residence hall should have at least one printer for student use in the lounge downstairs. [#1922122]

-----

I always spend more time trying to set up the technology than actually using it. The main problem is that every room is different! (specifically thinking of smart boards here..) It would save a lot of time if there was less variability in these systems that I know are big investments [#1922207]

-----

There could be a bigger availability of computers available for the number of students in the building I use most often at the University of Tennessee - the Natalie L. Haslam Music Center. We do have a computer lab for ear training purposes, but these are not available for students to use for other than ear training purposes. The music library has a few computers for students to use, but when compared to the number of students in our building, there's sometimes not enough available in the music library. [#1922252]

-----

We would like a study room for Construction Science students on the Ag campus. Similar to the ASABE student lounge in the BESS building. [#1922276]

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All students already have a laptop - Having old clunky computers in team rooms is unnecessary - just have hook ups for PC's and laptops. HDMI cables or VGA cables for hook up [#1922327]

-----

Often, there are no study rooms available at the library or in other parts of campus for my classmates and I to meet. [#1922344]

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HPER building availability [#1922359]

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I have been placed in a class room for communications 240 that isn't exactly conducive for the class. Using visual aids in very difficult given the classroom takes place in one of the oldest buildings on campus (pasqua) [#1922390]

-----

Usually not an issue, but certain times of the year, Haslam could use more meeting rooms [#1922431]

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The computers in the labs are very slow [#1922506]

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Technology and buildings are ancient throughout campus [#1922553]
Most are booked, over booked, and then taken as study rooms. Only ever been in one once and the group before ran over on time, and cut into my scheduled time in the room. I been at UT for two years now. [#1922573]
-----
There are SERIOUS updated equipment needs in Perkins Hall and in the older buildings on campus. Why these have not been updated already is shocking [#1922593]
-----
not enough spaces that have adequate technology [#1922624]
-----
I have mostly taught in south stadium hall and the biology annex. The biology annex is better with technology, but some of the classrooms in SSH don't even have a projector system or computer. [#1922632]
-----
there are only two places students can meet privately on ut nashville mssw campus. That's ridiculous [#1922657]
-----
Good technology [#1922669]
-----
This is good from a projector and screen standpoint. I would love to see smart boards in classrooms and maybe microphones with good pick ups for when classes are skype interviewing guests. [#1922725]
-----
Hardly ever find an open space in places like the library. [#1922767]
-----
The only thing that 99% of classrooms and meeting rooms actually need is a projector with an HDMI, miniDisplayport, and VGA connection. All the other stuff complicates what should be a plug-and-play operation. SIMPLE IS BEST. Countless educational hours have been lost because professors can't figure out the convoluted interfaces. [#1922801]
-----
TEACH Profs how to use it!!!! I can not begin to tell you how much class time is wasted on profs trying to figure out tech issues. A LOT [#1922812]
-----
While technology upgrades are visible across campus, they often malfunction. Moreover, it's clear that the university is buying very expensive technology that could be sourced for much cheaper. [#1922861]
-----
Computers in the Biology Annex is outdated and there aren't enough computers to share with the whole class. The computers in Hodges library need an update, and there aren't enough for students to use. There is a big problem with lack of printers, and people have to wait in line in order to use a computer at nearly all of the hours of the day [#1922989]
-----
Even if available, the likelihood of a given professor knowing how to use it at all, let alone in a way that enhances the learning experience is low. Continue to provide, support, and encourage use of learning-enhancing technology and over time the competency of the faculty will improve as its use becomes the norm [#1922996]
-----
more classrooms with technology that actually works correctly [#1923123]
-----
i have no idea regarding the existence of any meeting spaces or classrooms- I am a non-traditional student and there is no real appropriate orientation for my status. [#1923242]
I only have one class out of 6 that has plug-ins for my laptop. This is really important for me because I take notes on my laptop and tablet. [#1923442]

The Stadium does not have adequate classroom or meeting space based technology. Portable projectors work ok, but the screens are ripped or wrinkled. We do not have access to the fancy smart boards that are located in other buildings like the business school. [#1923450]

There are not enough meeting rooms for larger study groups in the library. My 7 classmates and I struggled to find a space last year while trying to study for an exam (NOT during finals week, mind you). The best options would have been in the Haslam Business Building, but we are Political Science graduate students and could not get a reservation there. We all ended up having to cram into a library study room that was WAY too small. For UT, which is trying to become a top 25 Liberal Arts university, lack of group study spaces would seem to me like it would be a major problem that needs to quickly be remedied. [#1923581]

Half the technology doesn't work (like in HSS) or it requires instructors-only software. [#1923602]

I think I misread/misinterpreted this questionable bit... I don't really use classrooms with technology. [#1923688]

To be honest, this is nice, but a lot of my classes don't put these resources to use anyway. Other than basic PowerPoints or the occasional showing of a movie, my upper-level classes are lecture-based--the hands-on technology was used more often in my underclass gen ed classes. [#1924494]

Most classrooms are equipped with functional projectors, but that is far for optimal technology for teaching (smart boards and even overhead projectors are often more helpful). Obviously this is limited by funding available for such things and the capability of retrofitting old classrooms. [#1924890]

good [#1925231]

Sometimes there are not enough study rooms on campus. For example, there are only two areas in Ayres. Also, sometimes it can be very difficult to find a study room in Hodges Library. [#1925407]

Small group study rooms containing desktop computers would be very helpful for me as a student. [#1925415]

Some classrooms need to be updated with better projectors. [#1925431]

south stadium hall needs wifi and better technology like a smart board [#1925441]

I have not used these spaces and have not even been made aware of where they are at the University. Please remove the Klingon cloaking device so that these facilities may be available to everyone. [#1925488]

Some buildings have terminals. Some have HDMI ports. Some, like McClung have DVI and nothing else. [#1925531]

i have been in several classrooms where some of the projectors, speakers, and computers either did not work or was very difficult for the professors to use. [#1925565]
more classes should be available online. Communication software must be updated. Only media services work reasonably. [#1925629]
Getting timely resolution of technology problems that I am experiencing.

Tickets can sometimes take longer than desired to be resolved by OIT.

-----
I've never had to wait too long to get a problem resolved.

-----
I've never had problems with the machines provided by the university.

-----
In EECS Department, sometimes it takes couple of weeks to solve a simple problem!

-----
Support for qualitative researchers has declined significantly in the past year.

-----
The OIT department at UT rocks! The only time that I have ever had problems, OIT responded almost instantaneously and immediately solved the problem.

-----
There is way too much bureaucracy involved in the IT system. It's very frustrating. This survey, btw, uses entirely arbitrary metrics. Good luck getting any useful data from this. I doubt your respondents have external referents for the Likert scale.

-----
I can't even find the help desk. There are so many desks, which one does computer issues?

-----
With my blackboard tickets, it usually takes all day to get a resolution. When I need to go to the walkin, my issues usually get resolved quickly. There is an employee there that has helped me several times his name is Matt. He is extremely competent at his job and was very courteous and professional to me. He was efficient and just great! I know it seems like much, but the computer is our 'little worlds' and when someone can help you with the issue and resolve it the world gets a bit brighter!

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good job

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Always quick

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Often when I ask for OIT help, I get a quick but inaccurate/unhelpful response, which means it takes a long time for me to get the answers I need.

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Our printer wifi connection is still not fixed.

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The only time I asked for help regarding a technology problem is regarding email. Somehow, OIT managed to screw up the interface between Microsoft Exchange and Apple Mail. The two systems literally do everything themselves, but whatever method UTK is using to organize the email services has eroded the functionality of this imperative service.

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Sometimes the internet will be down for longer periods of time and no one can really help.

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The service has provided me with lots of help when dealing with technology. Very timely too.

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I have always found our IT staff very responsive and very helpful. The IT support advisors in the library have been especially convenient for my needs.

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They are slow at responding.
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I haven't had any issues with this. [#1923273]
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I usually received a response within 48 hours, so that's pretty acceptable. [#1923276]
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Mostly satisfied. Limited number of techs relative to numerous student needs. [#1923356]
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The OIT department is very, very knowledgeable and helpful. Can't ask for better service, unless there were people available around the clock for late night technological issues. Nothing is as frustrating with the technology here as not being able to get help with an internet or program problem when a paper/project is due late at night and technology fails. [#1923581]
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Fu of Jul [#1923582]
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It would be nice if the university offered a tech department that could fix hardware issues, not just software issues. The resources that are available in Knoxville are often prohibitively expensive, and in the case of the place on the Strip where OIT has recommended to me time and time again, they sold me bootlegged/illegal copies of software and trashed my hard drive. [#1924494]
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Take my answer with a grain of salt. I am a computer scientist [#1925023]
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Being a student who has needed assistance, this is huge. Our assignment due dates aren't going to change because we experience technical difficulties. [#1925240]
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Na [#1925252]
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I have had fantastic experiences with OIT helpdesk. The staff is very friendly and helpful. It's never a frustrating experience. [#1925407]
-----
UT has an outstanding OIT department! [#1925591]
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Technology support staff who have the knowledge to answer my questions.

HelpDesk tends to give me the run-around instead of a direct answer or contact. [#1922025]
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They seem fine. [#1922103]
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Mac support is necessary in this day and age. [#1922134]
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service is adequate [#1922199]
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I think technology staff have the knowledge but it seems like sometimes they hesitate to help. Probably they don't care that they waste our research time. [#1922205]
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We need more GIS help! Ann Reed is great, but she's only in charge of licensing. This is a very useful product and I really could use some help out of classes with coding, etc. [#1922207]
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I have a Mac, and most of the support staff I have encountered only know PCs. [#1922209]
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i have yet to need support staff [#1922231]
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I had a tablet like computer and I was encountering some pretty serious difficulties with viruses and I was unable to be helped because my computer resembled a tablet and the computer help in the library turned me away automatically even though the computer operated the exact same way as a computer. Tablets are becoming more and more popular so maybe having a more broad spectrum of technology support? [#1922243]
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I believe her name is Lynn, she is AWESOME! [#1922262]
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Whenever I have a problem printing or using technology in the library commons, the student assistants behind the desk are no more qualified to fix my problem than I am. [#1922344]
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I don't need a secretary to answer IT phones and pass along information. I need a skilled IT technician who can help troubleshoot over the phone and save both IT and me/mylab/students valuable face-to-face time. [#1922559]
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They usually don't really know what's going on, and they won't leave their desk to help you in person. They'll just tell you what to do and hope that you understand. [#1922573]
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I love OIT helpers!!! You guys rock, I have been in many times for help with various computer problems and software issues and never been turned away without an answer or a promise of an answer. Keep it up!!! AND thank you. [#1922599]
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Make sure when a ticket is complete, a review is sent back to the consumer! [#1922725]
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Some are unpersonable. [#1922767]
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They are not very helpful [#1922768]
A few months ago we had issues with connecting a computer to our domain. We'd done everything we could and based on our tests determined that the issue was with one of UT's DNSs not refreshing. We called to confirm our changes were reflected within the UT system and that it was just a matter of waiting for the system to refresh. Instead, our domain admin was subjected to 10 minutes of being talked down to by whoever was playing God that day. Half an hour later, we got a call that it was exactly what we knew the problem to be and that it had been fixed. I understand that most of the time the OIT people have to deal with solving sorority girls' issues, but when you let them know that you're the local IT admin trying to solve a problem I would hope there would be a bit more professional courtesy and customer service in finding a solution to the user's problem.

when in the library it is hard to tell who works for oit because they are never wearing name tags

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The OIT people on Sunday are stupid.

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The staff do not know much at all at the library

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Staff hasn't been to great when dealing with Mac/Apple related issues. Most of the Vet students seem to be using Apple products, and compatibility and staff knowledge has been a problem. There have been several instances where I was told my problem could not be fixed, so I had to research the issue for myself and then find a solution. Often the tech that I spoke with was completely wrong or just apparently didn't have enough knowledge or willingness to attend to the situation. VERY FRUSTRATING

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I haven't been able to print at the library for almost 4 semesters and I have been to OIT four times regarding this issue but they have never solved my problem. I wish they would try and figure out how to fix it.

-----

I called the OIT help desk once at the beginning of last semester regarding Volmail and was impressed with the help and speed I got.

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I have only used the support staff a few times, and they are fairly knowledgeable, and definitely pleasant, but they were not always able to answer my question.

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It takes a very long time to receive a response after filling out the form at help.utk.edu. Even then, I usually get a question from the staff instead of a resolution. It seems that they like to stall.

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The one time I submitted a question for technological assistance, my question was never answered and I ended up resolving the problem (over time) on my own. This was a question having to do with downloading DE recorded classes.

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Getting someone who knows the answer if the person answering does not know the answer.

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I had an issue with what I thought to be my hard-drive. I took my computer into the OIT store in the UC, and the people there were very knowledgable & super accommodating. I felt very taken care of and as if my computer was in safe hands.

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good

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HI
Most people I have encountered have helped me fix a problem and are knowledgable, but there are a few people I have encountered that have NO IDEA. Either train people better or use a mentor system until they are adequately trained. [#1925391]

Every time I have had an issue a staff member has quickly and efficiently helped me resolve my issues. [#1925591]
Receiving communications regarding technology services that I can understand.

Often announcements regarding maintenance or a system being down is very unclear and written in advanced terms that not all members on campus can understand. [#1922180]

I'm not sure I have received many communications regarding services, hence not knowing what is available/happening. [#1923237]

I'm not very tech-savy, and sometimes when they explain things to me it just goes way over my head. But I expect that, and I trust they know what they are doing. I have never had an issue with the OIT staff. [#1923598]

This is paramount. As we all know, different people understand things differently. As the technical world might not understand my medical world, we have to learn a language all can understand. Please try to take this into consideration when providing information to all about updates and so forth. [#1925240]

One time, I was trying to use one of the wireless printers on campus and followed the instructions on the OIT website and it still wouldn't work! [#1925257]

I was really pleased with the OIT group at UT. I found that most of the problems were with the way that the professors set up their sites. I think they should be trained to test all links prior to opening up the information to the students. I think this would cut back on our frustration and eliminate the need for us and them to waste OIT's time with questions/issues that they cause. [#1925742]
Getting access to training or other self-help information that increases my effectiveness with technology.

There are no sufficient information about using available Linux and Windows servers and and available softwares on them. [#1922205]

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communication opportunities for advancement/training more often [#1922359]

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I know OIT offers training in various technologies, however, they are usually inconvenient to attend as I am a commuter. More web-based training (webinars, videos, etc.) and advertising them through campus email would be helpful. [#1922382]

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Online training for software such as SAS and ArcGIS is great. But the addition of free online courses for MATLAB is needed. Also the in class courses offered by OIT are a great idea. But they are ineffective. I've attended 4 of these in class instruction sessions and was very disappointed by all but one instructor. The resources directed to these in class sessions might be better utilized by offering more free Online self paced courses. Online self paced training courses are needed in the following software: R, Python, Stata, MATLAB [#1922512]

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never used [#1922553]

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The addition of Lynda.com was an exceptional use of the university's resources! Kudos! [#1922861]

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The staff is very welcoming and if I had a problem I would feel comfortable asking them. [#1923113]

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I usually have to explore/seek opportunities (a pull system of advertising) which means I sometimes don't find out about an until I have missed it. A push system of advertising would work better for me; i.e., email to subscriber list that a new schedule is posted or a new course is added to the schedule. [#1923137]

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Having an introductory course to using the technology services would be great. [#1923150]

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I stumbled across your workshops by accident, and find few have heard of them. They're a great resource but highly under-utilized. Find a way to get the word out :-). [#1923155]

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I didn't know anything like this exists [#1923198]

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As a teaching assistant, it is a little inconvenient to get the whole picture of class learning. For example, I find it hard to see the average and medium score of the class. [#1923205]

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Knowing about these websites and services would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]

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That's offered? Wow, I would actually be interested in accessing that information if I only knew how or when. [#1923242]

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There is a problem with access and awareness of training that can be obtained to increase effectiveness. For example, many students speak about using google docs to create outlines for exams and they edit them to add pics, graphs, etc. why not teach students how to do this so that they can utilize this tool create more of a virtual study group atmosphere utilizing technology. [#1923268]
most of these classes are during my classes during the day and are therefore of no use to me
[#1923321]

I've seen a few notifications about some of the things OIT for example can help students with, although
at times it is unclear what is specifically being announced. It might be nice to have a few open
workshops that have a specific topic and are held during hours when most students aren't in classes.
[#1923587]

I would like to see more training offered online/ virtually or at other times than just during 9-3pm.
[#1924854]

good [#1925231]

Please add more hours to consultation. I would suggest increasing from 10 hrs to 20 hrs per semester
[#1925474]

We have this? Wow, the things you don't know... [#1925488]
**Official University Email (On-Premise Exchange, Office365, Gmail)**

I would really like an official UTK mail server, not through google or microsoft. We are a public university and should have our own email hosting. Outlook365 is horrendous and although Gmail is more functional, it is still run by a business that wants to sell me stuff. Again, we are a public institution. We, not big companies, should own our mail. [#1922084]

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It seems ok, I would just continue working on upgrades etc... [#1922103]

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The password change every couple of months thing is kind of annoying because it desyncs all of my email apps for a while, but I understand why it's done. Office365 works well enough, but the apps for it are not great. I will probably take the time to switch to gmail when I can figure out how. [#1922196]

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The official university email is useless, but it forwards well to gmail which makes it passable. [#1922215]

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I love my university e-mail and believe it works wonderfully for what I need. [#1922252]

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I feel the option to choose between office365 and gmail has led to confusion for some. As well, I think the constant changing of emails (i.e., @utk.edu to @vols.utk.edu) has resulted in confusion in classes, as some teachers and T.A.s have different end of addresses, as well as fellow peers. [#1922366]

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the office 365 has trouble connecting to my computer and phone [#1922433]

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It is hard to find people's email addresses with the search function on office 365 [#1922506]

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Offic365 access ends upon graduation? This uncertainty kept me from ever adopting the system [#1922508]

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Don't actually use, it all gets forwarded to a GMAIL Account [#1922533]

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Use either office or gmail. Some listserve emails sent by UT (GSS for one) to gmail are unopenable in gmail. This ought to be looked at [#1922550]

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Sufficient [#1922553]

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switching back and forth between gmail and office make me loose emails [#1922599]

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gmail is amazing. So glad to be done with windows email [#1922657]

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Why do we need vols.utk.edu ??it's terribly unprofessional in my opinion. I miss @utk.edu. [#1922713]

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Why did you change my email address to @vols.utk.edu? It looks dumb and unprofessional on journals. Its bad enough that it has to be a string of letters and numbers. Grad Students should get more professional emails. We are normally the first author contact on journals anyway. This is one of my biggest problems with OIT right now. [#1922725]

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Really poor quality and low information. Should have more context to student needs. [#1922733]

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I mentioned this earlier, but I don't understand how OIT has managed to mess up Microsoft Exchange. The service itself is built to work with almost every single email client off the shelf, but after they get through with it the interface with Apple Mail has been screwed up. Apparently it's "not supported." ARE YOU KIDDING ME?! A large portion of students use Apple Mail. GET IT FIXED. Email is a necessary and simple service; stop complicating it and make it work 100% of the time. One more thing: adding the "vols.utk.edu" extension to our emails is utterly idiotic. I'm embarrassed to give out my email address in a professional environment. I understand why this was changed - to add Gmail support - well you know what?: we should make our base level service work 100% of the time before we try to add any complexity. I still struggle with email issues on my Mac (a machine that works more reliably than any other) and this should NOT be the case. [#1922801]

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works great [#1923062]

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We should only have 1 system, Gmail. This is because Gmail receives all emails. Sometimes, when someone tries to email me but I do not reply because I never received it, it wastes time. [#1923134]

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I don't know what happened but a really important email didn't arrive last December. When we switched to vols.utk.edu we were told the old utk.edu addresses would be forwarded for a year. Is that happening? [#1923155]

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Compatibility with Apple products is sometimes problematic. See other suggestions... [#1923214]

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It's OK, certainly better than I've had in the corporate workplace. [#1923242]

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there should be a workshop offered to show people how to properly use the email system or at the least provide online virtual tutorials to show how to navigate office 365. [#1923268]

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I actually love the new exchange and office 365! [#1923442]

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In the past, adding the university's email to one's mobile device has been a chore. I have often heard how many students and faculty members or staff have had to go to the tech help area in the library to get those individuals to help with adding email to their phones. However, OIT DOES do a good job now of providing step-by-step lists of instructions for various platforms. [#1923581]

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I had a domain problem with my email at the beginning of this semester because I was given a UTC domain instead of UTK. I would have preferred to receive a UT email (with first initial and last name) but instead have three random letters and numbers, which is hard for others to remember. [#1923610]

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I've had problems with my email losing folders that could not be retrieved [#1923649]

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n/a [#1924857]

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In Office 365, I have to add a contact to have their name appear when I try to send a message to them. I would rather have anyone who has sent an e-mail to me, or who has been cc'd in an e-mail to automatically be added to contacts. I liked it when everyone in my department was in my contacts. [#1924907]

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generally good. But it's slow to open up attachments and to print now in Office365. Probably, it's more on the cloud and on Microsoft side and difficult to influence from OIT. Anyhow, I am working as an instructor and receive a lot of e-mails with attachments, and it takes much longer to look at those
submissions in the new Outlook365 environment. Also you only get a pre-view and cannot really see the
details in a spreadsheet like comments, so that you end up downloading all of them anyhow. Overall,
this new environment slows me down noticeably with grading submissions from students. Thus, I
transfered some assignments to Blackboard, but that is not appropriate in every instance. [#1924996]
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THANK YOU so much for getting gmail. [#1925023]
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My interface has changed several times in the last few years. I have not noticed any changes that I
would perceive as "improvement," and the changes are quite annoying. [#1925051]
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Pain in the ass. [#1925079]
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I've no idea how impossible it is to prevent those phishing emails send out every now and then but
they're annoying. [#1925148]
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Na [#1925252]
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The username should not require typing characters, such as "@vols.utk.edu", rather the system should
automatically enter those information. I noticed the pattern that every time email is switched to a new
service, the username gets longer and longer by requiring entering information that could be automated.
[#1925279]
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Meh. I would love it if spam that is addressed that does not even have the correct domain address would
end up in the quarantine box but, no. The mass emails from UTPD take up that space. [#1925488]
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**Online@UT (Blackboard Learn)**

The amount of technical glitches is really disheartening for the online earning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3). Please enforce training for all teachers who are utilizing this tool!! [#1922002]

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Modules are flakey sometimes and I have to reload pages to get content to load. [#1922025]

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This is crucial to me. They have done a decent job in the past but it would be great if they did maintanance during the middle of the night. [#1922029]

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Black board is horrid [#1922068]

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I don't like blackboard all too much, either. It is slow, buggy, and inefficient. I think teachers should be able to easily post course materials onto their own, UTK webpages. [#1922084]

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Doesn't work with internet explorer. I've had multiple online tests crash or not show the full question set which has affected my grades. [#1922098]

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NA [#1922103]

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I've rarely seen blackboard outages, but when they do occur they always seem to occur when I need the services. [#1922148]

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Blackboard is a frustrating site most of the time, at both institutions that I have used it. The best experiences I've had with it have been when instructors were familiar with how to use it so make sure that they do know and are comfortable with it may be able to increase its usefulness. [#1922167]

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Expanded knowledgebase/easily accessible online information to help with Blackboard Learn, which is not exactly the most user-friendly tool. [#1922192]

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The notification system on BB doesn't really work. Unless I go to BB and check to see if there are any new notifications, I won't see them. Usually, I only go to BB to see an assignment or something, so I often forget to check for notifications and end up not seeing them until they are no longer relevant. Also, the menu system on BB isn't great, but it's not so bad that it can't be worked with. I would say that it's just kind of a hassle sometimes to switch between work. [#1922196]

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Rarely used. [#1922205]

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This is a horrible program. There are other programs that I have used at other institutions that are more user friendly. [#1922215]

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works well when its being worked on it can be an inconvenience [#1922231]

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The app is great!! [#1922262]

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I really don't like the times that this service is updated. I'm a student and a TA, so a lot of my work is done on blackboard. Having an entire weekend afternoon where I can't enter grades or read student
submitted papers is hard. At my previous institutions they used to run updates in the middle of the night or off hours so it didn't interrupt students as much. [#1922291]

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I feel the issue with Blackboard is more the differences in how teachers use it. Different parts of blackboard are used for different purposes by different teachers, which sometimes makes it difficult to stay on track with certain class assignments. [#1922366]

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The service is glitchy - I tried to give an exam on Blackboard and about 10% of the class had problems with service disruptions during the test. I mostly blame Blackboard for this, as they don't seem to care very much about what their customers actually want/need. I hate Blackboard, but I understand that they're pretty much the only game in town, so you don't have a lot of other options. [#1922431]

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make the app more usable.. often never loads [#1922433]

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Often glitchy and will not load. Has improved over the past years, still has a ways to go, though. [#1922456]

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Wish there was an easier method for adding grades - especially when adding the same grade to a majority/all of a class [#1922510]

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This would be improved if Instructors were required to use blackboard. Many instructors do not post one single thing. Grades of the assignments and exams should be the minimum required. [#1922512]

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Increase reliability. Make the mobile app load faster. Improve menu navigation so relevant and frequently used features and options are readily available and others are hidden by default. [#1922527]

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helpful [#1922553]

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Always slow, and crashes. [#1922573]

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sending out email to the whole class need to be easier and more reliable [#1922599]

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More instructors should regularly use this [#1922624]

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see above [#1922657]

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It always has problems and the service hours were horrible. The middle of the day on a Saturday?? That's when i'm doing homework and couldn't. [#1922720]

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Very clumsy. Usability is low. Need better architecture and app visibility. [#1922733]

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Fewer updating times when BB is down, or have BB down for a shorter period of time when upgrading. [#1922758]

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Blackboard frequently crashes on Safari. This is not a complicated problem. Make it work or get rid of Blackboard entirely. I have homework to do. [#1922801]

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Easier way to get in contact with other classmates [#1923062]
I dislike blackboard. It works, but it took me a while to get use to it, and I still don't like it. My main complaint is that it is overcrowded with stuff that no one uses or looks at. I think it should be more streamlined and simple. Maybe I'm just biased because I came from a university who got rid of blackboard and made one called learning suite. I just want to be able to see my classes when I open it. I don't need pictures or anything. It would also be nice to be able to view other classes without going back to the main page. For example, if I'm looking at grades for class A, I wish I could click something to stay on grades but then look at class B. This way I don't have to go back and click through everything again. A grade calculator in the grades section would also be nice. [#1923118]

When BlackBoard closes for any reason it tends to be during inconvenient times. [#1923182]

I would like to see more compatibility with Apple devices. [#1923200]

It closes down too often [#1923241]

I had to teach myself to navigate this program, I'm still not sure that I'm leveraging it fully to ensure my success as a student. I have used it for group projects and like always, the group discussion board only works well if everyone uses it on a regular basis. [#1923242]

there are menus that i am not familiar with and are not utilized. there is redundancy in options for some things. all of the icons are not centered on the page and are in diametrically opposed corners of the screen. a virtual tutorial should be added to show new and current users how to utilize and maximize the use of the site. [#1923268]

Blackboard has been improving but the times they choose to do maintenance are kind of strange... 12-4pm on a Saturday???? [#1923399]

This feature seems to be under construction too often. [#1923442]

Sometimes it is shut down when you need to access important information for classes. I understand that there is usually a notification saying when the site will be down. It's just inconvenient at times. [#1923519]

I wish I could access information on Blackboard from my old classes like old syllabi or old course materials. As a graduate student, I would like to be able to redownload some of those items. [#1923581]

The mobile app is awful, and takes an eternity to load. [#1923602]

None of the classes I have TA'd have shown up under my Blackboard. Don't know if this is an OIT problem or my professors problem but I figure yall can fix it somehow. [#1923606]

It seems that Blackboard is down for maintenance quite a bit, though I like how it's only for a few hours at a time and usually don't run into these problems [#1923610]

Sometimes Blackboard runs very slowly and the layout does not load well on every server/browser/computer. [#1923636]

I just think when they do maintenance it is very inconvenient for the students [#1923651]
I have found that the blackboard app on my phone does not work well. I do get notifications from it but then it won't load the actual blackboard site. [#1923669]

Is far from a centralized website for students to access class information. Many teachers use their own website for class information/grades etc. This is a major annoyance as I have to check 3 or more websites for class information in addition to email. [#1923738]

Score entry system is terrible [#1924526]

I use the BB app on my phone, and to be honest it is sub-par. Also some of it's functions do not work properly on Internet Explorer and Firefox, which are the browsers used on the university's computers. I would like to see a fast, reliable cellular device application for this site. [#1924541]

Overall blackboard performs well, however it's frustrating when you're trying to get your work done but the website is down. [#1924873]

Easier to use [#1924874]

Get something else. Blackboard has always sucked, still sucks, and will always suck. Develop something proprietary, if nothing else. [#1924903]

blackboard has some weaknesses, but I guess that's the SW itself and not the specific installation here at UT [#1924996]

GET RID OF BLACKBOARD. I am sure that there are other colleges that use different software. I am a computer scientist and I find blackboard confusing and fragmented. Please stop wasting students money on their services and use a different software solution. [#1925023]

n/a [#1925063]

I hate losing access to all of my course's info after a semester ends. [#1925085]

Again, utilization is an issue here [#1925182]

I hate blackboard. [#1925257]

The Blackboard Learn platform is rather clunky with a few key functions - primarily, the Whiteboard, which is not very responsive or user-friendly. Also, there should be opportunities to use the interface and share documents for informal meetings among classmates, which doesn't seem to be an option unless the instructor knows how to specifically enable it. In most cases, when I'm working on group projects outside of class, my classmates and I opt to use Google Hangouts instead because it is so much easier to use and integrates with documents (Google docs). Second, it is clear that not all instructors have had adequate Blackboard training - some obviously struggle to use the system, and this often detracts from the class experience. For example, in the past I submitted an assignment via Blackboard Journal as instructed, and then the professor somehow deleted the work that I had submitted when she went to evaluate it. [#1925293]
Less glitches. Ability to view materials from previous classes even after that semester is over. [#1925319]
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I feel like Blackboard is either down or closed for maintenance every week. [#1925364]
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n/a [#1925365]
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Sometimes blackboard can be sketchy, in the way that sometimes it won't work on Firefox, but it will work on Safari (I primarily use Firefox). It can also be difficult when trying to view things on blackboard. They just won't show up unless downloaded on the desktop. [#1925407]
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please increase the blackboard login length. I get logged out way too soon. also the formatting for sending an email through blackboard is a little funky, too much spacing between lines. [#1925441]
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as suggested before, i would like to see a text alert option for changes/updates to classes on blackboard. also, if possible, i would like to be able to add or change things on the left hand blue navigation bar in individual class pages such as: adding the "my grades" option, the "discussion board" option to the navigation column [#1925565]
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Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. [#1925629]
Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Improve the operation system so that it can handle class registration days better. [#1922103]

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Mobile versions make accessing information difficult. [#1922134]

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The class search program here is awful. I can rarely find a proper description of the class without having to email the professor or sorting through the course catalog which does not work for special topics classes and makes finding good grad classes hard. Also just search for courses is much harder than it needs to be particularly when looking for specific classes or a class with of a specific type. I would suggest looking at the class search engine from Arizona State University it is very user friendly and made finding classes very painless. Also I had a class cancelled this semester and did not find out until I email the professor about what the class times were going to be. I do not know where the communication break down occurred but it would be nice to have more advanced notice on things like that. [#1922167]

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The registration system is very outdated and has a very bulky interface (difficult to use, requires a lot of navigation, etc) [#1922180]

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Many of our graduate classes and some undergrad classes are only offered every other spring (or every fourth semester) or every other fall, etc. Banner NEVER EVER gets this right and causes a boat load of scheduling issues every year. Every year. Without fail. As a grad student we may only have one chance to take that infrequently offered course and it's important to get it right! PLEASE! [#1922207]

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MyUTK is way too "busy" - I rarely use it and instead go directly to Blackboard or Banner. [#1922209]

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Registering for classes could be easier. It is confusing creating a schedule and registering for classes. [#1922215]

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I believe all these information systems and the class registration technology works great! [#1922252]

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Banner (MyUTK) is so awesome, it is so much more user friendly than before and really is very easy to navigate. Whichever team keeps this up and running is doing fabulously! [#1922262]

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ability to search and save information when dealing with courses and CRN#s when registering, back option usually clears [#1922359]

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Banner is difficult to navigate. [#1922382]

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The system seems to crash every year during registration, causing unnecessary stress for students. [#1922501]

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Could be easier/simpler to navigate [#1922521]

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Rework so information is pulled onto one page via Ajax. Keep everything encrypted in the first implementation. Build the system with security in mind at the start. Don't add it as an after thought. [#1922527]

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Seems outdated and tricky to complete [#1922553]

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banner and might could be better organized there are multiple paths to the same place and that gets confusing and frustrating [#1922599]
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GradesFirst has too many glitches and issues [#1922624]
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MyUTK is actually okay. Banner is terrible. Ellucian is terrible. Why does the state keep renewing its contract on this terrible product? [#1922643]
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This is just confusing and has been since my first encounter. The above media need a LOT of work, geared toward user-friendliness. [#1922738]
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Banner has weird errors when I'm trying to look at upcoming courses. If I look at the description of one course, then try to look at another, I'm forced to back out to an earlier menu otherwise I'll get an error message. [#1922782]
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The online class registration site (through MyUTK) still confuses me a bit, and I'm in my fourth semester at UT. Getting TO it is no problem, but understanding how to find and register the courses I want would be easier if things like search boxes were more clearly labeled, or perhaps more instructions provided. [#1922810]
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Could our system be any more antiquated? At least update the UI once a decade. [#1922861]
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The MyUTK homepage is confusing and not organized well. It is difficult to find some links or to tell the difference between "Class Schedule Search," "Search for Classes," "Schedule Builder," and "Add/Drop Classes," for example. Also, what is the difference between "Staff/Academic Resources," "My Services," and "Campus Services"? Those all overlap in many ways, and dividing them in that way just makes it more difficult to find what I'm looking for. [#1922914]
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I feel bad even complaining about this, because you can tell someone put a lot of time into getting it to the point it is. Problem is, it looks like something I would make, and I'm terrible at design/layout. Hopefully over time some input and direction from a UI/UX person will improve things [#1922996]
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DARS and Student Registration are critical to campus information infrastructure [#1923010]
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The website isn't the easiest to maneuver through, and the lay out isn't the easiest to understand either. [#1923054]
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Area for printing in BU building or at least on The Hill. [#1923218]
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We shouldn't have to go back to the main menu every time when looking up classes. That is frustrating when we have to take courses in specific departments. [#1923237]
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I have had some difficulty navigating this at times but I finally get it done. No big deal. [#1923242]
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there format is cluttered and is not unilateral. the format should preferably be vertical so that the eye can read downward from one link to another. there are too many links in a small space and it creates confusion as to where to find appropriate menu. [#1923268]
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Easy to use and really well put together. [#1923311]
Hard to know where to click to get to your destination [#1923318]

registering for classes is awful. The UI is not user friendly at all and the lack of a back button is ridiculous. You should be able to see an interactive schedule of a week with the class time slots, and then be able to click a slot and see sort through classes available at that time based on the filter options you choose. The current software is just to confusing and having to put in what semester you’re searching for over and over is quite simply, stupid. [#1923399]

I wish they would update DARS when courses change. For example, I'm a microbiology major and during Fall 2014/Spring 2015, they changed course numbers even though they were the same class. This lead to a lot of confusion and emails to my advisor when trying to register for classes, because my DARS said one thing, but I wasn’t sure if the new classes fulfilled the requirement. [#1923519]

Most of the MyUTK site is reasonably useful. However, navigation can be a bit tough. It has been getting better though since the site was first changed. [#1923581]

It is sometimes difficult to locate certain things on MyUTK, especially certain OneStop/Financial aid. I'm not sure if this is due to tasks Onestop is responsible for. For example, I was looking for a financial aid form that was said to be on MyUTK, I first clicked on the tab that verbatim the topic that I needed - I did not find the form there, then I began looking under many other different tabs and links. Finally, I called Onestop and the series of instructions that I was given was and the names on the links were 100% misleading and I have no idea how anyone else looking for the same forms would have been able to locate this form intentionally and easily by themselves. [#1923587]

Banner really needs a re-design for ease of use. [#1923602]

Banner is out of date and DARS operates as it if were on a 1990 computer. They are all confusing and need a new UI [#1923604]

The new MyUTK is nice, but it cross logs into the payment system and the class search and registration system. Frequently, it seems like they log each other off. For example, the course search and registration thing (which sucks by the way) punts you back to the first selection screen for picking the semester, at the same time I end up getting logged out of MyUTK. [#1923656]

When searching for classes, I often times experience errors when I hit the back button to search another class which is frustrating when I have multiple classes I'm looking for. [#1923669]

I don't really know what GradesFlrst is, and I don't think many of my professors or advisors use it. [#1923769]

Banner and DARS are dreadful. I've been here long enough that I remember Circle Park Online, which I preferred. While Banner and DARS might be easier to read, they're not very intuitive, and I've had to file three separate petitions to “fix” or correct my DARS because it failed to pick up classes I'd already taken and passed. Banner has improved over the years, but is still rather slow and has a tendency to completely shut down when it's registration day. [#1924494]

n/a [#1924857]

Better Appointment Methods on Appointment Scheduling [#1924864]
The online class and the grade information system is confusing and awkward, needs to be improved; the structure is poor and it does not appears as an integrated system but rather disjoint. Overall, it's inconsistent and not intuitive to use [#1924996]

system is not well integrated with descriptions of course offering for a class. class Selection system if unintuitive. myutk works very well. [#1925023]

These services have been improved recently but can be pretty cumbersome to navigate at times. [#1925039]

registration is confusing, when using the five-digit course registration number or not [#1925085]

Banner is probably the worst interactive program for registration. [#1925180]

Information is often difficult to find. [#1925192]

I can never figure out where to get class descriptions and CRNs in one place! I am pretty computer literate and I can never find what I need to register for classes. [#1925249]

Na [#1925252]

This generally works pretty well for me. Maybe a little hard to navigate. [#1925257]

N/A [#1925391]

too many different platforms [#1925476]

Onerous at best, I just have to remember how to do it every semester. My biggest issue is finding the course list. It is on the bottom of my academic plan but so are three other links, then one has to navigate to find the list. Why can't there be a direct link? My time is also valuable. [#1925488]

It is very hard to transition from one UTK webpage to another UTK webpage. Often need to log off and start again. [#1925641]
LiveOnline@UT (Blackboard Collaborate, Zoom) virtual classroom environment support

The amount of technical glitches is really disheartening for the online earning experience. A great indicator of this is the amount that teachers utilize other services outside blackboard and the number of pauses per online synchronous class (average about 3). Please enforce training for all teachers who are utilizing this tool!! [#1922002]

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Can be unstable. [#1922025]
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Increase the feed and quality. [#1922103]
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Never used it. [#1922148]
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Expanded knowledgebase/easily accessible online information to help with Blackboard Collaborate, which is not exactly the most user-friendly tool. [#1922192]
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I haven't used it. [#1922205]
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Providing application support to current LTS versions of major Linux distributions would be appreciated. (Ubuntu 14.04, for example.) [#1922285]
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Most of the lecture videos professors have provided for my viewing are only available on old versions of internet explorer [#1922508]
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Professors should have a clear understanding of how to use the technology for online classes. Many of my classes have been caught up on the lack of knowledge of how to use the technology, like when a professor has minimal understanding for themselves and the students [#1922521]
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never used [#1922553]
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There is a guy down there at the main center that really knows his stuff. I forgot his name sadly. But I have also had some luck with a lady named Mary. My issue is that it takes so long to solve the problem. This might not be fixable, but it really grinds everything to a halt with my class not being able to deliver my content to my students. [#1922584]
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My last experience with a virtual classroom was miserable. We missed classes just due to technology issues. It still needs some updating [#1922613]
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it's glitchy and crashes often. [#1922657]
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Never used. [#1922801]
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Improving the Whiteboard feature in Collaborate would go a long way toward enhancing the online classroom experience, especially by improving group-work capabilities. [#1922810]
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Blackboard Collaborate seems to be hard for some of the teachers to operate; perhaps offering more training for the faculty who use this service would help. [#1922914]
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works gerat [#1923062]
I have no idea what Zoom is. [#1923242]

Have classes for the teachers to learn how to video themselves AND THE PROJECTOR SCREEN. [#1923761]

I have only had one class (Engl 255. Online. Summer 2014) that utilized Blackboard collaborate. I loved this class format and felt that I learned just as much, if not more, compared to "regular classrooms". I think more online classes should be offered or more teachers should use the collaborate atmosphere. [#1923769]

n/a [#1924857]

I used collaborate one time and the sound and imaging was off - there was an extreme lag. I had to communicate with a group for an assignment online, and it was extremely difficult to do because of this. It was not due to internet connection - the system was just lagging. [#1924962]

There is free software that does this!! My professor could not get Zoom of collaborate to work and we are paying for this software? [#1925023]

Blackboard Collaborate shouldn't be used [#1925048]

Sometimes it kicks me off during class. [#1925085]

Blackboard Collaborate frequently has issues and won't let me download a previously recorded class from my professors and it will also hide the recordings to where I am unable to reach them. [#1925125]

good [#1925231]

Na [#1925252]

Train professors in how to use this feature. The only professor that I have had try to use this service was Holly Green (MGT 200). The audio for students to speak did not work. I strongly believe this was due to one of the settings that she controls. She also attempted to stream a video over Collaborate. I'm not sure if it was her internet connection or Blackboard Collaborate's limitations that did not allow this, but it did not remotely work. [#1925365]

I don't use this feature. [#1925407]

make Zoom more available to the professors and for a class larger than 100 persons - it is excellent for online lecture during inclement weather. blackbaord collaborate is just garbage. [#1925441]

I wrote out an entire response for every one of these things and then the computer glitched on the last question and I'm sure as hell not doing this again. Sorry. [#1925470]

I am extraordinarily unhappy with anything relating to Blackboard as of this week. Our group has used the discussion board without fail (so far), BUT as I took an on-line test earlier this week, eleven out of thirty test questions were not saved, forcing me to retake the test. [#1925488]
Blackboard learning platform must be updated. Unacceptable sound quality and very limited application sharing time delays pauses etc. Just horrible. IT IS AN FRUSTRATING APPLICATION FOR EVERYONE. [#1925629]

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Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

NA [#1922103]
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Never used it. [#1922148]
-----
I haven't used it. [#1922205]
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I always find it very hard to navigate to your own files when using the citrix server, and I don't like using the online storage. To me it's kind of like the cloud: ambiguous and not trustworthy. Having better instructions as to how to navigate while in the server would help. [#1922207]
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I have to turn on compatibility mode to get it to work - That's lame Apps are slow to load even though I am on LAN Its nearly impossible to save work to my own hard drive due to complex file structure trees [#1922327]
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They still operate more slowly than is really useful. [#1922349]
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I'm mostly happy with this service, but software updates sometimes lag behind what is available for software download [#1922431]
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Improve Citrix. [#1922503]
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ever used [#1922553]
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The apps keep crashing, or take so long to load that it would just be faster to open the web versions in Google chrome and just skip the app. [#1922573]
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Need more proper program for education, such as statistics, photoshop. The program SPSS, or SAS are not working properly [#1922768]
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The online access to my T-drive actually worked. I was pleasantly surprised...albeit after a long while troubleshooting. [#1922801]
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I use the apps, which seem to have improved (thankfully). I had no idea that there was a virtual computer lab, what purpose does it serve? How can it help me succeed here at UTK? [#1923242]
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ever used it and do not have a comment on it [#1923268]
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I feel The university of Tennessee Knoxville is up to date but could use more study areas other than the library. That place is crazy. I feel engineers should have their own study building. There are many people that i feel go to the library to hang out and be loud. [#1923311]
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it takes 3 minutes to load a student profile in the library or in another computer lab on campus, this is unacceptable [#1923321]
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I've taken a SPSS class that required me to use SPSS via the application server and it was a pain. Even the instructor said so. It took a long time for the application to load and several students had error messages. [#1923564]
Microsoft windows operating system software/cd's should be offered free of charge if windows is to be necessary for classes such as buad 242. [#1923738]

n/a [#1924857]

More reliability [#1924874]

I have experienced some issues in the past with plugins working properly with apps.utk.edu. Sometimes Citrix is finnicky as well. [#1924880]

Programs in Apps@utk.edu are often not accessible to a class of students at once, for instance during a lab or test that requires the use of these programs. [#1925192]

good [#1925231]

First, there should be additional software for students to use, such as Eviews, ArcGIS, etc. Second, connection is slower, though not terribly. [#1925279]

need more seats for apps such as Origin. I was often locked out [#1925431]

would be cool if ArcGIS 10.1 was available. [#1925441]

This is good. [#1925679]

It just doesn't seem to run well on my laptop for extended periods of time, and it's only two years old. [#1925731]

update the app! it's outdated. [#1925768]
Training classes offered by the Office of Information Technology

Offer classes for students on Apple products. [#1922025]

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I am a big proponent of this kind of stuff. I think there should be better marketing for these classes, as they really can empower students (and faculty) to learn the new tech that is shaping our lives. I also think there should be more community outreach, too. There are lots of old people who would like to know how to use the Christmas presents their kids gave them, or how to avoid getting spammed online. [#1922084]

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Never needed to take them. [#1922148]

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I have taken many classes, but I often don't get much more out of them than how to turn the programs on. It's hard to get much out of them. I took one class on the clickers where the instructor couldn't get any clickers to work: didn't help much at all and we were still confused by the end! [#1922207]

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more options for class times [#1922359]

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linux? [#1922362]

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Online training for software such as SAS and ArcGIS is great. But the addition of free online courses for MATLAB is needed. Also the in class courses offered by OIT are a great idea. But they are ineffective. I've attended 4 of these in class instruction sessions and was very disappointed by all but one instructor. The resources directed to these in class sessions might be better utilized by offering more free Online self paced courses. Online self paced training courses are needed in the following software: R, Python, Stata, MATLAB [#1922512]

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need more OIT staff to answer question [#1922553]

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Never really heard about them. They need to get the word out more. [#1922573]

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Help with IRB? [#1922599]

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I am a young masters degree student with computer skills higher than average. The instructors for SPSS, STATA and SAS training sessions spoke so fast I couldn't follow along at all. They did not wait for people in the class to click in certain areas and pull up the information, they would simply say, “Click on file-data-between variance-and then type in the data, now pull over the first variable and chart it.” It was incredibly difficult and overwhelming. Human brain development cannot comprehend information that quickly, particularly in a beginner class. [#1922758]

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I don't even know if any training classes are offered for students. Please find a way to let students know what is offered, where, and when. Thanks. [#1922780]

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I've been disappointed by every OIT workshop I've taken. The instructors either seem to be rushing through an outline without making sure people are following along, or they're just winging it and not presenting information in any kind of order. [#1922782]

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Never used. [#1922801]
i have been wholly unaware of anything like this. I think a no credit or pass/fail class should be offered that focuses on all tech used regularly by the students. [#1922812]
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These are a massive waste of time and resources. The university should not spend money to pay employees to teach skills that can be learned via the internet in half the time. [#1922861]
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Tasks and activities to do prior to attending the classes and follow-up activities and data sets provided for practice after workshops would greatly enhance the learning process in these workshops. Too much time is spent getting people up to speed on a few simple concepts that could be assigned before hand with a page or two of reading that would facilitate jumping into the topic at the workshop. Also, after being shown some functionality and doing the activities in the workshops, an extra data set or activity would provide impetus for using the newly acquired skills and exploring ways to apply these skills to desired uses of the learner. [#1923127]
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as I've said, the classes you offer and teach are great, but nobody's aware of them. Get the word out somehow. [#1923155]
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I think adequate classes are offered. [#1923233]
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Knowing about these classes would be nice. As a first semester doctorate student, I found that very little information was provided on these services. [#1923237]
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We have these? [#1923242]
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there should be weekly or monthly training classes offered. Emails should be sent to all registered email account holders letting them know about such training so that it can be taken advantage of. [#1923268]
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classes aren't offered at night, and are only during the day when I am in class [#1923321]
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We need more training classes that suits our schedules. [#1923441]
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I don't feel like there are enough training classes offered that meet my personal schedule. [#1923450]
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More classes offered! Once a semester classes aren't enough. SQLite (Basics) is only once a semester. WHYYYYY [#1923564]
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I haven't been able to take advantage of training due to times offered. [#1924854]
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n/a [#1924857]
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Didn't know they did that... [#1925079]
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I didn't know any classes were offered. [#1925150]
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I would love for the tech department to offer seminars, online tutorials, and ideally a help center people could go to to troubleshoot anything they need help with. I feel like some of these services may exist but I haven't been informed of them. [#1925229]
the training that you give is really great but the timing is terrible and very limited. It would be really helpful to scatter the training dates and times throughout the week, especially Fridays. And increase the consultation hours from 10 to 20. [1925474]
Additional Questions for UniversityRole In ('Student')

The project coordinators for University of Tennessee - Knoxville 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)
7.1956 (n=639)
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How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.9142 (n=641)