A Higher Education TechQual+ Study

OIT Satisfaction Survey 2016
for University of Tennessee - Knoxville

Contents

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

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

Project Coordinators for University of 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:

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Higher Education TechQual+ Data Analysis Guide

The data from this survey is presented in multiple ways:

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

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

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

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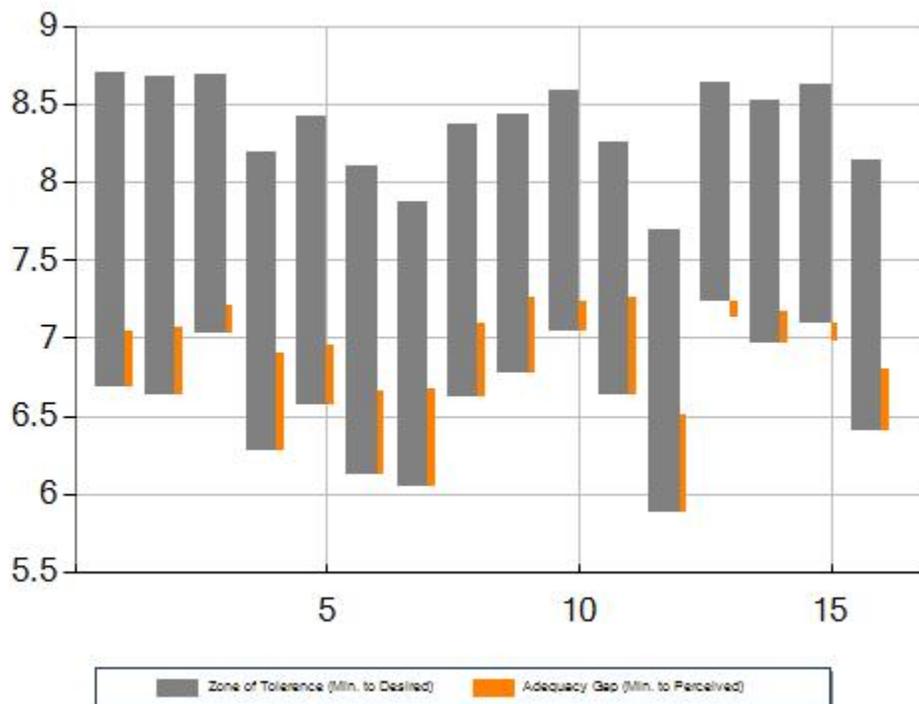
For each type of service, expectations are measured as a range as opposed to a single, scaled point. The range between end users minimum expectations and desired expectations constitutes what is known as the "zone of tolerance". A second range, the service adequacy gap range (minimum to perceived) is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

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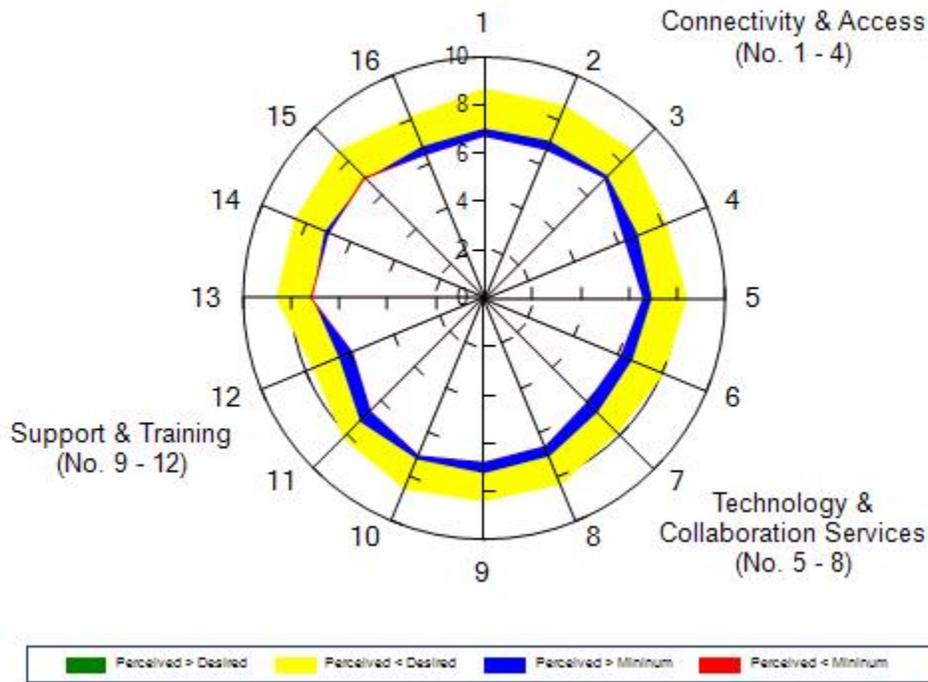
For each dimension of service, the minimum, desired, and perceived quality of service is plotted on a radar chart. This chart is helpful in viewing how each data point is related to the overall service dimension as well as to other service dimensions. The one to nine (1-9) scale is plotted along the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

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

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

About this Higher Education TechQual+ Survey

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

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

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

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

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 - Office365, Gmail (available to Students only)
Self-reported faculty, students, staff, not declared only.

Ability to invite/schedule appointments with others through calendaring services
Self-reported faculty, students, staff, not declared only.

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

UT System Services (IRIS, ANDI, TERA) - fac/staff only *Self-reported faculty, students, staff, not declared only.*

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

Ability to access institutional/departmental reports to make data driven decisions
Self-reported faculty, staff, not declared only.

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

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

Customized help with developing course materials and lectures for online teaching. *Self-reported faculty, 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

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	**2907**	**1648**	**57%**

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	525	26	4%
Faculty	0	0	0%	321	244	76%
Staff	0	0	0%	914	672	73%
Student	0	0	0%	1147	706	61%
Totals:	0	0	0%	2907	1648	56%

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

Attribute: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	560	55	9%
Female	0	0	0%	1462	969	66%
Male	0	0	0%	885	624	70%
Totals:	0	0	0%	2907	1648	56%

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

Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	756	179	23%
0-24	0	0	0%	788	467	59%
25-34	0	0	0%	420	295	70%
35-44	0	0	0%	246	177	71%
45-54	0	0	0%	287	215	74%
55 & ABOVE	0	0	0%	410	315	76%
Totals:	0	0	0%	2907	1648	56%

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

Key Findings for All Respondents

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

Positive Perceptions (Adequacy Gap Score > 0)	Negative Perceptions (Adequacy Gap Score < 0)
Having an Internet service that operates reliably. *Adequacy Gap Score = 0.25; N = 1859; P = 0.00*	Ability to access institutional/departmental reports to make data driven decisions *Adequacy Gap Score = -0.54; N = 533; P = 0.00*
Having an Internet service that provides adequate capacity or speed. *Adequacy Gap Score = 0.31; N = 1827; P = 0.00*	
Having Web sites and online services that are easy to use. *Adequacy Gap Score = 0.23; N = 1708; P = 0.00*	
Having online services that enhance the teaching and learning experience. *Adequacy Gap Score = 0.34; N = 1390; P = 0.00*	
Having technology services that allow me to collaborate effectively with others. *Adequacy Gap Score = 0.37; N = 1582; P = 0.00*	
Having systems that provide timely access to data that informs decision-making. *Adequacy Gap Score = 0.09; N = 1497; P = 0.05*	
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. *Adequacy Gap Score = 0.13; N = 1381; P = 0.02*	
Getting timely resolution of technology problems that I am experiencing. *Adequacy Gap Score = 0.35; N = 1615; P = 0.00*	
Technology support staff who have the knowledge to answer my questions. *Adequacy Gap Score = 0.32; N = 1570; P = 0.00*	
Receiving communications regarding technology services that I can understand. *Adequacy Gap Score = 0.50; N = 1567; P = 0.00*	
Getting access to training or other self-help information that increases my effectiveness with technology. *Adequacy Gap Score = 0.57; N = 1537; P = 0.00*	
Official University Email - Office365, Gmail (available to Students only) *Adequacy Gap Score = 0.26; N = 1363; P = 0.00*	
Ability to invite/schedule appointments with others through calendaring services *Adequacy Gap Score = 0.59; N = 1355; P = 0.00*	

Apps@utk.edu (apps.utk.edu application server /
virtual computer lab)
Adequacy Gap Score = 0.33; N = 713; P = 0.00

Customized help with developing course materials
and lectures for online teaching.
Adequacy Gap Score = 0.32; N = 258; P = 0.03

Data Charts for All Respondents

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

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

Perceived > Desired   Perceived < Desired   Perceived > Minimum   Perceived < Minimum
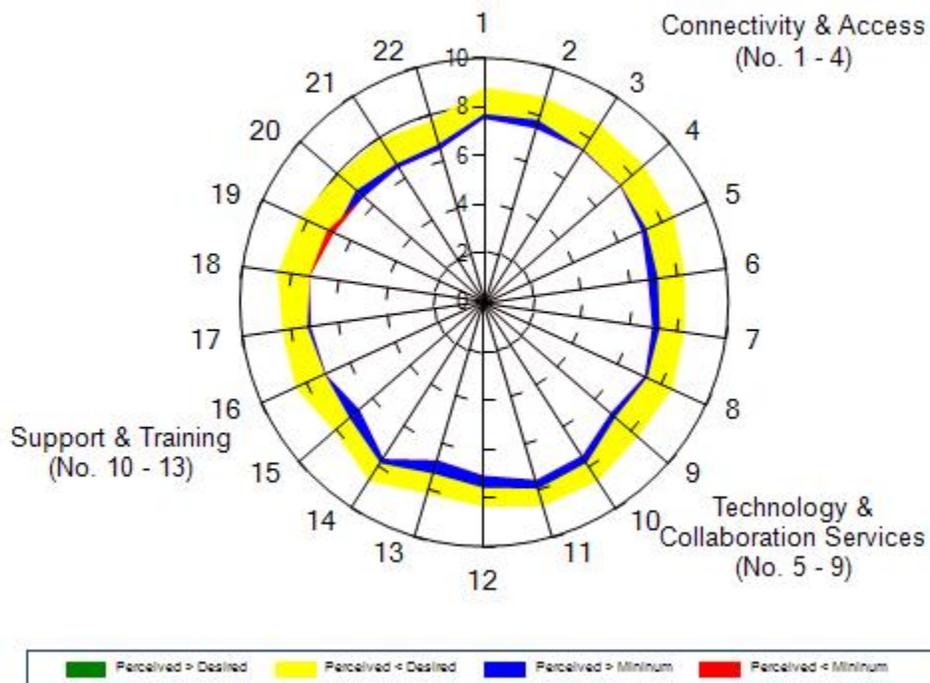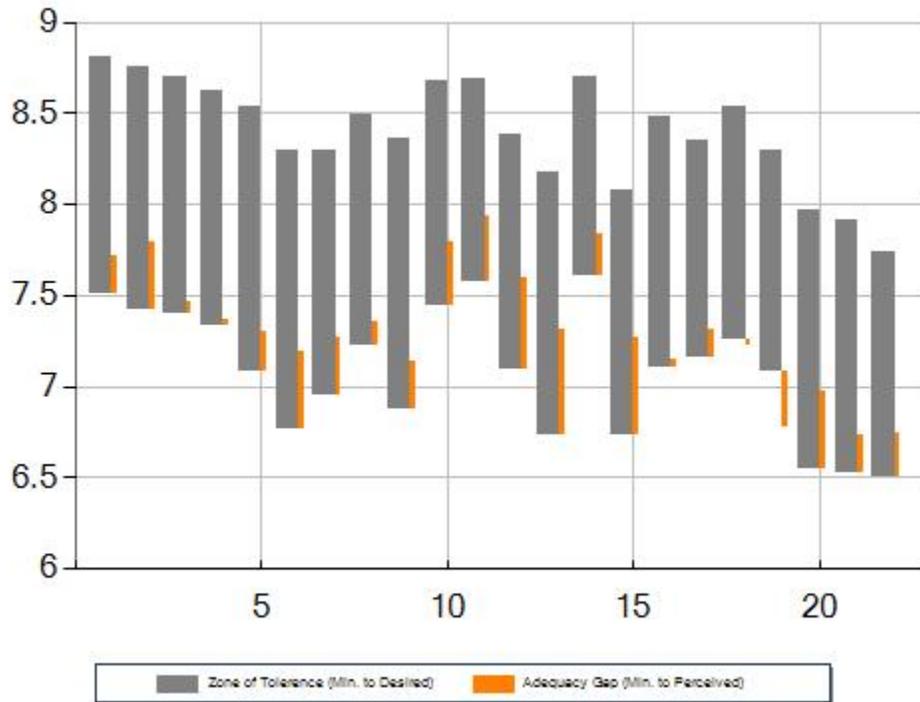
Data Tables for All Respondents

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.40	8.79	7.65	0.25	-1.14	1859	0.00
		Dev	1.60	0.60	1.41	1.65	1.35		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.35	8.75	7.67	0.31	-1.09	1827	0.00
		Dev	1.57	0.66	1.39	1.65	1.35		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.31	8.68	7.33	0.03	-1.35	1797	0.56
		Dev	1.64	0.77	1.58	1.88	1.58		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.28	8.61	7.24	-0.04	-1.37	1786	0.44
		Dev	1.77	0.94	1.78	2.06	1.85		

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.00	8.53	7.24	0.23	-1.30	1708	0.00
		Dev	1.62	0.83	1.42	1.80	1.44		
6	Having online services that enhance the teaching and learning experience.	Mean	6.76	8.28	7.10	0.34	-1.18	1390	0.00
		Dev	1.81	1.18	1.54	1.83	1.59		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.82	8.25	7.19	0.37	-1.06	1582	0.00
		Dev	1.84	1.18	1.54	1.77	1.49		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.15	8.47	7.24	0.09	-1.23	1497	0.05
		Dev	1.66	0.97	1.55	1.78	1.50		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.86	8.33	6.99	0.13	-1.33	1381	0.02
		Dev	1.89	1.22	1.67	2.06	1.75		

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.33	8.67	7.68	0.35	-0.98	1615	0.00
		Dev	1.54	0.75	1.43	1.71	1.42		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.50	8.67	7.81	0.32	-0.86	1570	0.00
		Dev	1.52	0.78	1.43	1.61	1.38		
12	Receiving communications regarding technology services that I can understand.	Mean	7.02	8.34	7.52	0.50	-0.83	1567	0.00
		Dev	1.81	1.14	1.48	1.79	1.45		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.66	8.14	7.23	0.57	-0.91	1537	0.00
		Dev	1.89	1.31	1.58	1.92	1.64		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) *Self-reported faculty, students, staff, not declared only.*	Mean	7.49	8.66	7.74	0.26	-0.92	1363	0.00
		Dev	1.59	0.88	1.49	1.73	1.43		
15	Ability to invite/schedule appointments with others through calendaring services *Self-reported faculty, students, staff, not declared only.*	Mean	6.61	8.03	7.20	0.59	-0.83	1355	0.00
		Dev	2.08	1.52	1.75	1.98	1.73		
16	Online@UT (Blackboard Learn) *Self-reported faculty, students, staff, not declared only.*	Mean	7.06	8.47	7.02	-0.04	-1.45	1099	0.52
		Dev	1.85	1.11	1.82	2.03	1.80		
17	UT System Services (IRIS, ANDI, TERA) - fac/staff only *Self-reported faculty, students, staff, not declared only.*	Mean	7.06	8.35	7.18	0.12	-1.17	906	0.06
		Dev	1.81	1.24	1.73	1.85	1.57		
18	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Self-reported faculty, students, staff, not declared only.*	Mean	7.17	8.53	7.11	-0.06	-1.42	1137	0.30
		Dev	1.71	0.96	1.75	2.02	1.68		
19	Ability to access institutional/departmental reports to make data driven decisions *Self-reported faculty, staff, not declared only.*	Mean	7.11	8.32	6.57	-0.54	-1.76	533	0.00
		Dev	1.72	1.22	1.99	2.14	2.01		
20	Apps@utk.edu (apps.utk.edu application server / virtual computer lab) *Self-reported faculty, students, staff, not declared only.*	Mean	6.51	7.95	6.84	0.33	-1.11	713	0.00
		Dev	2.10	1.59	1.90	2.01	1.74		
21	LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*	Mean	6.47	7.88	6.61	0.14	-1.26	643	0.11
		Dev	2.21	1.70	2.03	2.16	1.99		
22	Customized help with developing course materials and lectures for online teaching. *Self-reported faculty, staff, not declared only.*	Mean	6.32	7.66	6.64	0.32	-1.03	258	0.03
		Dev	2.26	1.89	2.15	2.33	2.07		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from All Respondents

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

Having an Internet service that operates reliably.

not reliable [#2210256]

We don't have that in our building. [#2210277]

Wifi has improved greatly! Still a few trouble spots, but keep up the good work! [#2210303]

This may be a function of our computers, but having the necessary programs to record and review information needed for patient care has brought our access times to a SNAILS pace. [#2210320]

Less outages faster speeds [#2210366]

See comments above. [#2210407]

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very important [#2210464]

N/A [#2210493]

What wi-fi i pick each day is usually the only one that works [#2210502]

Improving the wifi would make getting homework and online things done easier [#2210521]

Still so EXTREMELY important... [#2210539]

It's too spotty around campus. I feel like I move 3 feet and my internet goes from 3 bars to none. [#2210541]

Need the internet to speed up it is slow in my dept. [#2210559]

The stadium class rooms NEED better WiFi and reliable Internet and cell service [#2210613]

Due to the Java issue it's difficult to keep up with what works in what browser. I have three browsers - IE, Mozilla, and Chrome. Nothing works in IE except Banner INB. I have to use Mozilla if I want to run Argos reports. I alternate running Mozilla or Chrome for everything else. [#2210629]

There are random locations where internet service is spotty and needs to be checked. WLS M401 is one room that consistently has service cut out during class. [#2210657]

There seem to be high-usage times that really slow service down. Respond to those times by increasing speeds to compensate for the higher use. [#2210690]

It seems like since we changed to 365, that the connection "stalls" more often. [#2210731]

Don't know if this is a UT issue but many times students call trying to get into a system and we have to keep telling them to try different browsers. [#2210742]

This has to deal with the Internet not working sometime. Basically just like the previous question [#2210749]

I think the University system operates for the most part extremely well. There is the "occasional" down time. But it is rare that I encounter it. [#2210906]

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like EPB Fiber Optics is amazing. [#2210981]

I haven't had any major problems with the internet recently [#2210982]

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1. Internet is slow sometime and there are some blind zones on campus; [#2210991]

Again, it doesn't always work particularly well. [#2211014]

Campus sometimes has dead zones for wifi between buildings. Removing these deadzones would be very helpful. [#2211128]

...get a message that the document isn't found but when I select the "retry" button it finds it too often. [#2211152]

I don't know how this can be improved, but it needs to be. One or two days a week, I am bumped off whichever network I'm logged into. I use "open" or "WPA2", and there doesn't seem to be any consistency of behavior. My office mate, in the same room and logged onto the same network, will experience drop-offs (or not), and there is no relation to whether I'm kicked off or not. If there were consistent behavior, we might be able to identify a problem, but it's hit-or-miss. I've been kicked off the internet in the middle of virtual meetings I'm hosting, so it's quite a pain in the behind and does NOT represent the technical capacity of UT in a positive light. [#2211216]

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the internet isn't reliable [#2211234]

There are many days, and often multiple times per day that we're unable to access certain sites or services. I don't know enough about the technical end to advise on how to improve it, but I want to make it clear that improvement is a necessity. Once a problem is reported and solved, for example, accessing a page on a UTK website or accessing a UTK form required to be completed, then that shouldn't be a problem that recurs on a regular basis. [#2211243]

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wireless in Stokely Management Center seems to not work well on a regular basis. I now have ethernet in my office but when I'm working in a conference room I still have problems. [#2211268]

I think the Internet works great here and is reliable! [#2211300]

Usually the Internet locks up about anytime I want to look at a site to research or just look at in general. I am sure it is because of so much user use. [#2211374]

Very important, good ~ 95% of the time. My previous Top 25 institution had 100%. [#2211378]

For some reason, in the classrooms that are built inside/underneath Neyland stadium, my internet reception is bad. [#2211396]

Sometimes the Internet is down or slow for short amounts of time, making it difficult to work. [#2211471]

WiFi in the dorms during peak hours [#2211487]

I have never had a problem with reliablity for more than 15 minutes so good job there [#2211509]

This is crucial to completing all of my assignments on time. Unfortunately, due to a full schedule, I sometimes do my homework at the last minute, making a reliable internet service immeasurably valuable. [#2211575]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

In the last year the internet seems to be pretty reliable [#2211860]

Too many interruptions and often slow when many people logged on, apparently. [#2212049]

Needs to be there when you need it [#2212051]

I find that my connection is very slow at times. [#2212057]

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the Internet doesn't work reliably in the older buildings on the periphery of campus where classes are held. [#2212146]

I have talked to many of my fellow students and none of their gaming systems will connect to the wifi [#2212157]

A router around Pathology room A301A in the Biomedical and Diagnostic Sciences Dept would greatly help improve signal reception. [#2212216]

Again, It seems we have been having more outages this year than in years past... [#2212282]

Most important! Without reliable service, the resources and information we offer students are inaccessible. Over all very happy with performance here. [#2212311]

Broad range, large badwidth, fast speed [#2212317]

It drops faster than when Lane Kiffin dropped us. All of a sudden and for awhile. [#2212325]

I'm not sure why, but there are days in which the internet service doesn't work in my building (South College on the hill). This makes it difficult for us to do our work. Not having this happen at all would be great. [#2212328]

Sometimes the internet becomes slow, also the signal keeps going away, not sure if it is the internet or the wi-fi. It happens to other people in my lab. [#2212343]

There can be anytime that I may need access to the internet. And I need it to be reliable at any given time. [#2212369]

I feel ours is reliable, but the service speed seems to vary considerably. [#2212392]

It goes down sporadically throughout the day forme. [#2212393]

There are very few times of the year when the internet is slow or you cannot connect. It is typically at the beginning of school year and registering for classes. If there was a way to prepare for high traffic so the internet access does not cease completely, that would be great. [#2212445]

I have a class in South Stadium Hall and cannot connect reliably to the network in that building. [#2212454]

I haven't had a recent problem with internet connection [#2212495]
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service on Hodges 2nd floor is spotty [#2212554]

N/A [#2212598]

Ensure it works everywhere. Currently is awful in HSS. [#2212631]
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very important! [#2212713]

Ping spikes recently while playing video-games. Not academically relevant, but I do wonder why I went from 40 normally to 200 for about the past week. [#2212825]
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not consistent [#2212836]

My perception is that we have an excellent team that is maintaining and keeping up and possibly even ahead of the game as technology is continually changing. Great job. [#2212843]

This is very important on campus, and i think it could be made better by having stronger signals in the residence halls. [#2212875]

I do not know how much the UTK internet speed, but you need to increase the MPS [#2212878]

N/A [#2213019]

I find it frustrating at times on my mobile devices that wifi will kick me off rather quickly. Especially when using my iPad in class. I will have to reconnect several times throughout a lecture. [#2213029]

Often times I am in a class, as a student or Teaching Assistant, and need to use the internet to stream videos. It has been so unreliable that I have had to completely alter my lesson plan because of it. [#2213060]

Fix the wifi problems to have a reliable internet [#2213087]

There is very rarely an open internet connection in South Stadium Hall. I would truly appreciate it if there was someway to get internet for regular classes in that building. [#2213094]

Switch to Comcast, they are faster and more reliable [#2213120]

This would be very helpful. It goes out alot on ag campus [#2213214]

There are many times when the Internet lags or shuts down completely while living in a dorm. [#2213233]

It also likes to stop working for no reason. [#2213247]

Very Important [#2213249]

I could not connect my ipad to any of the networks in HYPER. :([#2213310]

It is fine [#2213320]

No comment. [#2216053]

Having an Internet service that provides adequate capacity or speed.

Same thing, terrible, outages too frequently, I have better service at home with xfinity. [#2210256]

Periodically the internet speed fluxuates, I don't know how this can be improved. [#2210311]
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have automatic updates initiate only during hours of 12mn-7am [#2210322]

Often times my internet is very slow/delayed. I, as well as other staff members in TAH, often complain about the functioning of Outlook; either it's reacting slow to commands or not working at all. [#2210371]

I don't know how to improve, but here is my complaint: The campus intranet service is a pain when it comes to printing from shared printers. It might print "right away" or it might wait to "print overnight" for next working day pick up. When printing for exams, department head meetings and associate head meetings, this is unacceptable. I realize you may think people should plan ahead, but I am only an admin and can only react/take action the moment I am given the information. Sometimes the originator needs to make a last minute change. When the internet is slow it creates a stressful situation for the admin to print by the deadline. I have even had situations where the item would not print, I take the action to cancel the print (to print elsewhere) and it prints overnight anyway; leaving an exam or delicate information on the printer for a cleaning crew to see. I trust them, but it is a potential for a bad situation. [#2210407]
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speed is the need [#2210464]

N/A [#2210493]

Extremely slow internet, even when plugged in to an ethernet port. [#2210502]

This is also EXTREMELY important. It is very frustrating when you can't get access or the speed is at a turtle's pace. [#2210539]

Sometimes the speed fluctuates between location while also with the amount of people affects the speed as well. [#2210736]

I live in Morrill and on the weekends every now and then the internet doesn't work very well. Like for instance last weekend was boxing weekend and I couldn't do anything on the Internet becuase it was so slow. There should be a switch that you allow people to use the visitors wifi up to a certain point. When they start taking president over the students wifi at the school. We pay for the wifi and they don't as well so we should be guaranteed the service and they should hope that they can get into the service [#2210749]

The higher the speed, the more we get done with fewer resources (e.g. time, energy, money). It is simple and please crank us up to light speed ASAP. [#2210769]

Many teachers require online homework, so when internet is down, I am suffering immensely. Internet capacity and speed is vital to college. If UT places a lot of money somewhere for students, this should be one of the things at the top of the list. [#2210979]

I have such bad relationship with UT's internet service. It is spotty and always seems to shut down when I need it most ESPECIALLY IN JESSE HARRIS BUILDING. [#2210981]

Of course not. UT's internet sucks. [#2210991]
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see comment above. [#2211136]
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improve or eliminate lag time accessing information. I select to view a document or site and get a message that the document isn't found but when I select the "retry" button it finds it. [#2211152]
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sometimes we seem a bit slow, and the system seems to be caught. I have found this to be much worse sense we upgraded to the Windows 2013 packages. [#2211168]

I hope UT has gigabit ethernet access. [#2211176]

I find that GradeFirst can be confusing to navigate at first. Also, some teachers do not adequately use Blackboard, which I believe should be a requirement of faculty. [#2211184]
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internet speed is fine sometimes needs more bandwidth [#2211234]

The Internet is pretty slow. I do not know how you fix that. [#2211374]

Very important, good ~ 95% of the time. My previous Top 25 institution had 100%. [#2211378]

Sometimes the internet is so slow just to download articles. This really interferes with my workflow when grantwriting. I find it very frustrating. This occurs when wired in. [#2211387]

Some of this could be my due to own work PC as it becomes slow from time to time. Also remote access has become a bit slow using VPN without any change on my home system and internet. [#2211389]

The wi-fi service in Hodges library often won't support video calls such as skype/facetime. [#2211413]

Sometimes the Internet tends to be slower than others. [#2211471]

At some ends of campus internet is not always good. [#2211472]

Maintainance? [#2211505]

The internet is good here but it could always be better [#2211509]

There are many times where my laptop will not run effectively due to spotty wireless internet connection. I don't know if the server is overwhelmed by the amount of people or if coverage just is not that good, but whatever can be done to speed up internet service and create a more reliable connection, please do it. [#2211554]

Recently, it's seemed erratic/not consistent. Most of the time it's fine, but there seem to have been some recent glitches. [#2211624]

We live in the era of gigabit internet. Get with the program. [#2211647]

I am only on the Wi-Fi system as a temp employee sometimes while on a Zoom conference, the audio/video is slow or garbled due o internet connection. [#2211706]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Sometimes the Internet is really slow [#2211860]

Internet should be the best available and not bog down when it has a lot of access [#2212051]

VERY IMPORTANT! In my position I have 2 different offices that I work out of and a laptop is my way of accomplishing anything. [#2212078]
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shouldn't be location dependent [#2212085]

Sometimes the wifi is a bit slow. Not a big problem [#2212157]

I have to access government and foundation web sites for research funding proposals. I must have access to do my job. I also must download guidelines. Usually the UTK access is good but it would be helpful if there is an outage that an estimated time to fix the problem could be included in the message. [#2212177]

This is typically alright. Connectivity is where our network fails. [#2212206]

There are some spots on campus where the WIFI service is less than ideal. This is likely a factor of available technology and I'm just being whiny. [#2212226]

Blackouts in service should not occur with the redundancy that is built into the system. Unfortunately, there have been a few instances in the past year where this has happened. [#2212258]

It seems we have been having more bottlenecks this year than in years past, and I think blocking Apple connectivity on days of new OS releases is just shameful. [#2212282]

I lose wifi all the time in Hodges Library or it slows down to a glacier pace. [#2212325]

There are times when it seems that overall speed in my office is very slow. [#2212392]

There are slow spots still. Keep at it! [#2212403]

Speed seems good [#2212495]

Campus internet is particularly slow in the afternoons, making it difficult to do some of my work functions that are solely based on internet connectivity. [#2212537]

I teach in G2 and G4 and the speed of service in those rooms can be a little slow. [#2212539]

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service on Hodges 2nd floor is spotty [#2212554]

N/A [#2212598]

Off Campus internet service is not consistent. Speed varies and be difficult to complete a task online. [#2212610]

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4 [#2212712]

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very important! [#2212713]

I have issues with the wireless speed at times. [#2212781]

Slow [#2212836]

Internet seems to be slow! [#2212939]

Still slow at times, but definitely better than it used to be. [#2213009]

N/A [#2213019]

Reduce the time one has to wait for computers in hodges library to log in especially the non apple computers. [#2213087]

I usually don't notice a problem with the speed and capacity, but sometimes during the peak hours around 10am-2pm i have noticed a slower load time and dl speeds. [#2213093]

Switch to Comcast [#2213120]

UT internet, wifi and lab computers, is very slow. The user interface that we have to log into is pointless and time consuiming because we still have to log into and retype passwords for everything and for printing. Just allowing the computer to be on and readily accessible would be much better. [#2213214]

Speed is always slow which can make class difficult. [#2213247]

It is fine [#2213320]

I think this has finally been addressed here. [#2213322]

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ongoing issues for everyone with little communication about source of problem [#2213376]

No comment. No problem with internet speed, just UT sites. [#2216053]

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

Our wi-fi coverage is a joke. Really, it's pathetic. [#2210256]

My building doesn't have wifi - I still use an ethernet cable and many rooms don't have that either - our graduate students don't have any access to internet. [#2210277]

Being in a surgical suite we have to hard wire our computers to access PACs & other necessary programs for record keeping. It would be nice to be WiFi. [#2210320]

There are numerous places on campus that have coverage issues that are located mostly in basements of buildings. [#2210333]

I can't seem to access Eduroam and I thought it was supposed to work at all campuses. [#2210356]

So many people complain about the internet but I feel like it runs really fast. [#2210382]

In the Pasqua Building, I think we need repeaters to improve Wi-Fi coverage. On the 3rd floor, there is never a problem with Wi-Fi, but on the first floor, there are times when I have to disconnect from Wi-Fi because it is not working at all. [#2210387]

No gaps please [#2210464]

Some areas of campus have poor coverage and/or slow access - get bumped off, etc. [#2210471]

For some reason I can't connect with wifi on my cell phone on campus, which I use a lot for work. Neither UT Open or UT Guest works. [#2210490]

N/A [#2210493]

It routinely drops out in buildings with connectivity problems. [#2210502]

On some parts of campus the wifi will go in and out. It becomes hard to do an assignment [#2210523]

Internet service can be spotty on campus. It is imperative when in a meeting that a strong wi-fi signal is available for technology use. [#2210524]

This is EXTREMELY important since I use my phone as a mini-computer to access vital class information. [#2210539]

It's way too spotty. I really wish you guys had more reliable internet. You don't have any whatsoever down near Fraternity Park and Facilities Services. [#2210541]

My role requires me to be all over campus for meetings with Deans, Department Heads, and faculty. Outside of my computer, my iPhone and iPad are tools that I need to do my job. I have noticed that different area's across campus (regarding my Wi-Fi signal strength, ut-wpa2) is either really strong or really weak. This issue could be user error on my part, so any guidance as to how I can ensure a more consistent signal would be appreciated! My comment is not intended to criticize anything, but rather a means of improvement. [#2210548]

Same as first response. [#2210576]

It drops when I'm walking around campus- maybe have more routers/modems that cover outside areas. [#2210583]

The WiFi coverage sucks in the Stadium classrooms. It is hard to use a laptop or phone because of this. Also, the WiFi is spotty for my phone, it's only accessible in open, main areas. [#2210613]

Wifi is spotty around Thompson Boling, AHT, Circle Park [#2210619]

When I am in the building, it seems alright but when I go out of the building and walk on the street, the WIFI is so weak. [#2210635]

Having an Internet service that provides adequate Wi-Fi coverage and phone service [#2210645]

Wi-fi can be spotty depending on where you are on campus. The other problem is really slow internet speeds. [#2210653]

I work slightly off campus near market square in the conference center and I find that the wi-fi signal tends to have poor connection in certain parts of the building. This becomes difficult when we need to be in meeting spaces and cannot easily look up important information pertinent to what we are discussing. [#2210664]

It's spotty at times especially in the conference center bldg. [#2210672]

I experience dead zone in the Taylor law building. Perhaps there is a way to avoid this from occurring? [#2210676]

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service on the secure network (WPA2) can be, at times, problematic. I hesitate to use the public network but sometimes have no choice. [#2210707]

My lab is in SSH. We get no wi-fi and have 2 Ethernet ports for a 4-person lab. [#2210733]

Sometimes I wish the coverage could extend from the outside of the buildings. Like on pedestrian walkway and other places where it is a dead spot until you are in the vicinity of a building. [#2210736]

My Apple TV and printer constantly have connectivity issues :([#2210740]

It works fine in Andy Holt Tower and Student Service Bldg but it seems as soon as I go outside it isn't that compatible. Even when just walking over to the arena. [#2210742]

We need much better wifi signal on the NW corner of campus! I barely get enough signal to do my job in the building where my workspace is and there's no phone line or hardwired internet line here. Improve the wifi signal, please. [#2210767]

The service is just OK, can be variable throughout the building space. [#2210898]

There is not adequate wi-fi coverage in South Stadium Hall. [#2210899]

There are some communication difficulties with wi-fi and personal phones. I would love to be able to have my phone on the wi-fi at work instead of using my personal data, however, I have noticed that if I connect to the wi-fi at work with my phone, I then have to remember to reset when I get home or I use my data there. I choose to try and remember to turn my wi-fi off at work for my phone so that I don't have to eat up data when at home. [#2210906]

The service can be spotty in the Law School. Maybe have more or stronger routers. [#2210914]

Use my iPad in meetings across campus. Have encountered wi-fi coverage areas where I am unable to access needed documents. [#2210971]

I would love to be able to use my devices every where. [#2210981]

Nope. Sucks. [#2210991]

Wifi is sometimes unreliable in certain places. [#2211014]

We don't have wi-fi at the steam plant at all. [#2211022]

Our building has several weak Wi-Fi spots. Better coverage would be nice. [#2211040]

I am in the football stadium, where WiFi doesn't always work. [#2211053]

Locations where it doesn't work are very aggravating. [#2211066]

Some areas in the Conference Center do not have great Wi-Fi coverage [#2211093]

I have a lot of trouble between the different wi-fis (WPA2 cuts out and then UT Open won't work, etc.) [#2211105]

Wi fi is not always dependable and sometimes slow when everyone in the class is trying to access the same site. [#2211136]

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wifi is lacking around certain greenhouses and I'm in one a lot [#2211156]

The WI-FI coverage in my office for my laptop has not been a problem however a guest in my office using the guest WI-FI was not able to connect. [#2211194]

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n/a [#2211202]

Wireless still incomplete, with some gaps in seamless connectivity when moving around campus. [#2211209]

There are some dead spots around campus, namely in South Stadium Hall. [#2211227]

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wifi on campus sucks outside and in many of the large rooms such as in the music building [#2211234]

I don't use Wi-Fi so I have no point of reference for this question. It wouldn't let me proceed until I responded, so I showed it in the most favorable light. [#2211243]

Most of the time I can not get my mac desktop or PC laptop to connect to uc-wpa2 in Burchfiel top floor. Sometimes ut-open doesn't even work, or is intermittent. [#2211311]

Wi Fi in the Small animal clinic is spotty and often useless [#2211315]

In some buildings, such as Hypr, there is very little Wi-Fi coverage. This can certainly improve. [#2211318]

There are certain spots on campus where the Wi-Fi becomes shaky, one of those being in the HSS building. It is rare that this happens, but anything done to improve Wi-Fi coverage is always appreciated. [#2211343]

Wi-fi coverage is great in buildings but not great outside. [#2211384]

Wi-Fi coverage is not strong enough and it is little flimsy [#2211395]

Most of my homework is online so I have to have a service that has Wifi coverage that doesn't go in and out. [#2211415]

Making internet basically required for all courses then you should be able to provide Wi-Fi in all areas at all times. [#2211462]

I've tried to connect my personal cell phone to campus wireless with no luck, I don't understand why it doesn't work. I put in my password and it says I'm not authorized, but I have registered my phone. [#2211463]

More wifi on campus!!! [#2211467]

Yes, please! [#2211473]

For the most part, wifi access is wonderful. [#2211476]

Critical [#2211479]

WiFi in dorms during peak hours [#2211487]

I cant stream music on the wifi while i walk to class [#2211509]

This is a big need UTK has. The WiFi coverage has to be increased in all regions in campus. The technology is out there, so apply it. It is a good investment. [#2211538]

This is such an important aspect of being on campus. I always need Wi-Fi whenever I am on campus, for online homework, assignments, emails, etc. So far, I have not had too many issues. There was one

instance when I was in the Student Union that, as I was online, my Wi-Fi stopped working and I was unable to finish getting my ebook access at the beginning of the semester. [#2211575]

The above service doesn't work any better using UT WI-FI... [#2211597]

Not all of the buildings have internet access, typically these are the older buildings or "out of the way" buildings like South Stadium Hall. Also, the wireless connector usually says that you are connected to the internet in most of the parking lots, but you can't use it, it immediately drops the coverage. [#2211605]

I wish the WiFi capabilities worked better in Thompson and Neyland. [#2211615]

Some of the Wi-Fi coverage is weak in some of the older buildings at times, such as the Melrose complex. [#2211624]

We have great wi-fi in our office, but having access to it on the road would be helpful. Our position requires us to travel. However, we are working on getting mobile hotspots. [#2211644]

When walking around campus and I hit momentary gaps in the wifi network it messes with my web applications while I'm trying to use them. Generally, when I really need to use the internet while moving, I have to shut off the wifi connection so that I can have an uninterrupted experience. As mobile data is pricey, I'd prefer not to have to do this. [#2211647]

First floor of hodges and the auditorium are very spotty. [#2211648]

Wi-Fi coverage is very limited in the College of Veterinary Medicine building. [#2211667]

Frequently WiFi is unavailable while still on campus, yet outside of buildings. [#2211704]

South Stadium Hall has either no wifi available or when there is 1 bar available it drops in and out. There is an entire college department there, that is not acceptable. [#2211708]

One time I needed Wi-Fi for meeting and it was down on campus. Luckily the webinar was in 8th floor conference room at Andy Holt Tower so we had direct access to network. [#2211758]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

We're mostly ok there. [#2211807]

Basements... not a lot you can do really [#2211833]

On main campus this is fine, but not so good at other locations (e.g.., HR on Locust Street). [#2211846]

I can't get WiFi in the Central Greenhouse on the Ag Campus. [#2211868]

Tried to get online with my tablet during a swim meet at the aquatic center. Could not get web site to stream information whether using my utk.edu address or as a guest using my personal address. [#2212028]
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goes in and out depending upon classroom location [#2212085]
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very important [#2212120]

WI-FI coverage does not working very well at 1840 Melrose Avenue--specifically on the upper-level floor. [#2212121]

I think it would be cool to have WiFi outdoors on campus. Sometimes I am close enough to a building that WiFi works ok even outside, but it would be nice if it was everywhere [#2212140]

The wifi cuts in and out all through campus moving from place to place. Especially, in Clement [#2212157]

Coverage is sometime unreliable in Andy Holt Tower and Student Services Building. May be my setup - not sure which network to use. [#2212171]

This is pretty bad. It has gotten a bit better this semester but there are still several places on the east side of campus that the signal is bad. [#2212206]

Having more nodes to reduce gaps is needed and provide larger radius of coverage outside of buildings. It is extremely frustrating to walk down the hall of a building and have coverage come and go as well as stepping just a few feet outside and losing coverage. [#2212212]

Wi-fi was hard to log into for conferences for many people [#2212231]

We need to serve the needs of our students. [#2212238]

We don't have wifi service in a lot of our new buildings especially the new Volshop and would really need this is for customers and for staff. [#2212241]

Outdoor areas need better coverage. If I understand correctly, this is in rollout. Signal integrity on The Hill has not been adequate for my needs. [#2212258]

In Dabney Hall the wireless has sometimes been inexplicably unavailable. Not certain what the issue might be, but it shouldn't be a problem ever. [#2212280]

While I admit we are spoiled, there are still spots where I have to dance around the different channels to get any access. [#2212282]

Some days cannot connect to secure wi-fi, either use non-secure or move out of office [#2212321]

Sometimes there is no WiFi in my lab and I need to move to a different place. Same happens in some classrooms and open areas with tables. [#2212343]

I find myself getting logged out of the wifi frequently on my phone while around campus, sometimes when I'm in a classroom, but most often when I'm somewhere like the TREC or Thompson Bowling Arena [#2212389]

In my experience there has been decent Wi-Fi coverage. "Eduroam" has been reliable and I haven't had any problems. [#2212390]

I know this is an on-going effort, and that is greatly appreciated. [#2212392]

It's really frustrating how spotty the wifi can be. Moving a few feet can be the difference between good signal and no signal. [#2212393]

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some outdoor spaces between buildings - would be nice to work outside. [#2212406]

There are sections in some buildings (Such as WLS) that do not have good service. [#2212489]

The wifi doesn't cover all the campus area. In some place, not the classroom, can't access to wifi. [#2212494]

Wi-Fi access is limited in our part of the campus. [#2212555]

I realize this is a moving target and I appreciate the efforts to keep it functional. [#2212591]

N/A [#2212598]

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this varies a lot depending on the time of day and how many people are in the library -- there are times when lots of students are working on larger media projects and have long waits while files upload to google drive, one drive, or youtube [#2212622]

Sometimes my phone loses the WiFi signal within Dunford Hall, particularly in stairwells and bathrooms. [#2212633]

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3 [#2212712]

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very important! [#2212713]

More capability on the outskirts of buildings, edges of campus. I know it's hard to reach, but makes for working outside my office difficult! [#2212725]

I've had a hard time connecting to wi-fi in south stadium hall. This is problematic since I have quite a few classes there. [#2212729]

The back portion of Hodge's Library galleria (1st floor) - wireless is noticeably slower in this area. [#2212804]

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improve wifi coverage in SMC [#2212834]

WI-fi coverage not consistent in Conference Center basement [#2212836]

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please [#2212844]

While we have wireless in most classrooms, it is too slow to be functional for video conferencing. This has been a problem. [#2212848]

Service at Athletic venues is still less than desirable [#2212885]

I end up turning wifi off on my mobile device because I am constantly bombarded with pop-up windows asking me to log in again. It would be great if it were easier to stay connected / logged in on the device or if there were clearer instructions somewhere about how to avoid this annoyance. [#2212894]

I don't have any suggestions, but I have noticed that I have a problem getting wi-fi coverage at times when at different places on campus. [#2212904]

There are too many spots on campus where the WI-FI signal is weak or non-existent. [#2212923]

There are spotty sites throughout campus that I can't get Wi-Fi [#2212940]

I wish Wifi coverage was also available in the garages. Sometimes I want to work on homework on my laptop before going into class. [#2212941]

Wi-Fi is good. [#2212972]

Focus on getting Wi-Fi coverage in all academic buildings where graduate students work. They have high demand for Wi-Fi since they usually use their own computers, yet are also often tucked away in some corner of a basement. [#2213008]

Wi-Fi has gotten better every year, so thank you. [#2213009]

N/A [#2213019]

3rd and 4th floor in SSH and HSC do not have any wifi; however, many graduate level classes meet here. having maybe even a touch of wifi would be nice [#2213027]

The internet/Wifi coverage in South and East Stadium Hall is intermittent and weak. [#2213060]

Fix the wifi coverage to reduce problems with connectivity to wifi. [#2213087]

Wi-fi is good in certain areas and buildings and has issues in certain buildings. [#2213093]

If you can provide wifi in Neyland you should be able to provide wifi in HSS lawns. [#2213096]

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very good in general... outdoors tho... [#2213100]

Comcast is so much better [#2213120]

The Wi-Fi needs to be strong all throughout campus, not just in busy areas [#2213206]

This is still an issue, the wifi on the ag campus is terrible, i constantly disconnect/reconnect and it drains the battery in the device because of this. [#2213214]

Thompson Boling Arena during events has poor internet connectivity, even when I try to use ut-wpa2 [#2213215]

95% of the time UT-WPA doesn't work so I have to use Open which isn't the best option when I'm working on potentially sensitive information. Maybe make sure it's functioning? [#2213247]

Wifi coverage is fine if you are standing still, but nobody really stands still anymore. Wifi constantly has problems if I am walking. I don't know if that's a problem with my phone (the newest iphone. though all my old phones had the same problem) or a problem with the campus, but it's really annoying. [#2213271]

The problem with the Wi-Fi is coverage. Areas such as below-ground floors, mechanincal rooms, basement offices, the FS Supply warehouse have very spotty coverage if they have coverage at all. Adding wi-fi repeaters to boost the signal, or running wi-fi repeaters off of ethernet cables run to these areas should fix the problem I think. A lot of facilities work occurs in these areas and the lack of wi-fi makes some of the work challenging. [#2213306]

I could not connect my ipad to any of the networks in HYPER. :([#2213310]

It is fine [#2213320]

Not really a suggestion towards a fix, but even with the increased number of APs in the A&A building, there are still a significant number of dead spots (especially in the "doghouse" offices). [#2213346]

Cannot get Wifi service in many areas of campus, Neyland, AHT, University Center, Library.... [#2213348]

Service in all outdoor sitting areas with ability to plug in devices would be amazing! [#2213377]

This one is really annoying. [#2216030]

It would be nice to have some kind of staff access so that I can work around the drop in coverage when there are a lot of people on campus (game days, etc.). If I need to work and have to rely on Wi-Fi, it's very difficult. [#2216052]

I FREQUENTLY have trouble with Eduroam; both here and at other campuses. This is after I have gone through the steps to update the passwords. [#2216053]

Having adequate cellular (or mobile) coverage throughout campus.

Again, often cannot get signal or service until I leave campus. Why is that? Verizon tells me UT has a serious problem. [#2210256]

Mobile coverage tends to have many dead spots. [#2210265]

I'm not sure exactly what can be done on the University's part concerning this. I've used 3 different carriers (ATT, Verizon, & T-mobile), and all but T-mobile has adequate service here. I'd probably rate ATT as the best. [#2210273]

More towers for cell service [#2210274]

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i have heard there are spots on campus that the wi-fi does not work. We need to make sure we are accessible everywhere. [#2210292]

Many buildings have inadequate cellular service, such as the library. [#2210318]

It is nice to have this, but coverage is still patchy. It is better, but still not adequate. [#2210320]

Cell coverage can be very spotty in certain buildings. One example is the Haslam building. For professional and safety reasons, blanket cell coverage is vital. [#2210352]

Cell service in Student Union is unacceptably poor!! [#2210422]

The new student union building needs cell phone coverage. Thanks, [#2210436]

My phone always has issues connecting. I am constantly being dropped by the WiFi access [#2210453]

Up goes a new building and one's cell service is blocked. [#2210474]

I work in an office that is essentially underground. I get terrible cell coverage in here, which is to be expected in a way, but it would be nice if the signal could be boosted a bit. Luckily I'm able to connect my phone to the WiFi which allows data to work, but I often can't make or receive phone calls. I'm on P2 in Andy Holt Tower. [#2210486]

Cellular phone coverage overage inside Haslam Business Building is inadequate -- that should be improved. [#2210490]

N/A [#2210493]

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n/an/a [#2210502]

Sometimes coverage is lacking when you are below grand level like in the student union. [#2210523]

In emergencies it is critical to have cell coverage. Bottom levels of buildings (basements) tend to have poor coverage and these areas tend to house archived materials. If an employee had an emergency and could not leave the area, strong cell service is vital. [#2210524]

I have found that my mobile coverage throughout campus is either really strong or really weak. I have not experienced a consistent signal when moving from different area's around campus. [#2210548]

Fred Brown Hall has horrible cell service due to the construction methods used. This was a huge oversight on the planning committee. [#2210550]
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not bad other than underground garages and elevators [#2210557]

There are some new bldgs. that you can not get cell service. [#2210559]

There are some places as at the student union where sitting on the side outside at terraces where connection is intermittent. [#2210576]

I have no cell service whatsoever in my dorm room in Fred Brown. My roommate has the same issue. I'm not sure what exactly causes the problem- maybe a building material. [#2210583]

I work at the UT Forest Resources, Research and Education Center in Oak Ridge. To use our cell phones, we have to go outside. They do not work inside the visitors center. Service from inside the building would be appreciated. [#2210586]

I get terrible service on campus. I'm not sure if it's the fault of my cellular provider (Verizon) or the structure of the campus, but I can barely make calls from my dorm room or while walking through campus. [#2210594]
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parking garages are particularly problematic. [#2210610]

Until two weeks ago I got cell reception in the Registrar's Office (209 Student Services Bldg) and then all of the sudden it stopped. This also happened to a few other staff members in the Registrar's Office who have Verizon. Upon calling Verizon they informed us something had changed in the building. They were not showing any outages in this area. It's very frustrating to not have an answer as to why our cell service randomly went out. [#2210629]

When I am in the building, the cellular coverage is so low that I have to use the wifi but when I go out of the building, the opposite happens. It annoyed me when I try to skype someone because it would be interrupted by the issue above. [#2210635]

The Haslam business building is a dead zone. [#2210661]

The lower floors of Min Kao get awful service. [#2210670]
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certain buildings seem to have poor service, i.e. in some parts of Austin-Peay, I get poor cell reception (people have trouble hearing me on phone) unless I go stand by a window. [#2210684]

The Haslam business building has terrible service for cell phones. I'm am not sure why, but this should be looked at. [#2210700]

There are dead spots in my building. A few extra signal boosters would be nice if AT&T will put them in for free. [#2210708]

No cellphone reception in many newer buildings as well as old. [#2210733]

On the lower floors, levels 1 and 2, cell service is spotty most of the time. I'm not quite sure what you all are able to do for it since the building is made out of cement and those levels are essentially underground. [#2210756]

UTK does not have adequate in Hodges Library esp. on the first first floor in the staff offices. Hoskins Library does not have adequate coverage in the basement area. [#2210761]

There is basically no cell service in the new student union, particularly the bottom three floors (says an AT&T user) [#2210785]

Cell phone coverage is terrible in Haslam College of Business [#2210815]

It is imperative that every building have complete cellular/mobile coverage. [#2210825]

I just think there are some gaps in mobile coverage throughout campus. I am not sure how you would fix a problem like this - you notice it particularly in some of the older buildings and some of the ground floors of buildings. This could be a result of building materials that stop the transmission of cellular signal, location in relation to repeaters or cell towers, etc... It seems that renovations and new buildings are happening quite often at the moment, so there is a good chance that the solution is already being approached. [#2210840]

We don't have good cellular coverage in Student Services/ Communications Building. When you have to go outside to have a cell phone conversation or send a text or anything it is bad. My office has a dead zone. I can lose a call if I move positions at my desk. IT is not reliable at all. Frustrating and discouraging. Needs much improvement!!! [#2210841]

The UC has absolutely no service As well as several other buildings. [#2210874]

See previous comment in regards to data/wi-fi for phone. Also, I have a really decent cell signal in most places, but have noticed that many of my colleagues have a hard time with cell signal in our building in particular. I also notice when I am in high volume areas (Neyland/Thompson Boling) I might as well not even have a cell phone. Boosters in those areas would be nice to help with all that are pulling a signal. [#2210906]

Inside the Min Kao building, cell phone coverage (Verizon) gets weak. I think it's the low E windows blocking signal. [#2210916]

Cell coverage in the new student union is terrible. Specifically on the floor with main eating areas and restaurants (chick-fil-a, salad creations etc.). I frequently have no service while eating lunch and miss texts and calls. [#2210923]

Very erratic within buildings and blocks. [#2210928]

I am tired of losing service in Haslam in the main atrium and in the basement. Also, in G2 and G4. [#2210979]

I think my cellular service is alright. [#2210981]

In some buildings on campus, cell service is spotty. Also, during peak usage times, it can be difficult to send texts with photographs attached. [#2210983]

No, you can check the signals of the first floor of Perkins and JDT. [#2210991]

There is no service in the UC and on the bottom levels of other buildings. Service is not adequate during game days. [#2211005]

I used to be able to use my cell phone with no problems in my office. During the fall, I began to experience problems where I could not make or receive calls from work (and did not have these problems at home). Within a few days this improved somewhat but AT&T told me they had done nothing and had no idea why the service improved. After this, I heard that there were some network upgrades being made at Neyland Stadium by AT&T, so I wondered it perhaps that was the problem since I work in Hesler (right next to the stadium). Since then, I have problems with the phone cutting in and out and, again, this only happens at work and not at home. [#2211018]

This seems adequate for the most part. Any problems are probably largely the carriers. [#2211022]

Out building has several weak signal spots. Better coverage would be nice. [#2211040]

Mobile service does not exist in certain buildings on campus. [#2211045]

I don't know if it can be fixed but it's really a huge inconvenience that there's no cell service in the student union and that's a big reason for me to avoid that building during some times of the day [#2211051]

There are many buildings around campus that still do not have this (HSS is an example of this). [#2211055]

Too many dead spots in buildings. [#2211066]

Cell service is very limited in the area I work. [#2211086]

There is occasionally a lack of good cell service through Verizon in Hesler Biology, but my phone could be to blame. This also happens in some lower floors of buildings on the Hill. [#2211104]

Cell phone service very spotty throughout School of Music Building, including my office. [#2211112]

There is little to no service in most of the buildings on campus. [#2211148]

I was at the student union today and could not answer a call from a colleague across campus. Sometimes on the back side of The Hill there is intermittant cell coverage. I use my cell for work extensively. It's crucial. [#2211168]

I get little to no reception in certain parts of Brown Hall and Hess Hall as do the RAs I work with. I have absolutely no service or wifi in the student union which is completely unacceptable. [#2211179]

I am completely unable connect to the Wi-Fi with my personal cell phone (carrier is Verizon) nor the UT cell phone (carrier is Sprint). Therefore if I use my phone on campus I have to turn off the WI-FI and use the cell phone data. Text messages are often unable to be sent from my office in Dunford. [#2211194]
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n/a [#2211202]

Building design for Student Union not incorporating active cell repeaters or other technology was an oversight when the building was built. Cellphones useless inside. [#2211209]

Critical for emergencies [#2211228]

I often find it difficult to actually get on the internet on campus using my phone. I have tried to register my device several times, and I usually end up giving up. [#2211233]
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cell coverage is terrible on campus and around campus and needs to be fixed [#2211234]

Insure that main campus building have adequate cellular coverage on all floors and offices. I have no cell service in my main office in 115 SSB and we have very little coverage in the entire office. [#2211238]
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basement of Haslam Business building = no service other sporadic issues in other places inside buildings [#2211239]

Service is poor in haslam. Only building i notice this. [#2211274]

No complaints here. [#2211277]

Large venue coverage is problematic. Also, some building with portions below grade are problematic for reception. [#2211286]

On many lower levels of many buildings there is minimal to no coverage. [#2211318]

It is very important to me just for safety reasons. [#2211415]

I have Verizon and I lose service in several of the buildings. [#2211434]

Generally, mobile coverage is fine except during football games in Neyland Stadium. Much greater access is needed to service the 102,000 fans. [#2211445]

Within the Student Center, there is no cell service, and the wifi is spotty. As a location that lots of students use to get work done, this is a problem. If this could be fixed, that would be amazing [#2211498]

I dont get service in the student union [#2211509]

There is a need to modernizing the G4 type of receptors in campus. [#2211538]

Some buildings don't had good signals in basements. [#2211539]

Most buildings do not have cell phone coverage inside, especially the dorm rooms. [#2211554]
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cell service in the middle of the Ellington Plant Sci Building is atrocious. have not had a problem anywhere else on campus. [#2211557]

At the University of Tennessee, Knoxville, I have had the worst cellular coverage in the Student Union, specifically on the Ground 1 floor. I try sending texts or make calls, but I get no service in there. This is such a bother, especially since I love to study and hang out there! [#2211575]

The Natalie L. Haslam Music Center has awful reception. Calls and texts often cannot be sent. [#2211584]

Cell phone service in many buildings HBB, Library, HSS, Claxton, Lot 9, and Volunteer Blvd. is very poor, if at all sometimes-- especially Verizon phone coverage. [#2211597]

There are some places my devices do not run as fast they do in other locations. Inside the new student union I have never had any issues with my devices, bu where I spend majority of my time, Jessie Harris Building the basement is truly a dungeon and my device does not work very well. [#2211615]

Cell phone service on campus is terrible especially in Brehm. [#2211640]

The music and Fred Brown Hall have really bad cell service. [#2211643]

My office is in the sub-basement of the HPER building, and cell service is pitiful down here. Frequent dropped calls and inability to make calls using cell phones. [#2211644]

I don't have too many issues with this although in the interior rooms of some of the older buildings around the Hill I will have signal drop in and out during inclement weather. [#2211647]
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cellular coverage is not good in the College of Veterinary Medicine building. [#2211667]

Frequently there is low/no cellular coverage in areas of the vet school so doctors are forced to make calls in the hallways. [#2211704]

My cell phone will no longer work in Andy Holt Tower which is where my office is located. I received texts when I drive off campus! [#2211758]

Fred D. Brown, Jr. Hall has very poor service, something needs to be done -when the Hall Director can't get a call inside the building. [#2211771]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

There are some building on campus where, in the basement, mobile service is not accessible. But I am not sure what can be done about that. [#2211807]

Service is normally terrible during any major sporting event. [#2211814]

There are a few buildings and locations within buildings where cell reception is either very poor or nonexistent. [#2211815]

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need better service in new student union [#2211851]

Currently I don't have cellular service in my office in Student Services. Sometimes I don't even have service when I'm in Andy Holt tower. I don't know what needs to happen so that I can have basic cell service. I am unable to get calls or texts. [#2211872]

There is no cellular service in the student services building. Previously has service, something changed within the last few weeks. Wi-Fi connection not reliable. Phones will not stay charged when working in the student services building. [#2211873]

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more collaboration with providers [#2211926]

Most of the time, my cell phone does not work in the Communication UEB so I never even think about or expect to have coverage. [#2211938]

One of the most frustrating things about the campus is losing cell service inside large buildings like the Student Union or HBB. Maybe some how having signal boosters in the lower levels of the buildings. [#2211953]

Improve coverage in buildings on the edge of campus [#2212054]

Routers need to be installed at necessary locations to increase cellular coverage [#2212057]

It is improving however there are still buildings my phone will NOT work in. [#2212078]

Would be nice if you could "really do work like take pieces or parts out" instead of yep its broken. [#2212079]

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could be improved. [#2212085]

Increase Verizon cell coverage in SERF, Estabrook, and Pasqua [#2212145]

On transit vehicles mobile service doesn't work well [#2212146]

I don't like to use the wireless service with my personal mobile devices because it's not private and the terms that must be agreed to seem too invasive to me. I don't like mixing work and home stuff. I'm always looking for ways to separate the two. For this reason I decided not to use the wireless services on campus even though I have to pay for data via my cell phone service provider. Maybe I'm too sensitive with the wording of the terms of service, but I take those terms seriously and don't want to be the victim of some kind of horror story. Why not have a "No body cares, your data is private and protected" connection for just general connectivity that's not necessarily work related? [#2212147]

Cellular service tends to act up whenever I am around the Student Union. If I am trying to access my email or dl a video there is lots of lag time. Whenever watching a video, it gets completely bogged down

and doesn't want to play more than a few seconds at a time. This is the only place on campus where my phone has issues. [#2212161]

Poor coverage on ground floors of buildings and in University Center. [#2212162]

Given I use my cell phone to contact OIT if I am having technical difficulties in the classroom, not having cell coverage in the basement of HBB is troublesome. Thankfully, I've never had to call for help from there. [#2212164]

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distributed antenna systems, while expensive, would resolve a large number of complaints that I get from students and my own experience. [#2212190]

Cellular coverage in the lower parts of some buildings is spotty. [#2212192]

I am under the impression that cellular coverage is the responsibility of the carrier not OIT so I use wifi calling whenever possible. [#2212212]

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please see above. [#2212241]

I am unable to receive a cellular signal in several areas of campus. Mostly in basements of buildings, but I still believe that it is essential to have coverage in these areas for emergency communications. Areas that I have personally had no signal; bottom floor of Haslam Business Building, lower levels of HPR, areas of the bottom floor in Natalie Haslam Music Center, lower levels of Neyland stadium, and lower levels of Thompson-Boling Arena. I have confirmed no signal in these areas on both the Sprint and Verizon Networks. While I am aware of the new cell phone coverage systems in both Neyland Stadium and TBA, I still continue to have extremely low quality of service in these areas when capacity is at its peak. [#2212273]

There are several spots on campus that my AT&T phone drops off, most of them around the Stadium (AMB, EST, NBA, PER, SSH) [#2212282]

There are a few buildings where cell phone coverage is spotty (especially the bottom floor of Haslam). [#2212313]

I work in a basement of a building. For the most part, I get really terrible service in here. But, on the rest of campus, service is fine. [#2212318]

The concrete walls in buildings block signals. I do not know what can be done about that. It is just inconvenient not to get messages in my office. [#2212321]

I constantly lose signal is EPS, ESH, SSH, and AMB. I have verizon so I know its not the service. [#2212325]

This is mostly in subfloors, not sure if something can be done. [#2212343]

There is no cellular service AT ALL in the new university center. This is the biggest issue I have no campus with cell service. [#2212372]

Haslam has awful service [#2212373]

I use AT&T. Occasionally I find myself needing mobile coverage but don't have complete access in certain buildings (e.g. BGB first floor). Although mobile access isn't as important to me as Wi-Fi access. [#2212390]

I am not sure how this is the University's responsibility. Seems it should be the cell carriers responsibility. [#2212392]

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would be nice to have coverage in all buildings [#2212406]

Ever since Verizon changed the coverage in the arena, service in Student Services Building does not exist. [#2212467]

Consistently losing 4G throughout campus is frustrating. I'm not sure what could be causing the drop in service, but I notice it most on the hill where service is extremely spotty [#2212476]

There are sections in some buildings (Such as WLS) that do not have good service. Thankfully, the wifi and cell reception dead zones don't overlap too frequently. [#2212489]

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brown residence hall has terrible coverage [#2212534]

When I need to contact technical support (for rooms G2 and G4), I must leave the room to call. Hasn't been a huge problem, but it does feel unprofessional to leave the students waiting. If cellular service cannot be improved, perhaps a land-line in those rooms would be helpful. [#2212539]

N/A [#2212598]

The Haslam Building has poor cell phone reception. Many times a day I have to leave my office, which is located next to a window on an upper level, in order to get service on my cell phone. I also have trouble reaching others on their cellphones who are located inside the building. It doesn't seem to matter what cell phone provider you have, as none seem to work better than the others while in the building. Thank You for your consideration in fixing this issue. [#2212608]

My mobile connection is not at the quality it could be. Apps will not refresh. This costs me money in my plan. [#2212612]

It would be nice to remain within the WiFi bubble when between buildings [#2212633]

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has mostly to do with the buildings but very low wifi signals [#2212672]

There is patchy service in Walters Life Sciences and Hesler. In both buildings, there is better reception near windows. (Verizon) [#2212677]

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whats the story with neyland stadium during games..... [#2212707]

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very important! [#2212713]

Verizon does not seem to work. [#2212758]

My phone connects to the UT wifi but it actually doesn't work [#2212785]

The back portion of Hodge's Library galleria (1st floor) - cellular service is nonexistent. [#2212804]

Most of the new buildings being constructed across have very little or no cellular services with the more common carriers such as Sprint, AT&T, etc. [#2212823]

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improve service inside the student union [#2212834]

We do not get service in the basement of the conference center. This makes it difficult to communicate with our external sponsors. [#2212836]

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needs improvement in some areas [#2212844]

This is a real problem. My older phone was fine, now with a new smart phone I cannot get reception or use my phone in the building where I teach, or where my office is. In an emergency this would be a problem. [#2212848]

I have no cell service in the SU. [#2212857]

Having mobile coverage is necessary in case of any emergency [#2212885]

There should be better coverage across campus for different cellular companies, such as AT&T in the UC being very spotty to no coverage at all. [#2212888]

A signal repeater located in the SWORPS ofice area would resolve this issue. There no cellular coverage in my office or anywhere in the office area. In order to send/receive a phone call, text message, you must leave the office area and go at a minimum to the elevator area to text, and up to the 1st or 2nd floor to make/receive phone calls. [#2212910]

I talk to alot of students from the dorms and buildings. The calls are either drops or can't hear students. [#2212939]

Cell phone coverage is ok, mostly I would like better Wi-Fi throughout campus [#2212940]

Frustrating when I am out of the office but still on the campus and I have poor connectivity. I am a Verizon customer and since that is our preferred provider would expect exceptional service. [#2212952]

Cellular service in Brown Hall is terrible. I must go out to the lounge every time that I want to make a phone call. [#2212961]

No signal in McCord Hall, Lab 4 [#2212966]

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improve coverage indoor!! [#2212972]

Some buildings (the library) have terrible cell reception. [#2212974]

Phone calls get dropped in the lower level of the Food Science building on the Ag Campus. Is there a booster or some way to improve coverage here? [#2212985]

Cellular is great everywhere except for the bottom floor in Haslam business. Puuting in mini cell towers down there would be helpful. [#2213009]

Make it so that UT can remember devices. It is VERY annoying when I can't look at my email because I can't register my device. [#2213018]

N/A [#2213019]

Have better service within buildings [#2213057]

Service is spotty in certain areas and buildings. [#2213093]

My cell reception in Humanities is dreadful, and my phone continuously seeks service which sucks the battery life. I don't know how to improve that though. [#2213094]

Switch to Comcast [#2213120]

I'm personally unsure of how to resolve this issue, but it would be greatly appreciated if it could be done. [#2213152]

Important, but should be provided by the cellular company, not by the university. Should not have to pay a service provider twice: my service and a tuition/cost increase to have UT step in . [#2213214]

Increase coverage in the Student Union and in lower levels of buildings. [#2213232]

Cellular phone coverage can be variable on campus. [#2213273]

My office is in Thompson Boling Arena suite 200 and the wifi and cellular service are spotty at best. Some places in our office suite cannot even receive service. The service has been upgraded in our area but it just doesn't seem to help. Not sure if it is because of all the concrete around us or what. better hotspots or wifi connections? [#2213301]

I sometimes have trouble with cellular signal in my office. [#2213305]

This situation is similar to the wi-fi coverage, it just doesn't exist in hard-to-reach areas. I don't know of any specific fixes beyond adding repeaters somehow. [#2213306]

It is fine [#2213320]

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more training on how to use smart phones [#2213343]

Not a suggestion on how to fix, but more a comment on what's happening: Lots of dead spots in the A&A building. Several people have to leave their offices to use a cellular phone, no matter what the carrier. Been thinking of setting up a femtocell just to alleviate it in my office. [#2213346]

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same areas as Internet service [#2213348]

Wi-Fi calling or DASes in the bowels of some buildings would be the only real way to improve coverage, in some instances. [#2216022]

Cellular service could be better in Hodges Library. [#2216029]

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

Wordpress, in the limited format that we are allowed to use is not the ideal software for development of engaging and informative websites. We are so limited that it is hard to create something that our potential students find interesting. We need access to all of Wordpress, not just what communications decides is allowable for us. [#2210256]

A to Z index is difficult when offices constantly change their names. Have to hunt for things a long time. [#2210314]

Finding information on the mix of UTK, System, and other campuses is a mess. No consistency in the look and feel of websites. Even if something useful is available it is often difficult to find. [#2210356]

When pulling up publications a lot of times they are difficult to find. Should be by subject. Should be a notice saying currently being updated instead of just not being able to get it and wondering if it is there anymore or what [#2210366]

For the most part, I feel our website is find. However, it is frustrating when you use the www.utk.edu/A-Z listing and a link is not valid. Is there a program that could search for bad links? [#2210407]

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some websites are confusing to the user. For instance trying to find 4-H Horse contest information on the 4-H page, rarely takes you to the correct place. A "Google" Search for exactly what you are looking for works better. :([#2210428]

The services provided are pretty good but some instructors choose not to use them. [#2210433]

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speed is the need [#2210464]

N/A [#2210493]

I've been here 3 years and am still not added to the OIT and library system even after asking multiple times. I've given up trying. [#2210502]

Services available need to be easier to find. [#2210524]

Very difficult to find information on the UTK website. The online catalogue defaults to earlier years - why isn't the default the current year. The catalogue is difficult to search and not enough information is available in the online catalogue. Difficult for faculty and department to keep sites current since we don't have the expertise or access to the sites. Not sure how to get info on the site updated. [#2210531]

Yes. [#2210539]

The UT website is not easy to navigate. The search feature is not useful. [#2210549]

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lack of uniformity leads to confusion [#2210557]

More continuity between campus websites. For example, the Dean of Students office site should look similar to Center for Career Development and similar to the Police site. [#2210596]

Most of the University's sites are not well-organized, consistent in organization and/or user interface control placement, poorly written (lacking clarity, esp.) There is a distinct lack of refinement across all platform-services - in particular, with regard to user interface. Many services seem to stop development at a level that is most convenient to system administrators - to include an over-reliance on linear (dead-end vs. true web) pathways, insistence on using system-admin/specialty terms to describe service to lay persons (thus leading to under utilization of tools) [#2210610]

Sometimes the websites are very confusing, depending on the college or department. Too much clutter. [#2210653]
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sometimes websites are hard to follow, too much wording. Need to be more straight forward and to the point. Online services, ie. Help Desk are great. Need the ability to insert screenshots as it would make getting the ongoing problem across better. [#2210672]

The UT website is often difficult to find things on and searching does not always get the best results. [#2210684]

So many of the university's websites are out of date with lots of dead links. As someone who just started here in September, it was a nightmare to navigate. [#2210703]

We need a much better alternative to SharePoint. BlackBoard continues to have problems with reliability. There is confusion, probably mostly within Microsoft, caused by personal and university Microsoft cloud accounts with the same user id (the @utk.edu address). For a brief time a couple of months ago I was only able to access one of the two. [#2210707]
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on some websites contact information is not always easy to find [#2210709]

Most of the department websites on campus are inconsistent, information poor, and difficult to navigate. They should all be on the same template with the same options. [#2210733]

The OIT site is hard to navigate. The other day, I forgot my password and kept clicking in a circle of links before I finally found the right place to go [#2210740]

Some of the online services esp. Digital Media Technologies required the individual to sign in with student name and password several times before they can view either the streaming video. It is annoying and a waste of time. [#2210761]

Have you ever tried using the search bar on the utk.edu homepage? For example, search 'academic calendar' and see how long it takes to find the 2017 for the College of Arts & Sciences. [#2210779]

The university website is still confusing. Try finding the details for the student handbook or general requirements. [#2210814]

Too much branding from campus to campus!!!! Everyone is confused on what to use, rules that apply, and how come some websites are not conforming to the branding with fonts, etc...? [#2210824]

Most of the websites we use are not very user-friendly, and I have to spend way more time than I'd like to when I'm searching for information. [#2210837]

We need a better version of blackboard... I have previously used CTools and Moodle at other institutions, both of which are better structured, more reliable, and easier to use. [#2210867]

The UT system is very difficult to navigate until you are sure where to look. Searches don't necessarily turn up what you are looking for, you have to know the "system" to look under. Not everyone is technically savvy, and you must know where to start or you don't find much. [#2210906]

I wish our publications "Extension" were easier to find. It's easier to "Google" them than try to find them through the chaotic mass confusion of our websites. [#2210919]

DARS is kind of clunky but has been improved from what it was in the past. [#2210923]

Basic online computer skills. [#2210930]

I find that many of the UT websites have broken links. Someone should be assigned to look for those and correct them. [#2210975]

I think it would be awesome if BBlearn wasn't so spotty. [#2210981]

The OneStop Web site in particular isn't helpful to me as a member of the staff. I find that it sends me in circles without giving me answers. There are times when I know exactly which part of the university I need--Registrar, Bursar, etc.--but the OneStop system prevents me from getting there. [#2210983]

Most of the websites for departments at this university are clunky and very difficult to maneuver. When one needs information, it would be very helpful if the A-Z links list included sub-departments and if each department made it easier to find how to use its services. I needed to find out who to email or talk to about an undeposited check and when I went to the treasurer's site and looked to find this information out, it was not there. I am sure we are not the only department on this campus to have a check returned. Having an email address for returned checks, or problem payments would be extremely helpful. The treasurer's office is not the only one. Trying to find out who handles which subject in most fields on this campus is extremely difficult to find. If there is so much change going on that we can't name people, have each department set up a generic email for queries and make sure it is checked twice a day. This could be very helpful. [#2210984]

It seems that websites for UT have only some basic guidelines. Each area or department seems to do there websites differently. Perhaps a system needs to be put in place that uses acknowledge best practices of web design for all UT Websites. [#2210987]

Some is ok. Some sucks. [#2210991]

Tring to find information on the OIT home site is challenging, you have to really hunt for the links. Mos tof the time I ask for OIT to send me the link because I cannot find what I am looking for on my own [#2211007]

I will say that this is one of the poorest areas of IT service at UT. I cannot tell you how many important UT web-pages even on policies, I have clicked on that cannot be found, send you to some generic page that 8 other links send you to, or are just poorly designed or maintained. For a university that wants to be a top 25 and tech-savvy, why bother having links to pages that don't even exist? Sorry, that's just a fact! [#2211022]

The Vetnet website is outdated, complicated and confusing to use. I've had many professors that have trouble with it during classes as well. It has issues while using many browsers and has very poor compatibility with mobile devices (so many students brings tablets to class and they can't download notes from vetnet). It's also really frustrating that we have to go to multiple websites to get things for our courses. Half the professors from 1 class will have their notes on vetnet and the other half on backboard. It's confusing and time-consuming to have to use both. I know you might need them for the lecture captures, which vetnet is actually okay for, but I really wish professors would use blackboard for course materials. [#2211047]

The new sites are fine, but harder to navigate. [#2211105]

They are too confusing, and the search functions are basically useless. [#2211148]

I think UT's websites are still very unwieldy and difficult to navigate, though there has been much improvement in the past couple of years. [#2211168]

The service is rapidly improving and is much better than most facilities. I am not complaining. [#2211178]

Websites consistently do not have useful search tools, difficult to find commonly needed information anywhere. [#2211209]
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they aren't easy to work [#2211234]

Finding information on the OIT web service is nearly impossible. I have to Google to find the page I'm looking for. I suggest you look at its organization to see if you are incorporating best practices in web design. Take advantage of equipment/labs to conduct usability testing. [#2211263]

Contracting with something other than Sharepoint to create collaborative group multi-use spaces that are actually user-friendly and not overly click-ridden. I'd love an online space where dialogues can be easily accessed and content curated. [#2211268]

Guys, I shouldn't have to Google UTK to find the website that I need. [#2211277]

A more simplified UI would be nice [#2211379]

On Library website it is not easy to find resources, lots of clicks to get to desired content. For example, One Search always defaults to a page of details instead of a link to the actual item, it took 4 clicks to get to the online new magazine I searched for, where it could probably be reduced to 2 or 3 at the most. Also, does not have as many resources as other top universities when it comes to technology for graduate students such as reference managers. [#2211384]

UT's websites look out of date with an enormous number of broken links (recent example NMBioS faculty profiles, have lots of previous examples that I can't think of off the top of my head) and is not very user friendly or easy to access data. [#2211387]
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utk.edu is not easy to find what I need when I use the search feature [#2211407]

New UT sites do not offer enough information and the search feature is often not usable. Looking for information on the Chancellor's site, treasurers office (policies for example) and other services is very frustrating. If the sites are going to trim down navigational bars and buttons, then more attention needs to be paid to loading metadata to ensure the search function is usable. [#2211443]

When navigating to a department or event specific page I don't see the need to have the UT banner taking up valuable screen real estate. And, having a Search box at the top of the page as well as one in the department specific zone it confusing. [#2211453]

I find a lot of those services are not easy to use and do not provide the level of information we would like. [#2211473]

Signing up for classes could be done in a more efficient way [#2211509]

The search function for the main UT website is super lame and almost never gets me what i am looking for. it almost always yields press releases and other publicity docs when i am generally looking for an office phone number or building location or something else not related to a UT press release. [#2211557]

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e-portfolio used by the college of nursing is not user friendly and difficult to use, the OIT department staff was and/or is not familiar with Google docs which manages the e-portfolio, one supervisor knows about it, the Geek Squad even had difficulty with e-portfolio, one of the female OIT staff looked at the e-portfolio when I visited campus for help with it and said in somewhat horror oh that is Google docs, I am not familiar with it the update page for online courses is frustrating it is hard to tell what is being updated by the clock or circle symbol and the number, I sometimes just give up looking at it trying to upload video presentations is slow onto the discussion boards online and impossible this semester with the e-portfolio [#2211611]

Our websites are frequently not easy to navigate and send you in a link loop. [#2211704]

Need more clarity and ease of use in websites when clicking between forms and pages. [#2211733]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

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sometimes the link to specific page doesn't work. I don't know if this is IT specific or department specific. It would be good if there was an auto message of who to contact if the link doesn't work. [#2211806]

The new UT template does not seem to offer significant improvement over the previous website. In some cases, the information is incomplete, or more difficult to find. So that does not make it easier to use. [#2211807]

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typically they are easy to use once you know how, maybe online instructions/helpful tips and shortcuts [#2211820]

Web pages for university and library are too busy and I have to scroll all over to figure out how to access what I want. Pages are encyclopedic. Not easy to search either to find what is needed. Need graphic

design people to sit down with different kinds of users and OIT people to see how they want to use different pages and then make the designs suit the use. [#2211835]

When I visit a web site I expect clear instructions on how to find needed information, use the provided services, or enter the required information. There are times when the assumed level of prior knowledge is too high. UT uses Blackboard to communicate grades to students Although there are courses on Blackboard, I too often find myself wanting to do things that I don't know how to do. Thank goodness for the folks willing to help through phone calls. However, it would be even better if I could do it myself using on screen help. [#2211840]
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utk.edu is difficult to navigate [#2211926]

Information on the websites is often out of date, redundant, and/or difficult to find (especially in individual colleges' portions). The website's organization needs a major overhaul. [#2211934]

Changes to the website over time--too many over too short a period of years--continue to need more thought, especially since the campus now mandates that the colleges use a specific website format. Before all of the changes in the past 5 or so years, my unit had a "top 10" website. It was visually pleasing, simple, and one could find things on it. Now, we have a visually complex landing page, and even many of us in the unit cannot find things on our site. To some extent, the banding and standardization effort has gotten a bit out of control--too rigid and strict, without attention to what the users relating to specific units use the unit websites for. [#2211935]

The UT website is difficult to navigate and even more difficult to find what you are seeking when completing a search. [#2211938]

This is important, especially for class projects. [#2211947]

UTK web sites are cumbersome and hard to change. [#2212028]

The continued changes on templates with the web drive me crazy. About the time we as staff get something down and can locate things . . . it all changes. [#2212078]
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difficulty with Safari [#2212085]

Less "flash" and pictures on the websites. Simple straight forward information and links is what I really want; especially important when trying to access websites with my tablet or phone. [#2212112]

Stop filling up the main page with pictures os students at events and fill it up with links to forms and sites commonly needed and used.Student health site is not as user friendly as it needs to be. The scheduling for mental health counseling is coming led with primary care and should be separated. The college of nursing website needs to have applications accessible on the main menu instead of buried in a submenu Common requests and firms should all be on the main site page instead of all thsee advertisements about what various depth are doing. Let their own website have all of that self promotion and leave the main site for necessary things that students commonly request or click on. [#2212146]

I work in a department creating many of these applications and web sites. We are spread so thin that we often have to put usability as a last priority. I've been wanting to work on usability issues, and cringe a little when we release some of our applications. There are resource and culture issues as to why

usability hasn't been an easy road forward. UX Training, Designer Roles, Project design allocation, Accessibility expertise... We are working on moving things forward, but its difficult. [#2212147]

Don't know why it is, but it seems to me it's never easy to get to the Timetable of Classes as easily as it is to get to the academic or event calendars. I think the Timetable is probably used as much if not more than the calendars. Is it possible to put a Timetable link with the calendars? [#2212164]

Make the OIT website easy to use. The Library website was recently redesigned, and their navigation improved. Now OIT needs to do something about it, too. One can easily get lost there. It's a very time consuming and intimidating experience when you try to find something. Hire a usability and accessibility specialist to do an audit and follow expert recommendations. [#2212197]

See below. [#2212206]

The IMED-RIS site is the most user unfriendly site I have encountered. Whatever you can do to make it more user-friendly will alleviate a ton of headaches. [#2212216]

Some websites can be misleading. Like looking for schedule of online classes [#2212231]

Office365 is horrible--there must be more options [#2212235]

I do not like Sharepoint. It is too complicated to us.e. Blackboard is easier [#2212262]

A significant number of UTK websites have outdated links within them - it would be helpful if there was a regular program to test and update/remove those that were no longer functional. Also some important links that would seem to be used regularly are in a less prominent position on the web pages than they should be - the one that comes to mind is the timetable of classes (I now keep it bookmarked to avoid have to search for it), is there any assessment of how often links are used that is referred to in deciding where to place links? [#2212280]

...if I can't find what I'm looking for, then that isn't easy for me to use. I should not have to Google everything to figure out where you have hidden it. [#2212282]

A must - more help and support with UT WordPress templates. [#2212311]
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consolidate and easy to find [#2212319]

It is very difficult to find some things on our web pages. And the search box is no help. The results from the search are 4 or 5 years old, nothing current. Departmental web sites are easy to find, great directory. But once on departmental pages, good luck. [#2212321]

No one likes to waste time trying to figure out how to use something complicated. There are not enough hours in the day [#2212369]

It's very odd to me that there's no obvious link or link at all to the athletic website where you can look at schedules and rosters from the main UT webpage. Very cumbersome and tedious to type in or even google UT sports instead of simply clicking a link. Same thing with blackboard, it would be nice if there was a direct link under logins instead of having to go through myUTK to get there [#2212389]

Often up to individual units to ensure that their web sites are up to date. [#2212392]

The UTK search engine is awful! I generally just use Google and add "utk" to the search term to pull up UT's site. [#2212393]

The eProcurement system has some issues; for example, if two people on the same account submit orders from the same vendor (e.g., Staples), the system combines both orders into a single transaction. For a group like OIT, which is spread out across campus and has people on the same account in different areas, this can be a problem. [#2212395]

The new design is not great--hard to make distinctive and people are messing up both the menus (too long) and the slide shows on the front page (things move around on the page then as you scroll) And it's boring. [#2212403]

I think the departmental websites built using wordpress are very lacking in terms of information about the department and the college. More information should be easily accessible from these locations for the students that are a part of the department. [#2212476]

All service I have accessed online work. [#2212495]

Some sites and services are not so user friendly. [#2212555]

N/A [#2212598]
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navigation is poor on several UT websites - and the A to Z list is not always complete [#2212622]
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blackboard is great. very easy to keep up and there is an app for iphones which helps a lot to keep up with grades and other stuff like that [#2212665]

I don't think the OIT website is user friendly or easy to navigate [#2212769]

To compensate for responsive technology websites have shrunk and a lot of information has to be moved a level down. If makes it more difficult to find information. [#2212804]

They are often difficult to locate the link link(s) you need to drill deeper into the web site to retrieve the information you need. They often are more interested in identifying personnel and accomplishment than they are with helpful drop down menus and navigation buttons. [#2212823]

Difficulty navigating the new UTK website. Horrible design. [#2212836]

OIT search engine can be confusing sometimes. [#2212844]

~ [#2212858]

Googling anything in the catalog brings up the 2009-2010 catalog as the first hit. Is there some way to make the current catalog more easily found? [#2212894]

Most people don't know about them. They need to be made more known. [#2212897]

The search function on the utk website is awful, and almost never gives me the results I need on the first try, and often times won't give me the results I need at all. [#2212923]

The search function of the main UT site is still favoring public relations rather than taking a user to department sites. Reading a news article about a department or event is not what I want, I want to go to the source of information. Also, many websites, especially department ones, have old information on them. While this is not within OIT's purview, depts. could be made to archive or remove old news. Also, this may not be your area either, but the university needs to make small online payments to any part of the university possible. Example: summer camps. [#2212932]

Sharepoint has been a series of problems to use for file sharing; mainly repetitive login problems, and operability on mobile device problems. More information on utilizing Google Drive or One Cloud would be helpful....strengths, weaknesses, and what applications would dictate picking one over the other. [#2212985]

N/A [#2213019]

I am not sure how to offer a suggestion. Maybe look over someone's shoulder and see how they mind works. One thing is that the UTK website is not universal from department to department. The way I view course curriculum cannot be done on different web pages. [#2213024]

Although there is an attempt to make it easy to build a Website for an organization/department. they are still cumbersome and slow (often years!) to develop. They tend to take too much time for faculty to do and there is only limited support to assist faculty. Is there a way to either simplify the process or provide more technical assistance? [#2213131]
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web sites is not as important as available online services other than the fact that services have to be run through the website. As an evening student who does not live in Knoxville, I rely heavily on services available online. [#2213146]
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accessibility across campus as well as off campus. [#2213154]

I attended a graduate directors workshop recently and the ADMIT system (Graduate admissions)was discussed extensively along with banner, iris and argos. One may not believe this but with all the systems that we have access to, there is no way to obtain a report of a department's current graduate students which consists of students without fee waivers, students who have not registered and previous year grad students. It was discussed thoroughly at the meeting and there were no answers. The Admit info goes away after admission deadlines. Banner can only provide student names per course. There could be an argos report (but I doubt it) that no one knows about because there are so many of those and many titles of them are poorly defined. [#2213187]

I have no issues most of the time unless there are bugs. [#2213214]

IN general, UT's web pages are adequate, but are clearly designed by many different folks who do not necessarily talk to one another. The mix of Sharepoint and Wordpress-based interfaces is unattractive and can be frustrating. SOMEONE needs to be asking about consistent usability for ALL UT web pages. [#2213219]

The UT websites are terrible. Finding answers to simple questions (i.e. deadlines) is difficult. [#2213228]

Some of the changes that have been made to UT website in an effort to have everybody look alike has caused some problems looking for information. Items are moved and spend wasted minutes searching. One of the worst sites is the Provost's page. [#2213230]

I always have difficulty with finding "stuff" on the sites and end up using search functions. The links and menus don't always make sense to me. [#2213264]

UT's websites are fine. Blackboard is the problem. [#2213271]

Fine [#2213320]

Available training to learn how to update and maintain current web sites. [#2213322]

Collaboration tools for online conferencing need to work with individuals who are not at UT. I use an external online conference solution for this. [#2216017]

For some reason, I frequently have very slow response times for UT related websites. [#2216053]

Having online services that enhance the teaching and learning experience.

Blackboard is a poor system. Its slow and clumsy interface has had a direct negative impact on my teaching evaluations. Trying to do anything other than replace it is putting lipstick on a pig. [#2210261]

Again, this would be nice to access patient information on a computer that does not on an average of 3-7 minutes to log onto the systems we need to view. [#2210320]

There are not many online sources that Faculty can use to enhance the student's learning experience. They need to move away from the typical lecture setting, and offer more tools that make it easier to learn material. [#2210333]

Access to Lynda.com has been very useful. [#2210352]
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interactive online learning is truly awesome when done right [#2210464]

The problem is less the technology than that the DE faculty haven't adapted their teaching style to a DE format. [#2210492]

N/A [#2210493]

`n/a [#2210502]
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interactive whiteboards in all classrooms. Have screens come down in front of windows rather than over the whiteboard. The whiteboard would still be accessible and the screen would block some of the light from the windows. [#2210531]

Blackboard is really crude. I feel like the Google teaching suite is much more user friendly. [#2210564]

My input here is based on the need for alternative instruction methods in an emergency with loss of classroom availability [#2210643]

BlackBoard!!!!! [#2210707]

As I have learned to use the systems, they are for the most part versatile. I am not the most technically savvy individual, however I have noticed that I tend to pick up the systems quicker than some of my peers. It might help for new systems, or even current systems to have a much more "visual" help base for those that really aren't sure. [#2210906]

Better options, one size does not fit all. Need to be more fluid with teaching and not dependent upon technology. LEARNING is experiential. I want technology to be the tool and education should drive the use of the tool and not the other way around. [#2210928]

Excellent. Really appreciate all the evening one-class sessions for software. [#2210956]

N/A [#2210981]

I am a UT Martin Online Student. I can not speak for UT Knoxville Student's Experience. However, web based learning needs to have more tools that are department specific. I should not have to buy a book to find resources to help practice on problems with accounting, finance, etc. [#2210987]
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1. We need replace BB Collaborator with some other more interactive online teaching systems. [#2210991]

Terrible, not only the technology, but also the staff or the TA no meet the appointments, and no commit what they promise because of lack of identity. [#2211037]

I have yet to receive any information regarding this area. [#2211148]
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the online services clutter learning experience [#2211234]

I need more training available online [#2211239]

There are already so many free online tools for learning. [#2211310]

VetNet looks very outdated and the places to click on links are not always intuitive [#2211387]

I have taken distance education coursework from other universities. Our system is very poor in comparison. The other systems did not have down time, had adequate bandwidth and features for seamless classes (archival, class participation and other features of Zoom are not up to par.) [#2211443]
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n/a [#2211557]

Not having any internet in some classrooms ruins the class. [#2211708]

This has to be the highest priority. This is why we are here to learn. [#2211733]

I've used several learning management systems at various colleges and universities, and I find Blackboard to be the least user-friendly. It's "clunky," not intuitive. [#2211800]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Making sure that we can manage the interface between the UT platforms and the outside world would be nice. As we move to an are of experiential learning (after ready for the world), we can't confine our students' work to the boundaries of Bb or whatever other LMS. This has led me to bypass Bb altogether toward more public platforms. [#2211807]

My one experience with teaching an online course that had a class length of over 2 hours in the summer taught me (after some failed recording experiences) that there is a limit on the recording size for the file. If I recorded the audio and the video I hit this limit and the recording was terminated before the class period ended. This left the students who wanted to watch the recorded session later either with no session or with one that was truncated. Working with the Blackboard folks it was determined that the file

limit was being reached, something that neither of us was aware of. The sessions had to be recorded without the video to keep the file size within the limit set for recording file size limits. Perhaps this could be raised for summer sessions. [#2211840]

Blackboard is a problem. [#2211865]

Blackboard is ok; some instructors struggle with it. I think it's because it's complicated and difficult to navigate. [#2211947]

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difficulty working with Safari [#2212085]

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blackboard is so 2006. get on board with canvas or a more modern Course Mgmt System! [#2212190]

Getting there [#2212235]

Outside of Zoom, I find OIT generally gets in the way of the teaching and learning experience, not enhances it. [#2212282]

Among those I've talked to, few among either the students or the faculty seem to like Blackboard. Its labyrinthine "navigation" and its clunkiness are barely tolerable. LMSs seem to be something that only administrators want, because everybody else has them and because administrators never have to use them (and because of the messianic language of tech marketing). For me, and for most of my students, nearly all of the things Blackboard does are possible for one to d--in less time--with simpler online/laptop resources, or with no technology at all. This seems counter to the spirit of technology. The resources spent on Blackboard, its maintenance, etc., I am positive, could better serve students and faculty if they were redirected elsewhere. [#2212285]

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if you have a question you have to find the right person who knows the answer. I tried 3 different person till I got an undergrad that was working over winter break at OIT in the library before I got someone that could help. I also first consulted a family member first who had nothing to do with UT before I got started in the right direction at OIT in fact I was first told it could be done and it was a basic Excel user issue. [#2212319]

Blackboard is okay but not always reliable. [#2212325]

OIT help has a lot of layers. Hard to find everything. [#2212403]

We use vet net and black board at the vet school and both have their limitations. I find having both being only adequate very frustrating. one good system would be so much better for all users [#2212517]

I'd like to have other training using WordPress [#2212554]

N/A [#2212598]

My access to Zoom is limited which causes problems when scheduling meetings. [#2212612]

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online vidos. google docs, blackboard is also very helpful. [#2212665]

I'll be honest- you could have this and I wouldn't know it... sorry! [#2212725]

I would like access to a higher quality large screen tablet for doing presentations like a Wacom Cintiq [#2212781]

Ability to conduct webinars across the state to our customers who are in cities. We deliver a lot of training but the webinar capability is lacking because of the connections to EdNet, etc. [#2212794]

It is very well thought out for the students to use at there convenience, however when there are maintenance that needs to be done to the website, it is no longer there for students to use. That might not be help but students should be given the opportunity of another option. [#2212897]
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it's satisfying now [#2212972]

Professors need to be required to take a class w/ OIT that shows them how to work classroom technology. The tech is great but errors are almost always human errors that waste tons of classroom time. [#2213009]

N/A [#2213019]

I feel that you should advertise creative suite courses/tutorials so that more people could gain and practice their skills. [#2213034]
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more training and information [#2213154]

Blackboard, at UT is lame and feels antiquated. It forces certain teaching interactions and does not easily or well support others. [#2213219]

The instructors at UT need to take more responsibility. It is an instructors job to teach the material. Computers/technology should not be used. [#2213228]
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it would be great to have a site where you showcase some new piece of software or technology and what you can do with it to enhance learning - you could provide links there for EDUCAUSE's "7 things you should know about" series as well as have OIT staff write up little blurbs on new technology tips (and maybe you already have this and I just don't know about it). [#2213242]

Making it accessible and well-known to incoming freshman. [#2213283]

Thanks for adding ZOOM [#2213293]

Fine [#2213320]

No comment. [#2216053]

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

I need to provide data to others that do not share the same authorization to my I: drive. I would like to collect data for their use without having to send the actual data. [#2210344]

Bomgar is a great product that helps me and my staff greatly with our work. [#2210356]

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user friendly service that is fast [#2210464]

More training on this would help. [#2210475]

I transfer a lot of files to and from our shared server space. It's a bit clunky and slow at times so I really only use it to archive files. Otherwise I use Dropbox to share files with coworkers. I wish there was a simpler/faster interface for sharing files with others. I know we have Vault, but it's not ideal in most situations. [#2210486]

N/A [#2210493]

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n/a [#2210502]

Zoom has problems when many of the participants call in. Need updated technology such as GoToMeeting or WebX [#2210509]

Shareapoint is a great tool to collaborate with other people. However, I think that the availability and use of SharePoint is not as widely known as it should be. [#2210524]

Zoom has helped with this. [#2210531]

Yes, still important. [#2210539]

We don't have access to some of the services offered via Office 365 that my colleagues at other universities and organizations have. [#2210628]

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provide a platform where students and ta/instructor can discuss their problems. (kind of like piazza) [#2210635]

I would like to see some training offered on newer services like google docs and sharepoint [#2210640]

Blackboard is not very group user friendly. [#2210661]

Using Office365 sometimes returns varying results. For example, sometimes with ease I can share documents with others. Then there are times I have to use Outlook and send documents as attachments. So, to me it does not consistently allow collaboration like I would expect. [#2210680]

When applying for NetID, the form cannot be sent electronically. It either has to be snail-mail or faxed--that seems odd for OIT not to use online services. [#2210690]

I rate SharePoint an "F". My experience with Google Drive is mostly positive, but there can be problems with multiple GD accounts. Large long-term encrypted and reliable cloud storage that can be used for

data that must be kept private (because of contractual or privacy obligations) is essential - and has not been adequately addressed. [#2210707]

We seem to always have some glitch with Zoom: volume, picture, quality of sound. [#2210727]

It is ludicrous that our lab does not have a homepage with linked pages to our members. We would like to be able to share data, publications and information both within the lab and with the public. [#2210733]

ORE is trying to organize research teams. We need online think tank abilities to generate innovative ideas across distances [#2210735]

Zoom works well. Now, please, get us hooked into a managed, cloud-based, high capacity (e.g. terabytes minimum), seamless, data storage/management system. I currently pay for a business account with Dropbox (10Tb storage and meets all of the above). How any modern researcher is able to protect and access their data without this - is a true mystery to me. It is the single most important service to insure my success. [#2210769]

I pay for my own Dropbox annual subscription (1 TB) to collaborate with coauthors. My H:// drive is only 50 GB. It would be helpful if I could have that be larger - I like knowing that it's back up on a server (at least I'm assuming and hope that it is) and that it's 'local' vs. Dropbox cloud based. Does the university have a large file transfer service available for us to send large (> 30 GB) files to coauthors? I'd like to know more about what UT offers in this area to help me work with coauthors at other universities. [#2210785]

VERY vital to students. I am currently so frustrated with the SharePoint team website I am using for my virtual team. There needs to be a better service for this. [#2210979]

I think BB discussion groups do an okay job but I'd like it more if it worked properly. [#2210981]

I didn't use any available on campus. If we have, we should have some training. [#2210991]

I dont use the UTK stuff for this as google has a better set up [#2211054]

I've used Sharepoint before and taken classes and it does not work effectively. [#2211069]

We have a confusing array of collaboration opportunities. We have Office 365, but we also have SharePoint - separate, but often duplicate services. I am still struggling with the messaging service through Skype. It would be nice to have one service for sharing documents and one service for communication. [#2211178]

I use GoToMeeting (not provided by UT) and Google Hangouts for virtual meetings. I haven't used Zoom yet. [#2211216]
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they never work [#2211234]

I understand that technology is constantly changing and going in and out of favor, and that OIT needs to remain flexible across platforms and needs, but it feels like just when I get used to one collaboration technology (web conferencing, file sharing, calendaring, etc), another comes up that is "recommended" or supported by OIT and my old one is either not available at all, or no one uses it anymore. [#2211257]

I've looked at Igloo and other services that seem so user-friendly. Can't the university find something besides Sharepoint to create that sort of space? And when we work with folks in the community, I'd like to be able to include them in this without having to peel multiple layers of bureaucracy to give them access (like we do if we want to utilize Blackboard). I hate having to use dropbox for everything because it is easier than Sharepoint or Blackboard. [#2211268]

Yes, of course. [#2211277]

I think there are a few kinks in the office 365. [#2211281]

Why not just invest in some great long term tools. Such as google drive, dropbox etc. [#2211310]

See above [#2211356]

I* have had people try to send me information using the Office 365 features and I have had problems opening it, or could not access it at all. [#2211376]

It is extraordinarily difficult to find potential collaborators on the UT website by research interest or by funding focus. This is a huge detriment to the university's research interests given that collaborations are increasingly needed for fundable work. I thought I did a thorough search but I keep finding faculty that i never knew existed. We have a desperate need for a database that indexes researchers by interest area to facilitate possible collaborations. This is a severe deficiency at UT that I have not encountered at other universities. [#2211387]

Access someone else's PC to help troubleshoot issues. - Sometimes we have clients that have issues accessing SAP BW reports. [#2211389]

New Microsoft cloud products create a huge issue when using tools such as Word and Excel. Often a document I have created will suddenly save as read only even though I have not indicated it should be saved this way. I can't open my own documents saved to my computer because of this strange function of the new Word and office software. Like Adobe Suite CC products have issues caused by the cloud based function. [#2211443]

A good project management tool that is user friendly and capable of collaboration with multiple employees across campus. [#2211542]

Can't collaborate easily with UTC folks due to ldap issues [#2211598]

An instant message or gchat style option for other users that are currently online would be beneficial. [#2211704]

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n/a [#2211733]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

We're doing ok there. [#2211807]

It would be nice to have a software program that could handle both the scheduling, the people, and the video of group for studying purposes. [#2211860]

This is important, especially for class projects. [#2211947]

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difficulty working with Safari [#2212085]

Office wide training for Office 365 type products would be helpful if it's deems something valuable that we could migrate to. While they are available now, finding reasons and benefits of migrate to them is not happening. [#2212147]

The printers in Hodges computer lab do not work from time to time. I was advised by staff in computer lab that the printers were quite old and had frequent problems. Needs updating. Lots of paper jams. Also, you are limited with the size of what you print. [#2212161]

Can be done with zoom [#2212235]

Zoom is good, but everything else (unless you want to count Google apps) is horrible. Office365 has to have some better collaboration coming down the pike...right? [#2212282]

See above [#2212305]

Better than it has been but suffering from trying to use Zoom for a class that is more than lecture. [#2212321]

I am a distance education student and we have moved from Blackboard Collaborate to Zoom this semester. I am missing the component of Blackboard that allowed students to meet in a separate room outside of the scheduled class time. Some of the students enrolled in my program are out of state so, getting together in an online venue is critical for our success. Students need to have access to a Zoom component that would allow us to meet together for longer than 10 minutes at a time and without having to pay for another service. [#2212326]

Communication through technology. [#2212343]

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access to team rooms - in Haslam if I need a room and didn't book ahead of time, I can't get access even when I see a free room. Also, if someone on the team books a room but then can't make it, the rest of the team can't get in. [#2212406]

There really needs to be a way to communicate with people from classes without having to set up a GroupMe or use a third party software other than through email. [#2212476]

This works [#2212495]

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should be easier to access classmates within the same section [#2212534]

At this time, I haven't collaborated with anyone. [#2212539]

N/A [#2212598]
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sharepoint is clunky and hard to use - we need to find a better solution to organize and share files, particularly in large departments [#2212622]

I tend to use more seamless public products like Googledocs when I need to get something done. Propriety solutions so far have been cumbersome or prohibitive for working with collaborators beyond UT. [#2212651]
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its nice being able to share things with others with the use of google docs and our gmail emails. also its nice on blackboard being able to comment on others peoples posts on discussion boards. [#2212665]

I think that the share point option is not adequate or intuitive and that there is a lack of user support from OIT for the option [#2212769]

My division uses webex for some cross-campus seminars but it doesn't work well. We can pay for the campus recording service but we would rather do it in-house but don't have the equipment. [#2212781]

Zoom works OK...but is not as reliable in some rooms. I have a meeting once a month in the AHT 8th floor board room and if we connect someone in to attend the meeting we always have to get help. Clear instructions in the room would help maybe? [#2212794]

Poor 'reception' in Conference Center when using Zoom. [#2212836]
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need to provide more info on what services are available and for what purpose [#2212844]

~ [#2212858]

N/A [#2213019]

Haven't yet been able to utilize Zoom but that may increase ability to collaborate effectively. [#2213146]
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more training and/or inform us of what is available. [#2213154]

Use Blackboard and have no issues with it. Use SharePoint and find it clunky. Use server storage and find it very easy to use. Use Google Drive and find it easy to use. [#2213215]

Neither BlackBoard collaborate or Zoom effectively meet our office's needs for online collaboration and training. [#2213219]

I would like to know who to go to for specific problems. [#2213265]

Increase awareness on the certain technology services. [#2213283]
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fine [#2213320]

There are individuals in the OIT area who are hard to work with. A person would have to know the right person to get the job done in a friendly and effective manner. [#2213348]

Collaboration tools for online conferencing need to work with individuals who are not at UT. I use an external online conference solution for this. [#2216017]

No comment. [#2216053]

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

Poor, so many software issues that timely access is next to impossible. [#2210256]

My efforts to access data to understand enrollments beyond the simplest of numbers were extremely frustrating. I had to write and call repeatedly, and what I got in the end was of minimal use. [#2210261]

As stated above, we struggle with access (loading time) to programs needed for adequate patient care. [#2210320]

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again access to publications for extension or the ability to know what is going on with them. Are they gone for ever just being updated or is there something wrong with the internet or service provider or other reason [#2210366]

Sometimes too much information slows the process. [#2210377]

As a new hire, I don't think I've had adequate time to make particularly informed comments about the current state of technology at the University and how it could be improved. [#2210398]

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goes without saying - of course [#2210464]

N/A [#2210493]

Data is compartmentalized and hoarded. [#2210524]

It is important that we are able to parse out data related to our students for state and federal reporting purposes in addition to driving out improvement plans. [#2210551]

I expect some tutorial about how to use it. [#2210635]

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frequently there is a delay with email, as it is not immediate and often takes a few minutes [#2210684]

Replace SAIS. [#2210735]

I don't know if this is campus-wide, but I feel there are too many systems to peruse when looking for things. You need to know where to look to find the information. If everything could be kept in one concise system, it would limit the dead time one spends looking for necessary information. [#2210906]

Parking services closes levels of parking garages during bad weather and posts no notification outside of a sign in front of the closed spaces. Major parking changes should be tweeted or otherwise distributed to students. [#2210923]

DEFINITELY A HUGE NEED if we want to be competitive in research as well as new technologies. [#2210928]

None at this time. [#2210930]

I don't quite understand this system, but it sounds helpful. [#2210979]

N/A [#2210981]

Right now, faculty and staff access to important data is lacking. I would like to see more reports available or at least knowledge about the way to request such reports. [#2210983]

Nope. Never used the database on campus. [#2210991]

Same answer as first question. [#2211022]

NEED MORE AND BETTER ACCESS TO ARGOS REPORTS. EXTREMELY SLOW TO RUN. [#2211072]

IRIS is difficult to use and sometimes takes a while to provide the needed information [#2211093]

It takes too long to request data. [#2211105]
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student evaluations are used for faculty evaluation. student evaluations for course improvement come from informal conversations with students. [#2211136]

There is way too much complication in trying to find the data to begin with. [#2211148]

Timely is the key [#2211213]
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not timely [#2211234]

For Iris approvals inbox, create a viewer screen that shows expense, details and account being charged without requiring scrolling to find the account being charged, or click multiple times to find explanation. [#2211268]

Issues with IRIS. [#2211356]

I don't know where to access the data that helps with decision-making. [#2211395]

Same - need a dashboard. [#2211464]

I do not think a university like ours should relay on systems like Google's spreadsheets, or calender's. I think it is a very expensive use of software that I think can be designed and perfected at UTK. [#2211538]

Can't combine student, finance, and research data easily [#2211598]

This is not a suggestion...just a comment that the Qualtrics site has been extremely helpful in my program. [#2211644]

The Hospital Computer System in CVM is really quite terrible [#2211704]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting

on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

ARGOS reports meets the majority of my needs, but again takes multiple steps to access reports. [#2211814]

N/A [#2211820]

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university-wide and unit-level dashboards [#2211851]

Banner does not allow for the differentiation of students that we need. We cannot differentiate between certain cohorts of students or restrict student enrollment in certain courses to certain students. [#2211917]

I don't use them. [#2211947]

I am a distance student who is not savvy with computers. That being said, I have had difficulty in accessing library services, and don't understand the electronic library. [#2212117]

We need up to date data on job placement of graduates, enrollment, and other as required for some grant proposals. [#2212149]

The move to Cayuse is a step backward and does not allow for easy access to proposal or award data. the access I have is very slow. [#2212177]

I am not sure I can give any recommendation, but it will be great to have such systems. If they exist, I don't know anything about them. [#2212197]

I am not sure how to improve this except to improve the reliability of access to MyUTK. It seems to goes down when I need it most. [#2212212]

Not sure what this means but there is not an easy way to access foundation funding, for example. [#2212235]

We have these? Why am I not jeering about them? [#2212282]

We need to integrate assessment more closely with the services we provide and how we market those services. Biggest need is at the departmental level, not as much university-wide although that information is helpful too. [#2212311]

It'd be nice when you are trying to get something done in a timely manner but you can't because the internet is too slow. [#2212325]

A better way to know about deadlines (like for paying tuition, withdrawals, paying graduation fees, etc). Also sending out info like access to VITA program and stuff like that. [#2212343]

If I'm interpreting this survey question correctly, I've been satisfied with this topic. UTK provides a lot of great resources and tools for me to excel as a student. I appreciate allowing us to have multiple email platforms (Outlook and Gmail) and blackboard has been reliable. [#2212390]

I'm not sure what this is referring to. [#2212393]

N/A [#2212598]

I've never had to make a survey for one of my classes but I can see how immediate feedback would be beneficial. [#2212665]
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imedris is unacceptable. [#2212728]

I manage projects and do not have easy access to budget information. The information I receive is in a paper format and is dated. [#2212754]

Problems with IRIS. [#2212836]

N/A [#2213019]

The internet needs to be faster when students are trying to complete tests or find answer quickly. [#2213050]
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more training [#2213154]

Providing SAIS scores as quickly as possible. Providing SAIS scores of departmental employees in one file for two semesters or for more than one semester. I recently requested the SAIS be provided to the department for the Head to make some fall 2016 teaching assignments. I asked for the data to be provided in an excel format so averages for instructors could be provided. It took over a week to get the data and it proved to be extremely helpful in this format however. No one seemed to know that the information could be requested in this format. The greatest thing would be that one could ask for this on the SAIS interface at the time the scores are available. [#2213187]

The blackboard system could benefit from a text alert function [#2213214]

This question is unclear. [#2213228]
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fine [#2213320]

Difficult to get the data in a timely and orderly fashion [#2213348]

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

The classroom availability and technology is shocking for state university in the 21st century. It is shocking for a bad university in the 20th century. Counting undergraduate and graduate school, I have been at six universities and this is by far the worst on this dimension. Outfit the rooms with the latest. [#2210259]

Most of the rooms in my department don't have internet or smart boards, so that technology doesn't exist for us. [#2210277]

School of Music needs more recording services. [#2210314]

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all class rooms in college of nursing need upgrade to accommodate students who use laptops reconfigure room s103/105 to provide power outlets at each desk: throw away current single chair (1950s vintage) desks in favor of a 2-3 seat table. elevate floor in a theater style seating with power distribution concealed in the floor coming up to multi-plug outlet on the table top. floor elevation wide be on three tiers (highest tier in the back of the room such as you would have in stadium style seating. [#2210322]

The technology in some classrooms I have taught in has been horrendous, doesn't work, only works sometimes, and causes a lot of stress. Bad for students, bad for instructor. [#2210348]

It is very difficult to find labs that can be used to train staff that are equipped with modern computers, fast loading computers, projectors, etc. The OIT lab at the Kingston Pike Building is a good one but there is not much that I can in Knoxville that is adequate to train staff. [#2210356]

Classrooms and technology are dated in the CON, especially. [#2210363]

I think we have the space needed we just need more reliable technology and some training on how to use it correctly. [#2210366]

This department only has 2 rooms we can reserve for department needs. We are finding that meetings are needing technology more and more. If more classrooms had this, people would be able to reserve the classrooms when they are not being used for teaching. [#2210407]

This is weak. [#2210453]

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enhanced number of equipped classrooms and accessibility [#2210464]

Classroom space is a problem in general and not an OIT issue. More "modern" systems would be useful - e.g., I teach in HBB 102 and there is no HDMI cable access. This is not a major concern, but it is helpful to have one connection for video and audio. [#2210471]

Can't depend on it being in service. [#2210474]

N/A [#2210493]

Fairly up to date, depending on the building of course. [#2210502]

Update classrooms in older buildings, including desks for group work (need outlets for computers) [#2210509]

Many classrooms and meeting spaces have old outdated equipment. In addition, easy to read instructions for technology use should be included in each room. [#2210524]

All classrooms should have enough power outlets for students to plug in computers [#2210544]

I have a class in the Hearing and Speech building and there is not wifi for the students. If I haven't downloaded the powerpoint i need for class before I go, there is no way to get these for class...it is very annoying [#2210546]

There are limited meeting spaces available with reliable technology. [#2210549]

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many classrooms are quite good, but we have not kept up with HDMI and other upgrades [#2210557]

Update the classrooms in all buildings, not just preferred buildings. [#2210596]

Input is based on using the EOC as a smart classroom. Sometimes I feel like IT doesn't take fully into account the different use of this room and applies standards to it the same as other locations. [#2210643]

Meeting spaces with up to date technology are very important. There are times the equipment is broken or doesn't operate correctly. [#2210653]

Providing more HDMI cables in group study rooms would help. [#2210657]

The method of reserving classrooms should be updated as an online application. [#2210670]

Many of my classes have been placed in Estabrook Hall. This environment is not conducive to learning effectively. The building has classrooms with limited technological capabilities and the acoustics are terrible. [#2210700]

As a graduate student, many of the classrooms I teach in have no wi-fi, old projectors, and terrible sound. These things must be improved in order to use multimedia presentations. [#2210733]

Upgrade classrooms as is possible--so that eventually most can accommodate distance learning and conference meetings online [#2210735]

Many classrooms have been updated but still need better seats and whiteboards. Powerpoint is used in almost every class now. [#2210814]

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easy connections for connecting various laptops in commonly used conference rooms. various HDMI adapters [#2210869]

Coming soon, our department is moving into a long overdue new building next year. Our classroom spaces now are ancient. [#2210898]

Meeting space is at a premium on the AG campus. It would be great if we had a couple more meeting rooms [#2210962]

My suggestion would be to open up some of the countless rooms in the library as study rooms for groups working on projects. The rooms in haslam are incredible but often there are too few of them available. [#2210990]

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1. We already have some new technologies in the classroom. My concerns are we do need training at the beginning of each semester, especially for those senior faculty members. Sometimes, we don't know how to use them. Also, please make sure the new technology run with reliability. I encountered many issues from unreliable systems. [#2210991]

There are classes available with technology, however, the audio is poor, for example in using zoom for attending meetings, the visual/camera quality is excellent, having multiple people on at the same time is great, however, the sound quality is poor. *College of Nursing [#2211007]

The lecture halls in Walters Life Sciences are not conducive to a collaborative learning environment at all. [#2211018]

You cannot interrup computers when students are using it. Example: I was in class and some one in la la land was upgrade my software in class time and y cannot use my computer. [#2211037]

Classroom in south stadium hall have pitiful access to technology and internet. Fortunately we move out the end of the year. [#2211053]

Claxton. Rough. I watch students semester after semester - and sometimes profs- struggle to get their laptop synced with the monitor. We lose class time regularly. A tech guy comes and fixes it when called. But that should be rare. It is NOT!! [#2211126]

I mostly teach online right now, so physical classroom technology services are less crucial [#2211131]

Classrooms have technology. Small classrooms and meeting spaces need document cameras as well as projectors. [#2211136]

A lot of the classrooms are old and don't even have technology that actually works, so we are forced to resort to whiteboards that won't even erase properly. [#2211148]

Training or site with options available [#2211152]

The Alumni Memorial Building (specifically room 33) could use whiteboards instead of chalk. The same is true of the rooms in the basement of Ayres. [#2211227]

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there aren't enough spaces [#2211234]

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some classrooms have very limited technology [#2211239]

I think all over campus there is a need for more classroom space and that space is expected to support technology that allows for at minimum web browsing for presentations and at most full video conferencing. [#2211257]

Technology in the Communications building really needs to be upgraded. The computer setup in 264 is abysmal for projecting a presentation or anything else. [#2211277]

Many classes have either a screen or a whiteboard option, too many rooms are not set up to allow both to be used at once. Software that allows ad libbing and screen capture on a ppt, prezi, etc. would be useful. Some of the old SmartBoard programs used to have such capability, and some newer technology that I rarely if ever see used on campus also has such capability (e.g., IAnnotate) [#2211378]

Many classrooms lack technology needed for proffessors. This is seen more in the older buildings, such as the Bailey building. HSS had done very well technology-wise, though there have been problems seen with the projector screen, which took a long time to fix. [#2211385]

The smart boards at the vet school are very nice. However, many of the smaller meeting spaces in the vet school hospital for student rounds have EITHER a projector OR a white board but not both. Both are needed for our teaching. We do not have enough spaces for rounds with the students. Walking around to randomly search for an open room is time consuming and takes up valuable time when we could be teaching. We need a designated rounds space for each service, badly. [#2211387]

Make more learning classes available via webcasts that can be watched at any time. [#2211389]

The lack of adequate space in Bailey and Claxton with technology that meets my needs is sparse. Both buildings (especially Bailey) need a major upgrade in technology [#2211394]

Any problems with classroom technology should be addressed in a timely, professional manner. It is absurd to have technology problems that directly interfere with student learning continue for the better part of the semester. [#2211406]

Very few rooms in the Natalie L. Haslam Music Center have Smart Boards. A major investment is needed for this building. [#2211445]

At the College of Law several control systems are overlain on top of each other as a result of some rooms having OIT provided equipment while others have departmentally provided equipment or a mixture of both. Instructors must re-learn how to do basic things like turn on the projector and select a source each semester when assigned to different rooms. [#2211453]
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additional physical space and equipment needed [#2211465]

HIGHLY important [#2211479]

A on-site computer allowing USB import In the classroom and mail room will be appreciated by instructors and professors. It will be a huge relief not having to carry the heavy laptop around with onsite computers available. [#2211523]

I do not think we have at UT enough of these spaces. In fact, I think they do not exists at UT. [#2211538]

More space is needed for staff to hold meetings with A/V capability. [#2211542]

Some classes don't have great internet access or plugs. Like G2! [#2211580]

Adequate amount of practice rooms in the music building - don't have to wait very long for a room in which to practice. Private study rooms across campus are few and far between. These would be incredibly useful (especially for graduate students) if you could reserve rooms for longer than two hours a day, or if you could use them without a reservation (as long as someone hasn't reserved that room first). [#2211584]

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when I was required to video various presentations one including a head-to-toe physical assessment, I was told by the professor no room was available at the campus to use for equipment and/or videotaping, so I ended up taping it in my living room like it was a home health visit, after I asked to use an exam room at Kroger, CVS, the Knox County Health Department and UT Medical Center, all denied access, I work for an insurance company so I do not have work-related access to clinical areas no equipment to even check out and return [#2211611]

Great in Haslam; however G2 in SCM does not permit students enough access to power. [#2211616]

It would be nice to replace all the old chalk boards with white boards. I feel like we are way behind the times if we are still using a black board in class. [#2211635]

In this day and age, all conference rooms should at the minimum have projector capabilities built in. [#2211648]

The lack of availability of computer labs for classes to meet is the reason why I voted this so low. [#2211784]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

UT has come a long way in the past years but we are still not up to par everywhere. [#2211807]

Coming from another institution, meeting spaces with technology differ, but I adjust to my surroundings so no glaring concerns. I'm still not very familiar with the symposium monitor nor have I really tried to utilize its features. [#2211811]

Use technology in teaching and find some classrooms (especially in HSS) very awkward. OIT support is good and I have called when things were not working. However, document cameras in some rooms are in awkward positions and I can't sit and write math problems on a paper easily. Smart board are in awkward places for the teacher to stand in front of and still let students see what is happening. Consoles get shoved into corners and at change of classes the new teacher has to spend lots of time revamping the classroom. Some consoles don't move very far with short cables and are in awkward places. Why not work on room set up with faculty who use the various pieces of technology to see if there are alternatives. [#2211835]

We need more labs and more large lecture rooms [#2211858]

Although you don't want to hear about our College OIT, I think it is important that there should be better communication between the two (you and them). Recently there was a problem in a computer lab in

HPER, missing a splitter so no picture shows on the computer monitor that operates the overhead screen, you need to mouse "blindly" by turning your head around to face the screen. This was immediately called into CEHHS OIT who promptly said oh yes, this has been like that for over a year, but did nothing to fix the problem, apparently not even a request to UT OIT. Embarrassing to say the least as our speaker from a Nashville government office was ready to speak to a class...............where is the communication????????????? Doesn't ANYBODY want to fix it????????????????????????? [#2211876]

Some conference rooms in Dougherty are not technologically reliable. [#2211884]

I taught for the first time in a classroom that did not have a built-in computer system. I had to drag my laptop across campus. Sometimes I would forget my dongle when I left. It was a constant problem. I recognize funding issues may be a part of this, but I am so glad I am back in a classroom with a computer that is there so I don't have to worry about all the connections and making everything work. [#2211912]

Zoom is fabulous! [#2211917]

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provide more study areas with access to computers and printers [#2211953]

Half the rooms have better technology then the other. [#2211958]

I think better advertising of the services would be appreciated. I am honestly not that aware of what services are provided to me unless I actively seek them out. [#2212023]

Of course, the availability of space is limited due to the construction of Phase II. With everyone. personally and professionally, relying so much on technology, then it is even more important to have reliable and efficient technology on campus. [#2212037]

Too many classrooms lack document projectors, DVD players, etc. [#2212049]

I think all classrooms or meeting spaces should have all avenues of technology access [#2212051]

There is a large gap in the available classroom technology from building-to-building [#2212054]

I think I'm answering this as needing improvement more from the perspective of my graduate teaching assistants than anything else. Their lab/discussion sections are spread all over campus, but I also know they are using clickers in their labs. Having the technology supported in every classroom on campus is important for my TAs each semester. [#2212164]

It's sometimes difficult to figure out what state communication equipment is left in upon entering a conference room, and set up can be frustrating and time consuming. [#2212171]

The availability is okay but the quality and condition of the equipment is often lacking (for example Dougherty). [#2212206]

I teach primarily in the Haslam Business Building and Ayres Hall and the classroom technology is terrific there. [#2212212]

Increase the number of rooms equipped with state of the art technology. [#2212216]

There needs to be more on-line training on zoom. It is better than the old technology but still training issues to resolve. [#2212238]

The sound quality of the projection service provided in at least some classrooms is not high. [#2212280]

Not only unavailable, but there is a dearth of appropriate technology or ways to incorporate my own technology in the rooms. [#2212282]

There should be a workstation in every classroom podium. [#2212285]

Smart boards! I love them, I haven't had a class with them in my 4 years in UT. Last year in the Women in STEM Symposium, they didn't have projectors, but small TVs. I feel all money goes to sports instead to better technology in our classrooms and common areas (like the library and student center). [#2212343]

I've really enjoyed some of the classrooms that have technology to support learning. It makes classes more interesting and dynamic. There have been some glitches associated with the technology (e.g. smartboards) that make it difficult for the faculty to teach well. Maintenance seems to be lacking. [#2212390]

All classrooms should be equipped with a computer with internet access, DVD, and VCR player. Professors should not have to transport their laptops, tablets, etc. to class to show a power point presentation. [#2212407]

There are limited numbers of classrooms available with adequate technology. [#2212410]

In the vet school, we have put a lot of this technology into place, but no one can use it, and we don't have adequate tech support for the end users to readily rely on these resources. I routinely bring my personal computer in to do these sorts of activities. [#2212517]

N/A [#2212598]

As a GTA, I don't know who to contact if I need help or need to report a problem with technology in a classroom. Classrooms are often not deaf-friendly environments. [#2212612]

Trying to equip every room with every thing seems wasteful. Let departments with similar teaching needs claim rooms. Nationalizing doesn't work because needs vary so much from discipline to discipline. Please get us out of Blackboard. It's not intuitive and doesn't allow students to collaborate in the classroom experience. It can't host video. It has a ridiculous number of options and modules, most of which seem to be driven by vendors and etextbook companies. [#2212651]

I've never had to meet in a meeting space that we needed technology. Most people had laptops and we just used our own laptops to do the work. [#2212665]

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all classrooms are not created equal, yes the rooms in HBB are fully updated, but McClung Aud, Bueller, Dabney, all have older technology. AMB-AUD has newer technology, but it took forever to get the laptop inputs and doc camera fixed this semester. [#2212677]

Most of the rooms are outdated [#2212713]

I schedule classrooms. Technology is often below par or broken. Very frustrating for instructors. [#2212727]

Needs to be more available space with technology capabilities [#2212840]
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not enough classrooms. Instructions on how to use should be posed in each classroom. Smart boards should be in every classroom. [#2212844]

Have Smart Classrooms be more reliable (equipment that works more reliably). [#2212846]

While we have wireless in most classrooms, it is too slow to be functional for video conferencing. This has been a problem. [#2212848]

Many classrooms on campus that I teach in and take classes in are using outdated equipment that should be upgraded. [#2212855]

I don't think that the option to meet in any classroom on campus and do group projects is advertised much. I think that the classrooms in HSS with smart boards are great resources as opposed to the white boards in the library. [#2212857]

Have more easy access technology use for the students. [#2212897]

The main problem is just not having enough classrooms period. I think all of the construction going on all over campus has been the cause of some of the problems we've had finding classrooms, but that is to be expected. [#2212904]

The school needs more meeting spaces like those available in the Haslam Business Building. I am shocked that rooms like these are not available in Howard Baker and some of the other newer buildings. In my opinion, most newer buildings should have meeting rooms and ALL buildings should have student accessible printers. [#2212941]

We need to be able to depend on having the same level and kinds of technoloy in all classroom. When, as often happens, I teach three sections of the same course in three different classrooms, each with a different kind and level of technology, I have to resort to the lowest common denominator--which is often PAPEr and a white board. Also, I can't plan my courses with any certainty that I'll have any particular technology in my classroom. Finally, If I could have my choice of a single teaching aid in every classroom on campus, it would be a document camera. An incredibly useful, versatile resources. But they seem to be disappearing. [#2213005]

N/A [#2213019]

Some classrooms have technology that doesn't work all the time. [#2213050]

The engineering quad seems to be lacking in these types of spaces. Private rooms with a whiteboard at a minimum. Eventually arriving at something better than the team rooms in Haslam. [#2213086]

Classroom have technology that enhance teaching and learning experiences but not all meeting rooms have have the availability. [#2213087]

This is getting better but would be nice for ALL classrooms and meeting rooms to be equipped (audio, speakers, and screen) for interactive distance lectures. [#2213131]

Again, as an off campus student, I am not familiar enough with the booking process or availability of space. I seldom use campus facilities for meetings. However, this semester there has been a lot of problems with the technology working in the classroom. It took at least two weeks for it to get addressed. [#2213146]
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make sure equipment is up to date and is functioning. [#2213154]

Na [#2213226]

Need more options than the library. The union never has enough room, nor does the library. [#2213243]

Many of the newer buildings have more technology than the older building if we could upgrade all of the building to have technology would be great. [#2213265]

Classrooms rarely have hdmi support, and sometimes lack even a dvd player. I have only seen one classroom that has a blu ray player. I would like to see hdmi in every classroom, and a blu ray player in every classroom that has a decent projector. [#2213271]

There is a need for more technology enhanced classrooms. [#2213273]

Classrooms should be set up in a way that allows instructors to teach how they choose. More technology is not the issue as much as making the technology that exists accessible and easily usable. And providing working tables and boards. [#2213308]
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fine [#2213320]

Classroom technology is not consistent across campus. Many classrooms are poorly equipped and have old technology available. [#2213348]

Getting timely resolution of technology problems that I am experiencing.

Response times are improving but remain uneven. Usually things are handled quickly now, but then things can suddenly seem to go back in time. Even a 24-hour response time should never be acceptable. If I'm relying on technology and it fails when I need it, I need quick resolution. For a teacher that needs to perform and students that need to learn, anything other than right away is too slow. [#2210261]

When I call the main OIT line, I get told to contact my college OIT person. They are hard to get in touch with on the phone, so we have to email. It can be days before someone responds. And then they never want to come look at my issue, preferring to stay in their office, where they don't answer phones. [#2210301]

There are only so many people in a hospital of MANY. Our IT people do a great job, but they are stretched to cover ALL our needs. [#2210320]

I had a lot of issues as an instructor with the technology in the classroom last semester. It took a really long time to resolve the issue, and IT basically told me "we don't know what the problem is so we don't know how to fix it." This causes my students to lose respect for me and impedes instruction. [#2210348]

Oit has been very responsive to me and provided help when needed [#2210366]

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ever had to have someone at OIT get back to you on a problem? [#2210464]

Tech issues come up from time to time, but usually get resolved in a quick manner. Sometimes an issue can be very technical, like one I recently experienced with our shared server space, and it takes a little bit longer to resolve. It's not ideal to communicate back and forth with the person doing the troubleshooting / fixing on my behalf, but it is effective. [#2210486]

N/A [#2210493]

OIT helpdesk is sometimes unresponsive or slow [#2210499]

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n/a [#2210502]

This is usually pretty good. I've been impressed with Jeff Abrams-Cohen willingness to drop everything when I have an emergency. Have gotten good and timely help when I call the help desk. [#2210531]

So far, getting help has been okay. [#2210539]

Some issues take longer than a week before I get service. [#2210549]

When faculty or staff have a new software or program that will improve the quality and timeliness of projects being done, IT staff should find a way to collaborate on getting this installed and accomplished. If there is no one there at the time a question is asked about a specific program, we are told that no one there knows anything about that program. [#2210618]

The Help desk is adequate for minor issues. My department deals with mission-critical needs that the Help desk can't help with, but our methods for communicating with network services group etc are

limited. It would be a big help to have direct contact numbers for on-call or after hours support at an infrastructure level similar to what is provided by the telephone services group. [#2210667]

Twice I have sent several help request for SharePoint on the same issue. One, I never got a response. the second, i was asked about my web browser and never heard anything again. [#2210680]

I frequently fail to get resolution of issues on the first try. [#2210688]

I have been in several classes where professors are unable to get certain technology features to work and they are not always solved in a timely manner. [#2210700]

I used to be able to access the department server via the wifi from my workspace so that I could update our project webpage (part of my job). Something changed about a year ago and no IT person was able to solve the issue for me. [#2210767]

Everything works good, except email, which is probably the most important service you provide for me. We used to have a good email system, for years and years, but now we don't have a functional email system at all. It would be helpful for the higher administration to understand that we are and institution of higher education and international research. We are not a for profit business. To improve the situation is simplicity itself. Find the administrator who signed the contract with Microsoft for email, and fire him (or her). And fire his boss, too. Such incompetence should not go unrecognized and appropriately rewarded. [#2210803]
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good [#2210824]

Changing the password of the system and IRIS sync is great! Love the convenience of it now! Not so time consuming and more user friendly. [#2210841]

Needing to turn in a laptop to receive a charger when you are in a technology dependent major is absolutely ridiculous. [#2210874]

I don't always feel that IT is always accessible. This relationship tends to be improving due to recent complaints, however if I need help with a technology issue, it means I really don't know what I am doing and time is probably of the essence because I am only trying something that I don't know about due to circumstance. [#2210906]

Sometimes it's slow and doesn't solve the problem. [#2211014]

Same as [#2211037]

I can't see how the professional, timely service we receive from IT when things run amok (technologically speaking) can be improved [#2211096]

When OIT is available, the service is wonderful. After hours, sometimes a problem with availability. [#2211131]

See comment above. [#2211136]

Usually, I don't have to wait very long, but there have been times where people have not shown up until days later to fix classroom technology issues. [#2211148]
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rebuilding a machine isn't usually the right option to "fixing" a pc especially when the complete profile isn't copied to put on the rebuild. [#2211152]

I asked a question before, but never be answered. [#2211176]
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n/a [#2211202]
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nobody knows how to fix it [#2211234]

In general, the OIT system, whether in person or over the internet, is helpful and quick. However, in some cases, the feedback can be a bit confusing and not applicable to the specific type of computer I have. [#2211252]

No complaints. Whenever, I have had to call the help desk, the people that I've spoken to have been helpful and courteous. [#2211277]

Very good if 1) can get someone on the phone, which is rare that I can't, and 2) its a problem that can be solved over the phone. Issues that can't be solved over the phone take too long---for instance, my laptop had a Trojan on it in January-it took about 3 weeks to get the laptop back---personnel from both UTIA IT and campus IT seem to have needed to access it. This was vital as the laptop is critical to working when I'm not in my office. [#2211378]

Blackboard support has been timely and helpful. Classroom technology takes far, far too long to fix. Classroom technology issues one semester took most of the semester -- and weekly or twice-weekly phone calls! -- to address. This is not acceptable. [#2211406]

The technology people in CEHHS are truly awful. [#2211434]

Technical support has to be contacted more than once at times because the first person may not know what their talking about. [#2211443]

This would really be improved if more individuals knew how to use Mac. [#2211464]

The resolution is generally quite quick [#2211478]
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no one is available on weekends to help with more than resetting passwords [#2211611]

It is frequently a month or more before hearing a response to a help desk request. [#2211704]

Resolution of problems is very dependent on who answers the helpline. If students or less experienced staff do not know answers they should be able to refer the questions to those who know. [#2211749]

The staff member I was working with was not timely at all. He was on his phone for the entire process. While I wouldn't have minded this during the downloads because there really wasn't anything else to do at that time, he made the entire process take longer by texting when he could have been looking to find an issue. [#2211789]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

I remember when I first came to UT and my laptop would not connect to the network. I looked through oit's website and found out that I had to take it to oit cause i could not manually add it to the network. So i was kind of annoyed that i had to go because of an administrator privilege thing. [#2211860]

Downtime is being non-productive. Everything comes to a hault and that is not a good thing when you are in the middle of taking class notes, an exam, a conference, a report with a tight deadline, an important email. Technicians must be easily available and knowledgeable to get things back on track fast. [#2212037]

I have an email error that occurs regularly and I have reported it many times. I think the solution is unknown, but this is the first time I have not received good response on a help desk ticket. [#2212048]

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help desk not really a 24/7 service. shouldn't advertise itself as such. [#2212085]

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very inmportant [#2212120]

Generally excellent service for small problems, but too long for major problems (it took a week to get a hard drive recovered). [#2212149]

To me, the most critical needs I have are in the lecture hall when something isn't working correctly. Inevitably, I need help immediately in order to make lecture happen in that situation. In those cases, I often wish there were a "hotline" for instructors with immediate classroom needs, audio or video related. Nowadays, I carry my own spare 9 volt battery just in case, but then, I've been doing that for a few years. Have to say, I've only had to use it once this year--that's an improvement from the past. Thank you. I guess for the record, I have to say that in general, I have had pretty quick response to classroom needs these last couple years-although the wait for the new projector bulb for AMB 210 last semester was interminable. [#2212164]

The problems we report about Cayuse are slow to be corrected and we are not getting any feedback about whether actions will be take to correct some of the problems. [#2212177]

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odd relationship between OIT and university housing IT. get some remarks about not using the right images or such when calling and as an end user that's not something I am aware of or responsible for. [#2212190]

I rarely have problems but when I do the technician is there within minutes. Very well done! [#2212212]

Usually [#2212235]

...if OIT supports it. Otherwise, I'm out of luck. [#2212282]

Faster response. [#2212343]

NA [#2212390]

Woefully understaffed at the vet school for the number of users and the importance of electronic medical records in our field. I also find that I often "get in trouble" or am scolded for what I try to do on my computer (such as use a specific internet browser) which is frustrating because we don't get a lot of guidance on what we should do when we arrive. So only when something goes wrong do we contact IT and we get "in trouble." I also feel the limitations on what I am allowed to do at my desktop creates a lot of difficulty. I am not a computer idiot - but I feel I am typically treated like one. [#2212517]

I am a new instructor and needed a lot of support at the beginning of the semester. I was very pleased with the timeliness and thoroughness of the support I received. [#2212539]

N/A [#2212598]

I have found that overall OIT's telephone helpdesk has been very efficient and timely in resolving problems. [#2212652]

It took weeks to resolve broken equipment in AMB-AUD this semester. [#2212677]

Have someone ready to answer the phone immediately and don't put us on hold. [#2212837]

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should be a phone call away [#2212844]

~ [#2212858]

We have discussed having a dedicated person to help us as we are very dependent of our computers to see patients. [#2212939]

N/A [#2213019]

Have more staff that can attend to students to reduce the wait time. [#2213087]

Have not needed assistance [#2213146]

Should be <1 day to address general service issues, and emergency services should be available to instructors. [#2213147]

No. Takes days just for them to respond most of the time. [#2213214]

I had a problem with a clicker. I was contacted about it 5 months later. [#2213228]

I should be able to do anything related to a service provided by or managed through OIT through the ticket system / helpdesk contact. Too many times I am referred to having to send an email directly to some other part of OIT to get things done (Network Services comes to mind here). The other thing is that some departments in OIT seem to be badly understaffed and thus often slow in responding to issues presented. I don't think this is really OIT's fault, and more one of HR / pay. I remember about 10 years back there being a big review / re-evaluation of all the IT jobs at UT (and the state, IIRC) that supposedly brought IT pay in better relation to that in the private sector, which was in a slump at the time. I believe it resulted in virtually ALL IT jobs experiencing a drop in pay grade, many by 2 levels.

Now, IT is booming, pay in the private sector is up, but UT and the state has not re-evaluated their end of things so as to allow the hiring and retention of qualified individuals. [#2213346]

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

I already know to turn it off and turn it back on. This should not be your only bit of "advice" on how to fix my issue. [#2210301]

Again, with the clickers and in classroom instruction, I had a lot of issues and did not feel like I got any help resolving them. I had to rely on friends and peers to take time out of their day to help troubleshoot some issues or come up with alternatives. [#2210348]

OIT support staff are generally very helpful, but on a few occasions it was apparent that the person had no idea. In both instances, I solved the problems by a couple of hours of Googling and hitting the Microsoft knowledge base. It would be helpful if support persons would just report they do not know the solution(s) and then kick the ticket to someone else. [#2210352]

Travis that supports Bomgar is great to work with. [#2210356]

Have not really used this at all. [#2210433]

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no more canned responses.... need to be able to figure things out; not just go by what is in the manual only [#2210464]

N/A [#2210493]

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never had to use [#2210502]

This is important. No one wants to speak with someone who can't help them. [#2210539]

OIT at Commons needs some training on working with Microsoft programs such as one note. [#2210576]

I am an IT Administrator so when I contact the help desk it is always as a last resort because I have already used all of my expertise to try to fix my problem, I have most likely already consulted with other colleagues in my area as well. But when I get to the HelpDesk, I realize that the people generally taking these calls are not as experienced as I am but it is very frustrating to have to go through all of the elementary things done at an intake level and it seems like it only takes longer for my issue to get routed to where it needs to be. I almost wish there was a "HelpDesk" for IT Administrators who can talk directly with someone on their expertise level or even higher immediately to try to see what the scope of the issue is. [#2210642]

I think the help desk does a very good job but my questions often exceed help desk level expertise. The process to get to the right person can feel protracted and less responsive than calling someone I know directly who might be able to help or redirect me. Does that subvert the system? [#2210643]

I get incomplete or incorrect answers too often. [#2210688]

Sometimes lacking in congeniality from CVM IT people. Also can not stand the fact that our IT people have TOTAL CONTROL over what is on our computers. We can not even download UPDATES to our own programs. "Parental Control" is what I call it! [#2210704]

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90 percent of the time [#2210824]

I think most of our IT staff have the knowledge, the issue is the ability to share or educate others, as well as the accessibility to do so. Some staff seem to have a more willingness to help than others. [#2210906]

Just people who can explain it in layman terms. [#2210981]

They don't always know how to help. [#2211014]

Since last year, I did a question, and today it is pending. [#2211037]

Sometimes the help desk staff is not educated as well in technology. Often times calls are referred higher up and there is a delay in resolving the issue. [#2211040]

The majority of the time, when I speak to an IT person, I know that the problem is on their end. I am largely computer literate, and if I get asked questions about my system when I can tell them the problem is in theirs, I usually get aggravated. For example, I identified a problem with one of the computing machines I was working on at UT and reported it to the system admin. He was unable to reproduce my problem. A little while later, several of us reported the same problem and UT's IT got involved. The machine was not communicating with UT's WiFi network properly. Months later, the issue has not been resolved, but a workaround has been introduced. It would please me to see things like this worked out in a timely manner so as to prevent students from wasting their work time trying to communicate with a computing cluster. [#2211064]

I have some mobile app development needs and I was surprised to learn that no one on campus was able to help with that. I didn't even get much luck asking OIT to provide suggestions for mobile app development contractors that I could work with. It would be much better if there was someone who could help in this area. [#2211115]

If I have a question other than simple email, the person answering the phone has no knowledge. They write up a ticket and then the person with knowledge emails me. [#2211136]

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very little staff knows the answer [#2211234]

Robin Wise is wonderful, knows a lot, always so friendly and fast to fix a problem. [#2211281]

On at least one occasion when requesting help, I have been routed back to my own department. It seems like my issues have to be explained more than once before they are understood. [#2211298]

Many times you are bounced around people when you call in because they may not know the answer or you may be given not even be given an answer to your problem. Sometime emails are ignored considered "closed" even when there is no resolution to the problem. [#2211321]

Overall I am quite impressed with the knowledge base of IT staff when I call with a problem. On those rare occasions when the person answering the phone call cannot answer the question, follow-up is good. The respectfulness and pleasantness of the IT staff is top-notch. [#2211378]

I'd much rather submit a ticket and take my chances with someone at the help desk than having to wait for my in-house tech person to get back to me in his usual unfriendly manner. Sometimes the service is quick but most of the time we have to wait an amount of time that seems rather arbitrary [#2211394]

Most of the folks at the helpdesk have been great. The blackboard support team have been terrific: they are knowledgable, friendly, and very helpful. The mac support has been less timely and precise, and the classroom technology has been even less punctual and even less competent. [#2211406]

I have been to OIT on a couple of occasions and felt like I knew more about the situation and how to resolve it than they did. I have had friends who say some days the staff is good, knowledgable and willing to help. Then a day or so later its another staff and they act like they don't want to help. [#2211462]

More individuals need to be familiar with Mac. [#2211464]

The staff should be a little more aware of what their scope of services is because I once went to OIT for a problem then I was redirected to One Stop but they told me to go back to OIT because they were not the department that could help. It's not a very big deal but it was a little bit of a waste of time to go back and forth. [#2211478]

Gaming console issues and lack of ability to help [#2211487]

I have only asked for help once, and that was to gain internet access for my laptop. The lady who was there was not able to help me. This was disappointing. [#2211575]

OIT Help Desk support staff says the above issues are Verizon based, not UT... however, Verizon is one of the largest providers in the USA. [#2211597]

Jack Holden is awesome! [#2211648]

The computer operations team within the vet school is frequently unable to answer / solve simple problems. Also, unwilling to attempt to find an answer to a problem we are experiencing or work with us to find solutions. [#2211704]

Thus far, I have the help I need when I need it. [#2211733]

The last time I visited OIT, I brought in a software issue that I as trying to download from UT directly, and neither of the staff who was present at the time knew how to fix my issue besides uninstalling and reinstalling. The staff I was working with then proceeded to configure the software in the wrong format to be considered a licensed product and had to start over again with another version of the software. Something went wrong with this download was well, and I ended up having to leave for a meeting after 45 minutes of nothing productive happening. [#2211789]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

It is always hit or miss with the HelpDesk. The vast majority of interactions with the Bb team and Jean Derco's group are positive and helpful. [#2211807]

This only pertains to my specific support unit - in general the folks I've dealt with in OIT are excellent - especially Cindy Thom. The day-to-day support staff lacks patience and technical knowledge to solve issues I've encountered in the past year. [#2211814]

I feel must of the staff are not able to answer my questions because my questions stem from issues that are normally coding or os error related not the typical google it question. [#2211860]

SMART equipment does not always work properly and/or isn't being maintained well. [#2211867]

The University OIT staff is great. Our College's IT staff sometimes make me feel dumb. [#2211912]

This is hit or miss. Depends on who you get! [#2211917]

As a faculty member, it is frustrating to hear that the answer is usually wipe your hard drive and start over. Also, my computer was upgraded to Windows 10 and because of the university's desired security level, I no longer have the ability to install any software, including my pointer device, portable hard drive used for backup, or OIT software. Having to ask someone for a password every time I want to install, update, move, or delete a program seems to be overkill on the security precautions. [#2211938]

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overall very pleased with help desk and library support. [#2212085]

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this is very important to me [#2212120]

The "walk-uo" help desk in the Library Commons area and on the phone are wonderful. They have gotten my issues resolved very quickly every time. [#2212212]

The answer to any IT question in this building is "we will 'rebuild' the machine" which, while often works to eliminate a problem, doesn't ever address the problem directly. Therefore, colleagues continue to muck about on our computers and cause problems. [#2212226]

Usually [#2212235]

I usually have to wait until I get to 2nd or 3rd tier before I speak to someone who understands what my issue even is. Even then, there is a 50% chance that they are able to resolve the issue. [#2212258]

I have them in my department and they serve me well. I always feel like I have to talk to three or four people before I actually get an answer to my question/problem through the Helpdesk, if I get one at all. [#2212282]

They couldn't help me with the malware that infected my computer and they made it a lot slower. I had to pay to get it looked at, eventually it was too late and my computer blue screened. [#2212325]

I have contacted OIT for problems with MyUTK and my email. They weren't able to fix my problems. [#2212343]

I haven't had much necessity to interact with support staff so I can't comment on this. [#2212390]

My questions are always answered [#2212495]

For the basic materials, our vet staff are good. [#2212517]

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have summer training sessions for new oit workers [#2212554]

N/A [#2212598]

The help desk and lab services assistants should know more about the background of their respective services. [#2212607]

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i have had several instances of being mis-referred to a service that did not actually do what the person who connected me with them said they did so I think the folks who work at the help desk may need additional training about other campus services that they refer to. There are a couple of mis-referrals that happen repeatedly to the area where I work even though I've communicated repeatedly that we do not offer a particular service [#2212622]

Need more mac specialists. [#2212651]

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the OIT staff ALWAYS exceed my expectations when i request help---whether it is for Blackboard, classroom tech issues, or just help with technology in a course. the staff is really responsive, knowledgeable, and professional. Everyone i've met is a pleasure to work with. [#2212707]

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no comment [#2212844]

In general, the technology staff are responsive and reliable, which I really appreciate! Thank you. It does seem that once in a while it requires multiple efforts on my part for them to understand the problem. Also, I don't like the assumption that they need to 'connect' to / control my computer to understand and help diagnose the problems, when 1) I can describe the problem to them and answer any questions and 2) after a connect session, there is invariably something that has been changed about my computer in a fashion that I don't like. [#2212846]

The staff at the help Desk are great [#2212848]

I think they should make sure to stay up to date on technology devices and their functioning [#2212888]

We need a dedicated tech support person for Student Health. [#2212939]

While I have complete trust in the management at the vet school that is not the case for some supporting staff. I would rather ask outside the college.... [#2213004]

N/A [#2213019]

Instead of asking the common questions, "did you turn it off and then back on", Just give an answer beforehand. The public needs to be assured that there is a problem and it can be fixed. That confidence is not instilled when questions get ask over and over. [#2213024]

Staff needs to answer questions as fast as possible when concerning blackboard so homework gets done on time and students don't take the penalty. [#2213050]

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tech staff for the most part is great. [#2213154]

Help desk needs better training. When discussing issues with professors they ask why they were not told to do certain troubleshooting step over the phone so it would save a lot of time and get professors classes up and running sooner then waiting on a tech to show up. Sometimes a tech needs to show up but a lot of the time it could be handled over the phone. [#2213171]

These are not suggestions of how to improve the service but letting you know of problems that have been worked on several times but still not resolved. OIT has been out three times to fix two problems on my computer that have not been resolved beginning 3/2015. Each morning I receive a message in a big red box in the right bottom corner that says "this app isn't monitoring your PC because the app's service stopped. you should restart now. Click Start now to start the service". OIT described it on the ticket as "prompts about computer not being monitored by anti-virus". I've been advised not to click on it which I do not but it's annoying. At the same time I asked requested another problem to be resolved and that was my email will not display images which began about the same time 3/2015 and OIT has come out several time to correct this without success. Yet they closed the ticket. It's not an emergency either but annoying. The email offers me to open it up in the web which I do if I want to see it but that takes time. If it's something identifiable then I could just delete it immediately without opening it up in a broswer. My colleague sitting right next to me, gets the option to download the images in the email within each email, I do not and apparently there's no one that can answer that question as to why I am unable to see images in my email. Most recently, 2/2016, on three different dates my network printer has printed over 3 reams of paper with one line of characters on each piece of paper (at the top) and due to the waste I contacted OIT and I received a call from OIT who took over control of my computer and changed some settings and said it should not happen again. Two days later it happened again. During the call form OIT I suggested I had had some odd looking PDF Adobe files recently and that option was dismissed or ignored by the OIT person. I googled the problem myself and determined from the info I got googling the problem that it could be related to adobe files. Anyway, that wasn't resolved. I have not been able to take the time to turn in another ticket. However since that day about 1 1/2 weeks ago, it has not happened again. I'm tempting to bring up the adobe file again that I remembered using that day to see if it happens again but needless to say, we have plenty of scrape paper to use up for notes. [#2213187]

I have used this once, and was very disappointed in their knowledge base. Had to be transferred many times and problem with the school email wasn't resolved. Had to come in and spend 2 more hours in person to get it fixed. [#2213214]

I had an issue with my printer and computer connecting to the Internet when I first came in and I called oit and it seemed like no one knew how to help me or resolve my problem. [#2213233]

Typically they answer my questions. I think a lack of communication led to poor experiences. [#2213304]

We need a dedicated IT person for our building that is competent in how to utilize an EHR and how it interfaces with other systems on campus. [#2213322]

Access to knowledgeable staff has been reduced over the years. Not great for super-users. [#2213356]

Receiving communications regarding technology services that I can understand.

Streamline steps and only let us know what is necessary for us to know [#2210264]

I seldom receive communications about our campus technology so I cannot recall how useful they have been. [#2210403]

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common English is always appreciated, techno jargon is not [#2210464]

N/A [#2210493]

Not being able to get the help I understand stems from me sometimes not understanding terminology. [#2210494]

Speak to your audience. Oftentimes, technology is not used because faculty and staff feel it is too complicated or only for individuals with an IT background. [#2210524]

There need to be more consistent communication and online training about technology services. [#2210549]

It would be useful to have an easily accessible master list of services somewhere. [#2210583]

Write the instructions in layman's terms, not all of us understand "techy" language. Simple, easy step-by-step instructions are also very helpful. [#2210653]

Because i'm not tech savvy communications that take that into account would be very helpful. [#2210726]

In general, I find it very hard to keep track of what services UT offers. For example, I've been having my students use Socrative.com and the Socrative app for in-class quizzes (an alternative to clickers that they have to purchase). Maybe UT has something better I can use. Similarly, I'd love a one-stop shop of all the databases and variable descriptions that UTK subscribes to, even when there are departmental or individual restrictions. I'm confident I'm not using even 40% of what UTK offers that would be of interest to me purely because it's spread out and decentralized, and I don't even know all the places to go look. [#2210785]

Sometimes it is confusing or is slow in coming. [#2210841]

This to me is like legalese, either I understand the terminology or I don't. If I want to understand the processes I choose to educate myself by any resources available. [#2210906]

N/A [#2210981]

Training for software applications can be more varied and advanced training should be more available. [#2210987]

It is sometimes difficult to understand the directions that are given over the phone regarding technology and they are not always clear. [#2211045]

More communication is needed to address when OIT is doing something to a system that might affect access. For instance, if they are working on VPN access it would be nice to know that they will be working on it and there might be interruptions in our ability to connect or if there is a change in the way we should connect or what operating systems might no longer work or in the future may no longer work. [#2211069]

My concern is really with communication, not with understanding. Not often but sometimes the people I speak with think I am not too smart because I am an instructor, not an OIT guy. Condescension is unbecoming. [#2211136]

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never happens [#2211234]

I'm not a techie = I just want stuff to work like it's supposed to - need tech support that is really clear if something isn't working = your helpdesk people are really nice [#2211239]

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providing training to those in OIT who send out emails so that they will send alerts out as user-centered updates rather than reports dripping in tech and jargon. I know a faculty member offered twice to provide this service free of charge to OIT and was told it wasn't needed. [#2211268]

This is very important to those who are not real computer savvy [#2211278]

Sometimes email or communication is sent back and the answer is not very clear or no additional help is provided. A complete follow through the process would improve this area more. [#2211321]

Rarely receive communications and at times the OIT website is not update with wide area issues. [#2211443]

This should be a priority so all students can understand what is available and how to access it. [#2211462]

It would be helpful if Traffic Center messages could be formatted to highlight the service affected and the time. The current sentence structure is hard to read. For example: Service Affected: Email Date/Time of Maintenance: 3/2/2016 10:00 p.m. - 11:00 p.m. More details here [#2211526]

I do not receive communications regarding technology, the communication about what is out there to help professors and instructors is null, nonexistent. [#2211538]

I really don't know much about the technology services, so that kind of speaks for itself that I have not received that communication. [#2211575]

Increase volume of comms [#2211598]

Sometimes the instructions on profile and password changes aren't quite clear. [#2211749]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

I feel like they don't communicate the answers I want. [#2211860]

I often receive emails from our College's IT personnel and I have no idea what they are talking about. I wish we did not receive emails every time Blackboard was undergoing maintenance. I can visit the OIT website to see if Blackboard is down or not. IT would be nice if maintenance was at a regular time. [#2211912]

I would love this! I'm not an "ace" with technology, but would be open to trying some appropriate programs. [#2212059]

I would like some training as to how to access services [#2212117]

Many people don't know the IT jargon; have a glossary to explain your terminology. It's intimidating when you throw your lingo at us. [#2212197]

The status alerts about systems that are down are not user friendly at all. The Twitter account is just a copy of these alerts that typically don't really tell me what is happening or is affected. [#2212206]

Don't recall much in the way of communications [#2212235]

Sometimes it is glaringly obvious that those charged with communicating services have never taught, or have never taught outside of the Bailey Education Complex. I strain to understand what is being told me sometimes. [#2212282]

Better communication. [#2212343]

Yes [#2212495]

N/A [#2212598]

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sometimes no word is given at all - like the change from netID to card swipe for printing in the commons that happened in the december break - library service desks were hit hard with lots of questions about printing because this change was not communicated with students well or with staff so the first day we were scrambling to figure out what happened so we could help people [#2212622]

Less communication please. One OIT request generates 5 emails. [#2212651]

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sometimes i don't know what the tech people are talking about but for the most part when they email back they are very helpful. [#2212665]

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getting better- [#2212713]

When new software is introduced (like, in the past, Banner, or Grades First), it's usually NOT self-explanatory to a user whether they need it or what it is intended for. Researching online often retrieves basically the sales pitches from the maker's marketing dept. `Enhance your experience, bring it to another level, blah blah BULL***T'" A user friendly summary of purpose and features and possible interoperability would be well-appreciated. It would be crucial in doing so to leave out all the verbiage that sounds hip without meaning anything. [#2212793]

Email us more frequently [#2212837]

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needs to be simple email [#2212844]

OIT has always been helpful in resolving issues in our office. [#2212868]

They do not have enough time for any application, the trainer did not put much tome for the student to understand the application fair/good [#2212878]

N/A [#2213019]

After fixing technology services, a follow up email explaining what the problem was and how it got fixed will help in better communication [#2213087]

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more information about what is available. [#2213154]

I understand most of what is sent out, but I'm a technologist used to interpreting obscure techspeak. More user friendly e-mails are needed. Most posts on the OIT announcements web page are cmore clearly phrased. [#2213219]

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

Our training (except) for IRIS is very limited. We need more offerings in banner. blackboard, wordpress etc. [#2210256]

Offer intermediate classes on various programs including Outlook, ANDI, etc. [#2210264]

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simplify instructions on who to call re help with Microsoft office products. need evening classes to learn basics and advance techniques in the Office suite. [#2210322]

The training that is on OIT's website is lacking more in depth details and it could use more topics. [#2210333]

I found that the training for the clicker did not answer some of the major questions I had. I have had multiple problems as an instructor using the clickers, I did not feel supported by OIT, but felt like people were pushing me to use the technology. I was so dissatisfied with this product that I will not be using it in classes in the future. [#2210348]

I don't know how to improve, but here is my complaint: Most departments are on a very tight budget and funding is not given for employees to take OIT fee related classes. Currently, there is no way for an employee to pay for these fees themselves so taking the class is not an option, even if the employee is willing to pay for the class themselves. [#2210407]

Some kind of training for entry level staff on HOW to connect technology in classrooms and meeting spaces would be helpful. IE: use of projectors for power point, use of technology available and how to connect, use of speakers etc. Seems most just assume everyone knows how to use this, and many do not. [#2210428]

Love the online learning tools. More is always welcome. [#2210464]

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n/a [#2210502]

All IRIS/computer training should also be available via zoom training. This enables staff to take training as their schedule allows. [#2210524]

I haven't taken classes recently, because... In the past, I would enroll and found that novices demanded most of the time and attention from instructors. I don't consider myself a novice, but not an expert either. Didn't get enough information during the 60 or 90 minute time slot to make it worthwhile to me. Offer courses at different levels, novice, advanced, expert? [#2210531]

This is a useful tool... [#2210539]

Need more online training [#2210549]

See above comments - many of the same principles apply. What is (and has been for well over a decade - the extent of my tenure) consistently lacking is any real organization and/or synthesized explanation of tools offered. I have to hunt and peck to see if there's a technology solution to a particular problem I'm encountering. Often, such services have been in place, but without adequate description, naming (stop

using computer-science terms to 'describe' services), or other tools which would help one to conceptualize HOW to use a tool/service. [#2210610]

I know that you have some of the workshop but I want to be updated on this kind of information and expect more topics covered. [#2210635]

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would like more training [#2210640]

It would be great to have Microsoft Office online tutorials for intermediate and advanced usage. [#2210653]

I wish there were more detailed explanations of things on the OIT website [#2210684]

I lack completely in this area so any training would be very helpful. I've been here five years and had no training. [#2210726]

Do not make the trainings on site classes where two hour blocks of time are needed. Put more in self-instructional modules for faculty who can learn new features as they need them, and in flexible time. [#2210735]

See comments above. I really just don't even know where to start. [#2210785]

This is a time issue on my part. Not an issue with the provisions. [#2210906]

The times and dates that some of the seminars are scheduled for are limited and NEVER fit into my schedule. [#2210973]

I think this should be available to students, it would benefit them in the long-run and enhance the student body's knowledge about technology thus creating an even more well-rounded community here at UT. [#2210979]

I've never tried to get access to training. [#2210982]

I know about the Lynda.com because my wife had to teach herself beyond what was available on campus for access databases. A monthly email that address the requests of the facility and staff with articles and links to the PIT Portal for trainings. [#2210987]

I constantly want to learn more, so I always welcome new training. [#2211040]

Repeated communications about training opportunities would be nice. Sometimes it takes me two or three reminders. [#2211053]

The online training (Lynda, for example) are good as far as they go. However, if I get stuck on something, the help screens may or may not be sufficient. Then, I'm stuck and on my own... [#2211131]

I have yet to see or hear about anything offered in this section. [#2211148]

I do not learn technology well on-line. My preferred learning style is to be shown and then let me play. Classes, however, need to be fairly fast-paced. I tend to learn quickly. [#2211168]
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very difficult to find [#2211234]
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more availability of online information for those grad students who live at a distance and only come to campus at times that things are not offered [#2211239]

Yes, please. [#2211277]

I would like to see more IT classes. [#2211296]

What we need are technology specialists who come to our faculty meetings to demonstrate available technologies; for example, what all Blackboard can do. [#2211445]

I would love this, but half the time the classes don't have enough attendance and are cancelled. I don't believe this is from a lack of interest, however, Most of my colleagues complain about needing more training on the technology. I don't believe most people are aware they can access it. [#2211473]

Maybe have seminars on using computer software/programs offered in the library. [#2211476]

Having seen this at UT, maybe, I do not know how to find it, or maybe it is kept secret, just for some users. [#2211538]
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watched a 45 minute video re: creating the e-portfolio, it was somewhat helpful, previously stated issues with about Google docs and the e-portfolio [#2211611]

Ive been on website but being 45 miles from campus and notification of upcoming training in microsoft office applications and data and statistic beginning to intermediate level would be helpful in scheduling. [#2211632]

Just another comment. I know that there are many opportunities for training, but maybe they could be better advertised. While I actively seek out technology, I do not think that all staff do. If there was regular advertisements of what types of services and training are our there from OIT, it would be helpful. [#2211644]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Seems like I need training, but then I find out that it was mainly available in the summer or just before classes. Is there some way to put up a list of types of training and let people indicate what they want. When there is a critical mass, then schedule a training session mid-semester. [#2211835]

It would be nice if we could get help with learning about coding and stuff like that. [#2211860]

I would like to get an email on ways to learn the system better. A tutorial. [#2211958]

As a music instructor, I teach throughout the day, and, therefore, am not available for the workshops offered. [#2212059]
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have not availed myself of opportunities. my fault. [#2212085]

Lynda is a great help. We should continue to take advantage of their playlist features if we want to grow and learn as a group. [#2212147]

I appreciate your efforts to put more helps online. This may or may not be appropriate here, but I am thankful that you have lynda.com at our disposal. Although my skills are not extensive (yet), I have learned almost everything I know about Access from the videos. Another thank you. [#2212164]
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i never know what classes are available or services offered as a staff member. [#2212190]

OIT needs to provide more self-help information and self-help training. We are busy people. Make this information easy to find. OIT knowledge-base is great by the way. But I find the answers to my questions in Knowledge base by googling them. [#2212197]

For those of us who do not want to sit through a video it would be desirable to have text-based information available for any standard services. [#2212280]

...if Lynda.com deigns to offer it. Otherwise, I'm out of luck. [#2212282]

The FAQ database needs work, and doesn't cover all the problems that one might experience. [#2212374]
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when I need a training I usually find that its only offered once a semester and I've missed it- an online module for some would be helpful to get started [#2212406]

I presume there are technology usage trainings - but I don't know where or when they are offered. A marketing issue, perhaps? [#2212443]

I think there should be a general education basic computer learning class that should be required for most people. This would limit the problems that are extremely easy to fix for someone who simply has the minimum knowledge of what the cause of the problem is. [#2212476]

I attended a clicker training session at the beginning of the semester. The training was well done, but I find that I learn a system and its quirks best by clicking (no pun intended) around and looking up information online. [#2212539]

N/A [#2212598]
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thanks for getting lynda.com - that has helped a lot - and I have found a few of the articles in the OIT knowledge base useful like connecting to t-storage [#2212622]
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it would be nice to be able to know all of the systems that are offered for students. [#2212665]

I tried the training class that covered SmartBoards. We had to relocate rooms because the first room did not have functioning technology in the library, so we moved to Greves. The person could not figure out

why my laptop would not work with the SmartBoard. So I still do not use it in any of the classrooms I teach in. [#2212677]
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there is a wealth of riches here, but it is hard to navigate. FAQ's? more one-on-one help? [#2212707]

Provide emails to remind of offerings and how to access them. [#2212758]

If training request(s) is not approve feedback to the requester would be nice and curiosity with an explaination for the denial. It's often the result of a lack of understanding to why the training is being requested and the benefit the department would gain from the employee having the training. [#2212823]

Sometimes training sessions are really basic [#2212881]

It's not for all classes which it needs to be. Not just Math and english ect. [#2212897]

I feel that knowledge about online classes and how to use them is not publicized well. [#2212923]

N/A [#2213019]

More information about streaming devices would be helpful and possibly a video explaining how to install them (for residence halls) [#2213084]

Inform students and staff of the seevice [#2213087]

Have more times available for workshops [#2213096]

More online or evening sessions on a variety of technology would be helpful. Specifically with software usage. [#2213146]
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additional classes on Microsoft suite of aps [#2213154]

The lynda.com subscription has been extremely valuable to me. [#2213217]

Yes [#2213226]

Important [#2213249]

I have had no trouble with this. [#2213304]

Setting up content on Blackboard is very confusing and I typically am not working on such things during work hours, and/or I don't have time to call OIT for help, so instead I find a work-around. It would be SO helpful if there was a good set of self-help items posted to cover setting up assignments and tests etc. The few items and FAQs that are there barely scratch the surface. If we end up staying with Bb, PLEASE include self-help assistance!! [#2213345]

Some self-help information has been removed, forcing people to call. Not great for super-users. [#2213356]

Basic use of technology training is prevalent and readily available. For advanced technologists, we are on our own. Would be great if OIT could provide advanced training coordinated for their own staff available to other technologists at UT. Understand there would be a cost to attend and capacity may need to be limited. [#2216017]

Official University Email - Office365, Gmail (available to Students only)

Office 365 is also not user friendly. It's tedious. [#2210256]

There needs to be a system that works better with Macs. [#2210277]

Office 365, not clear how to use it. [#2210314]

I have attempted to use office 365 on my laptop at home on the weekend but couldn't get to it. I would then proceed to use my smartphone to get to email and everything worked fine. For the record, I am a full-time staff member and a part-time student with UTK. [#2210324]

Office 365 seems to work OK but it is sort of hard to get used to. [#2210356]

I couldn't change the way my name was displayed when sending emails without calling IT. Ridiculous. I should be allowed to changed the display name without jumping through hoops and having to call HR! [#2210357]

Not sure where to start; Office365 is a mystery to me. For example, what the heck are OneDrive and SharePoint? I have no idea why I would want or need to use them. The spam filter is a disaster with Safari when trying to release an email to my inbox; says I need a certificate but none of the ones offered in the pop-up work. [#2210403]

I don't know how to improve, but here is my complaint: My only complaint for Office365, if that the search is awful. I try to search for subject lines and the search may or may not work. I go to look for the e-mail item myself, line-by-line in the date I feel the e-mail may be. When I do find it, the subject is correct and do not understand why is did not pull up. Same issue if I try to search by name or sender's e-mail address. This is a very important feature since most of the faculty here teach, travel and some have multiple labs. Written documentation is often required for financial changes to appointments and e-mail is often that documentation. [#2210407]

Office 365 is horrible when logging on via the web [#2210415]

Office 365 is good, but the search function on Outlook is abysmal. It's difficult to find old emails doing a simple search. I'm not crazy about its interface, but it gets the job done. Happy that I'm able to also have the additional Outlook app on my iOS for checking email on the go. [#2210486]

Get rid of Quarantine, now that we have Clutter, or only put documents with viruses or malware into Quarantine. [#2210509]

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not fond of Office 365. I'm a MAC user. [#2210531]

I really detest Office 365. I get why you switched to it, but it's obnoxious. It freezes all the time on me, requires too many clicks, and isn't something I'd *ever* choose to use on my own behalf. Plus, there's the issue of how much Microsoft lacks as a company, in terms of innovation and privacy. I'd be far happier if gmail were available to me instead. (And I'm not some dedicated Google aficionado.) [#2210568]

My email frequently (several times a day) disconnects and reconnects. It's very frustrating typing out an email only to hit send and I've been disconnected. Sometimes my emails go through other times they don't. Connectivity is a major issue. [#2210629]
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online version of office 365 sucks. It doesn't show contents when I click on a certain mail. It was good but now I have had the issue for more than 3 weeks and cannot fix that. [#2210635]

It may be a problem on my computer: Sometimes 365 does not allow for me to edit documents online. i get an error message that says the correct version of the program will not allow me to edit the document online, then I download and save it back to 365. [#2210680]

My strong preference is that all accounts migrate to Gmail, doing away with MS Office 365. [#2210707]

The option to change to gmail was communicated poorly, and I never switched because it was so confusing :([#2210740]
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thanks for finally getting gmail! [#2210784]

See my comments elsewhere... plus, why is Gmail available to students only? Faculty need email, too, and we currently do not have a functional system. Office365 is another piece of fake stuff from Microsoft that does not work, and why would anybody expect it to, coming from Microsoft? And why do you think that Gmail is available to students only? Every member of the faculty that I know has a Gmail account and uses it in preference to "official" university email. In reality, nobody in the research world gives a rats petard about "official" University of Tennessee email. And students laugh at it. [#2210803]

Office 365 is not user friendly and more than difficult to use when not sitting at my desk on campus. [#2210806]

Hate the extra step in Office 365 after typing in email address and it asks if it is a work or school account. [#2210824]

When a student's email address expires after graduation should be made more clear. If the student's email address becomes a gmail account needs to be made clear. [#2210899]

Office 365 is not user friendly for staff. Unable to easily view other calendars and do scheduling through Office 365. [#2210971]

Office365 isn't intuitively easy to navigate. I wish we had some kind of online tutorial; if there is one, it hasn't been well publicized. [#2210975]

The email works fine [#2210982]
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1. I wish when the students/staffs/faculty members who left UT can still use official email. 2. I really don't understand what is point that UT required us to shift from utk.edu to vols.utk.edu [#2210991]

This is not always user friendly on all devices. [#2211005]

I do not know how apartments and other providers learn my email. Some staff send mails and no care about if the target is correct or not, then we spend to much time reading and selecting mails. [#2211037]

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n/a [#2211040]

The issues with what get marks spam are ongoing and extremely inconvenient [#2211051]

Please find an email service that doesn't push its own institutional emails (especially Blackboard) into junk and clutter. [#2211082]

I am both a lecturer and student (Ph.D. candidate). [#2211096]

Give staff the option of Gmail as well [#2211113]

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all around annoying [#2211234]

I have no complaints in this area. [#2211277]

We need an online class or something short to help us use a new program like Office 365. [#2211281]

Support gmail more. I cannot share my calendar with other people. [#2211310]

I get a lot of junk mail through my @vols.utk.edu account and I have never registered that email with any perceivable fraudulent websites [#2211363]

See previous comment about Office 365 [#2211376]

Office 365 search feature Outlook (email)is awful. It only lists a select group of "From", forcing user to delete the name or subject when using search for anything older than recent emails. The Clutter feature is interesting--I sometimes find it has shunted important emails from campus admin or OIT into "clutter". Having to sign in twice is annoying and time consuming. [#2211378]

Office 365 sucks. The web server is just awful, slow, glitchy and hard to navigate. For example just this morning I was trying to log in to my email on a shared ipad and it kept logging me in to the other person's email despite me logging him out multiple times and entering my own login credentials. Cannot search or sometimes even access emails from mobile devices. Gmail is much better. The ease of use, lack of glitches, and access to google drive makes it far superior. I am extremely disappointed in outlook mail since I have recently started at this university. The desktop outlook program is extremely cumbersome for email lookup. Gmail is much better. We should switch. [#2211387]

It would be great if Gmail were available to Faculty... [#2211406]

Offer a better way to get Office365 on mobile. The app they provide doesn't work and I could never make my "mail" app function properly. [#2211419]

At the beginning of the semester all of my emails were being sent to spam and it impacted some deadlines for things that I was applying to. [#2211426]

It is very difficult to search my inbox and find individual e-mails because they are combined with other subject lines. It's very frustrating. I usually must search on my cell phone to find one and then I forward the found e-mail to my utk e-mail account. [#2211445]

Not really a fan of the student email but its growing on me. [#2211462]

Outlook does not work well with Mac. My e-mail always does funky things and no one ever seems to know how to fix it. [#2211464]

I have had software issues with this. [#2211473]

My e-mail has been blocking random people including UT e-mails, so I haven't been getting pertinent information. [#2211476]

I do not think it is a good idea to have University email services with gmail or any other private corporation. I think as a university, servers and services should be design and adjust to university needs. The rest is a waste of money! [#2211538]

The upgrade in storage space for email was very much appreciated. [#2211542]

Office 365 only pretends to be user friendly. This older staff member and recent former non trad student does not like Office or Gmail. Liked the old system a lot. [#2211557]

What am I assessing about these email servers? Their speed? Their appearance? Their user-friendliness? I would be helpful to know what about those email servers is in question. [#2211575]

There may already be training regarding Office365, but this would be helpful. [#2211644]

I just really don't like Office365 as much as Gmail and would be in favor of transitioning staff email to gmail. [#2211704]

Office 365 seems slow and awkward on some days for no apparent reason. [#2211749]

Office365 does not work well on a smartphone. But Gmail can't be trusted to not spy/mine my e-mail content and suggest all kinds of stuff I don't even know how it could determine without mining my e-mail. [#2211833]

I like office 365, could use some more info on the websites about it. [#2211860]

Office 365 works well in conjunction with Eudora, but I find it frustrating at best as an online solution because there are way too many keystrokes required to do something as simple as deleting a series of emails [#2211938]

I do enjoy this part. [#2211958]

I've been disappointed in the group email contact format. My students do not receive the communique, so I'm forced to type in individual names. [#2212059]

On my smartphone it drops off emails older than 2 days, but any other device, it is on there for months. What emails are deleted on my phone don't map over and are still there when I log on using a different device...annoying! [#2212146]

I don't believe my beef with Microsoft (Office 365) is something that you should get the blame for, but frankly, T-mail did several things better.... [#2212164]

Office 365 is sometimes slow to load and synch [#2212171]

What happened to the search capability? [#2212178]

There are so many apps in Office365, I am sure I could use more of them, but I have no time to figure it out on my own. Is there a guide online? [#2212197]

I have noticed some lag time between when an email from a student is time stamped and when I receive it. I have all of my work email forwarded to Thunderbird so I don't know which service is to blame. I frequently have students tell me they sent me emails but I never got them or they never got an email from me but I often doubt the veracity of those complaints. [#2212212]

Office365 is clunky, cumbersome, not intuitive, time consuming to use; utk gmail took over my own gmail account. I still don't know how to separate the two. [#2212235]

The Office365 move was a terrible decision, and guaranteed that all staff that could resolve any major issues with email are no longer associated with the UT System. Instead, we play telephone with the end user explaining the problem, then the OIT member explaining it to MS and then UT crossing its fingers, hoping for an answer that works. [#2212258]

I recently discovered that i could log into my email account through "Gmail.com"... this granted me access to all the wonders that google provides users (GPhotos, GDrive, Youtube, etc). Although I found this to be an interesting pairing between my utk.edu account, I was also astonished by the fact that google is housing the University's email system. +30,000 email addresses equipped with everything Google. Seems like selling out to corporate america to me, but without the payday (unless there was a payday)...? [#2212266]

I haven't used Outlook for quite some time now. There would have to be some significant advantages over Gmail to get me to switch back. [#2212282]

I HAVE TO SAY THAT I'M NOT A REAL BIG FAN OF OFFICE365. INTERNET SERVICE AS FAR AS PULLING DOCUMENTS OUT OF IRIS IS SO SLOW SOMETIMES, IT MAKES OUR JOBS GO A LOT SLOWER THAN THEY SHOULD. IT HOLDS US UP. I DON'T KNOW IF IT IS A SERVER PROBLEM OR WHAT. BUT OVERALL SERVICE OF THE OIT DEPT IS EXCEPTIONAL WITH ALL THE PEOPLE THAT YOU HAVE TO DEAL WITH. WE DO APPRECIATE THE JOB THAT YOU DO. [#2212304]

Difficult to use and [#2212305]

Overall good - but problems using different computers/clients. Mac laptop has trouble syncing with Windows - so I use web version on laptop instead. [#2212311]

Sometimes when I click "send" it randomly saves it as a draft instead of actually sending the email. [#2212313]

Everything goes into junk even waitlist registrations, I almost missed two classes that way. [#2212325]

It's ok but office 365 is annoying. It wants its own log in. Just fussy. [#2212403]

I have problems "losing" emails in conversation threads and am frustrated that turning threading off is not an option. [#2212410]

Office 365 will only allow access to one UT email at a time. Since I have 2 accounts that both received UT business inquiries this is cumbersome to have to sign out of one email and into another to check information [#2212467]

I like the email service [#2212495]

Gmail should be available to all [#2212517]

Office 365 works well when it works. Sometimes in the middle of an e-mail it just shuts down. [#2212745]

Calendar is always very slow to open. [#2212758]

Continue to have sport and slow results with outlook [#2212769]
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using ut email account from off campus is challenging at best. Emails I send from home using my utk account to other professionals at utk typically arrive 36- 48 hours later. If I send a file to myself at utk from home account (gmail) it takes a day or two to arrive. I always wonder where in cyberspace it has been. I have resorted to using jump drives to transfer files manually [#2212814]

Need to provide a better search engine for the email [#2212844]

I REALLY dislike that when I moved here 8 years ago, I had to switch from an open-source email (Thunderbird) to Outlook in order to receive OIT support. And I continue to not enjoy Outlook / Office365 -- I'm sorry to say that I find it cludgy, self-consciously chic, and almost patronizing, while limiting what I can actually do. [#2212846]

It is very confusing to have office 365 apply security filters to my mail that I am unaware of b/c I access it through outlook. I should have an email system where I can locate and remedy lost emails easily. We should have meal that is easy to use and does not require a two page memo and phone call with the help desk. [#2212848]

Office 365 interferes sometimes with my Hotmail account. It is not one of the most user-friendly email programs especially when it comes to phone compatability. [#2212941]
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office 365 doesn't collaborate well with outlook email. please ask Microsoft to improve. [#2212972]
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transitioning to gmail without lossing stuffs [#2213100]

These are all very high but email management is still overwhelming for faculty and I am not certain what would help that. [#2213131]

Needs better Spam control [#2213147]

I just started working here and came from a University that used Gmail for all of its email accounts. Honestly, switching to Office365 was such a pain for me and I hated having to learn how to use that e-mail system. I like the Gchat option in Gmail and being able to readily access it anywhere from the web. For these reasons, I mainly still use my Gmail account with my old university and rarely touch my UT e-mail account. [#2213169]

The gmail is not easy to set up or use on a non-computer device(ie, cellphone, tablet) and the password reset requirements are annoying(have to reset too often) [#2213214]

Spam gets through to my inbox all the time. This is not only annoying but potentially harmful. Most of the messages are scams, and I'm sure people fall for them. [#2213217]

I DEPEND on OUTLOOK for my job - I spend 75% of my time in it. I have very high expectations for it and am frustrated ANY time it slows down or fails to work properly. That said, I think problems stem from the inherent complexity of Outlook/Microsoft design - not UT. [#2213219]

Just not a fan of Office 365. The automatic Clutter feature and Skype are nuisances. I don't like the idea that Clutter decides to remove items from my email which has caused me to miss some important items. Just because I don't open every email that comes in (especially telephone synced with email)doesn't mean that it's junk. [#2213230]

I find that the new office365 is harder to use than the earlier versions. But I am getting better at understanding. [#2213231]

Gmail is fine. Office 365 is terrible to use. [#2213247]

Stop the connection with UTC and UTK accounts because it was difficult to handle the problem. [#2213283]

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i dont like that i have to log into a million different places in order to get all my info: email, my utk, blackboard. would be helpful if it was all in one space [#2213284]

Love Office 365. Wish everyone would embrace it here! [#2213322]

More clarity on OneDrive vs. OneDrive for Business to more seamlessly working on various devices. I have it worked out but it was through trial and error. [#2213325]

I know SPAM is a major pain, but when a known sender keeps coming through, using the same email address, even after multiple reports are sent to abuse@utk.edu over several MONTHS?? ABODO (Claire@contact.abodo.com) ?? [#2213346]

Since the migration, office email has been very slow and non-responsive at times. [#2213348]

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issues intrinsic to Office365 [#2213376]

Office365 does not seem to be as stable as exchange managed by OIT. Have experienced several instances where mail continues to get delivered to a cell phone but not to desktop Outlook. This has been better in recent months. [#2216017]

Not flexible at all. Hard for me to merge academic calendar to my calendar. [#2216030]

Ability to invite/schedule appointments with others through calendaring services

I can't stand Outlook or Office 365 - it doesn't work well with Macs. [#2210277]

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not sure how to do this. is there a tutorial [#2210322]

More training is needed to ensure other staff know how to use the Outlook calendar service; we could be doing so much more than we are. [#2210331]

Important [#2210464]

N/A [#2210493]

Doodle is amazing. I don't use anything else. [#2210564]

It is a little annoying. It automatically deleted the email after expired day, but I am used to keep every email I got so it becomes a problem for me. [#2210635]

It can be frustrating when Mac and PC don't want to communicate with each other. The iPhone also creates issues with calendaring. Not sure how to fix this. [#2210653]

I - and most people I collaborate with - use Google Calendar. I don't use the MS calendar application at all, and given its tendency (which may have been fixed) to shift times by an hour when communicating with non-MS clients, I don't want to. [#2210707]

Don't link everything to Outlook. Hard to say much more until we know if we are going to stay with Bb. [#2210735]

Need more specialized training on the use of Office365. [#2210777]

It's pretty difficult to figure out scheduling by emailing a professor and having to type everything out in regards to class schedules, work, job shadowing, etc. If there were an easier way to compare, that would be great. [#2210837]

We need a better system for temporarily reserving space in the College of Architecture and Design. Something easier to use the the Outlook email system and closer to real-time. Also, linking this to mobile device calendars is essential, especially iPhone calendars. [#2210867]

Microsoft Outlook is not so good. [#2210900]

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only having 2 1-hour blocks is inconvenient [#2210956]

Problems with scheduling for others using Office 365. [#2210971]

I think this may be affective if connected to emails, but if students/faculty have to go through another portal for this service then I think it isn't necessary. [#2210979]

Never used before. Any training? [#2210991]

The one time someone supposedly selected a calendar invitation for me, I saw no evidence of it until later when I had to search for it. This shouldn't be necessary for staff members who don't get a lot of invitations if those invitations are important. They should pop up or go to an email. [#2211022]

Scheduling can be confusing at times and there are always several different locations to go to online for different kinds of advising and none of them are consistent [#2211084]

This is not the fault of technology, rather of training. Some people just do not know how to use an electronic scheduling system. [#2211178]

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very difficult to do [#2211234]

Our office uses both Macs and PCs. We have had multiple problems with delegates being able to view calendars and following standard processes has not helped. [#2211268]

I am currently a student, so this isn't as important to me if I were faculty or staff. [#2211277]

Tmail had the capability of showing me when employees were available for meetings. Volmail does show me, but it takes a long time to load and is not specific about who is not available. [#2211352]

Current ability it poor. Common for people with Macs to have difficulty scheduling with PCs-for example, a couple of my colleagues cannot schedule with me, or see my calendar, unless I give them full access. I would also like to be able to give students access to my calendar (I'm considered staff, not faculty). [#2211378]

I can't share my UT google calendar with specific people outside UT (or my own personal gmail account). Constantly requires me to switch between calendars. Need ability to add events to UT google calendar from personal gmail account. [#2211379]

I don't think it's much of the technology but the people utilizing the technology. [#2211385]

Office 365 is not user friendly and i have not been able to figure out how to send myself reminder emails from the calender [#2211557]

Insure that all UT employees statewide are available for appointments/calendaring. Not true today. [#2211625]

Here again, this is not really an issue that OIT can necessarily address. My problem in using calendar services is that not many others in my program use it. Perhaps, again, more advertising on the types of services and training would be helpful. [#2211644]

Not easily done on Office365. [#2211704]

Don't even know how to do that now, didnt know you could. Would be especially helpful when it comes to advising. [#2211740]

I have trouble with the calendar service when it comes to advising because sometimes the name of my advisor does not come up it would be nice if we could type it in [#2211820]

People who use the Outlook can't effectively schedule meetings with people who are using Gmail. But Gmail. I don't want to use Gmail because their privacy policy is not trustworthy. They say they aren't mining our e-mail, but I still see a lot of adds served to me based on the contents of my e-mail. [#2211833]

I have had no luck using this efficiently [#2211858]

Every time I use the schedule advising appointment app I can never find anyone avaiable [#2211860]

I use a Mac, and it doesn't always play nice with Office365. I need to schedule meetings with non-UTK folks as well which can be difficult. [#2211961]

Once again I would like training so that I could access these services more easily [#2212117]

Calendaring services? What exactly are these? [#2212164]

I love Office365 and its calendar, but I didn't figure out how to put email event invitations, that are not Office365, to my calendar. I may need to check your Knowledgeable. [#2212197]

It is inconvenient that I cannot connect my University account with my personal calendaring account. [#2212206]

Don't use [#2212235]

Gmail or Doodle. [#2212282]

See above [#2212305]

Email problems not able to solve. We end up using doodle poll. [#2212343]

Be able to link the several calendars we are forced to use with CVM scheduling [#2212490]

I dont use this [#2212495]

Most people in our department do not know how to use it. Departmental training would help. [#2212555]

There are PC/Mac incompatibilities with Outlook. [#2212591]

Sync Google Apps + Exchange Calendars. I want to be able to schedule with faculty! [#2212607]

The Calendar feature doesn't work well in off campus offices. Its hard to keep everyone updated in the office. [#2212610]

I think this is improving with more classrooms and such being added to outlook - but taking me time to get used to this new process [#2212622]

Interface with ical. [#2212651]
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office scheduling is terrible. most UT online services dont work with CHROME...you should tell us what server to use. [#2212707]

Not OITs fault really that not all staff and faculty use Outlook calendar. That would make setting meetings easier [#2212794]

Can't cync outlook calendar with cell phone calendar. [#2212836]

I never use this. It could be helpful but it's not worth the effort / time to teach myself / learn it. [#2212846]

This cite is very limited on the choosing of who you can meet. I believe that needs to be changed. [#2212897]

Hard to see the calendars of individuals in other offices that I need to connect with. [#2212952]

If someone hadn't shown me, it would have been difficult for me to schedule an appointment with my adviser. Perhaps the instructions should be more straightforward. [#2213018]

A calender system showing everyone's available time (who would be invited) would be great [#2213073]
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unaware of service. [#2213087]

Blackboard calendar is not easy to use as far as getting it to other calendars. OR I SHOULD SAY THE teachers give us a calendar but it doesn't flow into the blackboard calendar. It would be great to be able to transfer assignments to the calendar. [#2213090]

I would like a better calendar system where we can link our syllabuses with our calendar and teachers when they update class stuff would update the calendar somehow as well. [#2213093]

As far as advising appointments go, scheduling is difficult due to not listing any available times even though it says new times are posted on Mondays. [#2213112]

A more engaging interface would be nice. [#2213123]

Not user friendly, frequently have glitches/malfunctions [#2213214]

Like using the calendaring service, unfortunately, many at the university don't use their Office calendar! [#2213215]

IN order to invite someone to edit a calendar, you MUST use the online interface - shared editing cannot be done through the desktop Outlook interface. This is very frustrating. [#2213219]

Allow email addresses outside of UTK's network to collaborate on the same calendar. Currently only outsiders can view, not edit. [#2213232]

I have had many times where I have had to go the long route to schedule an appointment with an advisor. Most of the time through Grades First, it will say someone is not available at all. [#2213233]

I never used calendaring services, so I don't know about these services. [#2213299]

I have serious difficulties with scheduling appointments with my advisor. It never had open dates yet my advisor has plenty of available days. [#2213304]

This definitely needs a lot of work. I would love a better system for coordinating meetings with people in multiple departments, and we desperately need a different system when those scheduling issues include students. [#2216052]

Scheduling appointments is one of the most difficult tasks I face. Most of the problem is due to not requiring people to maintain a current calendar on Outlook. [#2216053]

Online@UT (Blackboard Learn)

Blackboard is not user friendly at all. It's impossible to upload more than one document at a time and this is unacceptable. Again, terrible outdated software. [#2210256]

Blackboard is a terrible system. Its inefficient and clunky interface frustrates me still after years of using it and I often get questions from confused students about its unpredictable displays. Can we please replace Blackboard with something that works well? [#2210261]

I HATE that the service times for blackboard are midday on weekends. As an instructor and student, this makes it very difficult to get things done. At previous institutions, these service times were in the middle of the night to cause minimal disruption. [#2210348]

Too much downtime. A bit difficult to operate; keeps changing from year to year. [#2210474]

I use Blackboard for my graduate program (I'm a staffer taking graduate classes). Blackboard is pretty clunky and could use a good bit of streamlining. Every instructor uses it differently which can be a headache. [#2210486]

It's a shame when carefully curated class information is wiped away each semester with little ability to archive [#2210492]

N/A [#2210493]

An overwhelming amount of options that are never needed. [#2210502]

Try to do the updates during the night and not on the weekend or during the week days because that's when a lot of students use it. [#2210523]

Often involves too many clicks to get to where I want to go. Sometimes can't add attachments when grading because pop-up window blocks the attachment button. Some tools are cumbersome to use - wikkis, blogs. [#2210531]

N/A [#2210539]

There are several products much better than Blackboard. [#2210544]

Blackboard has some issues--can be slow [#2210549]

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looking dated and clunky [#2210557]

Blackboard is *way* too glitchy and clicky, but I know you guys know that. I think it's the platform itself that's a problem--too many steps, too much java weirdness. Basically, what I'd really love is something that limits the steps for doing any single task. For example, just to link a website to a single BBoard page, I'm guaranteed at least 3 or 4 clicks, at a minimum. Since every one of those clicks is time-consuming (requiring new screens, etc.), I end up wasting hours of my life just making things available to students. Plus, since the platform isn't really intuitive, students--whose ability to reason is always questionable--can find it gobsmacking. I understand that some of the platforms you're considering changing to are significantly better in these regards, and that would be awesome. [#2210568]

I hate that after clicking on an announcement it takes you to a page where you can't them immediately navigate to that class' page. [#2210583]

I would like to see more options available on the mobile platform. Sometimes I cannot open things or access features via mobile that would be very helpful. [#2210642]

For the most part I need professional help changing content. It makes it less dynamic than maybe it could be. Also, I need better reporting out of blackboard to compare those who should have taken a course with those who did. [#2210643]

Crashes too often. Needs to be available 24/7 [#2210677]

We (GTAs) need a student view for individual students so that we can address issues that they are having with content. Further, many out of the box features that aren't used need to be hidden to reduce clutter. [#2210733]

Get wide faculty input and look closely at the online formats available. The cheapest is not always the best. It will be hard to change, but unless the new Bb is much better, I find Bb to be clunky and have too many steps to do everything. [#2210735]

Blackboard is glitchy and unreliable. My class uses google drive for official assignments because it wasn't reliable enough to put our homework files on [#2210740]

Blackboard needs to replaced with new system for students and [#2210761]

Blackboard has been difficult to work with and navigate, and it is somewhat unreliable. Students often report problems. I have used CTools and Moodle at other institutions; both are much better. [#2210867]

Both of the blackboard apps frequently fail to load pages even when on reliable wifi. It is almost always necessary to reload the pages two or three times before actually getting anything, and even then the load times are usually very long. The website does not have these problems though, just the mobile apps. [#2210893]

I think BB learn needs a lot of work and to educate the professors on how to use it. [#2210981]

Allow students to view missed questions and see the answers they originally submitted. [#2211042]

I have had issues with Blackboard shutting down my computer during important things like online quizzes. [#2211045]

Slow and confusing. [#2211055]

Please replace Blackboad with something else. [#2211082]

I have a hard time navigating it as an FYS instructor so I don't use it. [#2211105]

In the many surveys I have taken on blackboard, I continue to state that for online courses we need a service like Voice Thread. [#2211136]

LMS is difficult to operate and create assessments, assignments, and accessible materials. [#2211188]
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doesn't work on phones and too many teachers don't use it so students are left wondering what their grade is [#2211234]

BBlearn has got to go - There have to be alternatives by now (its 2016!) [#2211270]

Blackboard could use an overhaul. Significant parts of it aren't useful and it's kinda clunky. [#2211277]

Seriously why are we wasting tuition on blackboard. Sutdents don't like it. Teachers don't like it. Who does? [#2211310]

Could be more intuitive. I find BB to be cumbersome beyond basic informational posting functions. I would like to be better versed in it's use and make more use of it, but it feels really cumbersome. [#2211368]

Online@UT does not work well enough to use important features such as submitting assignments for grading, primarily when a student is a Mac user. Also does not work well with fillable pdfs. Its a little clunky, e.g., delays after pressing Enter when entering grades. Last fall one of my courses seemed to automatically develop new columns for assignments each time I entered new grades for that assignment, resulting in having to view multiple columns for each student's grade. Accessing good help for Blackboard is less certain than general IT help. I'm not sure going to a new provider will necessarily be better. Blackboard is better than the home-grown system we had at my previous Top 25 university. [#2211378]

It just goes down a lot I feel like. However, the people are good at notifying when they do maintenance on it. [#2211385]

Having a list of classmates' emails on blackboard would be more helpful, rather than emailing through blackboard without the ability to see email addresses. [#2211396]

I don't have time to learn to use all the features that I could use for providing online tests, recording grades, etc. [#2211407]

Blackboard is awful and not user friendly! I have been at 2 previous institutions for other degrees that used D2L and it is MUCH more user friendly!!!! [#2211434]

We need tech specialists to come to our faculty meetings to give updates on what all Blackboard can do. [#2211445]

Stop making me change my fucking password god damn it [#2211509]

Please see above note [#2211545]

Blackboard is such a pain to use for me (a student) and professors. Professors do not know how to use it, so each of my professors does different things with it, making it very hard for me to know when stuff is posted. [#2211575]

Outdated system much in need of an update; slow and crashed often [#2211584]

It doesn't always show everything the teacher posts or provides difficulties to post or navigate it. [#2211605]

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frustrated re: the updates page and the highlighted number and removing the updates clearing the number, even the OIT staff once during remote access had difficulty with the updates page or deciphering which update caused the highlighted number and how to reduce the number [#2211611]

Many ongoing glitches with posting class readings and printing options. [#2211749]

Usually good. I still think something like Canvas offers more versatility but it may also be too much for certain faculty members, especially in light of my previous comment about how understaffed OIT is in the area of faculty support. [#2211807]

I haven't experienced any issues with Blackboard that were not addressed by IT staff. As a new faculty member, I frequently contacted support to expedite my learning curve and always received timely, efficient service [#2211811]

I do not like the Blackboard system at all. It is hard to navigate between viewing day-to-day lecture notes versus assignments and assignment submission. [#2211833]

I hate this system. It is not intuitive. Desire to Learn is better. [#2211858]

I feel its pretty good, but isn't that up to blackboard not oit. [#2211860]

Blackboard is hard to use. It is outdated. Even D2L is better (and that is saying something). [#2211865]

Blackboard is the worst course management system I have ever used. There is not enough space in this open response section to explain how poorly constructed it is. It is like Blackboard made a list of counter-intuitive features and incorporated each and every one. I use Blackboard for all my courses and I am constantly calling OIT for help. After six years using it, I'm still surprised by how many issues I run in to. [#2211912]

Blackboard is really pretty clunky. While I don't want the hassle of switching, I think it is more than necessary. [#2211934]

Blackboard is way too complex for my needs--non-transparent when I need to do something new and too many clicks overall. So, I use another course management tool instead. [#2211935]

It should be easier to combine courses and/or transport content across sections of a course. [#2211938]

As an online student for my graduate program, I find BlackBoard to be clunky. The interface is not that intuitive and seeks much to be desired in terms of usability. Also, switching to Zoom technologies for

online classes is a much appreciated improvement. BlackBoard Collaborate had too many connectivity issues. [#2212023]

Be able to choose what notifications you recieve (assignments, grade posted, announcements, etc) Having things clearly labeled that are important. Reminders when assignments are due. [#2212029]

Generally like BB and has some fine features. DO NOT WANT to have to learn another system!! Pasting text and spacing issues in emails are problems that I hope can be resolved. [#2212049]

- [#2212054]

I don't use this program regularly, so cannot comment fully about it. I do use it for announcements through the School of Music. [#2212059]
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needs more coherency and less redundancy [#2212179]
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blackboard's out. canvas is in. let's make the switch [#2212190]

The system needs real improvement in reliability, functionality across platforms and utility through all web browsers. My classes use Enhanced WebAssign and we have to tell students to only use Firefox to guarantee full functionality. When I use Blackboard in Firefox I am unable to copy and paste text, I have to use Chrome to do so. I do not have the ability to control things like my "home page" and updating from WebAssign and must contact OIT to do these for me. I should have autonomy of these sorts of things. [#2212212]

I hate Blackboard [#2212215]

OK for posting course materials, so on, but clunky in other aspects; unable to integrate video [#2212235]

Blackboard has become essential to my course delivery. Unfortunately, significant portions of the interface have changed from one year to the next. For example in earlier version it used to be straightforward to add instructor information through a nice built-in template, but this is no longer easily (at least to me) visible, if it is even available. There are other services that would be useful but not clearly available. Having only ever experienced Blackboard as an option, it is hard to know if there is a better system. The ability to check student access to information is potentially useful, but the interface to do it is so clunky that I rarely use it. [#2212280]

One problem with Blackboard: Blackboard. When are we getting Canvas? [#2212282]

This should be done away with. I'm not even convinced it should be replaced with anything. [#2212285]

We absolutely need a better platform with greater flexibility and far better ease of use. [#2212287]

Difficult to share calendaring and conduct group document editing [#2212305]

It's a little too hard to read on the DARs page, maybe bigger font or different font might help. [#2212325]

I love Blackboard, but it is lacking in the ease of navigation and the speed of navigation. [#2212372]

Blackboard is not interactive and doesn't have tips or descriptions on what each button will do. For a student who just started this semester, it was difficult to know where the grades were or calendar, and other miscellaneous things. There are also many unnecessary tabs on Blackboard and should be removed to avoid distraction. Blackboard should just focus on classes. [#2212374]

I hope we change to something else. It's also not user-friendly. [#2212403]

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i've figured it out now but set up is not intuitive/well organized [#2212406]

This is system is old technology. It is especially bad for collaborating with students or setting up student teams. My students use other services. [#2212471]

Several times this semester, classes have gone missing from my BB page and I don't know why. It gets fixed pretty quickly, but it's still an annoyance. [#2212580]

I deal with it because I have to, but I despise it. Give us anything else. Canvas would be nice. It's grown so cumbersome over the years that I dread using it. [#2212651]

In my opinion Blackboard is very cluttered and not user friendly. Information is often difficult to find. [#2212652]

HORRIBLE....BLACKBOARD IS ABSOLUTELY THE WORST INTERFACE I HAVE EVER SEEN. This is a program that is a jumble of mashed up thoughts, must have been invented in the days before the internet. IT IS A HORRIBLE PROGRAM... [#2212667]

OT support staff is great BUT Blackboard is so clunky, Its gotten better, but i cant believe that you cant merge multiple sections, AND have a separate section available for students. [#2212707]

Blackboard sucks. It is a pile of clutter, with enhancement software from every bloody textbook company crammed into the menus, and I cannot purge this bloatware from the menus. If I only need 5-6 features all year long, I want to put these in a single customized menu of shortcuts. The gradebook is merely a bulletin board that would use my time to post grades, but doesn't actually provide the functionality that I'd need to process these data for determining final grades. It doesn't even have an `export to spreadsheet' functionality. [#2212793]

Need to be able to schedule an announcement and email it on the day that is scheduled [#2212844]

I find BB to be extremely user-unfriendly. Even the most simply tasks -- such as sending an email to the class -- are very difficult in BB (for example, cutting and pasting text into the email box produces a very badly and unprofessionally formatted email). And very important tasks -- such as entering grades -- require excessive patience (long wait-times for BB to respond) and are fraught with errors and uncertainty (e.g., did BB really record the grade or not? did it really record the comment I entered to the student or not?) [#2212846]

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simplify the interface. it's hard to use [#2212972]

Blackboard is incredibly time-wasting to use as a platform to host online training. It's tedious and inefficient to create and edit content, and it's very limited in the reports you can extract from the system. Not impressed at all. [#2212985]

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n/a [#2213004]

N/A [#2213019]

This works well for schooling online. This is a ridiculous system for resident courses. I have found I spend more time online with resident course than online course. [#2213024]

The mobile blackboard app isn't always reliable. That's not something I would blame on OIT, but it can be frustrating at times. [#2213029]

I have only had one issue of blackboard not working. I had a difficult time knowing to whom to report this, but over blackboard works well. It is not the greatest interface for classes I have ever used, but it gets the job done. [#2213084]

I think there needs to be a way where students and faculty do not have to change their password as often. [#2213088]

Just streamline the entire interface. It seems overly dense and without a guide first time users are lost. [#2213123]

Notifications still visible after being addressed. University systems notifications should be capable of being dismissed, as well. [#2213147]

The blackboard system could benefit from a text alert function [#2213214]

Blackboard sucks. I've been using it since 2003. It's always sucked. I've never met anyone who thought it was good except for the people responsible for getting other people to use it. [#2213217]

Blackboard, at UT is lame and feels antiquated. It forces certain teaching interactions and does not easily or well support others. [#2213219]

No [#2213226]

Blackboard is a nice system but sometimes it fails. [#2213233]

It has a lot of glitches and stops working too often. [#2213247]

Blackboard is a nightmare. It does 100 things, all badly. I would much prefer a platform that does 10 things well. [#2213271]

I have no suggestions on how to improve Blackboard. I have used other learning management systems at other institutions. There is no perfect LMS, but overall Blackboard is the best of the systems I have used including D2L and Moodle. I am very concerned about the possible change at UT from Blackboard to another learning management system that is less robust and less user friendly. While Blackboard is

not a perfect LMS, it is superior to other LMS programs and I support no change in the LMS at UT. [#2213273]

It needs a revamp/overhaul. [#2213283]

Some professors (and students) are much more versed in BBL, thus it is easier to use with them. [#2213293]

UT System Services (IRIS, ANDI, TERA) - fac/staff only

IRIS is fine. SAP (naming it IRIS is ridiculous)offers many more modules that would be more useful than banner. [#2210256]

TERA was difficult and time consuming to use. Will the new system be better? Initial indications are that it will not. [#2210261]

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i just have heard complaints from my colleagues. the only complaint i had was when i got hired my information took forever to get in iris and then was wrong and had to be revised. [#2210292]

It may not be possible for a host of reasons, but I would love to be able to access my payroll statement via a mobile device. [#2210303]

System needs to hire additional IT staff to write reports and customize IRIS. We know that IRIS is capable of providing the information we need but we don't have the manpower to get it done. That's sad. [#2210328]

IRIS is hard to use, and there is hardly any training references to use it. [#2210333]

I need access to ANDI but Foundation will not grant access. Having access to Gift Agreements is useful in order to properly know the types of expenditures that can be charged to a gift/restricted account. There needs to be a tool that all departments can access their Gift Agreements. IRIS needs to open up tables for read-only access. Only when we can link directly to the tables, we can design ways to access data in a timely manner. Constantly running reports in IRIS, then downloading the data is time wasted. Having read-only access to the tables would be more efficient. [#2210344]

Difficult to find things on website and some of the training materials seem outdated. I think Camtasia or similar videos would be more effective. Not sure there is a good understanding of the needs of functional users. [#2210356]

IRIS is clunky. Not sure how to fix it. [#2210357]

I don't know how to improve, but here is my complaint: My only complaint is that it is very slow; especially when trying to run reports. Maybe I am too hard on this topic, but it is forcing me to improve my patience. ;) [#2210407]

SUPER remains slow to use. [#2210428]

IRIS help is crucial [#2210464]

The ERP systems work well in their Silos, however to be effective the ERP systems should be able to integrate and data should be available for use in reporting [#2210524]

The access to ANDI is quick and easy on my stationary computer when I'm connected to the network directly. However, I have some challenges with my connectivity when trying to gain access during corporate visits, or working on Wi-Fi. [#2210548]

IRIS is difficult to understand and use at the PI level. [#2210549]

Ugh [#2210557]

Complicated. Needs to be simplified. [#2210567]

IRIS is absolutely a terrible tool. I feel it is designed to create IRIS specialist which makes it impossible for you average person to use intuitively. [#2210643]

IRIS layout is painful, usually very slow, not very easy to find anything. [#2210703]

I did attend an IRIS (HR) class recently and was told I would have to "stay after class" to answer my question. Others had the same question. I do NOT "stay after class" like a child when he had plenty of time to answer the question. Class was helpful until that point and then I was totally pissed. Do NOT belittle employees. The question I asked was the main reason I attended the class - along with several others. [#2210704]

Things have gotten a lot better, but there is still room for improvement. [#2210707]

Iris is not user friendly. Very difficult to figure out how to find what you need. Maybe more learning options. [#2210731]

These systems are not faculty-friendly. They are accountant-friendly. Budget ledgers for grants can be a big hassle, and PIs have to sign off on things they are not sure of in terms of how staff handle the accounts. The new IRB application system is very time consuming. And even with acceptance you get a list of administrative stipulations that is all about minutiae, not really protection of human subjects. It is better than it was a year ago, but not better than it was three years ago. Entering effort is crazy--all you can hope to do is have it accept your entry. [#2210735]

Iris system is clunky and doesn't do anything to help a faculty member manage their resources. It is terrible. TERA system seems to work well. Don't know what ANDI is. [#2210769]

Why do we still not have this group in Banner???? [#2210777]

Trouble shooting help for IRIS problems is improved but still a little slow in coming! [#2210841]

The IRB system is horrible or something worse than horrible [#2210921]

Seems ever burdensome and not a very good way to work. A lot of duplication and reduplication of efforts. I understand the need for back ups and redundancies but it seems to make work harder, not smarter. [#2210928]

I only use IRIS. It feels like a program that has grown as the university has grown. It feels antiquated compared to other systems that are out there. [#2210987]

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1. New funding proposal system CAYUSE if similar to the old system. Why we replaced this? 2. In CAYUSE system, budget information is not mandatory before you submit the proposal. You can upload a separate budget sheet in attachment. However, the staffs always send the submitted proposals back and let us fill in the budget information. Could we make it compulsorily? [#2210991]

IRIS COULD USE BETTER NAVIGATION TOOLS, NAMING CONVENTIONS, TRAINING MATERIALS. [#2211072]

IRIS is not user friendly. [#2211136]

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difficulty with generating new reports as needed. Training on how to modify existing reports to my needs. [#2211152]

IRIS is a "work in progress" and needs so much reprogramming in order to give us the data we need for personnel decision-making. Getting new and better reports from IRIS is a high priority in HR and I hope funding will allow this goal the support it needs. [#2211178]

I am a grad student and use these systems so I answered the question still. [#2211179]

The IRIS system is user friendly enough. Minor mistakes can not be corrected without notifying the treasurer's office to reject the request. It is difficult to learn and if you are not frequently using the system you must relearn it each time a payment reimbursement request is submitted. The errors notes are not always clear enough. [#2211194]

Great if I accidentally lock myself out of IRIS or need something simple. Why aren't these systems being designed with the end user in mind? Why does the user have to sort through masses of data rather than simply seeing the basic results clearly? Simple adjustments could save hours of human work time annually. [#2211268]

IRIS seems old. But it seems to work ok [#2211270]

IRIS needs to be able to tell us how many faculty have doctorates in which field and so forth. We need more particulars about our faculty to help with funding and budgets and so forth. [#2211281]

These services look like they come from the 80s. Invest in some more web developers [#2211310]

IRIS: inefficient software/utilization. One example: When scheduling future termination date for employee, must GUESS at the remaining leave. If leave is taken (and entered in IRIS) after "guessing" the amount of payout leave does NOT automatically update/calculate based on entries. Results in overpayments and/or delayed processing. Information re: salary, benefit amounts, varies from report to report, no consistent percentage amount on SAME employee. Just a few examples. [#2211356]

I don't think I can access ANDI as an associate dean, nor do I believe can our DHs. Administrators should be able to access. We should also be able to access our Development account information as it will help us make better use of such funds, thereby better stewardship, and help build a culture of Development. IRIS, and the IRIS training I've had, is awful. The IRIS program is completely illogical, and the icons are too tiny to really tell what they are indicating. TERA-PAMS worked well, it has been replaced and my scant use of it since its replacement seems OK. [#2211378]

IRIS doesn't work on alot of browsers. [#2211434]

IRIS and especially IRIS on a mobile interface is horrible. [#2211467]

More staff is needed to provide timely and accurate reports from ANDI. [#2211542]

IRIS is not very user friendly. You have to go through a lot of links to get to commonly used pages. [#2211704]

In IRIS I can no longer highlight then type over. It seems to not hold the highlight area. TERA - Cayuse - This system needs to be more user friendly. Search availability. We have hundreds of proposals and awards to page through to find what we are looking for. The sort works only until you click on a specific item. Then it goes back to default. [#2211806]

IRIS needs to be open to direct db queries. [#2211931]
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myutk is one of the most cumbersome sites I have ever had to navigate. None of the information easily transfers from one part of the system to others so you have to type exactly the same information multiple times to complete a simple task such as running a student's DARS. So far, the one system that seems to be simple and straightforward is grade change. [#2211938]

I was hired by two departments at the same time and had 3 different NetIDs/personnel numbers created for me. It took weeks to get this sorted out, which caused me to not be able to get a parking pass, badge, etc. [#2211961]

The two previous institutions with which I was affiliated had fully automated/online workflows for routine tasks such as entering leave, travel request/reimbursement, and the like. UT is really behind. [#2211997]

IRIS access for accounting of research expenditures should be available to all P.I.s [#2212053]

I was here before IRIS. I feel it is so much better than before. [#2212078]

I wanted to be able to change my address through IRIS and was told I could not. [#2212163]

IRIS is still a bit of a mystery. Steep learning curve. Staff very helpful. [#2212171]

Cayuse is a step backwards for the University. No reports, pages load in 5 -10 seconds, it doesn't talk to IRIS so we have to request that personnel be added and that can take a week, there is no notification when someone is added so we have to guess when they can enter their proposal. The dashboard starts with the oldest items when most work is done on the newest items. [#2212177]

IRIS for IRB is a nightmare to understand and use [#2212235]

There has to be less cumbersome and break-resistent solutions to what system services are trying to do. I loathe every time I have to use any of these systems. [#2212282]

IRIS is awful. IT's a special skill set with very specific training needed. Not intuitive at all. [#2212403]

The one I use the most is iMEDris. It is awful. I can't say enough bad things about this system and how hard it is to work with it. [#2212471]

Cayuse, IRIS, Banner, etc. need to be interconnected so that all information can be integrated. Cayuse is a disaster. [#2212591]

The use of ANDI, at even a very basic level, on a mobile device or via a mobile app would be a big improvement. It would especially enhance my ability to perform my job while traveling. Which is very common. [#2212608]

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generally confusing, but has improved over time. [#2212707]

IRIS is an animal in and of itself. Just like Outlook it works when it wants to. [#2212745]

IRIS changes have occurred and I haven't known where to look for information I can understand easily and I have had to go through trial and error process, which is not time efficient. I also do not know who to contact about IRIS when I need some guidance, so I try to call on a counterpart in another office. The training program I attended years ago was way over my head. [#2212811]

IRIS is poorly designed [#2212836]

W2 should be made available early [#2212844]

It is disconcerting that I am now being asked to log into this feature for purchasing purposes and once I do my paycheck is accessible. Our pay stubs have a lot of personal information and should not be open and available while we are doing our job. These processes should be separated. The login for each should be separate so that if we need to move from our desk to complete a task our personal information is not accessible to others. Similarly, we should not have to log out mid steam in a work session to protect our privacy. [#2212848]

This system could still be more user friendly [#2212885]

Again this only has to deal with maintenance when it's time for it. Also, if students are going to have to use it for all of there classes I believe the teachers have to as well. [#2212897]

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offer more training. [#2213154]

I tried to change my marital status online but could not. It asks you to submit paperwork for it which is very inconvenient since the person working at our department has no idea how to do it. So, in your system, I am still single and paying single taxes even though I have been married for over a year. [#2213155]

IRIS must become more MAC friendly. IRIS has been around long enough that the MAC issue should be solved or at least UT provided work arounds. 4-5 IRIS users in my department are MAC users. [#2213168]

An explanation of these systems during new employee orientation would have been helpful. [#2213169]

IRIS is not easy to use. [#2213308]

Need a better data warehouse [#2213348]

I want to compliment the OIT helpdesk for their efficient and timely help. Now if we could just get IRIS helpdesk to duplicate the fantastic customer service of the OIT helpdesk! OIT has a PERSON on the

other end who immediately responds to my individual need(s). IRIS helpdesk is an all email transaction is is not nearly as effective. [#2213350]

I have been told they don't "talk" to each other which can create complications for development work. ANDI, should have a trip builder add-on for planning trips. We are still primarily working off excel sheets and it is very cumbersome and duplicative. [#2213363]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Again, Banner is terrible. SAP offers these types of modules, why don't we use them?! [#2210256]

There needs to be a way to look at student information without having to have three or four things open at once. [#2210301]

DARS is helpful but contains many mistakes. Banner needs to allow me to access anyone with a music major or minor. GradesFirst is nice for advising reports---needs more online forms that can be used to input student schedules. [#2210314]

More user friendly system for class registration. [#2210318]

DARS tells me I'm on track for passing a class I took a year ago. [#2210433]

Often have slow response time (i.e., loading); Numerous quirks with Banner. Generally, MyUTK works fine. Gradesfirst needs an option to easily separate students in classes. Currently, if I choose to send message to a class via Gradesfirst, I have to manually select each student from the list, since the list includes ALL students in ALL classes. [#2210471]

Banner and DARS really need to communicate much better [#2210473]

Downtime unacceptable. Often slow. [#2210474]

The clunkiest is searching for classes at class registration time. [#2210492]

N/A [#2210493]

Cumbersome. Especially when looking up classes [#2210502]

Areas of Banner need to be updated to support the deviation in Online Student vs F2F students. Not having the ability to separate the two pools impacts reporting capabilities. [#2210524]

My UTK is awful. You have to back out to and start a new search. You can't search for courses by multiple parameters. For example, search for instructor who teaches across course prefixes (MEDU and TPTE) . You have to search in MEDU and then in TPTE. When I click on one of my courses, I get sent to drop down menu where I have to choose the course again. In some views on the timetable you can see comments on other views you can't - they should appear in all views. [#2210531]

Really horrible the way they don't talk to each other. For example, an class substitution is approved and entered in DARS, but Banner doesn't see this. Therefore the student needs to constantly solicit overrides for prerequisites. They also don't communicate about majors. Students are super confused by DARS and often run the wrong one, leading to all sorts of problems. There is also great confusion about catalogs used to graduate under. [#2210557]

Banner is cumbersome, comlicated, hard to figure out. Need a new vendor/tool [#2210567]

Gradesfirst is a horrible system full of glitches and isn't good at what we're trying to do with it across campus. [#2210596]

Could be simplified, too redundant (have to select calendar year several times, etc.) [#2210677]

MyUTK is not well laid-out. It is also annoying how almost every link leads to a new tab or window. But, of most of the university's websites, this one is not so offensive and at least looks like it was updated in the last ~3 years. [#2210703]

Historically, DARS seems to annually introduce about as many bugs & inconsistencies as it fixes. Otherwise, it is a very valuable service. It could be easier to access - the "submit & wait" approach is antiquated. The web-based faculty info system "MyUTK" has improved. [#2210707]

Banner is fussy to use. [#2210708]

The interface for grade entry is more complicated than it needs to be. You have to keep choosing the term, etc-- [#2210735]

My teachers have to fill out a ton of paperwork because utrack thinks I'm off track. My professors are okay with my schedule, and utrack is making me change majors and petition to keep my major!!! [#2210740]

I know we do the best with what we can with Banner. And that Banner is such a complex system it does awesome most of the time. Just seems that when we need it the most or are extremely busy is when we have bigger issues. [#2210742]

MyUTK has some things that aren't straight forward at all. Like for instance when you have to register for a meeting with your advisor... [#2210749]

DARS and the course registration system on MyUTK could definitely use a user interface overall. Both of these systems are far from intuitive, and there are far more efficient ways to present all of the relevant data on the courses. The search functionality could also be streamlined and better advertised. [#2210893]

Banner is really confusing until you sit down and mess with it. Even then it still takes some adjustment, and you typically only understand the processes you need to know. [#2210906]

I've heard complaints that these systems aren't intuitive or user friendly. Changing the structure and layout may make them easier to use. [#2210929]

I think this works awesome. Though I wish I could just see a giant list of all online courses or all upper division courses instead of having to manually put in all the tiny details to get a short or no existent list of classes. [#2210981]

Banner is a system that is not at all user friendly. I waste more time using that system than any other system. [#2210983]

The server often gets overloaded during registration. [#2211005]

Challenging to navigate [#2211007]

I have used our online registration and schedules in the past; not recently. I have however looked at the class schedules and availability and the system works very poorly. You can't narrow your selections to particular days, hours, classes and have it give you "anything" back. I have heard others say the same. [#2211022]

INB IS HORRIBLE. SSB IS ADEQUATE BUT TAKES WAY TOO MANY CLICKS TO NAVIGATE. ARGOS IS TOO SLOW GENERATING REPORTS. [#2211072]

We can't have these systems go down when we are advising students. We have nothing to go on. [#2211105]

Banner requires that I go through so many screens just to get a student's academic history. There has got to be a simpler way. [#2211136]

Can be made to be much more simple and easy to use. [#2211148]

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n/a [#2211202]

So many of the options in MyUTK take you to a separate webpage with its own log-in. I would prefer all of my information to be contained through the single portal. [#2211212]

The registration process could benefit from serious usability testing and improvement. [#2211216]

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very useless and confusing [#2211234]

These could some updating [#2211270]

Banner constantly seems to have issues. As much as it is utilized by faculty, staff, and students, there should be more attention placed on improving this software. Employees could be much more efficient with their time if either a better system were in place, or if our current system could be drastically improved. DARS is a great tool, but shouldn't there be software out there that automatically knows what a student is majoring in and what their catalog year is without us having to enter that information each time? Again, this is not the most efficient use of our time as employees. [#2211297]

My UTK could probably have a more updated format and user friendly system or orientation should explain to new students how to use it, Grades first works great and is user friendly but it is sometimes hard to understand how to get there from my utk [#2211300]

Class Registration is ugly and not easy to use. Hire more web developers and fix this. [#2211310]

This system is rather hard to use and slightly confusing at time. I rarely use many of the functions available and prefer to communicate directly with an adviser, professor, etc. **The process involved in looking up classes and class registration is difficult to use and could be developed to be more user friendly.** [#2211345]

DARS is very very confusing and hard to access. [#2211363]

I'm seeing too many systems being developed and faculty are having a hard time keeping up with the changes. I don't know if there's an easy solution. [#2211378]

I have a large number of advisees and really like our advising support from DARS, Self-serve, and Grades First. u-Track is a nightmare. The IRB procedures are ensuring that we remain in the bottom 50 in research; those procedures are absurd. [#2211445]

It was easier to generate a report from the old CMS system than it appears to be from Banner. [#2211453]

The system seems somewhat outdated and a little user unfriendly. It is sometimes difficult to navigate quickly. [#2211471]

MyUTK is the only one I know, and it is not updated during the term. So, it is kind of obsolete. [#2211538]

Banner web is tragically outdated and is overdue for an update [#2211584]

Have an integrated webpage for MyUTK, UTK Blackboard, and Email [#2211613]

It is frustrating that gaining access to some of these services, as faculty members, require additional paperwork. All faculty should by default have access to these platforms. [#2211807]

INB has far too many manual entry functions. I've had to load upward of 130 students for specific reports - and if one thing is not correctly clicked the submission must be resubmitted. I wish we had more simple interface and drag and drop options when running batch jobs. [#2211814]

The website is not terribly easy to navigate compared to other university's similar sites. [#2211815]

Many of these programs do not run efficiently and do not talk to one another. Not user friendly. [#2211883]

I think myutk is pretty user friendly. I can't say I've been frustrated by it. [#2211912]

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myutk is one of the most cumbersome sites I have ever had to navigate. None of the information easily transfers from one part of the system to others so you have to type exactly the same information multiple times to complete a simple task such as running a student's DARS. So far, the one system that seems to be simple and straightforward is grade change. The same is true for gradesfirst from the faculty/adviser perspective. [#2211938]

Finding class information in MyUTK takes more clicks than it seems it should. It also seems that if I open two different classes in two browser windows, the system will get confused and only one class will work. [#2212075]

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class registration is cumbersome at best, extremely frustrating at worst [#2212085]

Schedule builder does not work. Enrollment in Blackboard is not updated/different from Banner. Advisor/advisees listed in Banner are different from those listed on MyUTK. [#2212149]

Grades First is much better by far, but it's a pain getting summary information printed out of Banner. It's probably my user status, but it seems like search options are really limited, and very menu drive. We've all been Googlized.... [#2212164]

These are all outdated, not user user friendly, and very hard to access. [#2212206]

More preparation is needed for predictable periods of high demand so that the system is not overwhelmed and crashes or slows down to unacceptable levels. [#2212212]

It's OK [#2212235]

The system is awkward and clunky, and likened to paper forms from 2 generations back. [#2212258]

Until I can do all of this...EASILY...on my phone/tablet, OIT will be behind the times. [#2212282]

It is not always clear how to navigate the associated sites to find what I'm looking for, particularly in MyUTK. [#2212328]

First, they're confusing, not user friendly. Second, it has a mess with my payments, with made me pay late fees, since in MyUTK it appear that I paid my tuition in full and I actually owed about $100. [#2212343]

It is difficult to navigate, especially the system to add/drop classes. It seems very primitive and needs upgraded. [#2212374]

Banner is fine. DARS is ok but reads like a report. Is that good for students? My UTK isn't useful for everything--should be more of a 'one stop' [#2212403]

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my grades never came up on grades first, had to wait until I saw them on MyUTK [#2212406]

It should be much easier to use these programs than it is. [#2212407]

DARS is too much of a process. myutk when looking up classes should have descriptions and be an easier system then an outdated drop down tab [#2212534]

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cumbersome. [#2212651]

I like grades first. It helps me see my weekly schedule which is nice. [#2212665]

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when a student on the wait list is being allowed to register, all students see that there is an opening, but cannot register for it, so it always results in e-mails to the instructor. [#2212677]

Banner, & DARS are not user friendly, do not often work or work well, hard to find advising resources, not logically organized [#2212683]

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not applicable to me [#2212707]

There are definitely ways to improve the Banner system. We complain on a regular basis to Jennifer Hardy on the way Banner generates reports. It's sloppy and time consuming for the end user to we have to regenerate reports constantly and then clean up the report (resize, delete columns and re-space to fit on one page - a total waste of our time and a frustrating process. We have also complained to Joel Reeves in the past. [#2212727]

What I really would want banner to be able to do, when it regularly synchronizes rosters, is to e-mail me (on an opt-in basis) changes to my class roster (adds and drops). Moreover, the menus are not too self-explaining. Some advising functionality is in self-service, other is under advisor's link, and there is an incredibly lengthy dialog standing between me and an answered DARS request. [#2212793]

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fine [#2212844]

I find myutk minimally helpful, but the response times are long and ADMIT is not user-friendly. [#2212846]

My UTK have useful information but the required back forth clicks needed to negotiate it is ridiculous and wastes a lot of time. The people overseeing DARS need to be more responsive to editing requests. There are corrections that were requested months ago that still have not been fixed. This wastes faculty and student time over and over in advising. If something in DARS is wrong it should be fixed w/in 24hrs. [#2212848]

The current system for searching for classes needs to be updated and made more simple and intuitive. [#2212855]

DARS is the most confusing thing on the planet [#2212857]

Again most students don't know how to use it so it is inconvenient for them unless someone teaches them how. Also, maintenance can get in the way of a lot of students tasks that need to be done. [#2212897]

For DARS, why is every instance a What-if. The system has the ability to know the student's college, degree, major, concentration, and catalog year, just from the ID number. The What-If function should not be the default. It should be available IF the student is interested in exploring the requirements for a different major. [#2212934]

Banner and MyUTK have become EXTREMELY hard for new students to navigate. What a mess!!! [#2212941]

Online class registration sucks. very hard to use. No enough instructions for avaivable courses. some listed courses are out of date never given any more! the interface is really unfriendly. Redesign it please [#2212972]

Simply exhibit those more. I didn't know what any of those things were until five or six visits to my adviser. [#2213018]

Not all services are integrated in the system. I still get a number of paper communications, I would hope everything becomes email based [#2213073]

It can be difficult to register for classes using the codes. It would be helpful if you could select classes in a more intuitive way. I know using the codes is not the only way to register for classes, but it seems to be the most common. [#2213084]

This is so much better than it once was. what a breeze. [#2213086]

Would like to be able to see the cycles of class offerings over a period of years- to see how often certain courses are offered and in which semesters - [#2213119]

Make everything one thing [#2213120]

Just make it more user friendly. IT IS OUR FUTURE... [#2213123]

I usually only use occasionally. Typically to register for classes, pay tuition, and to access grade history. Some items not available to me due to my status as a graduate student. [#2213146]

Sometimes Banner and MyUTK brings me around in circles. I did not attend undergrad here, and these sites are challenging for me to navigate at times. Additionally, having all links at the bottom of MyUTK is confusing and does not help to direct me to where I need to access information. [#2213152]

I think it would be helpful to run a department schedule and combine several years semesters. Is that a possibility. It would be helpful when planning future curriculum offerings. [#2213187]

Not user friendly, poor layout, hard to find the information you need if you dont already know/have been shown where to look for it. Dars system is difficult to understand, need a better layout. [#2213214]

MyUTK has several massive lists of things at the bottom of th apge and I can see NO rhyme or reason for which thing is in wich list and I spend 5-10 minutes looking for stuff ALL the time. OH, and don't get me started about the graduate student web site - just ick. [#2213219]

As a staff member, working in MyUTK is a pain. Because I have to access three or four other programs located within MyUTK and may be working in one of those anywhere from 20 minutes to an hour, having to log back in to MyUTK just to open another program is foolish. MyUTK should be open until I am ready to log out after I have completed everything I need to do. [#2213230]

I've only had an issue with grades first but I do think that us students are not that well educated on these systems. [#2213233]

Make it easier to use and actually record any changes you make to your account. [#2213247]

The data in GradesFirst isn't always accurate. Students who are not enrolled are included. The communication between Banner and GradesFirst appears to not be clean. [#2213255]

It could use some work, but I am not well-versed in it. [#2213283]

Banner is clunky and has a terrible user interface. [#2213308]

Need help to integrate how Banner downloads information into an EHR to get the most out of our system. [#2213322]

Many systems, not a good way to access all data relevant to a subject or topic [#2213348]

Ability to access institutional/departmental reports to make data driven decisions

Banner is a terrible piece of software. Impossible to access reports without assistance from Student Services and they are unable to provide the reports we need in a timely manner. We need to be able to access the reports ourselves. [#2210256]

As above: I have found it extremely frustrating to access data that would inform good decisions. Multiple calls and emails, long lag times, and a general unwillingness to provide anything other than the simplest of figures seem usual. [#2210261]

Reports are archaic. The data is in the system but there isn't a report to pull it out. We have to resort to basic data pulls so we can sort it ourselves. [#2210328]

It would be nice if instructions on accessing departmental reports were more widely available. [#2210331]

Sharing data to multiple departments is important, but when departments can't access the same drive, how can you share data without having to send it via email? Wasted time, wasted server space. [#2210344]

Information regarding IRIS reporting capabilities should be improved. Where is this information available? [#2210422]

Need to not have to go through so many layers to get one report produced [#2210464]

It is important to have student data (demographics, retention rates, etc.) easily available for faculty. [#2210509]

AUS data is incomplete. It is inefficient to have college/department staff compiling data that already exists, but is not published. [#2210524]

Faculty membershave very little access to historical student data that might help improve instruction and advising. [#2210557]

More visibility for these kind of tools, easier access [#2210567]

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takes alot of time requesting reports from SERA and waiting on those reports [#2210640]

I don't even know what data is available. Is this a training issue? Lack of understanding on my part? I also think there are barriers to accessing data. [#2210643]

I am not aware these reports exist or where to find them [#2210709]

Our ability to get data into forms that we can use to make useful decisions is very challenging process at the current time. [#2210793]

We need more analytics software. [#2210900]

I have never had access to institutional data on my program of department. However, I have provided much data to them. This must be fixed if we are to make effective data-based decisions and reduce time spent responding to various constituents - especially accrediting agencies who are requiring more and more data and some even want accurate data. [#2210921]

Need better transparency to all. [#2210928]

Need ANDI to create fundraising reports that drill down to departmental funds of all approaches (annual giving, major giving, endowments) [#2210945]

I never have the chance to access this data or report. Ridiculous. They are top classified? No one cares. [#2210991]

Personally, I don't think policy, financial, legal, structural, managerial, contract, or administrative information are shared very openly at UT. Even when a person wants to help save UT, the state, and taxpayer money or improve,they can't. There hands are tied by UT administrators. They are even threatened in my observation. [#2211022]

Better reporting tools to pull information with. [#2211069]

SAME ISSUES WITH ARGOS REPORTS [#2211072]

I gave a low rating for this question because of IRIS' impressively bad usability and the inability of various departments to send enough data to it to allow proper reconciliation (e.g. reconciling Banner transfers against a department's internal systems, or a listing of IRIS charges from Facilities Services against work orders in Archibus), but I do not believe that these factors should reflect poorly on OIT. IRIS is administered by the UTSA and Archibus by FS' Communications and Information division, and it would be great to close the feedback loops for those systems by surveying them separately. [#2211089]

IRIS is difficult to use and sometimes takes a while to provide the needed information [#2211093]

OUr department is experiencing difficulty accessing in a timely manner the data needed for federal reporting [#2211213]

The current INTRANET in UTIA is not optimize for easy navigation [#2211228]

OIRA did a great job providing data for our 10-year Academic Program Review. The department didn't even realize we could get reports from them. I'd love to receive a user-friendly annual synopsis of things like student majors & minors, demographics, faculty demographics, salary breakdown (how much is going to different parts of our discipline) [#2211268]

Having to wait one week to receive a report seems like a long time. It would be nice if reports could be delivered in a more timely fashion. [#2211297]

OIRA data are getting much, much better--more reliable, and more data. I find OIRA to be consistently striving to improve--their staff and administration listen and work on solutions. Ultimately, much of our fact book data needs to be open access, at least for faculty and staff. Currently, most of it is limited to upper administration and a lesser amount for DHs. [#2211378]

See next item. [#2211453]

This is something that I have been hearing about for years but have never actually seen much in the way of deliverables. Just recently I learned about being able to look at student enrollment data for the past three years via the OIRA factbook and it was very useful information in a recent funding decision. I would love to see more tools like this available or even tools that exist somehow advertised. [#2211458]

We need a dashboard that can be used to pull whatever reports we need. [#2211464]

SUPER is difficult to manage. You cannot alter indicators even when a program has changed or has been dropped. [#2211473]

This should be designed by the university, for the university, without the participation of private corporations. [#2211538]

IRIS needs to be more current. Payroll, STVs, specifically. We cannot budget accurately when we are working with reports that can only show information that might be 2 months behind because payroll hasn't processed or the STV can't be processed because the timing of payroll and effort certification. [#2211806]

I have access to reports but the process to access said reports is time consuming. What should take a few clicks of the mouse can take several steps to get the reports I need (roughly 4-10 minutes) depending on the specific report. [#2211814]

Banner-driven or other on-demand reports [#2211851]

Since Banner does not differentiate, AUS can not provide differential data which is helpful to us [#2211917]

Although i am not a key decision-maker in our unit, when I need data or our operations, I often find it is not posted in a form I need or at all. [#2211935]

I think reports that are not in privacy violations should be accessible [#2212051]

Our department went through an Academic Review process this past year. There was a lot of frustration in getting GOOD data and reports from institutional databases. This needs lots of work and improvement. [#2212107]

Where can one go to access these reports and what reports are accessible. [#2212121]

Cayuse reports are non-existent I cannot do unit or college reports for our Dean or Annual Report. IRIS reports are not always easy to download to Excel spreadsheets. The IRIS reporting has been improving but still has a ways to go. It would be helpful to have more instructions on using a report online. [#2212177]

I have no idea how to access these reports. Where is this information posted? [#2212197]

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no knowledge of how to access data or where it might be located; secretaries have to dig up data mostly from disparate sources [#2212235]

This process is a bit convoluted, and has become more so with forcing Wordpress into service as a CMS. There are *far* too many pages that cannot be found, have been moved, do not show up in searches, etc. [#2212258]

No access whatsoever. [#2212282]

Same as #1 [#2212311]

Data is not easily accessible. You have to find a person to run data reports on student data. The offices / the people are great but could there be a 'self-service' level of data? [#2212403]

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no idea - have never tried [#2212517]

The systems do not talk to each other. [#2212591]

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most of the issues stem from figuring out where the documents are stored [#2212622]

Argos is particularly problematic for me. The first time I used it to pull a report it was very time consuming due to figuring out the right browser to use, the java settings, and it is very slow to load everything. [#2212652]

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n/a [#2212713]

Completely inadequate. I schedule classes for English. Cannot get SAIS data in any sort of timely or correct manner, cannot easily get orientation data to allow appropriate numbers of sections. Each semester is a total guessing game. [#2212727]

UT lacks adequate management reports to provide the required information to make informed decisions [#2212769]

IRIS [#2212836]

I have no idea how to access reports to make data-driven decisions! [#2212846]

Access to reports is simply atrocious. [#2212934]

Very Important [#2213249]

It takes a long time to get data that we need. There should be more reports that departments have access too with data to help with making decisions. [#2213255]

I would like a better system to be able to communicate with other Academic Advisors, Academic Coaches and Faculty. We all work with students as staff members we should be able to communicate with each other to better serve the student. [#2213265]

There is no aggregate website for all available reports. SAIS is all i am aware of. If there are other sites with data, our Department admins would love to know about them. But nobody wants to log into three different 'services' or campus reporting units to find reportable data. [#2213310]

Difficult to get the data in a timely and orderly fashion [#2213348]

I simply wish it were easier to utilize SERA. [#2216052]

A general problem with IRIS and other systems is that they did not standardize the methodology for accessing data. This makes using the systems hopelessly non-intuitive. [#2216053]

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

When I have used SPSS remotely, if my computer falls asleep while I am working on something, I have to reboot the whole citrix server. This is so inconvenient. [#2210348]

When I use STATA on apps.utk.edu if I stop working for 5 minutes it shuts down and I've lost a lot of work before. I try to avoid using it if I can. [#2210355]

Keep them coming. [#2210464]

N/A [#2210493]

Important. [#2210539]

I don't use that often, but I think more programs could be inlcuded [#2210557]

So far as I've used apps, they seem ok. It's just that the kinds of things I'd like to see available *for me* aren't. (But I would expect that since I work in a very niche area on campus.) [#2210568]

Could we please have PC-Ord included in the statistical packages offered on Apps@utk.edu ? [#2210606]

Would like to see Apps@utk.edu offer access to more applications and full virtual work environments to faculty/staff. [#2210628]

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did not know anything about this [#2210640]

I didn't know this existed or what it does. [#2210643]

I've had stata crash multiple times. [#2210661]

Provide an FAQ and a more robust interface. [#2210688]

The mobile apps sometimes have issues loading or showing certain information on devices. [#2210700]

I have not used these, or required my students to use them, for a couple of years -- I stopped because the configurations of the VMs were too under-powered at that time (e.g., memory and cores) to do anything more than trivial tasks. [#2210707]

Provide an app that allows you to edit pdfs without having to pay a monthly fee!!! [#2210735]

I have a Mac and I couldn't figure out how to download programs to my computer to avoid having to go into the apps.utk.edu website every time [#2210749]

Browser issues with updates and compatibility sometimes [#2210824]

Origin 2015 and 2016 never work so I have to use Origin 9! [#2210851]

It has too many glitches, and the maps function is terrible. [#2211148]

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it goes off at times, gets crowded [#2211156]

I work with SAS. Sometimes SAS gets mad and I end up having to back out of the whole program and start again. [#2211163]

Connection through citrix is very faulty and some of the options are limited in some of the programs [#2211228]
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very slow [#2211234]

This is all fine. I haven't had issues using these apps. (Matlab etc) [#2211270]

Useful for when I needed to run SPSS on my netbook. It could be expanded. [#2211277]

At https://apps.utk.edu/vpn/index.html under Admin, I use VCenter_6_0 which has a problem with using the desktop credentials. If I login with desktop credentials (I have done this for years), then I am not able to search for virtual servers. If I manually login as suggest by the helpdesk, then I am logged out in a very short period of time (less than an hour). Then the helpdesk suggested that I use https://vcenter.utk.tennessee.edu/vsphere-client/?csp, but the virtual display is almost unreadable. I have gone back to login with my desktop credentials and find my virtual servers manually. I would be nice to have this fixed. [#2211352]

I have no idea what this is. [#2211445]

I know nothing about this service, but it sounds like something that could be extremely useful. Again, making staff more aware of services and how to use them would be beneficial. [#2211644]

Too many hoops to jump through to start an application. ABAQUS is sluggish when operated on the server. [#2211647]

Works great for alerts, but otherwise not very useful. [#2211733]

If an application running becomes unresponsive. I often cannot terminate it or start a new session of the same thing. I have to just disconnect completely from the Citrix server and wait 30 minutes or so in order to let the no-activity automatic session termination occur. This seems to happen a lot to me when running R/Rstudio. [#2211833]

Apps is extremely slow for my students. They constantly get frustrated. [#2211921]

I find that I get disconnected from the app server whenever my computer idles for more than a couple minutes. I wish this was not an issue, as I often utilize the statistics software. I will say app server is easy to use and I never have problems interacting with the application. [#2212023]

This is vital - please retain SAS [#2212058]

Some modeling packages in online version of STATA app were not available to us, so I can not use it to run some statistical modeling. Hope more basic modeling packages were involved in STATA. [#2212072]

I have been told that Origin isn't always available on Apps, i don't use Origin but more licenses may be needed. [#2212145]

Another outdated system. It works (most of the time). [#2212206]

Service is OK...its kludgy, so if you can find a better platform that doesn't make me jump hoops to save, etc...that would be great [#2212282]

Does not work on my operating system (Fire OS) [#2212343]

Apps was something I had the most trouble with because the FAQ wasn't clear enough on what to do. It was actually easier to use on Chrome and tips like that should be available. [#2212374]

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needs to work with various web browsers and a little faster would be nice [#2212406]

Access to Adobe CC [#2212607]

I think a lot of students as well as faculty and staff I work with are completely unaware of this resource [#2212622]

I have no clue what this app is. Maybe they should tell us what it's about. [#2212665]

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no idea what this is. I have the T APP, and i cant believe it doesnt include real time notifications. [#2212707]

For the most part, it's easy to use. Sometimes actually downloading the apps (like HyperChem) gets frustrating and doesn't work. [#2212768]

I am not even aware of this service. [#2212811]

I have no idea what this is. [#2212828]

Never heard of it until I saw it on this survey. [#2212897]

It is VERY slow sometimes. [#2212950]

Haven't used [#2213146]

The apps ability is appreciated, but my computer fights with it. I know this is a personal issue, and I have been able to meet with OIT to try to resolve the issue, but it did not solve the problem. [#2213152]

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just need to know what is available [#2213154]

LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

NA [#2210256]

I wish Bb didn't kick you out of a live class while the class was occurring. I also wish there were a way to go back and review old classes for studying for comps purposes. [#2210324]

This is better now switching to Zoom, but Blackboard Collaborate was always awful, and was difficult to keep working. [#2210333]

Using the online whiteboard can be tricky. [#2210492]

N/A [#2210493]

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n/a [#2210502]

Zoom has been great! [#2210531]

I know you guys know this, but is always seems like BBoard Collaborate is inherently unstable. (That's why you suggest Zoom as an alternative.) I suspect it's just the nature of the BBoard beast. Since you've got an alternative, I suppose there's not much to do about it. [#2210568]

Use ZOOM and keep them accountable to resolve glitches Bb online is not great. Bb in general seems like a system that was just added on to for more functions with a basically not complex enough underlying infrastructure of the software. It is a million baby steps. Setting up exams is hard--you always do it the easy (wrong way) first and then discover that you needed to use the Test Canvas function instead, for example. [#2210735]

I am in the information sciences program and the department no longer uses BB Collaborate. We use Zoom instead and although it does not have some of the classroom features (i.e. polling features, seeing when people are typing in chat) like collaborate the system runs much better and does not crash as easily. [#2210899]

N/A [#2210981]

Collaborate is hard to use. [#2211045]

The reason that I rated Blackboard Collaborate so low was my past experience with it. I have tried to use it once - maybe a year ago now - and it simply did not function. Why that is, I do not know. I have not had a reason to use it since, so it may be completely fixed and function perfectly at this point. [#2211064]

When it is during service hours, the support staff members are outstanding. If a problem with Zoom or Blackboard occurs after hours (when evening classes are taught) support availability is a problem [#2211131]

I use Zoom. It is more stable and user friendly. [#2211136]

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not user friendly [#2211234]

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had a class that would not work online = OIT sent me to Blackboard, which was ok = but then blackboard told me that it was a problem with the class not them - I knew it wasn't - everyone else in class was fine. the blackboard person kept insisting that my class was not going on even though I could hear it, but could not participate they were really rude and never fixed anything [#2211239]

I cant tell you how many times a professor has an issue getting this to work correctly! [#2211270]

There are so many free services that do this. Why are we spending money on this? [#2211310]

Bb Collaborate is no longer being used. Zoom is better in many ways, especially when it comes to app sharing. It would be nice to have the chat window as part of the main window, and to have the ability to indicate to others in the class that you have stepped away from your device (this was available in BbColl). [#2211413]

I have no idea what this is. [#2211445]

I prefer Collaborate to Zoom, but understand I am likely in the minority. [#2211479]

First semester in use problems [#2211502]

Expensive and poorly designed. Maybe the university office can come up with some other way of communication. Virtual classrooms are not really that effective. [#2211538]

Unfortunately the collaborate is dated and not to current needs. There is poor picture and audio quality, With the need to depend on online courses, I am sure there are either updated programs or better software [#2211545]

I'd like more options for collaborating with my classmates within the blackboard program. I don't know if that's possible or not, or if it might just be an issue with this one particular class. [#2211650]

This is not available anymore ... so I am not sure how this can be answered (since the transition to Zoom). I did answer - but based on past experience with BB Collaborate). I can comment on some missing Zoom features, however, as this is used for teaching live (synchronous) online classes in my school. I would like it it to allow (1) a polling feature, as Collaborate had, and (2) allow better manipulation os size of window when in Share Screen mode. A [#2211846]

I already mentioned it, but Blackboard Collaborate is not good. I am glad the university switched to Zoom. There were always issues with dropped connections, poor video feed, and share screen abilities were not user friendly. I am an online student so having a seamless experience in class is needed, and I don't think Collaborate offered that. [#2212023]

Would like to engage with digital education personnel at UT. Overtures in that effort have not been reciprocated. [#2212053]

Stability when sharing information/desktop [#2212054]

We are now using Zoom instead and it is going pretty well so far. One function we still need is the capacity for breakout groups to type on the whiteboards and then bring those whiteboards back to the main room for report outs. [#2212107]

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doesn't apply [#2212132]

Not as good as zoom; whiteboard is impossible; video cannot be integrated [#2212235]

Use Zoom now. Blackboard Collaborate was never used by me, it was too restricting and not at all natural. [#2212282]

No help at all; I know as much as the people I call [#2212305]

It is not Collaborate any longer; it is Zoom. Zoom has some advantages but some serious disadvantages. The breakout session feature has no features for classroom use. The "whiteboard" is a joke. The recording feature is too basic to be useful. In the trimming to the basics, a lot of features got lost. The video is the advantage over Collaborate, but many useful features for classroom use have been lost. [#2212321]

I haven't used it but once or twice a while back, but everyone that has to use it tell me how confusing it is to use. [#2212372]

NA [#2212406]

Blackboard itself is so bad I don't even want to try this. [#2212471]

I've never had a professor use this for my classes. Probably due to good cause, it is not a coincidence that it has never been used by anyone that I know. [#2212476]

None [#2212496]

No idea, have never tried [#2212517]

BB Support is always great, and THeresa is super. [#2212707]

N/A [#2213019]

Haven't used [#2213146]

Its ok. Could be better about bugs/issues and allow each user to personalize their layouts/desired notificatiosn [#2213214]

We are no longer using Collaborate - but Zoom. [#2213219]

Important [#2213249]

I think this is probably okay on campus, i just despise virtual. My bad. [#2213310]

Customized help with developing course materials and lectures for online teaching.

Easier access [#2210567]

I had a great experience working with IT on this and understand the faculty focus, but I think there should be HR Employee development involvement in the process for appropriate courses. A partnership established between the two offices maybe? I think it would be good to advertise the process for accessing these services a little more. [#2210643]

Nope. [#2210991]

If there exists something like this at UT is the best kept secret. So, please, make it public! [#2211538]

I work for an outreach program that works with high school students, and part of our program is to provide blended learning. More training on this would be helpful. [#2211644]

The problem here is that there is a cost of opportunity to transitioning to increased use of instructional technology (or moving a course online or in a hybrid format). As long as faculty have the impression when they contact OIT, that they (the faculty) will have to do the work themselves or learn to build with new platforms and tools instead of having OIT personnel build things for them, it will be difficult to break beyond the small group of pioneers and early adopters. OIT needs to hire more developers, multimedia specialists, instructional designers, graphic designers, coders, etc., people who can actually build things. There are models out there to look at, even among Top 25 public universities. UT is so far behind in this area, it is not even funny. [#2211807]

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doesn't apply [#2212132]

OIT has always been responsive [#2212235]

I don't need individual or one-on-one help...customized help is help that comes from someone with knowledge of the content and can tailor with my discipline in mind. [#2212282]

Online library tutorials are essential for self-paced learning - even more in the future with transfer students. Accessibility concerns for interactive tutorials - more training needed. [#2212311]

When I have asked, i have received. [#2212517]

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this is a real frustration for me. Several years ago I was granted an opportunity to have OIT assist me in developing on on-line presence for a class. After providing the material and explaining what I wanted, I received nothing. [#2212579]

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i've had great experiences with OIT staff on at least five big course projects [#2212707]

Not needed [#2212844]

We have had good success developing online courses in the exTol platform. Are there other resources for customized online course development? We need that! [#2212985]

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this is good and I know that with time will improve [#2213131]

Learning about more technology and apps to help teaching in the classroom. Technology is what our student like we should learn more about meeting student where they are. [#2213265]

No comment. [#2216053]

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)

7.2054 (n=1680)

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

6.8219 (n=1673)

Key Findings for UniversityRole 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: Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)   **Negative Perceptions (Adequacy Gap Score < 0)**

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.36; N = 834; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.43; N = 817; P = 0.00

Having Web sites and online services that are easy to use.
Adequacy Gap Score = 0.56; N = 734; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.56; N = 707; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.53; N = 703; P = 0.00

Having systems that provide timely access to data that informs decision-making.
Adequacy Gap Score = 0.38; N = 671; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.39; N = 714; P = 0.00

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.47; N = 670; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.48; N = 645; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.70; N = 654; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.86; N = 637; P = 0.00

Official University Email - Office365, Gmail (available to Students only)
Adequacy Gap Score = 0.52; N = 686; P = 0.00

Ability to invite/schedule appointments with others through calendaring services
Adequacy Gap Score = 0.77; N = 582; P = 0.00

UT System Services (IRIS, ANDI, TERA) - fac/staff
only
Adequacy Gap Score = 0.63; N = 240; P = 0.00

Student Information Systems and Online Class
Registration (Banner, DARS, MyUTK, Gradesfirst)
Adequacy Gap Score = 0.17; N = 681; P = 0.03

Apps@utk.edu (apps.utk.edu application server /
virtual computer lab)
Adequacy Gap Score = 0.38; N = 419; P = 0.00

LiveOnline@UT (Blackboard Collaborate) virtual
classroom environment support
Adequacy Gap Score = 0.20; N = 397; P = 0.04

Results for UniversityRole In ('Student')

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

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

Connectivity & Access (No. 1 - 4)

Technology & Collaboration Services (No. 5 - 9)

Support & Training (No. 10 - 13)

Legend: Perceived > Desired — Perceived < Desired — Perceived > Minimum — Perceived < Minimum
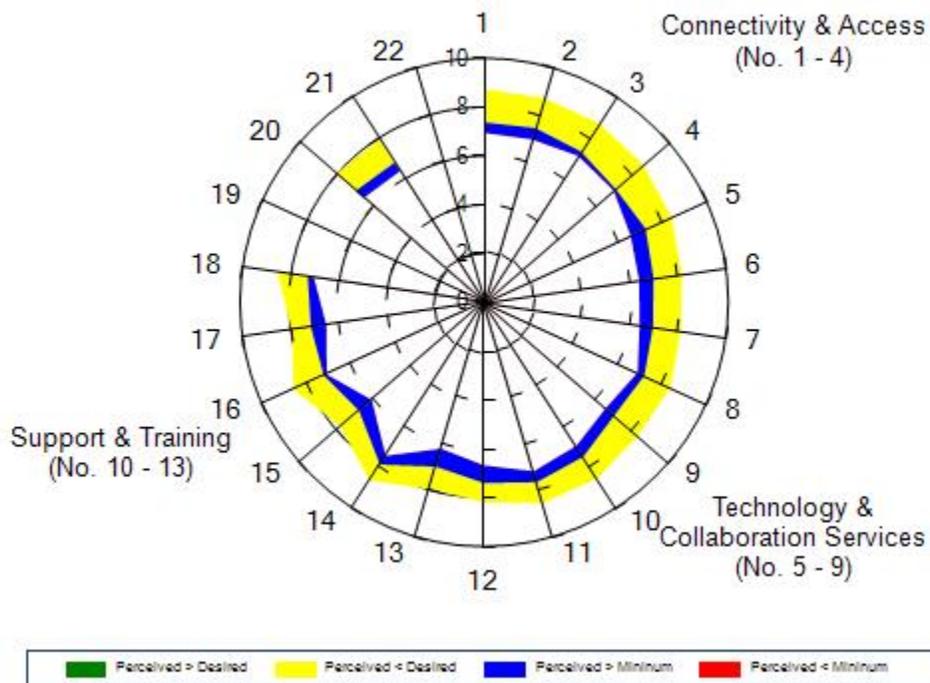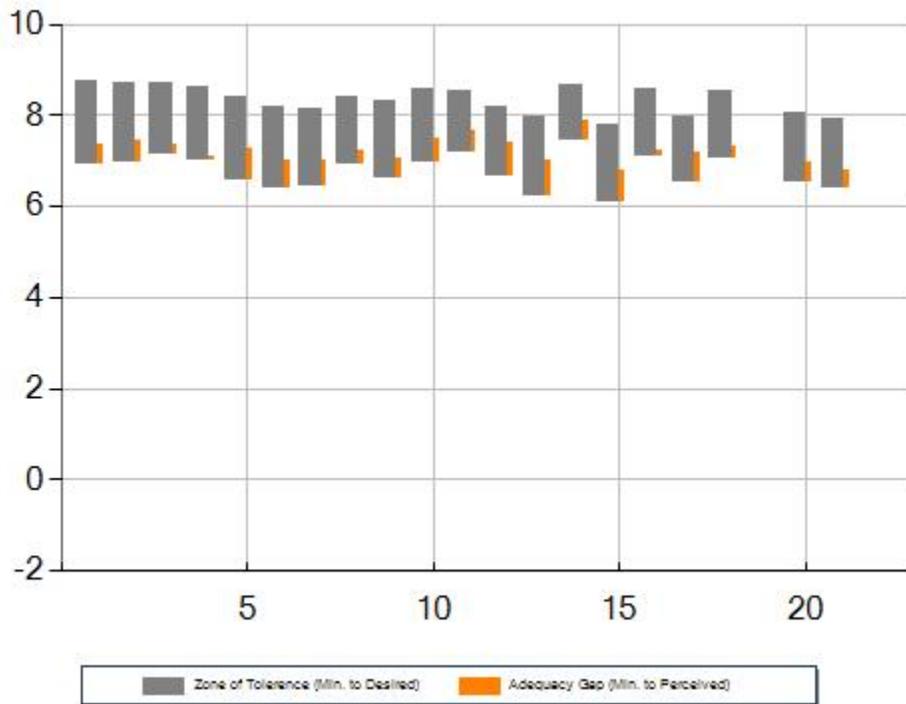
Data Tables for UniversityRole In ('Student')

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 *H₀: Adequacy Gap Score = 0*. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	6.92	8.74	7.29	0.36	-1.45	834	0.00
		Dev	1.71	0.67	1.50	1.85	1.47		
2	Having an Internet service that provides adequate capacity or speed.	Mean	6.92	8.72	7.35	0.43	-1.37	817	0.00
		Dev	1.64	0.68	1.49	1.80	1.49		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.10	8.72	7.16	0.06	-1.56	814	0.37
		Dev	1.71	0.71	1.67	2.01	1.68		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.94	8.60	7.02	0.07	-1.58	816	0.32
		Dev	1.82	0.90	1.78	2.14	1.85		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.60	8.44	7.16	0.56	-1.28	734	0.00
		Dev	1.71	0.89	1.40	1.78	1.41		
6	Having online services that enhance the teaching and learning experience.	Mean	6.38	8.16	6.94	0.56	-1.22	707	0.00
		Dev	1.89	1.25	1.55	1.88	1.61		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.38	8.11	6.91	0.53	-1.20	703	0.00
		Dev	1.93	1.29	1.58	1.82	1.54		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.77	8.37	7.15	0.38	-1.21	671	0.00
		Dev	1.76	1.03	1.49	1.72	1.41		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.56	8.30	6.95	0.39	-1.35	714	0.00
		Dev	1.91	1.17	1.63	2.03	1.74		

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	6.92	8.56	7.39	0.47	-1.17	670	0.00
		Dev	1.69	0.88	1.49	1.86	1.51		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.08	8.51	7.56	0.48	-0.95	645	0.00
		Dev	1.68	1.00	1.47	1.73	1.47		
12	Receiving communications regarding technology services that I can understand.	Mean	6.61	8.18	7.32	0.70	-0.86	654	0.00
		Dev	1.92	1.28	1.51	1.82	1.48		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.11	7.89	6.96	0.86	-0.92	637	0.00
		Dev	2.06	1.51	1.64	2.07	1.76		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) *Self-reported faculty, students, staff, not declared only.*	Mean	7.30	8.63	7.82	0.52	-0.81	686	0.00
		Dev	1.64	0.87	1.31	1.66	1.29		
15	Ability to invite/schedule appointments with others through calendaring services *Self-reported faculty, students, staff, not declared only.*	Mean	5.98	7.75	6.75	0.77	-1.01	582	0.00
		Dev	2.20	1.65	1.82	2.16	1.91		
16	Online@UT (Blackboard Learn) *Self-reported faculty, students, staff, not declared only.*	Mean	7.01	8.56	7.07	0.06	-1.49	670	0.41
		Dev	1.86	0.91	1.72	2.00	1.70		
17	UT System Services (IRIS, ANDI, TERA) - fac/staff only *Self-reported faculty, students, staff, not declared only.*	Mean	6.48	8.02	7.10	0.63	-0.91	240	0.00
		Dev	1.98	1.47	1.68	1.81	1.40		
18	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Self-reported faculty, students, staff, not declared only.*	Mean	7.00	8.56	7.17	0.17	-1.40	681	0.03
		Dev	1.72	0.83	1.62	1.94	1.60		
19	Ability to access institutional/departmental reports to make data driven decisions *Self-reported faculty, staff, not declared only.*	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
20	Apps@utk.edu (apps.utk.edu application server / virtual computer lab) *Self-reported faculty, students, staff, not declared only.*	Mean	6.49	8.05	6.87	0.38	-1.18	419	0.00
		Dev	2.12	1.44	1.82	2.05	1.74		
21	LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*	Mean	6.40	7.97	6.60	0.20	-1.37	397	0.04
		Dev	2.14	1.54	1.90	1.98	1.87		
22	Customized help with developing course materials and lectures for online teaching. *Self-reported faculty, staff, not declared only.*	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from 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.

N/A [#2210493]

What wi-fi i pick each day is usually the only one that works [#2210502]

Improving the wifi would make getting homework and online things done easier [#2210521]

Still so EXTREMELY important... [#2210539]

It's too spotty around campus. I feel like I move 3 feet and my internet goes from 3 bars to none. [#2210541]

The stadium class rooms NEED better WiFi and reliable Internet and cell service [#2210613]

There are random locations where internet service is spotty and needs to be checked. WLS M401 is one room that consistently has service cut out during class. [#2210657]

This has to deal with the Internet not working sometime. Basically just like the previous question [#2210749]

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like EPB Fiber Optics is amazing. [#2210981]

I haven't had any major problems with the internet recently [#2210982]

Again, it doesn't always work particularly well. [#2211014]

Campus sometimes has dead zones for wifi between buildings. Removing these deadzones would be very helpful. [#2211128]

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the internet isn't reliable [#2211234]

I think the Internet works great here and is reliable! [#2211300]

For some reason, in the classrooms that are built inside/underneath Neyland stadium, my internet reception is bad. [#2211396]

Sometimes the Internet is down or slow for short amounts of time, making it difficult to work. [#2211471]

WiFi in the dorms during peak hours [#2211487]

I have never had a problem with reliablity for more than 15 minutes so good job there [#2211509]

This is crucial to completing all of my assignments on time. Unfortunately, due to a full schedule, I sometimes do my homework at the last minute, making a reliable internet service immeasurably valuable. [#2211575]

In the last year the internet seems to be pretty reliable [#2211860]

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the Internet doesn't work reliably in the older buildings on the periphery of campus where classes are held. [#2212146]

I have talked to many of my fellow students and none of their gaming systems will connect to the wifi [#2212157]

A router around Pathology room A301A in the Biomedical and Diagnostic Sciences Dept would greatly help improve signal reception. [#2212216]

Broad range, large badwidth, fast speed [#2212317]

It drops faster than when Lane Kiffin dropped us. All of a sudden and for awhile. [#2212325]

I'm not sure why, but there are days in which the internet service doesn't work in my building (South College on the hill). This makes it difficult for us to do our work. Not having this happen at all would be great. [#2212328]

Sometimes the internet becomes slow, also the signal keeps going away, not sure if it is the internet or the wi-fi. It happens to other people in my lab. [#2212343]

There can be anytime that I may need access to the internet. And I need it to be reliable at any given time. [#2212369]

It goes down sporadically throughout the day forme. [#2212393]

There are very few times of the year when the internet is slow or you cannot connect. It is typically at the beginning of school year and registering for classes. If there was a way to prepare for high traffic so the internet access does not cease completely, that would be great. [#2212445]

I have a class in South Stadium Hall and cannot connect reliably to the network in that building. [#2212454]

I haven't had a recent problem with internet connection [#2212495]

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service on Hodges 2nd floor is spotty [#2212554]

Ensure it works everywhere. Currently is awful in HSS. [#2212631]

Ping spikes recently while playing video-games. Not academically relevant, but I do wonder why I went from 40 normally to 200 for about the past week. [#2212825]

This is very important on campus, and i think it could be made better by having stronger signals in the residence halls. [#2212875]

I do not know how much the UTK internet speed, but you need to increase the MPS [#2212878]

N/A [#2213019]

I find it frustrating at times on my mobile devices that wifi will kick me off rather quickly. Especially when using my iPad in class. I will have to reconnect several times throughout a lecture. [#2213029]

Often times I am in a class, as a student or Teaching Assistant, and need to use the internet to stream videos. It has been so unreliable that I have had to completely alter my lesson plan because of it. [#2213060]

Fix the wifi problems to have a reliable internet [#2213087]

There is very rarely an open internet connection in South Stadium Hall. I would truly appreciate it if there was someway to get internet for regular classes in that building. [#2213094]

Switch to Comcast, they are faster and more reliable [#2213120]

This would be very helpful. It goes out alot on ag campus [#2213214]

There are many times when the Internet lags or shuts down completely while living in a dorm. [#2213233]

It also likes to stop working for no reason. [#2213247]

Having an Internet service that provides adequate capacity or speed.

N/A [#2210493]

Extremely slow internet, even when plugged in to an ethernet port. [#2210502]

This is also EXTREMELY important. It is very frustrating when you can't get access or the speed is at a turtle's pace. [#2210539]

Sometimes the speed fluctuates between location while also with the amount of people affects the speed as well. [#2210736]

I live in Morrill and on the weekends every now and then the internet doesn't work very well. Like for instance last weekend was boxing weekend and I couldn't do anything on the Internet becuase it was so slow. There should be a switch that you allow people to use the visitors wifi up to a certain point. When they start taking president over the students wifi at the school. We pay for the wifi and they don't as well so we should be guaranteed the service and they should hope that they can get into the service [#2210749]

Many teachers require online homework, so when internet is down, I am suffering immensely. Internet capacity and speed is vital to college. If UT places a lot of money somewhere for students, this should be one of the things at the top of the list. [#2210979]

I have such bad relationship with UT's internet service. It is spotty and always seems to shut down when I need it most ESPECIALLY IN JESSE HARRIS BUILDING. [#2210981]

I hope UT has gigabit ethernet access. [#2211176]

I find that GradeFirst can be confusing to navigate at first. Also, some teachers do not adequately use Blackboard, which I believe should be a requirement of faculty. [#2211184]

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internet speed is fine sometimes needs more bandwidth [#2211234]

Sometimes the Internet tends to be slower than others. [#2211471]

At some ends of campus internet is not always good. [#2211472]

Maintainance? [#2211505]

The internet is good here but it could always be better [#2211509]

There are many times where my laptop will not run effectively due to spotty wireless internet connection. I don't know if the server is overwhelmed by the amount of people or if coverage just is not that good, but whatever can be done to speed up internet service and create a more reliable connection, please do it. [#2211554]

We live in the era of gigabit internet. Get with the program. [#2211647]

Sometimes the Internet is really slow [#2211860]

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shouldn't be location dependent [#2212085]

Sometimes the wifi is a bit slow. Not a big problem [#2212157]

This is typically alright. Connectivity is where our network fails. [#2212206]

I lose wifi all the time in Hodges Library or it slows down to a glacier pace. [#2212325]

Speed seems good [#2212495]
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service on Hodges 2nd floor is spotty [#2212554]

Still slow at times, but definitely better than it used to be. [#2213009]

N/A [#2213019]

Reduce the time one has to wait for computers in hodges library to log in especially the non apple computers. [#2213087]

I usually don't notice a problem with the speed and capacity, but sometimes during the peak hours around 10am-2pm i have noticed a slower load time and dl speeds. [#2213093]

Switch to Comcast [#2213120]

UT internet, wifi and lab computers, is very slow. The user interface that we have to log into is pointless and time consuiming because we still have to log into and retype passwords for everything and for printing. Just allowing the computer to be on and readily accessible would be much better. [#2213214]

Speed is always slow which can make class difficult. [#2213247]

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

So many people complain about the internet but I feel like it runs really fast. [#2210382]

N/A [#2210493]

It routinely drops out in buildings with connectivity problems. [#2210502]

On some parts of campus the wifi will go in and out. It becomes hard to do an assignment [#2210523]

This is EXTREMELY important since I use my phone as a mini-computer to access vital class information. [#2210539]

It's way too spotty. I really wish you guys had more reliable internet. You don't have any whatsoever down near Fraternity Park and Facilities Services. [#2210541]

Same as first response. [#2210576]

It drops when I'm walking around campus- maybe have more routers/modems that cover outside areas. [#2210583]

The WiFi coverage sucks in the Stadium classrooms. It is hard to use a laptop or phone because of this. Also, the WiFi is spotty for my phone, it's only accessible in open, main areas. [#2210613]

When I am in the building, it seems alright but when I go out of the building and walk on the street, the WIFI is so weak. [#2210635]

My lab is in SSH. We get no wi-fi and have 2 Ethernet ports for a 4-person lab. [#2210733]

Sometimes I wish the coverage could extend from the outside of the buildings. Like on pedestrian walkway and other places where it is a dead spot until you are in the vicinity of a building. [#2210736]

My Apple TV and printer constantly have connectivity issues :([#2210740]

The service is just OK, can be variable throughout the building space. [#2210898]

There is not adequate wi-fi coverage in South Stadium Hall. [#2210899]

The service can be spotty in the Law School. Maybe have more or stronger routers. [#2210914]

I would love to be able to use my devices every where. [#2210981]

Wifi is sometimes unreliable in certain places. [#2211014]
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n/a [#2211202]

There are some dead spots around campus, namely in South Stadium Hall. [#2211227]
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wifi on campus sucks outside and in many of the large rooms such as in the music building [#2211234]

Most of the time I can not get my mac desktop or PC laptop to connect to uc-wpa2 in Burchfiel top floor. Sometimes ut-open doesn't even work, or is intermittent. [#2211311]

In some buildings, such as Hypr, there is very little Wi-Fi coverage. This can certainly improve. [#2211318]

Wi-fi coverage is great in buildings but not great outside. [#2211384]

Wi-Fi coverage is not strong enough and it is little flimsy [#2211395]

Most of my homework is online so I have to have a service that has Wifi coverage that doesn't go in and out. [#2211415]

Making internet basically required for all courses then you should be able to provide Wi-Fi in all areas at all times. [#2211462]

For the most part, wifi access is wonderful. [#2211476]

WiFi in dorms during peak hours [#2211487]

I cant stream music on the wifi while i walk to class [#2211509]

This is such an important aspect of being on campus. I always need Wi-Fi whenever I am on campus, for online homework, assignments, emails, etc. So far, I have not had too many issues. There was one instance when I was in the Student Union that, as I was online, my Wi-Fi stopped working and I was unable to finish getting my ebook access at the beginning of the semester. [#2211575]

Not all of the buildings have internet access, typically these are the older buildings or "out of the way" buildings like South Stadium Hall. Also, the wireless connector usually says that you are connected to the internet in most of the parking lots, but you can't use it, it immediately drops the coverage. [#2211605]

I wish the WiFi capabilities worked better in Thompson and Neyland. [#2211615]

When walking around campus and I hit momentary gaps in the wifi network it messes with my web applications while I'm trying to use them. Generally, when I really need to use the internet while moving, I have to shut off the wifi connection so that I can have an uninterrupted experience. As mobile data is pricey, I'd prefer not to have to do this. [#2211647]

South Stadium Hall has either no wifi available or when there is 1 bar available it drops in and out. There is an entire college department there, that is not acceptable. [#2211708]

Basements... not a lot you can do really [#2211833]

I can't get WiFi in the Central Greenhouse on the Ag Campus. [#2211868]
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goes in and out depending upon classroom location [#2212085]

I think it would be cool to have WiFi outdoors on campus. Sometimes I am close enough to a building that WiFi works ok even outside, but it would be nice if it was everywhere [#2212140]

The wifi cuts in and out all through campus moving from place to place. Especially, in Clement [#2212157]

This is pretty bad. It has gotten a bit better this semester but there are still several places on the east side of campus that the signal is bad. [#2212206]

Sometimes there is no WiFi in my lab and I need to move to a different place. Same happens in some classrooms and open areas with tables. [#2212343]

I find myself getting logged out of the wifi frequently on my phone while around campus, sometimes when I'm in a classroom, but most often when I'm somewhere like the TREC or Thompson Bowling Arena [#2212389]

In my experience there has been decent Wi-Fi coverage. "Eduroam" has been reliable and I haven't had any problems. [#2212390]

It's really frustrating how spotty the wifi can be. Moving a few feet can be the difference between good signal and no signal. [#2212393]

There are sections in some buildings (Such as WLS) that do not have good service. [#2212489]

Sometimes my phone loses the WiFi signal within Dunford Hall, particularly in stairwells and bathrooms. [#2212633]

I've had a hard time connecting to wi-fi in south stadium hall. This is problematic since I have quite a few classes there. [#2212729]

There are spotty sites throughout campus that I can't get Wi-Fi [#2212940]

I wish Wifi coverage was also available in the garages. Sometimes I want to work on homework on my laptop before going into class. [#2212941]

Wi-Fi is good. [#2212972]

Focus on getting Wi-Fi coverage in all academic buildings where graduate students work. They have high demand for Wi-Fi since they usually use their own computers, yet are also often tucked away in some corner of a basement. [#2213008]

Wi-Fi has gotten better every year, so thank you. [#2213009]

N/A [#2213019]

3rd and 4th floor in SSH and HSC do not have any wifi; however, many graduate level classes meet here. having maybe even a touch of wifi would be nice [#2213027]

The internet/Wifi coverage in South and East Stadium Hall is intermittent and weak. [#2213060]

Fix the wifi coverage to reduce problems with connectivity to wifi. [#2213087]

Wi-fi is good in certain areas and buildings and has issues in certain buildings. [#2213093]

If you can provide wifi in Neyland you should be able to provide wifi in HSS lawns. [#2213096]

Comcast is so much better [#2213120]

The Wi-Fi needs to be strong all throughout campus, not just in busy areas [#2213206]

This is still an issue, the wifi on the ag campus is terrible, i constantly disconnect/reconnect and it drains the battery in the device because of this. [#2213214]

95% of the time UT-WPA doesn't work so I have to use Open which isn't the best option when I'm working on potentially sensitive information. Maybe make sure it's functioning? [#2213247]

Service in all outdoor sitting areas with ability to plug in devices would be amazing! [#2213377]

This one is really annoying. [#2216030]

Having adequate cellular (or mobile) coverage throughout campus.

Many buildings have inadequate cellular service, such as the library. [#2210318]

My phone always has issues connecting. I am constantly being dropped by the WiFi access [#2210453]

N/A [#2210493]

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n/an/a [#2210502]

Sometimes coverage is lacking when you are below grand level like in the student union. [#2210523]

There are some places as at the student union where sitting on the side outside at terraces where connection is intermittent. [#2210576]

I have no cell service whatsoever in my dorm room in Fred Brown. My roommate has the same issue. I'm not sure what exactly causes the problem- maybe a building material. [#2210583]

I get terrible service on campus. I'm not sure if it's the fault of my cellular provider (Verizon) or the structure of the campus, but I can barely make calls from my dorm room or while walking through campus. [#2210594]

When I am in the building, the cellular coverage is so low that I have to use the wifi but when I go out of the building, the opposite happens. It annoyed me when I try to skype someone because it would be interrupted by the issue above. [#2210635]

The Haslam business building is a dead zone. [#2210661]

The lower floors of Min Kao get awful service. [#2210670]

The Haslam business building has terrible service for cell phones. I'm am not sure why, but this should be looked at. [#2210700]

No cellphone reception in many newer buildings as well as old. [#2210733]

On the lower floors, levels 1 and 2, cell service is spotty most of the time. I'm not quite sure what you all are able to do for it since the building is made out of cement and those levels are essentially underground. [#2210756]

UTK does not have adequate in Hodges Library esp. on the first first floor in the staff offices. Hoskins Library does not have adequate coverage in the basement area. [#2210761]

Cell phone coverage is terrible in Haslam College of Business [#2210815]

The UC has absolutely no service As well as several other buildings. [#2210874]

Inside the Min Kao building, cell phone coverage (Verizon) gets weak. I think it's the low E windows blocking signal. [#2210916]

Cell coverage in the new student union is terrible. Specifically on the floor with main eating areas and restaurants (chick-fil-a, salad creations etc.). I frequently have no service while eating lunch and miss texts and calls. [#2210923]

I am tired of losing service in Haslam in the main atrium and in the basement. Also, in G2 and G4. [#2210979]

I think my cellular service is alright. [#2210981]

There is no service in the UC and on the bottom levels of other buildings. Service is not adequate during game days. [#2211005]

Mobile service does not exist in certain buildings on campus. [#2211045]

I don't know if it can be fixed but it's really a huge inconvenience that there's no cell service in the student union and that's a big reason for me to avoid that building during some times of the day [#2211051]

There are many buildings around campus that still do not have this (HSS is an example of this). [#2211055]

There is occasionally a lack of good cell service through Verizon in Hesler Biology, but my phone could be to blame. This also happens in some lower floors of buildings on the Hill. [#2211104]

There is little to no service in most of the buildings on campus. [#2211148]

I get little to no reception in certain parts of Brown Hall and Hess Hall as do the RAs I work with. I have absolutely no service or wifi in the student union which is completely unacceptable. [#2211179]

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n/a [#2211202]

I often find it difficult to actually get on the internet on campus using my phone. I have tried to register my device several times, and I usually end up giving up. [#2211233]

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cell coverage is terrible on campus and around campus and needs to be fixed [#2211234]

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basement of Haslam Business building = no service other sporadic issues in other places inside buildings [#2211239]

Service is poor in haslam. Only building i notice this. [#2211274]

No complaints here. [#2211277]

On many lower levels of many buildings there is minimal to no coverage. [#2211318]

It is very important to me just for safety reasons. [#2211415]

I have Verizon and I lose service in several of the buildings. [#2211434]

Within the Student Center, there is no cell service, and the wifi is spotty. As a location that lots of students use to get work done, this is a problem. If this could be fixed, that would be amazing [#2211498]

I dont get service in the student union [#2211509]

Most buildings do not have cell phone coverage inside, especially the dorm rooms. [#2211554]

At the University of Tennessee, Knoxville, I have had the worst cellular coverage in the Student Union, specifically on the Ground 1 floor. I try sending texts or make calls, but I get no service in there. This is such a bother, especially since I love to study and hang out there! [#2211575]

The Natalie L. Haslam Music Center has awful reception. Calls and texts often cannot be sent. [#2211584]

There are some places my devices do not run as fast they do in other locations. Inside the new student union I have never had any issues with my devices, bu where I spend majority of my time, Jessie Harris Building the basement is truly a dungeon and my device does not work very well. [#2211615]

Cell phone service on campus is terrible especially in Brehm. [#2211640]

The music and Fred Brown Hall have really bad cell service. [#2211643]

I don't have too many issues with this although in the interior rooms of some of the older buildings around the Hill I will have signal drop in and out during inclement weather. [#2211647]

There are a few buildings and locations within buildings where cell reception is either very poor or nonexistent. [#2211815]

One of the most frustrating things about the campus is losing cell service inside large buildings like the Student Union or HBB. Maybe some how having signal boosters in the lower levels of the buildings. [#2211953]

Improve coverage in buildings on the edge of campus [#2212054]

Would be nice if you could "really do work like take pieces or parts out" instead of yep its broken. [#2212079]
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could be improved. [#2212085]

On transit vehicles mobile service doesn't work well [#2212146]

Cellular service tends to act up whenever I am around the Student Union. If I am trying to access my email or dl a video there is lots of lag time. Whenever watching a video, it gets completely bogged down and doesn't want to play more than a few seconds at a time. This is the only place on campus where my phone has issues. [#2212161]
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distributed antenna systems, while expensive, would resolve a large number of complaints that I get from students and my own experience. [#2212190]

There are a few buildings where cell phone coverage is spotty (especially the bottom floor of Haslam). [#2212313]

I constantly lose signal is EPS, ESH, SSH, and AMB. I have verizon so I know its not the service. [#2212325]

This is mostly in subfloors, not sure if something can be done. [#2212343]

There is no cellular service AT ALL in the new university center. This is the biggest issue I have no campus with cell service. [#2212372]

Haslam has awful service [#2212373]

I use AT&T. Occasionally I find myself needing mobile coverage but don't have complete access in certain buildings (e.g. BGB first floor). Although mobile access isn't as important to me as Wi-Fi access. [#2212390]

Consistently losing 4G throughout campus is frustrating. I'm not sure what could be causing the drop in service, but I notice it most on the hill where service is extremely spotty [#2212476]

There are sections in some buildings (Such as WLS) that do not have good service. Thankfully, the wifi and cell reception dead zones don't overlap too frequently. [#2212489]

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brown residence hall has terrible coverage [#2212534]

My mobile connection is not at the quality it could be. Apps will not refresh. This costs me money in my plan. [#2212612]

It would be nice to remain within the WiFi bubble when between buildings [#2212633]

I have no cell service in the SU. [#2212857]

There should be better coverage across campus for different cellular companies, such as AT&T in the UC being very spotty to no coverage at all. [#2212888]

Cell phone coverage is ok, mostly I would like better Wi-Fi throughout campus [#2212940]

Cellular service in Brown Hall is terrible. I must go out to the lounge every time that I want to make a phone call. [#2212961]

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improve coverage indoor!! [#2212972]

Some buildings (the library) have terrible cell reception. [#2212974]

Cellular is great everywhere except for the bottom floor in Haslam business. Puuting in mini cell towers down there would be helpful. [#2213009]

Make it so that UT can remember devices. It is VERY annoying when I can't look at my email because I can't register my device. [#2213018]

N/A [#2213019]

Have better service within buildings [#2213057]

Service is spotty in certain areas and buildings. [#2213093]

My cell reception in Humanities is dreadful, and my phone continuously seeks service which sucks the battery life. I don't know how to improve that though. [#2213094]

Switch to Comcast [#2213120]

I'm personally unsure of how to resolve this issue, but it would be greatly appreciated if it could be done. [#2213152]

Important, but should be provided by the cellular company, not by the university. Should not have to pay a service provider twice: my service and a tuition/cost increase to have UT step in . [#2213214]

Increase coverage in the Student Union and in lower levels of buildings. [#2213232]

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

The services provided are pretty good but some instructors choose not to use them. [#2210433]

N/A [#2210493]

I've been here 3 years and am still not added to the OIT and library system even after asking multiple times. I've given up trying. [#2210502]

Yes. [#2210539]

Most of the department websites on campus are inconsistent, information poor, and difficult to navigate. They should all be on the same template with the same options. [#2210733]

The OIT site is hard to navigate. The other day, I forgot my password and kept clicking in a circle of links before I finally found the right place to go [#2210740]

Some of the online services esp. Digital Media Technologies required the individual to sign in with student name and password several times before they can view either the streaming video. It is annoying and a waste of time. [#2210761]

Have you ever tried using the search bar on the utk.edu homepage? For example, search 'academic calendar' and see how long it takes to find the 2017 for the College of Arts & Sciences. [#2210779]

Most of the websites we use are not very user-friendly, and I have to spend way more time than I'd like to when I'm searching for information. [#2210837]

DARS is kind of clunky but has been improved from what it was in the past. [#2210923]

I think it would be awesome if BBlearn wasn't so spotty. [#2210981]

The Vetnet website is outdated, complicated and confusing to use. I've had many professors that have trouble with it during classes as well. It has issues while using many browsers and has very poor compatibility with mobile devices (so many students brings tablets to class and they can't download notes from vetnet). It's also really frustrating that we have to go to multiple websites to get things for our courses. Half the professors from 1 class will have their notes on vetnet and the other half on backboard. It's confusing and time-consuming to have to use both. I know you might need them for the lecture captures, which vetnet is actually okay for, but I really wish professors would use blackboard for course materials. [#2211047]

They are too confusing, and the search functions are basically useless. [#2211148]
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they aren't easy to work [#2211234]

Guys, I shouldn't have to Google UTK to find the website that I need. [#2211277]

A more simplified UI would be nice [#2211379]

On Library website it is not easy to find resources, lots of clicks to get to desired content. For example, One Search always defaults to a page of details instead of a link to the actual item, it took 4 clicks to get to the online new magazine I searched for, where it could probably be reduced to 2 or 3 at the most. Also, does not have as many resources as other top universities when it comes to technology for graduate students such as reference managers. [#2211384]

Signing up for classes could be done in a more efficient way [#2211509]

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e-portfolio used by the college of nursing is not user friendly and difficult to use, the OIT department staff was and/or is not familiar with Google docs which manages the e-portfolio, one supervisor knows about it, the Geek Squad even had difficulty with e-portfolio, one of the female OIT staff looked at the e-portfolio when I visited campus for help with it and said in somewhat horror oh that is Google docs, I am not familiar with it the update page for online courses is frustrating it is hard to tell what is being updated by the clock or circle symbol and the number, I sometimes just give up looking at it trying to upload video presentations is slow onto the discussion boards online and impossible this semester with the e-portfolio [#2211611]

Need more clarity and ease of use in websites when clicking between forms and pages. [#2211733]

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typically they are easy to use once you know how, maybe online instructions/helpful tips and shortcuts [#2211820]

Information on the websites is often out of date, redundant, and/or difficult to find (especially in individual colleges' portions). The website's organization needs a major overhaul. [#2211934]

This is important, especially for class projects. [#2211947]

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difficulty with Safari [#2212085]

Stop filling up the main page with pictures os students at events and fill it up with links to forms and sites commonly needed and used.Student health site is not as user friendly as it needs to be. The scheduling for mental health counseling is coming led with primary care and should be separated. The college of nursing website needs to have applications accessible on the main menu instead of buried in a submenu Common requests and firms should all be on the main site page instead of all thsee advertisements about what various depth are doing. Let their own website have all of that self promotion and leave the main site for necessary things that students commonly request or click on. [#2212146]

See below. [#2212206]

The IMED-RIS site is the most user unfriendly site I have encountered. Whatever you can do to make it more user-friendly will alleviate a ton of headaches. [#2212216]

No one likes to waste time trying to figure out how to use something complicated. There are not enough hours in the day [#2212369]

It's very odd to me that there's no obvious link or link at all to the athletic website where you can look at schedules and rosters from the main UT webpage. Very cumbersome and tedious to type in or even google UT sports instead of simply clicking a link. Same thing with blackboard, it would be nice if there was a direct link under logins instead of having to go through myUTK to get there [#2212389]

The UTK search engine is awful! I generally just use Google and add "utk" to the search term to pull up UT's site. [#2212393]

I think the departmental websites built using wordpress are very lacking in terms of information about the department and the college. More information should be easily accessible from these locations for the students that are a part of the department. [#2212476]

All service I have accessed online work. [#2212495]
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blackboard is great. very easy to keep up and there is an app for iphones which helps a lot to keep up with grades and other stuff like that [#2212665]

~ [#2212858]

Most people don't know about them. They need to be made more known. [#2212897]

N/A [#2213019]
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web sites is not as important as available online services other than the fact that services have to be run through the website. As an evening student who does not live in Knoxville, I rely heavily on services available online. [#2213146]
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accessibility across campus as well as off campus. [#2213154]

I have no issues most of the time unless there are bugs. [#2213214]

The UT websites are terrible. Finding answers to simple questions (i.e. deadlines) is difficult. [#2213228]

Having online services that enhance the teaching and learning experience.

The problem is less the technology than that the DE faculty haven't adapted their teaching style to a DE format. [#2210492]

N/A [#2210493]

`n/a [#2210502]

Blackboard is really crude. I feel like the Google teaching suite is much more user friendly. [#2210564]

Excellent. Really appreciate all the evening one-class sessions for software. [#2210956]

N/A [#2210981]

I have yet to receive any information regarding this area. [#2211148]

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the online services clutter learning experience [#2211234]

I need more training available online [#2211239]

There are already so many free online tools for learning. [#2211310]

Not having any internet in some classrooms ruins the class. [#2211708]

This has to be the highest priority. This is why we are here to learn. [#2211733]

Blackboard is a problem. [#2211865]

Blackboard is ok; some instructors struggle with it. I think it's because it's complicated and difficult to navigate. [#2211947]

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difficulty working with Safari [#2212085]

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blackboard is so 2006. get on board with canvas or a more modern Course Mgmt System! [#2212190]

Blackboard is okay but not always reliable. [#2212325]

I'd like to have other training using WordPress [#2212554]

My access to Zoom is limited which causes problems when scheduling meetings. [#2212612]

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online vidos. google docs, blackboard is also very helpful. [#2212665]

It is very well thought out for the students to use at there convenience, however when there are maintenance that needs to be done to the website, it is no longer there for students to use. That might not be help but students should be given the opportunity of another option. [#2212897]

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it's satisfying now [#2212972]

Professors need to be required to take a class w/ OIT that shows them how to work classroom technology. The tech is great but errors are almost always human errors that waste tons of classroom time. [#2213009]

N/A [#2213019]

I feel that you should advertise creative suite courses/tutorials so that more people could gain and practice their skills. [#2213034]

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more training and information [#2213154]

The instructors at UT need to take more responsibility. It is an instructors job to teach the material. Computers/technology should not be used. [#2213228]

Making it accessible and well-known to incoming freshman. [#2213283]

Thanks for adding ZOOM [#2213293]

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

N/A [#2210493]

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n/a [#2210502]

Yes, still important. [#2210539]

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provide a platform where students and ta/instructor can discuss their problems. (kind of like piazza) [#2210635]

Blackboard is not very group user friendly. [#2210661]

It is ludicrous that our lab does not have a homepage with linked pages to our members. We would like to be able to share data, publications and information both within the lab and with the public. [#2210733]

VERY vital to students. I am currently so frustrated with the SharePoint team website I am using for my virtual team. There needs to be a better service for this. [#2210979]

I think BB discussion groups do an okay job but I'd like it more if it worked properly. [#2210981]

I dont use the UTK stuff for this as google has a better set up [#2211054]

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they never work [#2211234]

Yes, of course. [#2211277]

Why not just invest in some great long term tools. Such as google drive, dropbox etc. [#2211310]

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n/a [#2211733]

It would be nice to have a software program that could handle both the scheduling, the people, and the video of group for studying purposes. [#2211860]

This is important, especially for class projects. [#2211947]

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difficulty working with Safari [#2212085]

The printers in Hodges computer lab do not work from time to time. I was advised by staff in computer lab that the printers were quite old and had frequent problems. Needs updating. Lots of paper jams. Also, you are limited with the size of what you print. [#2212161]

I am a distance education student and we have moved from Blackboard Collaborate to Zoom this semester. I am missing the component of Blackboard that allowed students to meet in a separate room outside of the scheduled class time. Some of the students enrolled in my program are out of state so, getting together in an online venue is critical for our success. Students need to have access to a Zoom component that would allow us to meet together for longer than 10 minutes at a time and without having to pay for another service. [#2212326]

Communication through technology. [#2212343]

There really needs to be a way to communicate with people from classes without having to set up a GroupMe or use a third party software other than through email. [#2212476]

This works [#2212495]

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should be easier to access classmates within the same section [#2212534]

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its nice being able to share things with others with the use of google docs and our gmail emails. also its nice on blackboard being able to comment on others peoples posts on discussion boards. [#2212665]

~ [#2212858]

N/A [#2213019]

Haven't yet been able to utilize Zoom but that may increase ability to collaborate effectively. [#2213146]

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more training and/or inform us of what is available. [#2213154]

Increase awareness on the certain technology services. [#2213283]

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

N/A [#2210493]

I expect some tutorial about how to use it. [#2210635]

Parking services closes levels of parking garages during bad weather and posts no notification outside of a sign in front of the closed spaces. Major parking changes should be tweeted or otherwise distributed to students. [#2210923]

I don't quite understand this system, but it sounds helpful. [#2210979]

N/A [#2210981]

There is way too much complication in trying to find the data to begin with. [#2211148]

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not timely [#2211234]

I don't know where to access the data that helps with decision-making. [#2211395]

N/A [#2211820]

I don't use them. [#2211947]

I am a distance student who is not savvy with computers. That being said, I have had difficulty in accessing library services, and don't understand the electronic library. [#2212117]

It'd be nice when you are trying to get something done in a timely manner but you can't because the internet is too slow. [#2212325]

A better way to know about deadlines (like for paying tuition, withdrawals, paying graduation fees, etc). Also sending out info like access to VITA program and stuff like that. [#2212343]

If I'm interpreting this survey question correctly, I've been satisfied with this topic. UTK provides a lot of great resources and tools for me to excel as a student. I appreciate allowing us to have multiple email platforms (Outlook and Gmail) and blackboard has been reliable. [#2212390]

I'm not sure what this is referring to. [#2212393]

I've never had to make a survey for one of my classes but I can see how immediate feedback would be beneficial. [#2212665]

N/A [#2213019]

The internet needs to be faster when students are trying to complete tests or find answer quickly. [#2213050]

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more training [#2213154]

The blackboard system could benefit from a text alert function [#2213214]

This question is unclear. [#2213228]

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

The technology in some classrooms I have taught in has been horrendous, doesn't work, only works sometimes, and causes a lot of stress. Bad for students, bad for instructor. [#2210348]

This is weak. [#2210453]

N/A [#2210493]

Fairly up to date, depending on the building of course. [#2210502]

All classrooms should have enough power outlets for students to plug in computers [#2210544]

I have a class in the Hearing and Speech building and there is not wifi for the students. If I haven't downloaded the powerpoint i need for class before I go, there is no way to get these for class...it is very annoying [#2210546]

Providing more HDMI cables in group study rooms would help. [#2210657]

The method of reserving classrooms should be updated as an online application. [#2210670]

Many of my classes have been placed in Estabrook Hall. This environment is not conducive to learning effectively. The building has classrooms with limited technological capabilities and the acoustics are terrible. [#2210700]

As a graduate student, many of the classrooms I teach in have no wi-fi, old projectors, and terrible sound. These things must be improved in order to use multimedia presentations. [#2210733]

Coming soon, our department is moving into a long overdue new building next year. Our classroom spaces now are ancient. [#2210898]

My suggestion would be to open up some of the countless rooms in the library as study rooms for groups working on projects. The rooms in haslam are incredible but often there are too few of them available. [#2210990]

A lot of the classrooms are old and don't even have technology that actually works, so we are forced to resort to whiteboards that won't even erase properly. [#2211148]

The Alumni Memorial Building (specifically room 33) could use whiteboards instead of chalk. The same is true of the rooms in the basement of Ayres. [#2211227]
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there aren't enough spaces [#2211234]
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some classrooms have very limited technology [#2211239]

Technology in the Communications building really needs to be upgraded. The computer setup in 264 is abysmal for projecting a presentation or anything else. [#2211277]

Many classrooms lack technology needed for proffesors. This is seen more in the older buildings, such as the Bailey building. HSS had done very well technology-wise, though there have been problems seen with the projector screen, which took a long time to fix. [#2211385]

A on-site computer allowing USB import In the classroom and mail room will be appreciated by instructors and professors. It will be a huge relief not having to carry the heavy laptop around with onsite computers available. [#2211523]

Some classes don't have great internet access or plugs. Like G2! [#2211580]

Adequate amount of practice rooms in the music building - don't have to wait very long for a room in which to practice. Private study rooms across campus are few and far between. These would be incredibly useful (especially for graduate students) if you could reserve rooms for longer than two hours a day, or if you could use them without a reservation (as long as someone hasn't reserved that room first). [#2211584]
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when I was required to video various presentations one including a head-to-toe physical assessment, I was told by the professor no room was available at the campus to use for equipment and/or videotaping, so I ended up taping it in my living room like it was a home health visit, after I asked to use an exam room at Kroger, CVS, the Knox County Health Department and UT Medical Center, all denied access, I work for an insurance company so I do not have work-related access to clinical areas no equipment to even check out and return [#2211611]

It would be nice to replace all the old chalk boards with white boards. I feel like we are way behind the times if we are still using a black board in class. [#2211635]

The lack of availability of computer labs for classes to meet is the reason why I voted this so low. [#2211784]
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provide more study areas with access to computers and printers [#2211953]

Half the rooms have better technology then the other. [#2211958]

I think better advertising of the services would be appreciated. I am honestly not that aware of what services are provided to me unless I actively seek them out. [#2212023]

There is a large gap in the available classroom technology from building-to-building [#2212054]

The availability is okay but the quality and condition of the equipment is often lacking (for example Dougherty). [#2212206]

Increase the number of rooms equipped with state of the art technology. [#2212216]

Smart boards! I love them, I haven't had a class with them in my 4 years in UT. Last year in the Women in STEM Symposium, they didn't have projectors, but small TVs. I feel all money goes to sports instead to better technology in our classrooms and common areas (like the library and student center). [#2212343]

I've really enjoyed some of the classrooms that have technology to support learning. It makes classes more interesting and dynamic. There have been some glitches associated with the technology (e.g. smartboards) that make it difficult for the faculty to teach well. Maintenance seems to be lacking. [#2212390]

As a GTA, I don't know who to contact if I need help or need to report a problem with technology in a classroom. Classrooms are often not deaf-friendly environments. [#2212612]

I've never had to meet in a meeting space that we needed technology. Most people had laptops and we just used our own laptops to do the work. [#2212665]

Many classrooms on campus that I teach in and take classes in are using outdated equipment that should be upgraded. [#2212855]

I don't think that the option to meet in any classroom on campus and do group projects is advertised much. I think that the classrooms in HSS with smart boards are great resources as opposed to the white boards in the library. [#2212857]

Have more easy access technology use for the students. [#2212897]

The school needs more meeting spaces like those available in the Haslam Business Building. I am shocked that rooms like these are not available in Howard Baker and some of the other newer buildings. In my opinion, most newer buildings should have meeting rooms and ALL buildings should have student accessible printers. [#2212941]

N/A [#2213019]

Some classrooms have technology that doesn't work all the time. [#2213050]

The engineering quad seems to be lacking in these types of spaces. Private rooms with a whiteboard at a minimum. Eventually arriving at something better than the team rooms in Haslam. [#2213086]

Classroom have technology that enhance teaching and learning experiences but not all meeting rooms have have the availability. [#2213087]

Again, as an off campus student, I am not familiar enough with the booking process or availability of space. I seldom use campus facilities for meetings. However, this semester there has been a lot of problems with the technology working in the classroom. It took at least two weeks for it to get addressed. [#2213146]
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make sure equipment is up to date and is functioning. [#2213154]

Na [#2213226]

Need more options than the library. The union never has enough room, nor does the library. [#2213243]

Getting timely resolution of technology problems that I am experiencing.

I had a lot of issues as an instructor with the technology in the classroom last semester. It took a really long time to resolve the issue, and IT basically told me "we don't know what the problem is so we don't know how to fix it." This causes my students to lose respect for me and impedes instruction. [#2210348]

N/A [#2210493]

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n/a [#2210502]

So far, getting help has been okay. [#2210539]

I have been in several classes where professors are unable to get certain technology features to work and they are not always solved in a timely manner. [#2210700]

Needing to turn in a laptop to receive a charger when you are in a technology dependent major is absolutely ridiculous. [#2210874]

Sometimes it's slow and doesn't solve the problem. [#2211014]

Usually, I don't have to wait very long, but there have been times where people have not shown up until days later to fix classroom technology issues. [#2211148]

I asked a question before, but never be answered. [#2211176]

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n/a [#2211202]

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nobody knows how to fix it [#2211234]

In general, the OIT system, whether in person or over the internet, is helpful and quick. However, in some cases, the feedback can be a bit confusing and not applicable to the specific type of computer I have. [#2211252]

No complaints. Whenever, I have had to call the help desk, the people that I've spoken to have been helpful and courteous. [#2211277]

The technology people in CEHHS are truly awful. [#2211434]

The resolution is generally quite quick [#2211478]

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no one is available on weekends to help with more than resetting passwords [#2211611]

The staff member I was working with was not timely at all. He was on his phone for the entire process. While I wouldn't have minded this during the downloads because there really wasn't anything else to do at that time, he made the entire process take longer by texting when he could have been looking to find an issue. [#2211789]

I remember when I first came to UT and my laptop would not connect to the network. I looked through oit's website and found out that I had to take it to oit cause i could not manually add it to the network. So i was kind of annoyed that i had to go because of an administrator privilege thing. [#2211860]
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help desk not really a 24/7 service. shouldn't advertise itself as such. [#2212085]
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odd relationship between OIT and university housing IT. get some remarks about not using the right images or such when calling and as an end user that's not something I am aware of or responsible for. [#2212190]

Faster response. [#2212343]

NA [#2212390]

Have someone ready to answer the phone immediately and don't put us on hold. [#2212837]

~ [#2212858]

N/A [#2213019]

Have more staff that can attend to students to reduce the wait time. [#2213087]

Have not needed assistance [#2213146]

No. Takes days just for them to respond most of the time. [#2213214]

I had a problem with a clicker. I was contacted about it 5 months later. [#2213228]

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

Again, with the clickers and in classroom instruction, I had a lot of issues and did not feel like I got any help resolving them. I had to rely on friends and peers to take time out of their day to help troubleshoot some issues or come up with alternatives. [#2210348]

Have not really used this at all. [#2210433]

N/A [#2210493]

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never had to use [#2210502]

This is important. No one wants to speak with someone who can't help them. [#2210539]

OIT at Commons needs some training on working with Microsoft programs such as one note. [#2210576]

Just people who can explain it in layman terms. [#2210981]

They don't always know how to help. [#2211014]

The majority of the time, when I speak to an IT person, I know that the problem is on their end. I am largely computer literate, and if I get asked questions about my system when I can tell them the problem is in theirs, I usually get aggravated. For example, I identified a problem with one of the computing machines I was working on at UT and reported it to the system admin. He was unable to reproduce my problem. A little while later, several of us reported the same problem and UT's IT got involved. The machine was not communicating with UT's WiFi network properly. Months later, the issue has not been resolved, but a workaround has been introduced. It would please me to see things like this worked out in a timely manner so as to prevent students from wasting their work time trying to communicate with a computing cluster. [#2211064]

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very little staff knows the answer [#2211234]

I have been to OIT on a couple of occasions and felt like I knew more about the situation and how to resolve it than they did. I have had friends who say some days the staff is good, knowledgable and willing to help. Then a day or so later its another staff and they act like they don't want to help. [#2211462]

The staff should be a little more aware of what their scope of services is because I once went to OIT for a problem then I was redirected to One Stop but they told me to go back to OIT because they were not the department that could help. It's not a very big deal but it was a little bit of a waste of time to go back and forth. [#2211478]

Gaming console issues and lack of ability to help [#2211487]

I have only asked for help once, and that was to gain internet access for my laptop. The lady who was there was not able to help me. This was disappointing. [#2211575]

Thus far, I have the help I need when I need it. [#2211733]

The last time I visited OIT, I brought in a software issue that I as trying to download from UT directly, and neither of the staff who was present at the time knew how to fix my issue besides uninstalling and reinstalling. The staff I was working with then proceeded to configure the software in the wrong format to be considered a licensed product and had to start over again with another version of the software. Something went wrong with this download was well, and I ended up having to leave for a meeting after 45 minutes of nothing productive happening. [#2211789]

I feel must of the staff are not able to answer my questions because my questions stem from issues that are normally coding or os error related not the typical google it question. [#2211860]
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overall very pleased with help desk and library support. [#2212085]

They couldn't help me with the malware that infected my computer and they made it a lot slower. I had to pay to get it looked at, eventually it was too late and my computer blue screened. [#2212325]

I have contacted OIT for problems with MyUTK and my email. They weren't able to fix my problems. [#2212343]

I haven't had much necessity to interact with support staff so I can't comment on this. [#2212390]

My questions are always answered [#2212495]
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have summer training sessions for new oit workers [#2212554]

The help desk and lab services assistants should know more about the background of their respective services. [#2212607]

I think they should make sure to stay up to date on technology devices and their functioning [#2212888]

N/A [#2213019]

Staff needs to answer questions as fast as possible when concerning blackboard so homework gets done on time and students don't take the penalty. [#2213050]
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tech staff for the most part is great. [#2213154]

I have used this once, and was very disappointed in their knowledge base. Had to be transferred many times and problem with the school email wasn't resolved. Had to come in and spend 2 more hours in person to get it fixed. [#2213214]

I had an issue with my printer and computer connecting to the Internet when I first came in and I called oit and it seemed like no one knew how to help me or resolve my problem. [#2213233]

Typically they answer my questions. I think a lack of communication led to poor experiences. [#2213304]

Receiving communications regarding technology services that I can understand.

N/A [#2210493]

It would be useful to have an easily accessible master list of services somewhere. [#2210583]

N/A [#2210981]

It is sometimes difficult to understand the directions that are given over the phone regarding technology and they are not always clear. [#2211045]

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never happens [#2211234]

I'm not a techie = I just want stuff to work like it's supposed to - need tech support that is really clear if something isn't working = your helpdesk people are really nice [#2211239]

This should be a priority so all students can understand what is available and how to access it. [#2211462]

I really don't know much about the technology services, so that kind of speaks for itself that I have not received that communication. [#2211575]

I feel like they don't communicate the answers I want. [#2211860]

I would like some training as to how to access services [#2212117]

The status alerts about systems that are down are not user friendly at all. The Twitter account is just a copy of these alerts that typically don't really tell me what is happening or is affected. [#2212206]

Better communication. [#2212343]

Yes [#2212495]

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sometimes i don't know what the tech people are talking about but for the most part when they email back they are very helpful. [#2212665]

Email us more frequently [#2212837]

They do not have enough time for any application, the trainer did not put much tome for the student to understand the application fair/good [#2212878]

N/A [#2213019]

After fixing technology services, a follow up email explaining what the problem was and how it got fixed will help in better communication [#2213087]

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more information about what is available. [#2213154]

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

I found that the training for the clicker did not answer some of the major questions I had. I have had multiple problems as an instructor using the clickers, I did not feel supported by OIT, but felt like people were pushing me to use the technology. I was so dissatisfied with this product that I will not be using it in classes in the future. [#2210348]

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n/a [#2210502]

This is a useful tool... [#2210539]

I know that you have some of the workshop but I want to be updated on this kind of information and expect more topics covered. [#2210635]

The times and dates that some of the seminars are scheduled for are limited and NEVER fit into my schedule. [#2210973]

I think this should be available to students, it would benefit them in the long-run and enhance the student body's knowledge about technology thus creating an even more well-rounded community here at UT. [#2210979]

I've never tried to get access to training. [#2210982]

I have yet to see or hear about anything offered in this section. [#2211148]

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very difficult to find [#2211234]

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more availability of online information for those grad students who live at a distance and only come to campus at times that things are not offered [#2211239]

Yes, please. [#2211277]

Maybe have seminars on using computer software/programs offered in the library. [#2211476]

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watched a 45 minute video re: creating the e-portfolio, it was somewhat helpful, previously stated issues with about Google docs and the e-portfolio [#2211611]

It would be nice if we could get help with learning about coding and stuff like that. [#2211860]

I would like to get an email on ways to learn the system better. A tutorial. [#2211958]

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have not availed myself of opportunities. my fault. [#2212085]

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i never know what classes are available or services offered as a staff member. [#2212190]

The FAQ database needs work, and doesn't cover all the problems that one might experience. [#2212374]

I presume there are technology usage trainings - but I don't know where or when they are offered. A marketing issue, perhaps? [#2212443]

I think there should be a general education basic computer learning class that should be required for most people. This would limit the problems that are extremely easy to fix for someone who simply has the minimum knowledge of what the cause of the problem is. [#2212476]

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it would be nice to be able to know all of the systems that are offered for students. [#2212665]

It's not for all classes which it needs to be. Not just Math and english ect. [#2212897]

N/A [#2213019]

More information about streaming devices would be helpful and possibly a video explaining how to install them (for residence halls) [#2213084]

Inform students and staff of the seevice [#2213087]

Have more times available for workshops [#2213096]

More online or evening sessions on a variety of technology would be helpful. Specifically with software usage. [#2213146]

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additional classes on Microsoft suite of aps [#2213154]

The lynda.com subscription has been extremely valuable to me. [#2213217]

Yes [#2213226]

I have had no trouble with this. [#2213304]

Official University Email - Office365, Gmail (available to Students only)

online version of office 365 sucks. It doesn't show contents when I click on a certain mail. It was good but now I have had the issue for more than 3 weeks and cannot fix that. [#2210635]

The option to change to gmail was communicated poorly, and I never switched because it was so confusing :([#2210740]

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thanks for finally getting gmail! [#2210784]

When a student's email address expires after graduation should be made more clear. If the student's email address becomes a gmail account needs to be made clear. [#2210899]

The email works fine [#2210982]

This is not always user friendly on all devices. [#2211005]

The issues with what get marks spam are ongoing and extremely inconvenient [#2211051]

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all around annoying [#2211234]

I have no complaints in this area. [#2211277]

Support gmail more. I cannot share my calendar with other people. [#2211310]

I get a lot of junk mail through my @vols.utk.edu account and I have never registered that email with any perceivable fraudulent websites [#2211363]

Offer a better way to get Office365 on mobile. The app they provide doesn't work and I could never make my "mail" app function properly. [#2211419]

At the beginning of the semester all of my emails were being sent to spam and it impacted some deadlines for things that I was applying to. [#2211426]

Not really a fan of the student email but its growing on me. [#2211462]

My e-mail has been blocking random people including UT e-mails, so I haven't been getting pertinent information. [#2211476]

What am I assessing about these email servers? Their speed? Their appearance? Their user-friendliness? I would be helpful to know what about those email servers is in question. [#2211575]

Office365 does not work well on a smartphone. But Gmail can't be trusted to not spy/mine my e-mail content and suggest all kinds of stuff I don't even know how it could determine without mining my e-mail. [#2211833]

I like office 365, could use some more info on the websites about it. [#2211860]

I do enjoy this part. [#2211958]

On my smartphone it drops off emails older than 2 days, but any other device, it is on there for months. What emails are deleted on my phone don't map over and are still there when I log on using a different device...annoying! [#2212146]

Sometimes when I click "send" it randomly saves it as a draft instead of actually sending the email. [#2212313]

Everything goes into junk even waitlist registrations, I almost missed two classes that way. [#2212325]

I like the email service [#2212495]

Office 365 interferes sometimes with my Hotmail account. It is not one of the most user-friendly email programs especially when it comes to phone compatability. [#2212941]

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office 365 doesn't collaborate well with outlook email. please ask Microsoft to improve. [#2212972]

The gmail is not easy to set up or use on a non-computer device(ie, cellphone, tablet) and the password reset requirements are annoying(have to reset too often) [#2213214]

Spam gets through to my inbox all the time. This is not only annoying but potentially harmful. Most of the messages are scams, and I'm sure people fall for them. [#2213217]

Gmail is fine. Office 365 is terrible to use. [#2213247]

Stop the connection with UTC and UTK accounts because it was difficult to handle the problem. [#2213283]

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i dont like that i have to log into a million different places in order to get all my info: email, my utk, blackboard. would be helpful if it was all in one space [#2213284]

Not flexible at all. Hard for me to merge academic calendar to my calendar. [#2216030]

Ability to invite/schedule appointments with others through calendaring services

N/A [#2210493]

Doodle is amazing. I don't use anything else. [#2210564]

It is a little annoying. It automatically deleted the email after expired day, but I am used to keep every email I got so it becomes a problem for me. [#2210635]

It's pretty difficult to figure out scheduling by emailing a professor and having to type everything out in regards to class schedules, work, job shadowing, etc. If there were an easier way to compare, that would be great. [#2210837]

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only having 2 1-hour blocks is inconvenient [#2210956]

I think this may be affective if connected to emails, but if students/faculty have to go through another portal for this service then I think it isn't necessary. [#2210979]

Scheduling can be confusing at times and there are always several different locations to go to online for different kinds of advising and none of them are consistent [#2211084]

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very difficult to do [#2211234]

I am currently a student, so this isn't as important to me if I were faculty or staff. [#2211277]

I can't share my UT google calendar with specific people outside UT (or my own personal gmail account). Constantly requires me to switch between calendars. Need ability to add events to UT google calendar from personal gmail account. [#2211379]

I don't think it's much of the technology but the people utilizing the technology. [#2211385]

Don't even know how to do that now, didnt know you could. Would be especially helpful when it comes to advising. [#2211740]

I have trouble with the calendar service when it comes to advising because sometimes the name of my advisor does not come up it would be nice if we could type it in [#2211820]

People who use the Outlook can't effectively schedule meetings with people who are using Gmail. But Gmail. I don't want to use Gmail because their privacy policy is not trustworthy. They say they aren't mining our e-mail, but I still see a lot of adds served to me based on the contents of my e-mail. [#2211833]

Every time I use the schedule advising appointment app I can never find anyone avaiable [#2211860]

Once again I would like training so that I could access these services more easily [#2212117]

It is inconvenient that I cannot connect my University account with my personal calendaring account. [#2212206]

Email problems not able to solve. We end up using doodle poll. [#2212343]

I dont use this [#2212495]

Sync Google Apps + Exchange Calendars. I want to be able to schedule with faculty! [#2212607]

This cite is very limited on the choosing of who you can meet. I believe that needs to be changed. [#2212897]

If someone hadn't shown me, it would have been difficult for me to schedule an appointment with my adviser. Perhaps the instructions should be more straightforward. [#2213018]

A calender system showing everyone's available time (who would be invited) would be great [#2213073]
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unaware of service. [#2213087]

Blackboard calendar is not easy to use as far as getting it to other calendars. OR I SHOULD SAY THE teachers give us a calendar but it doesn't flow into the blackboard calendar. It would be great to be able to transfer assignments to the calendar. [#2213090]

I would like a better calendar system where we can link our syllabuses with our calendar and teachers when they update class stuff would update the calendar somehow as well. [#2213093]

As far as advising appointments go, scheduling is difficult due to not listing any available times even though it says new times are posted on Mondays. [#2213112]

A more engaging interface would be nice. [#2213123]

Not user friendly, frequently have glitches/malfunctions [#2213214]

Allow email addresses outside of UTK's network to collaborate on the same calendar. Currently only outsiders can view, not edit. [#2213232]

I have had many times where I have had to go the long route to schedule an appointment with an advisor. Most of the time through Grades First, it will say someone is not available at all. [#2213233]

I never used calendaring services, so I don't know about these services. [#2213299]

I have serious difficulties with scheduling appointments with my advisor. It never had open dates yet my advisor has plenty of available days. [#2213304]

Online@UT (Blackboard Learn)

I HATE that the service times for blackboard are midday on weekends. As an instructor and student, this makes it very difficult to get things done. At previous institutions, these service times were in the middle of the night to cause minimal disruption. [#2210348]

It's a shame when carefully curated class information is wiped away each semester with little ability to archive [#2210492]

N/A [#2210493]

An overwhelming amount of options that are never needed. [#2210502]

Try to do the updates during the night and not on the weekend or during the week days because that's when a lot of students use it. [#2210523]

N/A [#2210539]

There are several products much better than Blackboard. [#2210544]

I hate that after clicking on an announcement it takes you to a page where you can't them immediately navigate to that class' page. [#2210583]

Crashes too often. Needs to be available 24/7 [#2210677]

We (GTAs) need a student view for individual students so that we can address issues that they are having with content. Further, many out of the box features that aren't used need to be hidden to reduce clutter. [#2210733]

Blackboard is glitchy and unreliable. My class uses google drive for official assignments because it wasn't reliable enough to put our homework files on [#2210740]

Blackboard needs to replaced with new system for students and [#2210761]

Both of the blackboard apps frequently fail to load pages even when on reliable wifi. It is almost always necessary to reload the pages two or three times before actually getting anything, and even then the load times are usually very long. The website does not have these problems though, just the mobile apps. [#2210893]

I think BB learn needs a lot of work and to educate the professors on how to use it. [#2210981]

Allow students to view missed questions and see the answers they originally submitted. [#2211042]

I have had issues with Blackboard shutting down my computer during important things like online quizzes. [#2211045]

Slow and confusing. [#2211055]

LMS is difficult to operate and create assessments, assignments, and accessible materials. [#2211188]

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doesn't work on phones and too many teachers don't use it so students are left wondering what their grade is [#2211234]

BBlearn has got to go - There have to be alternatives by now (its 2016!) [#2211270]

Blackboard could use an overhaul. Significant parts of it aren't useful and it's kinda clunky. [#2211277]

Seriously why are we wasting tuition on blackboard. Sutdents don't like it. Teachers don't like it. Who does? [#2211310]

It just goes down a lot I feel like. However, the people are good at notifying when they do maintenance on it. [#2211385]

Having a list of classmates' emails on blackboard would be more helpful, rather than emailing through blackboard without the ability to see email addresses. [#2211396]

Blackboard is awful and not user friendly! I have been at 2 previous institutions for other degrees that used D2L and it is MUCH more user friendly!!!! [#2211434]

Stop making me change my fucking password god damn it [#2211509]

Please see above note [#2211545]

Blackboard is such a pain to use for me (a student) and professors. Professors do not know how to use it, so each of my professors does different things with it, making it very hard for me to know when stuff is posted. [#2211575]

Outdated system much in need of an update; slow and crashed often [#2211584]

It doesn't always show everything the teacher posts or provides difficulties to post or navigate it. [#2211605]

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frustrated re: the updates page and the highlighted number and removing the updates clearing the number, even the OIT staff once during remote access had difficulty with the updates page or deciphering which update caused the highlighted number and how to reduce the number [#2211611]

I do not like the Blackboard system at all. It is hard to navigate between viewing day-to-day lecture notes versus assignments and assignment submission. [#2211833]

I feel its pretty good, but isn't that up to blackboard not oit. [#2211860]

Blackboard is hard to use. It is outdated. Even D2L is better (and that is saying something). [#2211865]

Blackboard is really pretty clunky. While I don't want the hassle of switching, I think it is more than necessary. [#2211934]

As an online student for my graduate program, I find BlackBoard to be clunky. The interface is not that intuitive and seeks much to be desired in terms of usability. Also, switching to Zoom technologies for online classes is a much appreciated improvement. BlackBoard Collaborate had too many connectivity issues. [#2212023]

Be able to choose what notifications you recieve (assignments, grade posted, announcements, etc) Having things clearly labeled that are important. Reminders when assignments are due. [#2212029]

- [#2212054]
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needs more coherency and less redundancy [#2212179]
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blackboard's out. canvas is in. let's make the switch [#2212190]

I hate Blackboard [#2212215]

It's a little too hard to read on the DARs page, maybe bigger font or different font might help. [#2212325]

I love Blackboard, but it is lacking in the ease of navigation and the speed of navigation. [#2212372]

Blackboard is not interactive and doesn't have tips or descriptions on what each button will do. For a student who just started this semester, it was difficult to know where the grades were or calendar, and other miscellaneous things. There are also many unnecessary tabs on Blackboard and should be removed to avoid distraction. Blackboard should just focus on classes. [#2212374]

Several times this semester, classes have gone missing from my BB page and I don't know why. It gets fixed pretty quickly, but it's still an annoyance. [#2212580]
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simplify the interface. it's hard to use [#2212972]

N/A [#2213019]

The mobile blackboard app isn't always reliable. That's not something I would blame on OIT, but it can be frustrating at times. [#2213029]

I have only had one issue of blackboard not working. I had a difficult time knowing to whom to report this, but over blackboard works well. It is not the greatest interface for classes I have ever used, but it gets the job done. [#2213084]

I think there needs to be a way where students and faculty do not have to change their password as often. [#2213088]

Just streamline the entire interface. It seems overly dense and without a guide first time users are lost. [#2213123]

The blackboard system could benefit from a text alert function [#2213214]

Blackboard sucks. I've been using it since 2003. It's always sucked. I've never met anyone who thought it was good except for the people responsible for getting other people to use it. [#2213217]

No [#2213226]

Blackboard is a nice system but sometimes it fails. [#2213233]

It has a lot of glitches and stops working too often. [#2213247]

It needs a revamp/overhaul. [#2213283]

Some professors (and students) are much more versed in BBL, thus it is easier to use with them. [#2213293]

UT System Services (IRIS, ANDI, TERA) - fac/staff only

I am a grad student and use these systems so I answered the question still. [#2211179]

IRIS seems old. But it seems to work ok [#2211270]

These services look like they come from the 80s. Invest in some more web developers [#2211310]

IRIS doesn't work on alot of browsers. [#2211434]

I wanted to be able to change my address through IRIS and was told I could not. [#2212163]

Again this only has to deal with maintenance when it's time for it. Also, if students are going to have to use it for all of there classes I believe the teachers have to as well. [#2212897]
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offer more training. [#2213154]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

More user friendly system for class registration. [#2210318]

DARS tells me I'm on track for passing a class I took a year ago. [#2210433]

The clunkiest is searching for classes at class registration time. [#2210492]

N/A [#2210493]

Cumbersome. Especially when looking up classes [#2210502]

Could be simplified, too redundant (have to select calendar year several times, etc.) [#2210677]

My teachers have to fill out a ton of paperwork because utrack thinks I'm off track. My professors are okay with my schedule, and utrack is making me change majors and petition to keep my major!!! [#2210740]

MyUTK has some things that aren't straight forward at all. Like for instance when you have to register for a meeting with your advisor... [#2210749]

DARS and the course registration system on MyUTK could definitely use a user interface overall. Both of these systems are far from intuitive, and there are far more efficient ways to present all of the relevant data on the courses. The search functionality could also be streamlined and better advertised. [#2210893]

I've heard complaints that these systems aren't intuitive or user friendly. Changing the structure and layout may make them easier to use. [#2210929]

I think this works awesome. Though I wish I could just see a giant list of all online courses or all upper division courses instead of having to manually put in all the tiny details to get a short or no existent list of classes. [#2210981]

The server often gets overloaded during registration. [#2211005]

Can be made to be much more simple and easy to use. [#2211148]

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n/a [#2211202]

So many of the options in MyUTK take you to a separate webpage with its own log-in. I would prefer all of my information to be contained through the single portal. [#2211212]

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very useless and confusing [#2211234]

These could some updating [#2211270]

My UTK could probably have a more updated format and user friendly system or orientation should explain to new students how to use it, Grades first works great and is user friendly but it is sometimes hard to understand how to get there from my utk [#2211300]

Class Registration is ugly and not easy to use. Hire more web developers and fix this. [#2211310]

This system is rather hard to use and slightly confusing at time. I rarely use many of the functions available and prefer to communicate directly with an adviser, professor, etc. **The process involved in looking up classes and class registration is difficult to use and could be developed to be more user friendly.** [#2211345]

DARS is very very confusing and hard to access. [#2211363]

The system seems somewhat outdated and a little user unfriendly. It is sometimes difficult to navigate quickly. [#2211471]

Banner web is tragically outdated and is overdue for an update [#2211584]

Have an integrated webpage for MyUTK, UTK Blackboard, and Email [#2211613]

The website is not terribly easy to navigate compared to other university's similar sites. [#2211815]
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class registration is cumbersome at best, extremely frustrating at worst [#2212085]

These are all outdated, not user user friendly, and very hard to access. [#2212206]

It is not always clear how to navigate the associated sites to find what I'm looking for, particularly in MyUTK. [#2212328]

First, they're confusing, not user friendly. Second, it has a mess with my payments, with made me pay late fees, since in MyUTK it appear that I paid my tuition in full and I actually owed about $100. [#2212343]

It is difficult to navigate, especially the system to add/drop classes. It seems very primitive and needs upgraded. [#2212374]

DARS is too much of a process. myutk when looking up classes should have descriptions and be an easier system then an outdated drop down tab [#2212534]

I like grades first. It helps me see my weekly schedule which is nice. [#2212665]

The current system for searching for classes needs to be updated and made more simple and intuitive. [#2212855]

DARS is the most confusing thing on the planet [#2212857]

Again most students don't know how to use it so it is inconvenient for them unless someone teaches them how. Also, maintenance can get in the way of a lot of students tasks that need to be done. [#2212897]

Banner and MyUTK have become EXTREMELY hard for new students to navigate. What a mess!!! [#2212941]

Online class registration sucks. very hard to use. No enough instructions for avaivable courses. some listed courses are out of date never given any more! the interface is really unfriendly. Redesign it please [#2212972]

Simply exhibit those more. I didn't know what any of those things were until five or six visits to my adviser. [#2213018]

Not all services are integrated in the system. I still get a number of paper communications, I would hope everything becomes email based [#2213073]

It can be difficult to register for classes using the codes. It would be helpful if you could select classes in a more intuitive way. I know using the codes is not the only way to register for classes, but it seems to be the most common. [#2213084]

This is so much better than it once was. what a breeze. [#2213086]

Would like to be able to see the cycles of class offerings over a period of years- to see how often certain courses are offered and in which semesters - [#2213119]

Make everything one thing [#2213120]

Just make it more user friendly. IT IS OUR FUTURE... [#2213123]

I usually only use occasionally. Typically to register for classes, pay tuition, and to access grade history. Some items not available to me due to my status as a graduate student. [#2213146]

Sometimes Banner and MyUTK brings me around in circles. I did not attend undergrad here, and these sites are challenging for me to navigate at times. Additionally, having all links at the bottom of MyUTK is confusing and does not help to direct me to where I need to access information. [#2213152]

Not user friendly, poor layout, hard to find the information you need if you dont already know/have been shown where to look for it. Dars system is difficult to understand, need a better layout. [#2213214]

I've only had an issue with grades first but I do think that us students are not that well educated on these systems. [#2213233]

Make it easier to use and actually record any changes you make to your account. [#2213247]

It could use some work, but I am not well-versed in it. [#2213283]

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

When I have used SPSS remotely, if my computer falls asleep while I am working on something, I have to reboot the whole citrix server. This is so inconvenient. [#2210348]

When I use STATA on apps.utk.edu if I stop working for 5 minutes it shuts down and I've lost a lot of work before. I try to avoid using it if I can. [#2210355]

N/A [#2210493]

Important. [#2210539]

I've had stata crash multiple times. [#2210661]

The mobile apps sometimes have issues loading or showing certain information on devices. [#2210700]

I have a Mac and I couldn't figure out how to download programs to my computer to avoid having to go into the apps.utk.edu website every time [#2210749]

Origin 2015 and 2016 never work so I have to use Origin 9! [#2210851]

It has too many glitches, and the maps function is terrible. [#2211148]

I work with SAS. Sometimes SAS gets mad and I end up having to back out of the whole program and start again. [#2211163]

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very slow [#2211234]

This is all fine. I haven't had issues using these apps. (Matlab etc) [#2211270]

Useful for when I needed to run SPSS on my netbook. It could be expanded. [#2211277]

Too many hoops to jump through to start an application. ABAQUS is sluggish when operated on the server. [#2211647]

Works great for alerts, but otherwise not very useful. [#2211733]

If an application running becomes unresponsive. I often cannot terminate it or start a new session of the same thing. I have to just disconnect completely from the Citrix server and wait 30 minutes or so in order to let the no-activity automatic session termination occur. This seems to happen a lot to me when running R/Rstudio. [#2211833]

I find that I get disconnected from the app server whenever my computer idles for more than a couple minutes. I wish this was not an issue, as I often utilize the statistics software. I will say app server is easy to use and I never have problems interacting with the application. [#2212023]

Some modeling packages in online version of STATA app were not available to us, so I can not use it to run some statistical modeling. Hope more basic modeling packages were involved in STATA. [#2212072]

Another outdated system. It works (most of the time). [#2212206]

Does not work on my operating system (Fire OS) [#2212343]

Apps was something I had the most trouble with because the FAQ wasn't clear enough on what to do. It was actually easier to use on Chrome and tips like that should be available. [#2212374]

Access to Adobe CC [#2212607]

I have no clue what this app is. Maybe they should tell us what it's about. [#2212665]

For the most part, it's easy to use. Sometimes actually downloading the apps (like HyperChem) gets frustrating and doesn't work. [#2212768]

Never heard of it until I saw it on this survey. [#2212897]

It is VERY slow sometimes. [#2212950]

Haven't used [#2213146]

The apps ability is appreciated, but my computer fights with it. I know this is a personal issue, and I have been able to meet with OIT to try to resolve the issue, but it did not solve the problem. [#2213152]
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just need to know what is available [#2213154]

LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

Using the online whiteboard can be tricky. [#2210492]

N/A [#2210493]

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n/a [#2210502]

I am in the information sciences program and the department no longer uses BB Collaborate. We use Zoom instead and although it does not have some of the classroom features (i.e. polling features, seeing when people are typing in chat) like collaborate the system runs much better and does not crash as easily. [#2210899]

N/A [#2210981]

Collaborate is hard to use. [#2211045]

The reason that I rated Blackboard Collaborate so low was my past experience with it. I have tried to use it once - maybe a year ago now - and it simply did not function. Why that is, I do not know. I have not had a reason to use it since, so it may be completely fixed and function perfectly at this point. [#2211064]

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not user friendly [#2211234]

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had a class that would not work online = OIT sent me to Blackboard, which was ok = but then blackboard told me that it was a problem with the class not them - I knew it wasn't - everyone else in class was fine. the blackboard person kept insisting that my class was not going on even though I could hear it, but could not participate they were really rude and never fixed anything [#2211239]

I cant tell you how many times a professor has an issue getting this to work correctly! [#2211270]

There are so many free services that do this. Why are we spending money on this? [#2211310]

First semester in use problems [#2211502]

Unfortunately the collaborate is dated and not to current needs. There is poor picture and audio quality, With the need to depend on online courses, I am sure there are either updated programs or better software [#2211545]

I'd like more options for collaborating with my classmates within the blackboard program. I don't know if that's possible or not, or if it might just be an issue with this one particular class. [#2211650]

I already mentioned it, but Blackboard Collaborate is not good. I am glad the university switched to Zoom. There were always issues with dropped connections, poor video feed, and share screen abilities were not user friendly. I am an online student so having a seamless experience in class is needed, and I don't think Collaborate offered that. [#2212023]

Stability when sharing information/desktop [#2212054]

I haven't used it but once or twice a while back, but everyone that has to use it tell me how confusing it is to use. [#2212372]

I've never had a professor use this for my classes. Probably due to good cause, it is not a coincidence that it has never been used by anyone that I know. [#2212476]

None [#2212496]

N/A [#2213019]

Haven't used [#2213146]

Its ok. Could be better about bugs/issues and allow each user to personalize their layouts/desired notificatiosn [#2213214]

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)

7.0000 (n=722)

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

6.7681 (n=720)

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:

Positive Perceptions (Adequacy Gap Score > 0)	Negative Perceptions (Adequacy Gap Score < 0)
Receiving communications regarding technology services that I can understand. *Adequacy Gap Score = 0.32; N = 237; P = 0.03*	Having an Internet service that provides adequate Wi-Fi coverage. *Adequacy Gap Score = -0.26; N = 248; P = 0.02*
Getting access to training or other self-help information that increases my effectiveness with technology. *Adequacy Gap Score = 0.39; N = 228; P = 0.01*	Having Web sites and online services that are easy to use. *Adequacy Gap Score = -0.31; N = 247; P = 0.01*
Ability to invite/schedule appointments with others through calendaring services *Adequacy Gap Score = 0.40; N = 183; P = 0.03*	Having systems that provide timely access to data that informs decision-making. *Adequacy Gap Score = -0.40; N = 202; P = 0.00*
	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. *Adequacy Gap Score = -0.67; N = 231; P = 0.00*
	Official University Email - Office365, Gmail (available to Students only) *Adequacy Gap Score = -0.39; N = 178; P = 0.01*
	Online@UT (Blackboard Learn) *Adequacy Gap Score = -0.59; N = 198; P = 0.00*
	UT System Services (IRIS, ANDI, TERA) - fac/staff only *Adequacy Gap Score = -0.41; N = 163; P = 0.02*
	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Adequacy Gap Score = -0.85; N = 175; P = 0.00*
	Ability to access institutional/departmental reports to make data driven decisions *Adequacy Gap Score = -0.85; N = 149; P = 0.00*

Results for UniversityRole In ('Faculty')

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

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

Perceived > Desired   Perceived < Desired   Perceived > Minimum   Perceived < Minimum
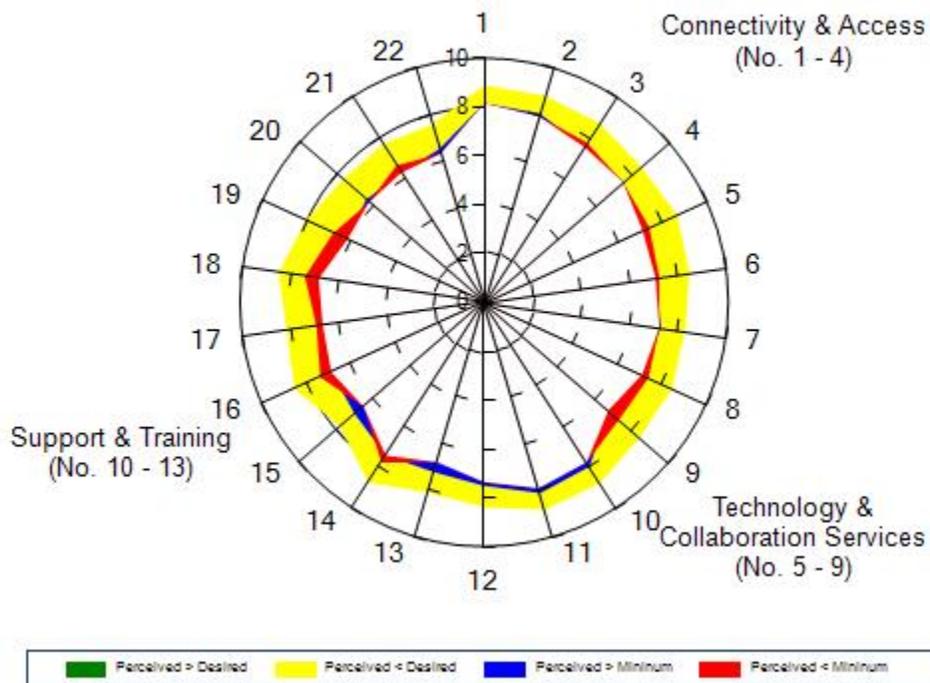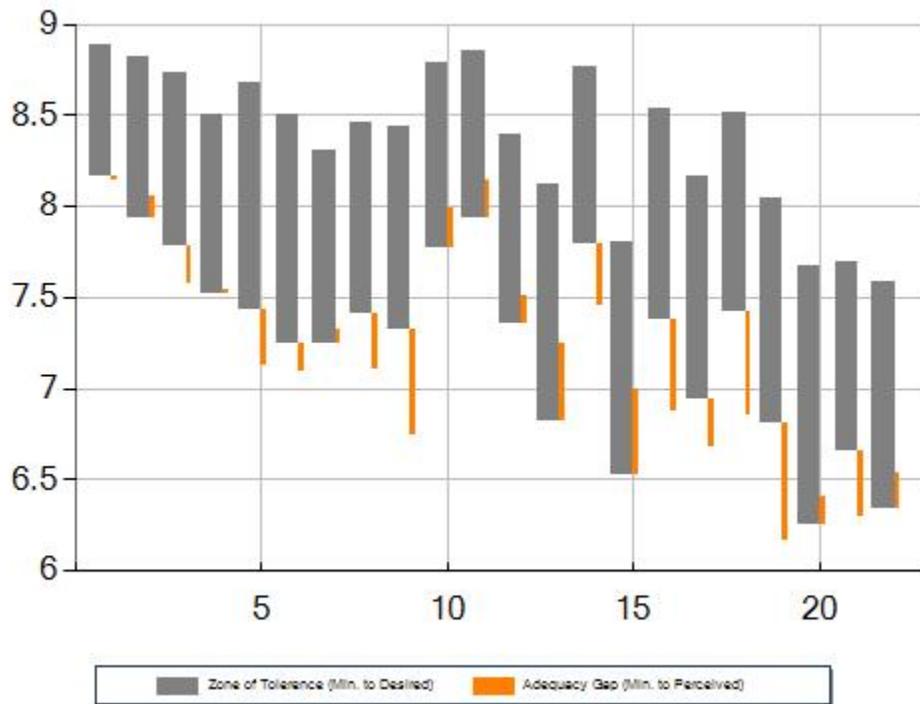
Data Tables for UniversityRole In ('Faculty')

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: *Adequacy Gap Score = 0*. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	8.05	8.89	8.03	-0.02	-0.86	256	0.83
		Dev	1.30	0.40	1.13	1.47	1.07		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.84	8.81	7.94	0.10	-0.87	251	0.29
		Dev	1.40	0.56	1.21	1.55	1.13		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.73	8.73	7.47	-0.26	-1.26	248	0.02
		Dev	1.56	0.78	1.43	1.72	1.34		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.40	8.41	7.49	0.10	-0.91	237	0.47
		Dev	1.89	1.30	1.61	2.07	1.81		

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.37	8.64	7.06	-0.31	-1.59	247	0.01
		Dev	1.47	0.78	1.54	1.95	1.62		
6	Having online services that enhance the teaching and learning experience.	Mean	7.13	8.38	7.01	-0.12	-1.37	221	0.38
		Dev	1.72	1.23	1.59	1.99	1.81		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.10	8.20	7.15	0.05	-1.06	225	0.70
		Dev	1.87	1.29	1.55	1.89	1.61		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.34	8.40	6.94	-0.40	-1.46	202	0.00
		Dev	1.65	1.19	1.80	1.95	1.75		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.29	8.42	6.62	-0.67	-1.80	231	0.00
		Dev	1.93	1.29	1.83	2.35	1.95		

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

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.70	8.77	7.89	0.19	-0.88	246	0.09
		Dev	1.38	0.66	1.42	1.74	1.40		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.86	8.85	8.02	0.16	-0.83	241	0.13
		Dev	1.36	0.48	1.35	1.63	1.37		
12	Receiving communications regarding technology services that I can understand.	Mean	7.14	8.29	7.45	0.32	-0.84	237	0.03
		Dev	1.92	1.34	1.59	2.17	1.68		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.76	8.08	7.15	0.39	-0.93	228	0.01
		Dev	1.94	1.44	1.56	2.16	1.83		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) *Self-reported faculty, students, staff, not declared only.*	Mean	7.74	8.72	7.34	-0.39	-1.38	178	0.01
		Dev	1.47	0.79	1.87	1.94	1.90		
15	Ability to invite/schedule appointments with others through calendaring services *Self-reported faculty, students, staff, not declared only.*	Mean	6.50	7.77	6.90	0.40	-0.86	183	0.03
		Dev	2.23	1.87	1.97	2.45	2.17		
16	Online@UT (Blackboard Learn) *Self-reported faculty, students, staff, not declared only.*	Mean	7.32	8.47	6.73	-0.59	-1.74	198	0.00
		Dev	1.77	1.33	2.02	2.27	2.15		
17	UT System Services (IRIS, ANDI, TERA) - fac/staff only *Self-reported faculty, students, staff, not declared only.*	Mean	6.91	8.17	6.50	-0.41	-1.66	163	0.02
		Dev	1.95	1.50	2.00	2.16	1.99		
18	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Self-reported faculty, students, staff, not declared only.*	Mean	7.49	8.52	6.64	-0.85	-1.88	175	0.00
		Dev	1.69	1.20	1.97	2.11	1.86		
19	Ability to access institutional/departmental reports to make data driven decisions *Self-reported faculty, staff, not declared only.*	Mean	6.84	8.03	5.99	-0.85	-2.04	149	0.00
		Dev	1.99	1.63	2.14	2.42	2.26		
20	Apps@utk.edu (apps.utk.edu application server / virtual computer lab) *Self-reported faculty, students, staff, not declared only.*	Mean	6.08	7.48	6.35	0.27	-1.13	85	0.29
		Dev	2.36	2.11	2.14	2.35	1.97		
21	LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*	Mean	6.50	7.50	6.15	-0.35	-1.35	101	0.22
		Dev	2.59	2.26	2.28	2.81	2.55		
22	Customized help with developing course materials and lectures for online teaching. *Self-reported faculty, staff, not declared only.*	Mean	6.15	7.51	6.45	0.31	-1.06	124	0.18
		Dev	2.30	1.98	2.14	2.55	2.29		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Suggestions from 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.

We don't have that in our building. [#2210277]

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1. Internet is slow sometime and there are some blind zones on campus; [#2210991]

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wireless in Stokely Management Center seems to not work well on a regular basis. I now have ethernet in my office but when I'm working in a conference room I still have problems. [#2211268]

Too many interruptions and often slow when many people logged on, apparently. [#2212049]

Having an Internet service that provides adequate capacity or speed.

have automatic updates initiate only during hours of 12mn-7am [#2210322]

The higher the speed, the more we get done with fewer resources (e.g. time, energy, money). It is simple and please crank us up to light speed ASAP. [#2210769]

Of course not. UT's internet sucks. [#2210991]

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see comment above. [#2211136]

Sometimes the internet is so slow just to download articles. This really interferes with my workflow when grantwriting. I find it very frustrating. This occurs when wired in. [#2211387]

Recently, it's seemed erratic/not consistent. Most of the time it's fine, but there seem to have been some recent glitches. [#2211624]

I teach in G2 and G4 and the speed of service in those rooms can be a little slow. [#2212539]

Off Campus internet service is not consistent. Speed varies and be difficult to complete a task online. [#2212610]

-----

4 [#2212712]

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

My building doesn't have wifi - I still use an ethernet cable and many rooms don't have that either - our graduate students don't have any access to internet. [#2210277]

Some areas of campus have poor coverage and/or slow access - get bumped off, etc. [#2210471]

I experience dead zone in the Taylor law building. Perhaps there is a way to avoid this from occurring? [#2210676]

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service on the secure network (WPA2) can be, at times, problematic. I hesitate to use the public network but sometimes have no choice. [#2210707]

Nope. Sucks. [#2210991]

I am in the football stadium, where WiFi doesn't always work. [#2211053]

Wi fi is not always dependable and sometimes slow when everyone in the class is trying to access the same site. [#2211136]

Critical [#2211479]

Some of the Wi-Fi coverage is weak in some of the older buildings at times, such as the Melrose complex. [#2211624]

We're mostly ok there. [#2211807]

On main campus this is fine, but not so good at other locations (e.g.., HR on Locust Street). [#2211846]

Tried to get online with my tablet during a swim meet at the aquatic center. Could not get web site to stream information whether using my utk.edu address or as a guest using my personal address. [#2212028]

Having more nodes to reduce gaps is needed and provide larger radius of coverage outside of buildings. It is extremely frustrating to walk down the hall of a building and have coverage come and go as well as stepping just a few feet outside and losing coverage. [#2212212]

Wi-fi was hard to log into for conferences for many people [#2212231]

In Dabney Hall the wireless has sometimes been inexplicably unavailable. Not certain what the issue might be, but it shouldn't be a problem ever. [#2212280]

Some days cannot connect to secure wi-fi, either use non-secure or move out of office [#2212321]

The wifi doesn't cover all the campus area. In some place, not the classroom, can't access to wifi. [#2212494]

Wi-Fi access is limited in our part of the campus. [#2212555]

I realize this is a moving target and I appreciate the efforts to keep it functional. [#2212591]

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this varies a lot depending on the time of day and how many people are in the library -- there are times when lots of students are working on larger media projects and have long waits while files upload to google drive, one drive, or youtube [#2212622]

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3 [#2212712]

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please [#2212844]

While we have wireless in most classrooms, it is too slow to be functional for video conferencing. This has been a problem. [#2212848]

I end up turning wifi off on my mobile device because I am constantly bombarded with pop-up windows asking me to log in again. It would be great if it were easier to stay connected / logged in on the device or if there were clearer instructions somewhere about how to avoid this annoyance. [#2212894]

Thompson Boling Arena during events has poor internet connectivity, even when I try to use ut-wpa2 [#2213215]

Wifi coverage is fine if you are standing still, but nobody really stands still anymore. Wifi constantly has problems if I am walking. I don't know if that's a problem with my phone (the newest iphone. though all my old phones had the same problem) or a problem with the campus, but it's really annoying. [#2213271]

Having adequate cellular (or mobile) coverage throughout campus.

Up goes a new building and one's cell service is blocked. [#2210474]

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not bad other than underground garages and elevators [#2210557]

There is basically no cell service in the new student union, particularly the bottom three floors (says an AT&T user) [#2210785]

No, you can check the signals of the first floor of Perkins and JDT. [#2210991]

I used to be able to use my cell phone with no problems in my office. During the fall, I began to experience problems where I could not make or receive calls from work (and did not have these problems at home). Within a few days this improved somewhat but AT&T told me they had done nothing and had no idea why the service improved. After this, I heard that there were some network upgrades being made at Neyland Stadium by AT&T, so I wondered it perhaps that was the problem since I work in Hesler (right next to the stadium). Since then, I have problems with the phone cutting in and out and, again, this only happens at work and not at home. [#2211018]

Critical for emergencies [#2211228]

Generally, mobile coverage is fine except during football games in Neyland Stadium. Much greater access is needed to service the 102,000 fans. [#2211445]

There are some building on campus where, in the basement, mobile service is not accessible. But I am not sure what can be done about that. [#2211807]

Most of the time, my cell phone does not work in the Communication UEB so I never even think about or expect to have coverage. [#2211938]

Given I use my cell phone to contact OIT if I am having technical difficulties in the classroom, not having cell coverage in the basement of HBB is troublesome. Thankfully, I've never had to call for help from there. [#2212164]

I am under the impression that cellular coverage is the responsibility of the carrier not OIT so I use wifi calling whenever possible. [#2212212]

The concrete walls in buildings block signals. I do not know what can be done about that. It is just inconvenient not to get messages in my office. [#2212321]

When I need to contact technical support (for rooms G2 and G4), I must leave the room to call. Hasn't been a huge problem, but it does feel unprofessional to leave the students waiting. If cellular service cannot be improved, perhaps a land-line in those rooms would be helpful. [#2212539]

There is patchy service in Walters Life Sciences and Hesler. In both buildings, there is better reception near windows. (Verizon) [#2212677]

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whats the story with neyland stadium during games..... [#2212707]

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needs improvement in some areas [#2212844]

This is a real problem. My older phone was fine, now with a new smart phone I cannot get reception or use my phone in the building where I teach, or where my office is. In an emergency this would be a problem. [#2212848]

Cellular phone coverage can be variable on campus. [#2213273]

I sometimes have trouble with cellular signal in my office. [#2213305]

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

A to Z index is difficult when offices constantly change their names. Have to hunt for things a long time. [#2210314]

Very difficult to find information on the UTK website. The online catalogue defaults to earlier years - why isn't the default the current year. The catalogue is difficult to search and not enough information is available in the online catalogue. Difficult for faculty and department to keep sites current since we don't have the expertise or access to the sites. Not sure how to get info on the site updated. [#2210531]

The UT website is not easy to navigate. The search feature is not useful. [#2210549]

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lack of uniformity leads to confusion [#2210557]

We need a much better alternative to SharePoint. BlackBoard continues to have problems with reliability. There is confusion, probably mostly within Microsoft, caused by personal and university Microsoft cloud accounts with the same user id (the @utk.edu address). For a brief time a couple of months ago I was only able to access one of the two. [#2210707]

The university website is still confusing. Try finding the details for the student handbook or general requirements. [#2210814]

We need a better version of blackboard... I have previously used CTools and Moodle at other institutions, both of which are better structured, more reliable, and easier to use. [#2210867]

Some is ok. Some sucks. [#2210991]

Tring to find information on the OIT home site is challenging, you have to really hunt for the links. Mos tof the time I ask for OIT to send me the link because I cannot find what I am looking for on my own [#2211007]

Finding information on the OIT web service is nearly impossible. I have to Google to find the page I'm looking for. I suggest you look at its organization to see if you are incorporating best practices in web design. Take advantage of equipment/labs to conduct usability testing. [#2211263]

Contracting with something other than Sharepoint to create collaborative group multi-use spaces that are actually user-friendly and not overly click-ridden. I'd love an online space where dialogues can be easily accessed and content curated. [#2211268]

UT's websites look out of date with an enormous number of broken links (recent example NMBioS faculty profiles, have lots of previous examples that I can't think of off the top of my head) and is not very user friendly or easy to access data. [#2211387]

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utk.edu is not easy to find what I need when I use the search feature [#2211407]

The new UT template does not seem to offer significant improvement over the previous website. In some cases, the information is incomplete, or more difficult to find. So that does not make it easier to use. [#2211807]

Web pages for university and library are too busy and I have to scroll all over to figure out how to access what I want. Pages are encyclopedic. Not easy to search either to find what is needed. Need graphic design people to sit down with different kinds of users and OIT people to see how they want to use different pages and then make the designs suit the use. [#2211835]

When I visit a web site I expect clear instructions on how to find needed information, use the provided services, or enter the required information. There are times when the assumed level of prior knowledge is too high. UT uses Blackboard to communicate grades to students Although there are courses on Blackboard, I too often find myself wanting to do things that I don't know how to do. Thank goodness for the folks willing to help through phone calls. However, it would be even better if I could do it myself using on screen help. [#2211840]

Changes to the website over time--too many over too short a period of years--continue to need more thought, especially since the campus now mandates that the colleges use a specific website format. Before all of the changes in the past 5 or so years, my unit had a "top 10" website. It was visually pleasing, simple, and one could find things on it. Now, we have a visually complex landing page, and even many of us in the unit cannot find things on our site. To some extent, the banding and standardization effort has gotten a bit out of control--too rigid and strict, without attention to what the users relating to specific units use the unit websites for. [#2211935]

The UT website is difficult to navigate and even more difficult to find what you are seeking when completing a search. [#2211938]

UTK web sites are cumbersome and hard to change. [#2212028]

Less "flash" and pictures on the websites. Simple straight forward information and links is what I really want; especially important when trying to access websites with my tablet or phone. [#2212112]

Don't know why it is, but it seems to me it's never easy to get to the Timetable of Classes as easily as it is to get to the academic or event calendars. I think the Timetable is probably used as much if not more than the calendars. Is it possible to put a Timetable link with the calendars? [#2212164]

Some websites can be misleading. Like looking for schedule of online classes [#2212231]

Office365 is horrible--there must be more options [#2212235]

I do not like Sharepoint. It is too complicated to us.e. Blackboard is easier [#2212262]

A significant number of UTK websites have outdated links within them - it would be helpful if there was a regular program to test and update/remove those that were no longer functional. Also some important links that would seem to be used regularly are in a less prominent position on the web pages than they should be - the one that comes to mind is the timetable of classes (I now keep it bookmarked to avoid have to search for it), is there any assessment of how often links are used that is referred to in deciding where to place links? [#2212280]

It is very difficult to find some things on our web pages. And the search box is no help. The results from the search are 4 or 5 years old, nothing current. Departmental web sites are easy to find, great directory. But once on departmental pages, good luck. [#2212321]

Some sites and services are not so user friendly. [#2212555]

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navigation is poor on several UT websites - and the A to Z list is not always complete [#2212622]

OIT search engine can be confusing sometimes. [#2212844]

Googling anything in the catalog brings up the 2009-2010 catalog as the first hit. Is there some way to make the current catalog more easily found? [#2212894]

Although there is an attempt to make it easy to build a Website for an organization/department. they are still cumbersome and slow (often years!) to develop. They tend to take too much time for faculty to do and there is only limited support to assist faculty. Is there a way to either simplify the process or provide more technical assistance? [#2213131]

UT's websites are fine. Blackboard is the problem. [#2213271]

Having online services that enhance the teaching and learning experience.

Blackboard is a poor system. Its slow and clumsy interface has had a direct negative impact on my teaching evaluations. Trying to do anything other than replace it is putting lipstick on a pig. [#2210261]

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interactive whiteboards in all classrooms. Have screens come down in front of windows rather than over the whiteboard. The whiteboard would still be accessible and the screen would block some of the light from the windows. [#2210531]

BlackBoard!!!!! [#2210707]

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1. We need replace BB Collaborator with some other more interactive online teaching systems. [#2210991]

VetNet looks very outdated and the places to click on links are not always intuitive [#2211387]

Making sure that we can manage the interface between the UT platforms and the outside world would be nice. As we move to an are of experiential learning (after ready for the world), we can't confine our students' work to the boundaries of Bb or whatever other LMS. This has led me to bypass Bb altogether toward more public platforms. [#2211807]

My one experience with teaching an online course that had a class length of over 2 hours in the summer taught me (after some failed recording experiences) that there is a limit on the recording size for the file. If I recorded the audio and the video I hit this limit and the recording was terminated before the class period ended. This left the students who wanted to watch the recorded session later either with no session or with one that was truncated. Working with the Blackboard folks it was determined that the file limit was being reached, something that neither of us was aware of. The sessions had to be recorded without the video to keep the file size within the limit set for recording file size limits. Perhaps this could be raised for summer sessions. [#2211840]

Getting there [#2212235]

Among those I've talked to, few among either the students or the faculty seem to like Blackboard. Its labyrinthine "navigation" and its clunkiness are barely tolerable. LMSs seem to be something that only administrators want, because everybody else has them and because administrators never have to use them (and because of the messianic language of tech marketing). For me, and for most of my students, nearly all of the things Blackboard does are possible for one to d--in less time--with simpler online/laptop resources, or with no technology at all. This seems counter to the spirit of technology. The resources spent on Blackboard, its maintenance, etc., I am positive, could better serve students and faculty if they were redirected elsewhere. [#2212285]

We use vet net and black board at the vet school and both have their limitations. I find having both being only adequate very frustrating. one good system would be so much better for all users [#2212517]

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it would be great to have a site where you showcase some new piece of software or technology and what you can do with it to enhance learning - you could provide links there for EDUCAUSE's "7 things you should know about" series as well as have OIT staff write up little blurbs on new technology tips (and maybe you already have this and I just don't know about it). [#2213242]

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

More training on this would help. [#2210475]

Zoom has problems when many of the participants call in. Need updated technology such as GoToMeeting or WebX [#2210509]

Zoom has helped with this. [#2210531]

I rate SharePoint an "F". My experience with Google Drive is mostly positive, but there can be problems with multiple GD accounts. Large long-term encrypted and reliable cloud storage that can be used for data that must be kept private (because of contractual or privacy obligations) is essential - and has not been adequately addressed. [#2210707]

ORE is trying to organize research teams. We need online think tank abilities to generate innovative ideas across distances [#2210735]

Zoom works well. Now, please, get us hooked into a managed, cloud-based, high capacity (e.g. terabytes minimum), seamless, data storage/management system. I currently pay for a business account with Dropbox (10Tb storage and meets all of the above). How any modern researcher is able to protect and access their data without this - is a true mystery to me. It is the single most important service to insure my success. [#2210769]

I pay for my own Dropbox annual subscription (1 TB) to collaborate with coauthors. My H:// drive is only 50 GB. It would be helpful if I could have that be larger - I like knowing that it's back up on a server (at least I'm assuming and hope that it is) and that it's 'local' vs. Dropbox cloud based. Does the university have a large file transfer service available for us to send large (> 30 GB) files to coauthors? I'd like to know more about what UT offers in this area to help me work with coauthors at other universities. [#2210785]

I didn't use any available on campus. If we have, we should have some training. [#2210991]

I've looked at Igloo and other services that seem so user-friendly. Can't the university find something besides Sharepoint to create that sort of space? And when we work with folks in the community, I'd like to be able to include them in this without having to peel multiple layers of bureaucracy to give them access (like we do if we want to utilize Blackboard). I hate having to use dropbox for everything because it is easier than Sharepoint or Blackboard. [#2211268]

It is extraordinarily difficult to find potential collaborators on the UT website by research interest or by funding focus. This is a huge detriment to the university's research interests given that collaborations are increasingly needed for fundable work. I thought I did a thorough search but I keep finding faculty that i never knew existed. We have a desperate need for a database that indexes researchers by interest area to facilitate possible collaborations. This is a severe deficiency at UT that I have not encountered at other universities. [#2211387]

We're doing ok there. [#2211807]

Can be done with zoom [#2212235]

See above [#2212305]

Better than it has been but suffering from trying to use Zoom for a class that is more than lecture. [#2212321]

At this time, I haven't collaborated with anyone. [#2212539]

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sharepoint is clunky and hard to use - we need to find a better solution to organize and share files, particularly in large departments [#2212622]

I tend to use more seamless public products like Googledocs when I need to get something done. Propriety solutions so far have been cumbersome or prohibitive for working with collaborators beyond UT. [#2212651]

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need to provide more info on what services are available and for what purpose [#2212844]

Use Blackboard and have no issues with it. Use SharePoint and find it clunky. Use server storage and find it very easy to use. Use Google Drive and find it easy to use. [#2213215]

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

My efforts to access data to understand enrollments beyond the simplest of numbers were extremely frustrating. I had to write and call repeatedly, and what I got in the end was of minimal use. [#2210261]

It is important that we are able to parse out data related to our students for state and federal reporting purposes in addition to driving out improvement plans. [#2210551]

Replace SAIS. [#2210735]

Nope. Never used the database on campus. [#2210991]

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student evaluations are used for faculty evaluation. student evaluations for course improvement come from informal conversations with students. [#2211136]

Timely is the key [#2211213]

For Iris approvals inbox, create a viewer screen that shows expense, details and account being charged without requiring scrolling to find the account being charged, or click multiple times to find explanation. [#2211268]

Banner does not allow for the differentiation of students that we need. We cannot differentiate between certain cohorts of students or restrict student enrollment in certain courses to certain students. [#2211917]

We need up to date data on job placement of graduates, enrollment, and other as required for some grant proposals. [#2212149]

I am not sure how to improve this except to improve the reliability of access to MyUTK. It seems to goes down when I need it most. [#2212212]

Not sure what this means but there is not an easy way to access foundation funding, for example. [#2212235]

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imedris is unacceptable. [#2212728]

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

The classroom availability and technology is shocking for state university in the 21st century. It is shocking for a bad university in the 20th century. Counting undergraduate and graduate school, I have been at six universities and this is by far the worst on this dimension. Outfit the rooms with the latest. [#2210259]

Most of the rooms in my department don't have internet or smart boards, so that technology doesn't exist for us. [#2210277]

School of Music needs more recording services. [#2210314]

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all class rooms in college of nursing need upgrade to accommodate students who use laptops reconfigure room s103/105 to provide power outlets at each desk: throw away current single chair (1950s vintage) desks in favor of a 2-3 seat table. elevate floor in a theater style seating with power distribution concealed in the floor coming up to multi-plug outlet on the table top. floor elevation wide be on three tiers (highest tier in the back of the room such as you would have in stadium style seating. [#2210322]

Classrooms and technology are dated in the CON, especially. [#2210363]

Classroom space is a problem in general and not an OIT issue. More "modern" systems would be useful - e.g., I teach in HBB 102 and there is no HDMI cable access. This is not a major concern, but it is helpful to have one connection for video and audio. [#2210471]

Can't depend on it being in service. [#2210474]

Update classrooms in older buildings, including desks for group work (need outlets for computers) [#2210509]

There are limited meeting spaces available with reliable technology. [#2210549]

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many classrooms are quite good, but we have not kept up with HDMI and other upgrades [#2210557]

Upgrade classrooms as is possible--so that eventually most can accommodate distance learning and conference meetings online [#2210735]

Many classrooms have been updated but still need better seats and whiteboards. Powerpoint is used in almost every class now. [#2210814]

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1. We already have some new technologies in the classroom. My concerns are we do need training at the beginning of each semester, especially for those senior faculty members. Sometimes, we don't know how to use them. Also, please make sure the new technology run with reliability. I encountered many issues from unreliable systems. [#2210991]

There are classes available with technology, however, the audio is poor, for example in using zoom for attending meetings, the visual/camera quality is excellent, having multiple people on at the same time is great, however, the sound quality is poor. *College of Nursing [#2211007]

The lecture halls in Walters Life Sciences are not conducive to a collaborative learning environment at all. [#2211018]

Classroom in south stadium hall have pitiful access to technology and internet. Fortunately we move out the end of the year. [#2211053]

I mostly teach online right now, so physical classroom technology services are less crucial [#2211131]

Classrooms have technology. Small classrooms and meeting spaces need document cameras as well as projectors. [#2211136]

The smart boards at the vet school are very nice. However, many of the smaller meeting spaces in the vet school hospital for student rounds have EITHER a projector OR a white board but not both. Both are needed for our teaching. We do not have enough spaces for rounds with the students. Walking around to randomly search for an open room is time consuming and takes up valuable time when we could be teaching. We need a designated rounds space for each service, badly. [#2211387]

The lack of adequate space in Bailey and Claxton with technology that meets my needs is sparse. Both buildings (especially Bailey) need a major upgrade in technology [#2211394]

Any problems with classroom technology should be addressed in a timely, professional manner. It is absurd to have technology problems that directly interfere with student learning continue for the better part of the semester. [#2211406]

Very few rooms in the Natalie L. Haslam Music Center have Smart Boards. A major investment is needed for this building. [#2211445]

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additional physical space and equipment needed [#2211465]

HIGHLY important [#2211479]

Great in Haslam; however G2 in SCM does not permit students enough access to power. [#2211616]

UT has come a long way in the past years but we are still not up to par everywhere. [#2211807]

Coming from another institution, meeting spaces with technology differ, but I adjust to my surroundings so no glaring concerns. I'm still not very familiar with the symposium monitor nor have I really tried to utilize its features. [#2211811]

Use technology in teaching and find some classrooms (especially in HSS) very awkward. OIT support is good and I have called when things were not working. However, document cameras in some rooms are in awkward positions and I can't sit and write math problems on a paper easily. Smart board are in awkward places for the teacher to stand in front of and still let students see what is happening. Consoles get shoved into corners and at change of classes the new teacher has to spend lots of time revamping the classroom. Some consoles don't move very far with short cables and are in awkward places. Why not work on room set up with faculty who use the various pieces of technology to see if there are alternatives. [#2211835]

We need more labs and more large lecture rooms [#2211858]

I taught for the first time in a classroom that did not have a built-in computer system. I had to drag my laptop across campus. Sometimes I would forget my dongle when I left. It was a constant problem. I recognize funding issues may be a part of this, but I am so glad I am back in a classroom with a computer that is there so I don't have to worry about all the connections and making everything work. [#2211912]

Zoom is fabulous! [#2211917]

Too many classrooms lack document projectors, DVD players, etc. [#2212049]

I think I'm answering this as needing improvement more from the perspective of my graduate teaching assistants than anything else. Their lab/discussion sections are spread all over campus, but I also know they are using clickers in their labs. Having the technology supported in every classroom on campus is important for my TAs each semester. [#2212164]

I teach primarily in the Haslam Business Building and Ayres Hall and the classroom technology is terrific there. [#2212212]

The sound quality of the projection service provided in at least some classrooms is not high. [#2212280]

There should be a workstation in every classroom podium. [#2212285]

All classrooms should be equipped with a computer with internet access, DVD, and VCR player. Professors should not have to transport their laptops, tablets, etc. to class to show a power point presentation. [#2212407]

In the vet school, we have put a lot of this technology into place, but no one can use it, and we don't have adequate tech support for the end users to readily rely on these resources. I routinely bring my personal computer in to do these sorts of activities. [#2212517]

Trying to equip every room with every thing seems wasteful. Let departments with similar teaching needs claim rooms. Nationalizing doesn't work because needs vary so much from discipline to discipline. Please get us out of Blackboard. It's not intuitive and doesn't allow students to collaborate in the classroom experience. It can't host video. It has a ridiculous number of options and modules, most of which seem to be driven by vendors and etextbook companies. [#2212651]

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all classrooms are not created equal, yes the rooms in HBB are fully updated, but McClung Aud, Bueller, Dabney, all have older technology. AMB-AUD has newer technology, but it took forever to get the laptop inputs and doc camera fixed this semester. [#2212677]

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not enough classrooms. Instructions on how to use should be posed in each classroom. Smart boards should be in every classroom. [#2212844]

Have Smart Classrooms be more reliable (equipment that works more reliably). [#2212846]

While we have wireless in most classrooms, it is too slow to be functional for video conferencing. This has been a problem. [#2212848]

We need to be able to depend on having the same level and kinds of technoloy in all classroom. When, as often happens, I teach three sections of the same course in three different classrooms, each with a different kind and level of technology, I have to resort to the lowest common denominator--which is often PAPEr and a white board. Also, I can't plan my courses with any certainty that I'll have any particular technology in my classroom. Finally, If I could have my choice of a single teaching aid in every classroom on campus, it would be a document camera. An incredibly useful, versatile resources. But they seem to be disappearing. [#2213005]

This is getting better but would be nice for ALL classrooms and meeting rooms to be equipped (audio, speakers, and screen) for interactive distance lectures. [#2213131]

Classrooms rarely have hdmi support, and sometimes lack even a dvd player. I have only seen one classroom that has a blu ray player. I would like to see hdmi in every classroom, and a blu ray player in every classroom that has a decent projector. [#2213271]

There is a need for more technology enhanced classrooms. [#2213273]

Classrooms should be set up in a way that allows instructors to teach how they choose. More technology is not the issue as much as making the technology that exists accessible and easily usable. And providing working tables and boards. [#2213308]

Getting timely resolution of technology problems that I am experiencing.

Response times are improving but remain uneven. Usually things are handled quickly now, but then things can suddenly seem to go back in time. Even a 24-hour response time should never be acceptable. If I'm relying on technology and it fails when I need it, I need quick resolution. For a teacher that needs to perform and students that need to learn, anything other than right away is too slow. [#2210261]

OIT helpdesk is sometimes unresponsive or slow [#2210499]

This is usually pretty good. I've been impressed with Jeff Abrams-Cohen willingness to drop everything when I have an emergency. Have gotten good and timely help when I call the help desk. [#2210531]

Some issues take longer than a week before I get service. [#2210549]

Everything works good, except email, which is probably the most important service you provide for me. We used to have a good email system, for years and years, but now we don't have a functional email system at all. It would be helpful for the higher administration to understand that we are and institution of higher education and international research. We are not a for profit business. To improve the situation is simplicity itself. Find the administrator who signed the contract with Microsoft for email, and fire him (or her). And fire his boss, too. Such incompetence should not go unrecognized and appropriately rewarded. [#2210803]

I can't see how the professional, timely service we receive from IT when things run amok (technologically speaking) can be improved [#2211096]

When OIT is available, the service is wonderful. After hours, sometimes a problem with availability. [#2211131]

See comment above. [#2211136]

Blackboard support has been timely and helpful. Classroom technology takes far, far too long to fix. Classroom technology issues one semester took most of the semester -- and weekly or twice-weekly phone calls! -- to address. This is not acceptable. [#2211406]

Generally excellent service for small problems, but too long for major problems (it took a week to get a hard drive recovered). [#2212149]

To me, the most critical needs I have are in the lecture hall when something isn't working correctly. Inevitably, I need help immediately in order to make lecture happen in that situation. In those cases, I often wish there were a "hotline" for instructors with immediate classroom needs, audio or video related. Nowadays, I carry my own spare 9 volt battery just in case, but then, I've been doing that for a few years. Have to say, I've only had to use it once this year--that's an improvement from the past. Thank you. I guess for the record, I have to say that in general, I have had pretty quick response to classroom needs these last couple years-although the wait for the new projector bulb for AMB 210 last semester was interminable. [#2212164]

I rarely have problems but when I do the technician is there within minutes. Very well done! [#2212212]

Usually [#2212235]

Woefully understaffed at the vet school for the number of users and the importance of electronic medical records in our field. I also find that I often "get in trouble" or am scolded for what I try to do on my computer (such as use a specific internet browser) which is frustrating because we don't get a lot of guidance on what we should do when we arrive. So only when something goes wrong do we contact IT and we get "in trouble." I also feel the limitations on what I am allowed to do at my desktop creates a lot of difficulty. I am not a computer idiot - but I feel I am typically treated like one. [#2212517]

I am a new instructor and needed a lot of support at the beginning of the semester. I was very pleased with the timeliness and thoroughness of the support I received. [#2212539]

It took weeks to resolve broken equipment in AMB-AUD this semester. [#2212677]
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should be a phone call away [#2212844]

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

I have some mobile app development needs and I was surprised to learn that no one on campus was able to help with that. I didn't even get much luck asking OIT to provide suggestions for mobile app development contractors that I could work with. It would be much better if there was someone who could help in this area. [#2211115]

If I have a question other than simple email, the person answering the phone has no knowledge. They write up a ticket and then the person with knowledge emails me. [#2211136]

I'd much rather submit a ticket and take my chances with someone at the help desk than having to wait for my in-house tech person to get back to me in his usual unfriendly manner. Sometimes the service is quick but most of the time we have to wait an amount of time that seems rather arbitrary [#2211394]

Most of the folks at the helpdesk have been great. The blackboard support team have been terrific: they are knowledgable, friendly, and very helpful. The mac support has been less timely and precise, and the classroom technology has been even less punctual and even less competent. [#2211406]

It is always hit or miss with the HelpDesk. The vast majority of interactions with the Bb team and Jean Derco's group are positive and helpful. [#2211807]

SMART equipment does not always work properly and/or isn't being maintained well. [#2211867]

The University OIT staff is great. Our College's IT staff sometimes make me feel dumb. [#2211912]

This is hit or miss. Depends on who you get! [#2211917]

As a faculty member, it is frustrating to hear that the answer is usually wipe your hard drive and start over. Also, my computer was upgraded to Windows 10 and because of the university's desired security level, I no longer have the ability to install any software, including my pointer device, portable hard drive used for backup, or OIT software. Having to ask someone for a password every time I want to install, update, move, or delete a program seems to be overkill on the security precautions. [#2211938]

The "walk-uo" help desk in the Library Commons area and on the phone are wonderful. They have gotten my issues resolved very quickly every time. [#2212212]

Usually [#2212235]

For the basic materials, our vet staff are good. [#2212517]

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i have had several instances of being mis-referred to a service that did not actually do what the person who connected me with them said they did so I think the folks who work at the help desk may need additional training about other campus services that they refer to. There are a couple of mis-referrals that happen repeatedly to the area where I work even though I've communicated repeatedly that we do not offer a particular service [#2212622]

Need more mac specialists. [#2212651]

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the OIT staff ALWAYS exceed my expectations when i request help---whether it is for Blackboard, classroom tech issues, or just help with technology in a course. the staff is really responsive, knowledgeable, and professional. Everyone i've met is a pleasure to work with. [#2212707]
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no comment [#2212844]

In general, the technology staff are responsive and reliable, which I really appreciate! Thank you. It does seem that once in a while it requires multiple efforts on my part for them to understand the problem. Also, I don't like the assumption that they need to 'connect' to / control my computer to understand and help diagnose the problems, when 1) I can describe the problem to them and answer any questions and 2) after a connect session, there is invariably something that has been changed about my computer in a fashion that I don't like. [#2212846]

The staff at the help Desk are great [#2212848]

Receiving communications regarding technology services that I can understand.

There need to be more consistent communication and online training about technology services. [#2210549]

Because i'm not tech savvy communications that take that into account would be very helpful. [#2210726]

In general, I find it very hard to keep track of what services UT offers. For example, I've been having my students use Socrative.com and the Socrative app for in-class quizzes (an alternative to clickers that they have to purchase). Maybe UT has something better I can use. Similarly, I'd love a one-stop shop of all the databases and variable descriptions that UTK subscribes to, even when there are departmental or individual restrictions. I'm confident I'm not using even 40% of what UTK offers that would be of interest to me purely because it's spread out and decentralized, and I don't even know all the places to go look. [#2210785]

My concern is really with communication, not with understanding. Not often but sometimes the people I speak with think I am not too smart because I am an instructor, not an OIT guy. Condescension is unbecoming. [#2211136]

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providing training to those in OIT who send out emails so that they will send alerts out as user-centered updates rather than reports dripping in tech and jargon. I know a faculty member offered twice to provide this service free of charge to OIT and was told it wasn't needed. [#2211268]

I often receive emails from our College's IT personnel and I have no idea what they are talking about. I wish we did not receive emails every time Blackboard was undergoing maintenance. I can visit the OIT website to see if Blackboard is down or not. IT would be nice if maintenance was at a regular time. [#2211912]

I would love this! I'm not an "ace" with technology, but would be open to trying some appropriate programs. [#2212059]

Don't recall much in the way of communications [#2212235]

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sometimes no word is given at all - like the change from netID to card swipe for printing in the commons that happened in the december break - library service desks were hit hard with lots of questions about printing because this change was not communicated with students well or with staff so the first day we were scrambling to figure out what happened so we could help people [#2212622]

Less communication please. One OIT request generates 5 emails. [#2212651]

When new software is introduced (like, in the past, Banner, or Grades First), it's usually NOT self-explanatory to a user whether they need it or what it is intended for. Researching online often retrieves basically the sales pitches from the maker's marketing dept. `Enhance your experience, bring it to another level, blah blah BULL***T'" A user friendly summary of purpose and features and possible interoperability would be well-appreciated. It would be crucial in doing so to leave out all the verbiage that sounds hip without meaning anything. [#2212793]

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needs to be simple email [#2212844]

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

simplify instructions on who to call re help with Microsoft office products. need evening classes to learn basics and advance techniques in the Office suite. [#2210322]

I haven't taken classes recently, because... In the past, I would enroll and found that novices demanded most of the time and attention from instructors. I don't consider myself a novice, but not an expert either. Didn't get enough information during the 60 or 90 minute time slot to make it worthwhile to me. Offer courses at different levels, novice, advanced, expert? [#2210531]

Need more online training [#2210549]

I lack completely in this area so any training would be very helpful. I've been here five years and had no training. [#2210726]

Do not make the trainings on site classes where two hour blocks of time are needed. Put more in self-instructional modules for faculty who can learn new features as they need them, and in flexible time. [#2210735]

See comments above. I really just don't even know where to start. [#2210785]

Repeated communications about training opportunities would be nice. Sometimes it takes me two or three reminders. [#2211053]

The online training (Lynda, for example) are good as far as they go. However, if I get stuck on something, the help screens may or may not be sufficient. Then, I'm stuck and on my own... [#2211131]

What we need are technology specialists who come to our faculty meetings to demonstrate available technologies; for example, what all Blackboard can do. [#2211445]

Seems like I need training, but then I find out that it was mainly available in the summer or just before classes. Is there some way to put up a list of types of training and let people indicate what they want. When there is a critical mass, then schedule a training session mid-semester. [#2211835]

As a music instructor, I teach throughout the day, and, therefore, am not available for the workshops offered. [#2212059]

I appreciate your efforts to put more helps online. This may or may not be appropriate here, but I am thankful that you have lynda.com at our disposal. Although my skills are not extensive (yet), I have learned almost everything I know about Access from the videos. Another thank you. [#2212164]

For those of us who do not want to sit through a video it would be desirable to have text-based information available for any standard services. [#2212280]

I attended a clicker training session at the beginning of the semester. The training was well done, but I find that I learn a system and its quirks best by clicking (no pun intended) around and looking up information online. [#2212539]

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thanks for getting lynda.com - that has helped a lot - and I have found a few of the articles in the OIT knowledge base useful like connecting to t-storage [#2212622]

I tried the training class that covered SmartBoards. We had to relocate rooms because the first room did not have functioning technology in the library, so we moved to Greves. The person could not figure out why my laptop would not work with the SmartBoard. So I still do not use it in any of the classrooms I teach in. [#2212677]

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there is a wealth of riches here, but it is hard to navigate. FAQ's? more one-on-one help? [#2212707]

Sometimes training sessions are really basic [#2212881]

Setting up content on Blackboard is very confusing and I typically am not working on such things during work hours, and/or I don't have time to call OIT for help, so instead I find a work-around. It would be SO helpful if there was a good set of self-help items posted to cover setting up assignments and tests etc. The few items and FAQs that are there barely scratch the surface. If we end up staying with Bb, PLEASE include self-help assistance!! [#2213345]

Official University Email - Office365, Gmail (available to Students only)

There needs to be a system that works better with Macs. [#2210277]

Office 365, not clear how to use it. [#2210314]

I couldn't change the way my name was displayed when sending emails without calling IT. Ridiculous. I should be allowed to changed the display name without jumping through hoops and having to call HR! [#2210357]

Get rid of Quarantine, now that we have Clutter, or only put documents with viruses or malware into Quarantine. [#2210509]

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not fond of Office 365. I'm a MAC user. [#2210531]

I really detest Office 365. I get why you switched to it, but it's obnoxious. It freezes all the time on me, requires too many clicks, and isn't something I'd *ever* choose to use on my own behalf. Plus, there's the issue of how much Microsoft lacks as a company, in terms of innovation and privacy. I'd be far happier if gmail were available to me instead. (And I'm not some dedicated Google aficionado.) [#2210568]

My strong preference is that all accounts migrate to Gmail, doing away with MS Office 365. [#2210707]

See my comments elsewhere... plus, why is Gmail available to students only? Faculty need email, too, and we currently do not have a functional system. Office365 is another piece of fake stuff from Microsoft that does not work, and why would anybody expect it to, coming from Microsoft? And why do you think that Gmail is available to students only? Every member of the faculty that I know has a Gmail account and uses it in preference to "official" university email. In reality, nobody in the research world gives a rats petard about "official" University of Tennessee email. And students laugh at it. [#2210803]

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1. I wish when the students/staffs/faculty members who left UT can still use official email. 2. I really don't understand what is point that UT required us to shift from utk.edu to vols.utk.edu [#2210991]

Please find an email service that doesn't push its own institutional emails (especially Blackboard) into junk and clutter. [#2211082]

I am both a lecturer and student (Ph.D. candidate). [#2211096]

Office 365 sucks. The web server is just awful, slow, glitchy and hard to navigate. For example just this morning I was trying to log in to my email on a shared ipad and it kept logging me in to the other person's email despite me logging him out multiple times and entering my own login credentials. Cannot search or sometimes even access emails from mobile devices. Gmail is much better. The ease of use, lack of glitches, and access to google drive makes it far superior. I am extremely disappointed in outlook mail since I have recently started at this university. The desktop outlook program is extremely cumbersome for email lookup. Gmail is much better. We should switch. [#2211387]

It would be great if Gmail were available to Faculty... [#2211406]

It is very difficult to search my inbox and find individual e-mails because they are combined with other subject lines. It's very frustrating. I usually must search on my cell phone to find one and then I forward the found e-mail to my utk e-mail account. [#2211445]

Office 365 works well in conjunction with Eudora, but I find it frustrating at best as an online solution because there are way too many keystrokes required to do something as simple as deleting a series of emails [#2211938]

I've been disappointed in the group email contact format. My students do not receive the communique, so I'm forced to type in individual names. [#2212059]

I don't believe my beef with Microsoft (Office 365) is something that you should get the blame for, but frankly, T-mail did several things better.... [#2212164]

I have noticed some lag time between when an email from a student is time stamped and when I receive it. I have all of my work email forwarded to Thunderbird so I don't know which service is to blame. I frequently have students tell me they sent me emails but I never got them or they never got an email from me but I often doubt the veracity of those complaints. [#2212212]

Office365 is clunky, cumbersome, not intuitive, time consuming to use; utk gmail took over my own gmail account. I still don't know how to separate the two. [#2212235]

Difficult to use and [#2212305]

Gmail should be available to all [#2212517]

Need to provide a better search engine for the email [#2212844]

I REALLY dislike that when I moved here 8 years ago, I had to switch from an open-source email (Thunderbird) to Outlook in order to receive OIT support. And I continue to not enjoy Outlook / Office365 -- I'm sorry to say that I find it cludgy, self-consciously chic, and almost patronizing, while limiting what I can actually do. [#2212846]

It is very confusing to have office 365 apply security filters to my mail that I am unaware of b/c I access it through outlook. I should have an email system where I can locate and remedy lost emails easily. We should have meal that is easy to use and does not require a two page memo and phone call with the help desk. [#2212848]

These are all very high but email management is still overwhelming for faculty and I am not certain what would help that. [#2213131]

I find that the new office365 is harder to use than the earlier versions. But I am getting better at understanding. [#2213231]

Ability to invite/schedule appointments with others through calendaring services

I can't stand Outlook or Office 365 - it doesn't work well with Macs. [#2210277]

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not sure how to do this. is there a tutorial [#2210322]

I - and most people I collaborate with - use Google Calendar. I don't use the MS calendar application at all, and given its tendency (which may have been fixed) to shift times by an hour when communicating with non-MS clients, I don't want to. [#2210707]

Don't link everything to Outlook. Hard to say much more until we know if we are going to stay with Bb. [#2210735]

We need a better system for temporarily reserving space in the College of Architecture and Design. Something easier to use the the Outlook email system and closer to real-time. Also, linking this to mobile device calendars is essential, especially iPhone calendars. [#2210867]

Never used before. Any training? [#2210991]

Our office uses both Macs and PCs. We have had multiple problems with delegates being able to view calendars and following standard processes has not helped. [#2211268]

I have had no luck using this efficiently [#2211858]

Calendaring services? What exactly are these? [#2212164]

Don't use [#2212235]

See above [#2212305]

Be able to link the several calendars we are forced to use with CVM scheduling [#2212490]

Most people in our department do not know how to use it. Departmental training would help. [#2212555]

There are PC/Mac incompatibilities with Outlook. [#2212591]

The Calendar feature doesn't work well in off campus offices. Its hard to keep everyone updated in the office. [#2212610]

I think this is improving with more classrooms and such being added to outlook - but taking me time to get used to this new process [#2212622]

Interface with ical. [#2212651]

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office scheduling is terrible. most UT online services dont work with CHROME...you should tell us what server to use. [#2212707]

I never use this. It could be helpful but it's not worth the effort / time to teach myself / learn it. [#2212846]

Like using the calendaring service, unfortunately, many at the university don't use their Office calendar! [#2213215]

Online@UT (Blackboard Learn)

Blackboard is a terrible system. Its inefficient and clunky interface frustrates me still after years of using it and I often get questions from confused students about its unpredictable displays. Can we please replace Blackboard with something that works well? [#2210261]

Too much downtime. A bit difficult to operate; keeps changing from year to year. [#2210474]

Often involves too many clicks to get to where I want to go. Sometimes can't add attachments when grading because pop-up window blocks the attachment button. Some tools are cumbersome to use - wikkis, blogs. [#2210531]

Blackboard has some issues--can be slow [#2210549]

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looking dated and clunky [#2210557]

Blackboard is *way* too glitchy and clicky, but I know you guys know that. I think it's the platform itself that's a problem--too many steps, too much java weirdness. Basically, what I'd really love is something that limits the steps for doing any single task. For example, just to link a website to a single BBoard page, I'm guaranteed at least 3 or 4 clicks, at a minimum. Since every one of those clicks is time-consuming (requiring new screens, etc.), I end up wasting hours of my life just making things available to students. Plus, since the platform isn't really intuitive, students--whose ability to reason is always questionable--can find it gobsmacking. I understand that some of the platforms you're considering changing to are significantly better in these regards, and that would be awesome. [#2210568]

Get wide faculty input and look closely at the online formats available. The cheapest is not always the best. It will be hard to change, but unless the new Bb is much better, I find Bb to be clunky and have too many steps to do everything. [#2210735]

Blackboard has been difficult to work with and navigate, and it is somewhat unreliable. Students often report problems. I have used CTools and Moodle at other institutions; both are much better. [#2210867]

Please replace Blackboad with something else. [#2211082]

In the many surveys I have taken on blackboard, I continue to state that for online courses we need a service like Voice Thread. [#2211136]

Could be more intuitive. I find BB to be cumbersome beyond basic informational posting functions. I would like to be better versed in it's use and make more use of it, but it feels really cumbersome. [#2211368]

I don't have time to learn to use all the features that I could use for providing online tests, recording grades, etc. [#2211407]

We need tech specialists to come to our faculty meetings to give updates on what all Blackboard can do. [#2211445]

Usually good. I still think something like Canvas offers more versatility but it may also be too much for certain faculty members, especially in light of my previous comment about how understaffed OIT is in the area of faculty support. [#2211807]

I haven't experienced any issues with Blackboard that were not addressed by IT staff. As a new faculty member, I frequently contacted support to expedite my learning curve and always received timely, efficient service [#2211811]

I hate this system. It is not intuitive. Desire to Learn is better. [#2211858]

Blackboard is the worst course management system I have ever used. There is not enough space in this open response section to explain how poorly constructed it is. It is like Blackboard made a list of counter-intuitive features and incorporated each and every one. I use Blackboard for all my courses and I am constantly calling OIT for help. After six years using it, I'm still surprised by how many issues I run in to. [#2211912]

Blackboard is way too complex for my needs--non-transparent when I need to do something new and too many clicks overall. So, I use another course management tool instead. [#2211935]

It should be easier to combine courses and/or transport content across sections of a course. [#2211938]

Generally like BB and has some fine features. DO NOT WANT to have to learn another system!! Pasting text and spacing issues in emails are problems that I hope can be resolved. [#2212049]

I don't use this program regularly, so cannot comment fully about it. I do use it for announcements through the School of Music. [#2212059]

The system needs real improvement in reliability, functionality across platforms and utility through all web browsers. My classes use Enhanced WebAssign and we have to tell students to only use Firefox to guarantee full functionality. When I use Blackboard in Firefox I am unable to copy and paste text, I have to use Chrome to do so. I do not have the ability to control things like my "home page" and updating from WebAssign and must contact OIT to do these for me. I should have autonomy of these sorts of things. [#2212212]

OK for posting course materials, so on, but clunky in other aspects; unable to integrate video [#2212235]

Blackboard has become essential to my course delivery. Unfortunately, significant portions of the interface have changed from one year to the next. For example in earlier version it used to be straightforward to add instructor information through a nice built-in template, but this is no longer easily (at least to me) visible, if it is even available. There are other services that would be useful but not clearly available. Having only ever experienced Blackboard as an option, it is hard to know if there is a better system. The ability to check student access to information is potentially useful, but the interface to do it is so clunky that I rarely use it. [#2212280]

This should be done away with. I'm not even convinced it should be replaced with anything. [#2212285]

We absolutely need a better platform with greater flexibility and far better ease of use. [#2212287]

Difficult to share calendaring and conduct group document editing [#2212305]

This is system is old technology. It is especially bad for collaborating with students or setting up student teams. My students use other services. [#2212471]

I deal with it because I have to, but I despise it. Give us anything else. Canvas would be nice. It's grown so cumbersome over the years that I dread using it. [#2212651]

HORRIBLE....BLACKBOARD IS ABSOLUTELY THE WORST INTERFACE I HAVE EVER SEEN. This is a program that is a jumble of mashed up thoughts, must have been invented in the days before the internet. IT IS A HORRIBLE PROGRAM... [#2212667]

OT support staff is great BUT Blackboard is so clunky, Its gotten better, but i cant believe that you cant merge multiple sections, AND have a separate section available for students. [#2212707]

Blackboard sucks. It is a pile of clutter, with enhancement software from every bloody textbook company crammed into the menus, and I cannot purge this bloatware from the menus. If I only need 5-6 features all year long, I want to put these in a single customized menu of shortcuts. The gradebook is merely a bulletin board that would use my time to post grades, but doesn't actually provide the functionality that I'd need to process these data for determining final grades. It doesn't even have an `export to spreadsheet' functionality. [#2212793]

Need to be able to schedule an announcement and email it on the day that is scheduled [#2212844]

I find BB to be extremely user-unfriendly. Even the most simply tasks -- such as sending an email to the class -- are very difficult in BB (for example, cutting and pasting text into the email box produces a very badly and unprofessionally formatted email). And very important tasks -- such as entering grades -- require excessive patience (long wait-times for BB to respond) and are fraught with errors and uncertaintly (e.g., did BB really record the grade or not? did it really record the comment I entered to the student or not?) [#2212846]

Blackboard is a nightmare. It does 100 things, all badly. I would much prefer a platform that does 10 things well. [#2213271]

I have no suggestions on how to improve Blackboard. I have used other learning management systems at other institutions. There is no perfect LMS, but overall Blackboard is the best of the systems I have used including D2L and Moodle. I am very concerned about the possible change at UT from Blackboard to another learning management system that is less robust and less user friendly. While Blackboard is not a perfect LMS, it is superior to other LMS programs and I support no change in the LMS at UT. [#2213273]

UT System Services (IRIS, ANDI, TERA) - fac/staff only

TERA was difficult and time consuming to use. Will the new system be better? Initial indications are that it will not. [#2210261]

IRIS is clunky. Not sure how to fix it. [#2210357]

IRIS is difficult to understand and use at the PI level. [#2210549]

Ugh [#2210557]

Complicated. Needs to be simplified. [#2210567]

Things have gotten a lot better, but there is still room for improvement. [#2210707]

These systems are not faculty-friendly. They are accountant-friendly. Budget ledgers for grants can be a big hassle, and PIs have to sign off on things they are not sure of in terms of how staff handle the accounts. The new IRB application system is very time consuming. And even with acceptance you get a list of administrative stipulations that is all about minutiae, not really protection of human subjects. It is better than it was a year ago, but not better than it was three years ago. Entering effort is crazy--all you can hope to do is have it accept your entry. [#2210735]

Iris system is clunky and doesn't do anything to help a faculty member manage their resources. It is terrible. TERA system seems to work well. Don't know what ANDI is. [#2210769]

The IRB system is horrible or something worse than horrible [#2210921]

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1. New funding proposal system CAYUSE if similar to the old system. Why we replaced this? 2. In CAYUSE system, budget information is not mandatory before you submit the proposal. You can upload a separate budget sheet in attachment. However, the staffs always send the submitted proposals back and let us fill in the budget information. Could we make it compulsorily? [#2210991]

IRIS is not user friendly. [#2211136]

Great if I accidentally lock myself out of IRIS or need something simple. Why aren't these systems being designed with the end user in mind? Why does the user have to sort through masses of data rather than simply seeing the basic results clearly? Simple adjustments could save hours of human work time annually. [#2211268]

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myutk is one of the most cumbersome sites I have ever had to navigate. None of the information easily transfers from one part of the system to others so you have to type exactly the same information multiple times to complete a simple task such as running a student's DARS. So far, the one system that seems to be simple and straightforward is grade change. [#2211938]

The two previous institutions with which I was affiliated had fully automated/online workflows for routine tasks such as entering leave, travel request/reimbursement, and the like. UT is really behind. [#2211997]

IRIS for IRB is a nightmare to understand and use [#2212235]

The one I use the most is iMEDris. It is awful. I can't say enough bad things about this system and how hard it is to work with it. [#2212471]

Cayuse, IRIS, Banner, etc. need to be interconnected so that all information can be integrated. Cayuse is a disaster. [#2212591]

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generally confusing, but has improved over time. [#2212707]

W2 should be made available early [#2212844]

It is disconcerting that I am now being asked to log into this feature for purchasing purposes and once I do my paycheck is accessible. Our pay stubs have a lot of personal information and should not be open and available while we are doing our job. These processes should be separated. The login for each should be separate so that if we need to move from our desk to complete a task our personal information is not accessible to others. Similarly, we should not have to log out mid steam in a work session to protect our privacy. [#2212848]

I tried to change my marital status online but could not. It asks you to submit paperwork for it which is very inconvenient since the person working at our department has no idea how to do it. So, in your system, I am still single and paying single taxes even though I have been married for over a year. [#2213155]

IRIS is not easy to use. [#2213308]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

DARS is helpful but contains many mistakes. Banner needs to allow me to access anyone with a music major or minor. GradesFirst is nice for advising reports---needs more online forms that can be used to input student schedules. [#2210314]

Often have slow response time (i.e., loading); Numerous quirks with Banner. Generally, MyUTK works fine. Gradesfirst needs an option to easily separate students in classes. Currently, if I choose to send message to a class via Gradesfirst, I have to manually select each student from the list, since the list includes ALL students in ALL classes. [#2210471]

Banner and DARS really need to communicate much better [#2210473]

Downtime unacceptable. Often slow. [#2210474]

My UTK is awful. You have to back out to and start a new search. You can't search for courses by multiple parameters. For example, search for instructor who teaches across course prefixes (MEDU and TPTE) . You have to search in MEDU and then in TPTE. When I click on one of my courses, I get sent to drop down menu where I have to choose the course again. In some views on the timetable you can see comments on other views you can't - they should appear in all views. [#2210531]

Really horrible the way they don't talk to each other. For example, an class substitution is approved and entered in DARS, but Banner doesn't see this. Therefore the student needs to constantly solicit overrides for prerequisites. They also don't communicate about majors. Students are super confused by DARS and often run the wrong one, leading to all sorts of problems. There is also great confusion about catalogs used to graduate under. [#2210557]

Banner is cumbersome, comlicated, hard to figure out. Need a new vendor/tool [#2210567]

Historically, DARS seems to annually introduce about as many bugs & inconsistencies as it fixes. Otherwise, it is a very valuable service. It could be easier to access - the "submit & wait" approach is antiquated. The web-based faculty info system "MyUTK" has improved. [#2210707]

The interface for grade entry is more complicated than it needs to be. You have to keep choosing the term, etc-- [#2210735]

Challenging to navigate [#2211007]

Banner requires that I go through so many screens just to get a student's academic history. There has got to be a simpler way. [#2211136]

I have a large number of advisees and really like our advising support from DARS, Self-serve, and Grades First. u-Track is a nightmare. The IRB procedures are ensuring that we remain in the bottom 50 in research; those procedures are absurd. [#2211445]

It is frustrating that gaining access to some of these services, as faculty members, require additional paperwork. All faculty should by default have access to these platforms. [#2211807]

Many of these programs do not run efficiently and do not talk to one another. Not user friendly. [#2211883]

I think myutk is pretty user friendly. I can't say I've been frustrated by it. [#2211912]

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myutk is one of the most cumbersome sites I have ever had to navigate. None of the information easily transfers from one part of the system to others so you have to type exactly the same information multiple times to complete a simple task such as running a student's DARS. So far, the one system that seems to be simple and straightforward is grade change. The same is true for gradesfirst from the faculty/adviser perspective. [#2211938]

Finding class information in MyUTK takes more clicks than it seems it should. It also seems that if I open two different classes in two browser windows, the system will get confused and only one class will work. [#2212075]

Schedule builder does not work. Enrollment in Blackboard is not updated/different from Banner. Advisor/advisees listed in Banner are different from those listed on MyUTK. [#2212149]

Grades First is much better by far, but it's a pain getting summary information printed out of Banner. It's probably my user status, but it seems like search options are really limited, and very menu drive. We've all been Googlized.... [#2212164]

More preparation is needed for predictable periods of high demand so that the system is not overwhelmed and crashes or slows down to unacceptable levels. [#2212212]

It's OK [#2212235]

It should be much easier to use these programs than it is. [#2212407]

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cumbersome. [#2212651]

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when a student on the wait list is being allowed to register, all students see that there is an opening, but cannot register for it, so it always results in e-mails to the instructor. [#2212677]

Banner, & DARS are not user friendly, do not often work or work well, hard to find advising resources, not logically organized [#2212683]

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not applicable to me [#2212707]

What I really would want banner to be able to do, when it regularly synchronizes rosters, is to e-mail me (on an opt-in basis) changes to my class roster (adds and drops). Moreover, the menus are not too self-explaining. Some advising functionality is in self-service, other is under advisor's link, and there is an incredibly lengthy dialog standing between me and an answered DARS request. [#2212793]

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fine [#2212844]

I find myutk minimally helpful, but the response times are long and ADMIT is not user-friendly. [#2212846]

My UTK have useful information but the required back forth clicks needed to negotiate it is ridiculous and wastes a lot of time. The people overseeing DARS need to be more responsive to editing requests.

There are corrections that were requested months ago that still have not been fixed. This wastes faculty and student time over and over in advising. If something in DARS is wrong it should be fixed w/in 24hrs. [#2212848]

Banner is clunky and has a terrible user interface. [#2213308]

Ability to access institutional/departmental reports to make data driven decisions

As above: I have found it extremely frustrating to access data that would inform good decisions. Multiple calls and emails, long lag times, and a general unwillingness to provide anything other than the simplest of figures seem usual. [#2210261]

It is important to have student data (demographics, retention rates, etc.) easily available for faculty. [#2210509]

Faculty membershave very little access to historical student data that might help improve instruction and advising. [#2210557]

More visibility for these kind of tools, easier access [#2210567]

Our ability to get data into forms that we can use to make useful decisions is very challenging process at the current time. [#2210793]

I have never had access to institutional data on my program of department. However, I have provided much data to them. This must be fixed if we are to make effective data-based decisions and reduce time spent responding to various constituents - especially accrediting agencies who are requiring more and more data and some even want accurate data. [#2210921]

I never have the chance to access this data or report. Ridiculous. They are top classified? No one cares. [#2210991]

OUr department is experiencing difficulty accessing in a timely manner the data needed for federal reporting [#2211213]

The current INTRANET in UTIA is not optimize for easy navigation [#2211228]

OIRA did a great job providing data for our 10-year Academic Program Review. The department didn't even realize we could get reports from them. I'd love to receive a user-friendly annual synopsis of things like student majors & minors, demographics, faculty demographics, salary breakdown (how much is going to different parts of our discipline) [#2211268]

Since Banner does not differentiate, AUS can not provide differential data which is helpful to us [#2211917]

Although i am not a key decision-maker in our unit, when I need data or our operations, I often find it is not posted in a form I need or at all. [#2211935]

Our department went through an Academic Review process this past year. There was a lot of frustration in getting GOOD data and reports from institutional databases. This needs lots of work and improvement. [#2212107]

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no knowledge of how to access data or where it might be located; secretaries have to dig up data mostly from disparate sources [#2212235]

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no idea - have never tried [#2212517]

The systems do not talk to each other. [#2212591]

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most of the issues stem from figuring out where the documents are stored [#2212622]

I have no idea how to access reports to make data-driven decisions! [#2212846]

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

I don't use that often, but I think more programs could be inlcuded [#2210557]

So far as I've used apps, they seem ok. It's just that the kinds of things I'd like to see available *for me* aren't. (But I would expect that since I work in a very niche area on campus.) [#2210568]

Could we please have PC-Ord included in the statistical packages offered on Apps@utk.edu ? [#2210606]

I have not used these, or required my students to use them, for a couple of years -- I stopped because the configurations of the VMs were too under-powered at that time (e.g., memory and cores) to do anything more than trivial tasks. [#2210707]

Provide an app that allows you to edit pdfs without having to pay a monthly fee!!! [#2210735]

Connection through citrix is very faulty and some of the options are limited in some of the programs [#2211228]

I have no idea what this is. [#2211445]

Apps is extremely slow for my students. They constantly get frustrated. [#2211921]

This is vital - please retain SAS [#2212058]

I think a lot of students as well as faculty and staff I work with are completely unaware of this resource [#2212622]

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no idea what this is. I have the T APP, and i cant believe it doesnt include real time notifications. [#2212707]

LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

Zoom has been great! [#2210531]

I know you guys know this, but is always seems like BBoard Collaborate is inherently unstable. (That's why you suggest Zoom as an alternative.) I suspect it's just the nature of the BBoard beast. Since you've got an alternative, I suppose there's not much to do about it. [#2210568]

Use ZOOM and keep them accountable to resolve glitches Bb online is not great. Bb in general seems like a system that was just added on to for more functions with a basically not complex enough underlying infrastructure of the software. It is a million baby steps. Setting up exams is hard--you always do it the easy (wrong way) first and then discover that you needed to use the Test Canvas function instead, for example. [#2210735]

When it is during service hours, the support staff members are outstanding. If a problem with Zoom or Blackboard occurs after hours (when evening classes are taught) support availability is a problem [#2211131]

I use Zoom. It is more stable and user friendly. [#2211136]

I have no idea what this is. [#2211445]

I prefer Collaborate to Zoom, but understand I am likely in the minority. [#2211479]

This is not available anymore ... so I am not sure how this can be answered (since the transition to Zoom). I did answer - but based on past experience with BB Collaborate). I can comment on some missing Zoom features, however, as this is used for teaching live (synchronous) online classes in my school. I would like it it to allow (1) a polling feature, as Collaborate had, and (2) allow better manipulation os size of window when in Share Screen mode. A [#2211846]

We are now using Zoom instead and it is going pretty well so far. One function we still need is the capacity for breakout groups to type on the whiteboards and then bring those whiteboards back to the main room for report outs. [#2212107]

Not as good as zoom; whiteboard is impossible; video cannot be integrated [#2212235]

No help at all; I know as much as the people I call [#2212305]

It is not Collaborate any longer; it is Zoom. Zoom has some advantages but some serious disadvantages. The breakout session feature has no features for classroom use. The "whiteboard" is a joke. The recording feature is too basic to be useful. In the trimming to the basics, a lot of features got lost. The video is the advantage over Collaborate, but many useful features for classroom use have been lost. [#2212321]

Blackboard itself is so bad I don't even want to try this. [#2212471]

No idea, have never tried [#2212517]

BB Support is always great, and THeresa is super. [#2212707]

Customized help with developing course materials and lectures for online teaching.

Easier access [#2210567]

Nope. [#2210991]

The problem here is that there is a cost of opportunity to transitioning to increased use of instructional technology (or moving a course online or in a hybrid format). As long as faculty have the impression when they contact OIT, that they (the faculty) will have to do the work themselves or learn to build with new platforms and tools instead of having OIT personnel build things for them, it will be difficult to break beyond the small group of pioneers and early adopters. OIT needs to hire more developers, multimedia specialists, instructional designers, graphic designers, coders, etc., people who can actually build things. There are models out there to look at, even among Top 25 public universities. UT is so far behind in this area, it is not even funny. [#2211807]

OIT has always been responsive [#2212235]

When I have asked, i have received. [#2212517]

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this is a real frustration for me. Several years ago I was granted an opportunity to have OIT assist me in developing on on-line presence for a class. After providing the material and explaining what I wanted, I received nothing. [#2212579]

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i've had great experiences with OIT staff on at least five big course projects [#2212707]

Not needed [#2212844]

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this is good and I know that with time will improve [#2213131]

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)

6.9259 (n=243)

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

6.4735 (n=245)

Key Findings for UniversityRole 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:

Positive Perceptions (Adequacy Gap Score > 0)	Negative Perceptions (Adequacy Gap Score < 0)
Having an Internet service that operates reliably. *Adequacy Gap Score = 0.24; N = 743; P = 0.00*	**Having adequate cellular (or mobile) coverage throughout campus.** *Adequacy Gap Score = -0.21; N = 708; P = 0.00*
Having an Internet service that provides adequate capacity or speed. *Adequacy Gap Score = 0.28; N = 734; P = 0.00*	**Ability to access institutional/departmental reports to make data driven decisions** *Adequacy Gap Score = -0.35; N = 371; P = 0.00*
Having online services that enhance the teaching and learning experience. *Adequacy Gap Score = 0.28; N = 444; P = 0.00*	
Having technology services that allow me to collaborate effectively with others. *Adequacy Gap Score = 0.35; N = 633; P = 0.00*	
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. *Adequacy Gap Score = 0.19; N = 416; P = 0.04*	
Getting timely resolution of technology problems that I am experiencing. *Adequacy Gap Score = 0.34; N = 677; P = 0.00*	
Technology support staff who have the knowledge to answer my questions. *Adequacy Gap Score = 0.25; N = 664; P = 0.00*	
Receiving communications regarding technology services that I can understand. *Adequacy Gap Score = 0.38; N = 655; P = 0.00*	
Getting access to training or other self-help information that increases my effectiveness with technology. *Adequacy Gap Score = 0.39; N = 651; P = 0.00*	
Official University Email - Office365, Gmail (available to Students only) *Adequacy Gap Score = 0.16; N = 479; P = 0.03*	
Ability to invite/schedule appointments with others through calendaring services *Adequacy Gap Score = 0.49; N = 572; P = 0.00*	
Online@UT (Blackboard Learn) *Adequacy Gap Score = 0.25; N = 218; P = 0.03*	
Apps@utk.edu (apps.utk.edu application server / virtual computer lab) *Adequacy Gap Score = 0.35; N = 197; P = 0.00*	

LiveOnline@UT (Blackboard Collaborate) virtual
classroom environment support
Adequacy Gap Score = 0.42; N = 134; P = 0.01

Customized help with developing course materials
and lectures for online teaching.
Adequacy Gap Score = 0.46; N = 122; P = 0.01

Results for UniversityRole In ('Staff')

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

Legend: Zone of Tolerance (Min. to Desired) | Adequacy Gap (Min. to Perceived)

Connectivity & Access (No. 1 - 4)

Technology & Collaboration Services (No. 5 - 9)

Support & Training (No. 10 - 13)

Legend: Perceived > Desired | Perceived < Desired | Perceived > Minimum | Perceived < Minimum
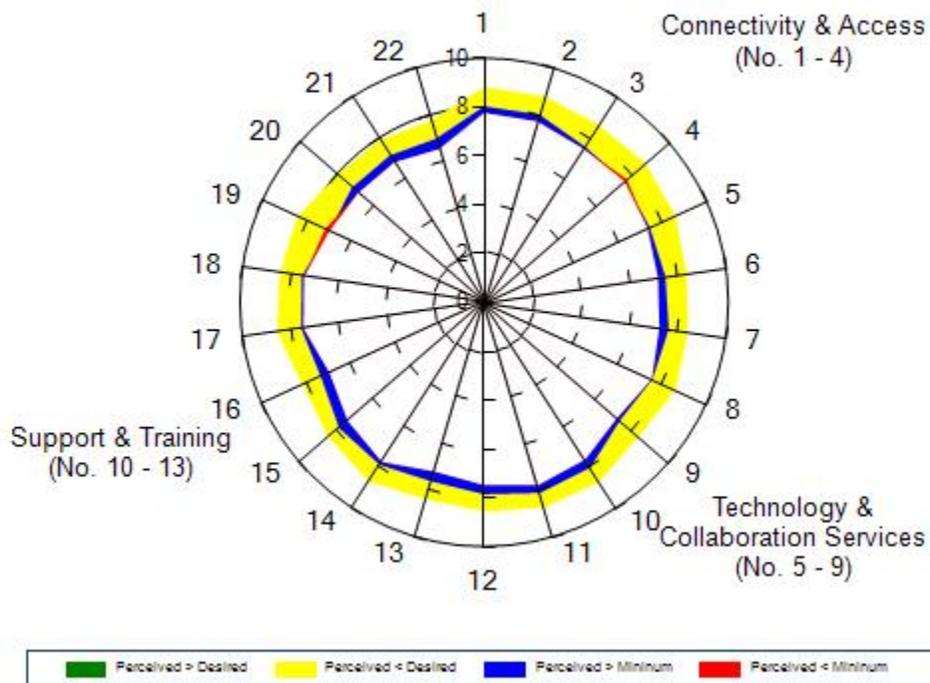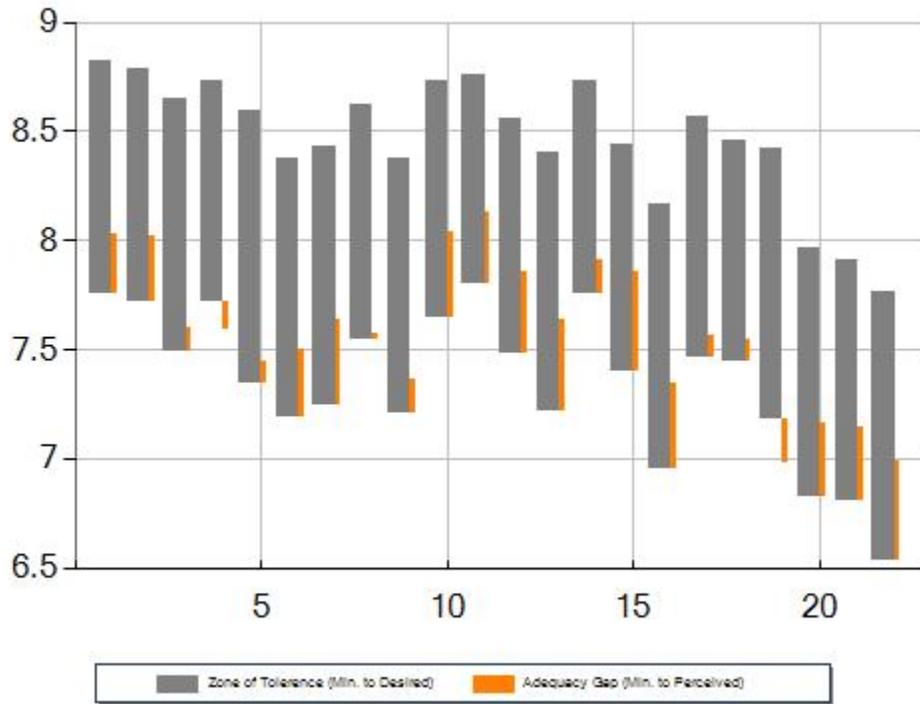
Data Tables for UniversityRole In ('Staff')

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: *Adequacy Gap Score = 0*. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.71	8.81	7.95	0.24	-0.86	743	0.00
		Dev	1.41	0.58	1.26	1.41	1.16		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.66	8.78	7.94	0.28	-0.83	734	0.00
		Dev	1.42	0.66	1.21	1.45	1.14		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.40	8.62	7.50	0.09	-1.13	709	0.16
		Dev	1.57	0.82	1.48	1.77	1.49		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.64	8.71	7.43	-0.21	-1.28	708	0.00
		Dev	1.59	0.78	1.79	1.97	1.82		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.29	8.59	7.40	0.11	-1.19	704	0.09
		Dev	1.47	0.76	1.34	1.67	1.37		
6	Having online services that enhance the teaching and learning experience.	Mean	7.16	8.40	7.43	0.28	-0.96	444	0.00
		Dev	1.58	1.03	1.38	1.55	1.31		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.19	8.42	7.53	0.35	-0.88	633	0.00
		Dev	1.63	0.98	1.38	1.61	1.32		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.49	8.61	7.47	-0.02	-1.13	603	0.79
		Dev	1.46	0.79	1.43	1.67	1.43		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.12	8.31	7.31	0.19	-1.00	416	0.04
		Dev	1.78	1.28	1.55	1.82	1.55		

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

Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.60	8.73	7.93	0.34	-0.80	677	0.00
		Dev	1.35	0.61	1.26	1.47	1.23		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.77	8.77	8.02	0.25	-0.75	664	0.00
		Dev	1.31	0.58	1.29	1.41	1.22		
12	Receiving communications regarding technology services that I can understand.	Mean	7.38	8.53	7.75	0.38	-0.78	655	0.00
		Dev	1.54	0.86	1.34	1.56	1.29		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	7.15	8.39	7.54	0.39	-0.85	651	0.00
		Dev	1.53	0.96	1.42	1.57	1.37		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

Other Important Information Technology Services

Assesses other important IT service outcomes on campus

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) *Self-reported faculty, students, staff, not declared only.*	Mean	7.66	8.69	7.82	0.16	-0.87	479	0.03
		Dev	1.53	0.92	1.48	1.60	1.32		
15	Ability to invite/schedule appointments with others through calendaring services *Self-reported faculty, students, staff, not declared only.*	Mean	7.29	8.40	7.78	0.49	-0.62	572	0.00
		Dev	1.66	1.13	1.38	1.53	1.25		
16	Online@UT (Blackboard Learn) *Self-reported faculty, students, staff, not declared only.*	Mean	6.95	8.20	7.20	0.25	-1.00	218	0.03
		Dev	1.90	1.40	1.76	1.62	1.49		
17	UT System Services (IRIS, ANDI, TERA) - fac/staff only *Self-reported faculty, students, staff, not declared only.*	Mean	7.39	8.57	7.49	0.10	-1.08	489	0.18
		Dev	1.60	0.95	1.53	1.60	1.37		
18	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) *Self-reported faculty, students, staff, not declared only.*	Mean	7.37	8.45	7.36	-0.02	-1.10	267	0.90
		Dev	1.66	1.08	1.76	1.89	1.58		
19	Ability to access institutional/departmental reports to make data driven decisions *Self-reported faculty, staff, not declared only.*	Mean	7.19	8.44	6.85	-0.35	-1.59	371	0.00
		Dev	1.60	1.00	1.83	1.90	1.83		
20	Apps@utk.edu (apps.utk.edu application server / virtual computer lab) *Self-reported faculty, students, staff, not declared only.*	Mean	6.70	7.93	7.05	0.35	-0.88	197	0.00
		Dev	1.93	1.61	1.86	1.61	1.49		
21	LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*	Mean	6.63	7.89	7.05	0.42	-0.84	134	0.01
		Dev	2.05	1.59	2.03	1.76	1.52		
22	Customized help with developing course materials and lectures for online teaching. *Self-reported faculty, staff, not declared only.*	Mean	6.43	7.77	6.89	0.46	-0.89	122	0.01
		Dev	2.24	1.86	2.09	1.94	1.73		

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H$_0$: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

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.

Wifi has improved greatly! Still a few trouble spots, but keep up the good work! [#2210303]

This may be a function of our computers, but having the necessary programs to record and review information needed for patient care has brought our access times to a SNAILS pace. [#2210320]

Less outages faster speeds [#2210366]

See comments above. [#2210407]
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very important [#2210464]

Need the internet to speed up it is slow in my dept. [#2210559]

Due to the Java issue it's difficult to keep up with what works in what browser. I have three browsers - IE, Mozilla, and Chrome. Nothing works in IE except Banner INB. I have to use Mozilla if I want to run Argos reports. I alternate running Mozilla or Chrome for everything else. [#2210629]

There seem to be high-usage times that really slow service down. Respond to those times by increasing speeds to compensate for the higher use. [#2210690]

It seems like since we changed to 365, that the connection "stalls" more often. [#2210731]

Don't know if this is a UT issue but many times students call trying to get into a system and we have to keep telling them to try different browsers. [#2210742]

I think the University system operates for the most part extremely well. There is the "occasional" down time. But it is rare that I encounter it. [#2210906]

...get a message that the document isn't found but when I select the "retry" button it finds it too often. [#2211152]

I don't know how this can be improved, but it needs to be. One or two days a week, I am bumped off whichever network I'm logged into. I use "open" or "WPA2", and there doesn't seem to be any consistency of behavior. My office mate, in the same room and logged onto the same network, will experience drop-offs (or not), and there is no relation to whether I'm kicked off or not. If there were consistent behavior, we might be able to identify a problem, but it's hit-or-miss. I've been kicked off the internet in the middle of virtual meetings I'm hosting, so it's quite a pain in the behind and does NOT represent the technical capacity of UT in a positive light. [#2211216]

There are many days, and often multiple times per day that we're unable to access certain sites or services. I don't know enough about the technical end to advise on how to improve it, but I want to make it clear that improvement is a necessity. Once a problem is reported and solved, for example, accessing a page on a UTK website or accessing a UTK form required to be completed, then that shouldn't be a problem that recurs on a regular basis. [#2211243]

Usually the Internet locks up about anytime I want to look at a site to research or just look at in general. I am sure it is because of so much user use. [#2211374]

Very important, good ~ 95% of the time. My previous Top 25 institution had 100%. [#2211378]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Needs to be there when you need it [#2212051]

I find that my connection is very slow at times. [#2212057]

Again, It seems we have been having more outages this year than in years past... [#2212282]

Most important! Without reliable service, the resources and information we offer students are inaccessible. Over all very happy with performance here. [#2212311]

I feel ours is reliable, but the service speed seems to vary considerably. [#2212392]

N/A [#2212598]
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very important! [#2212713]
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not consistent [#2212836]

My perception is that we have an excellent team that is maintaining and keeping up and possibly even ahead of the game as technology is continually changing. Great job. [#2212843]

Very Important [#2213249]

I could not connect my ipad to any of the networks in HYPER. :([#2213310]

It is fine [#2213320]

No comment. [#2216053]

Having an Internet service that provides adequate capacity or speed.

Periodically the internet speed fluxuates, I don't know how this can be improved. [#2210311]

Often times my internet is very slow/delayed. I, as well as other staff members in TAH, often complain about the functioning of Outlook; either it's reacting slow to commands or not working at all. [#2210371]

I don't know how to improve, but here is my complaint: The campus intranet service is a pain when it comes to printing from shared printers. It might print "right away" or it might wait to "print overnight" for next working day pick up. When printing for exams, department head meetings and associate head meetings, this is unacceptable. I realize you may think people should plan ahead, but I am only an admin and can only react/take action the moment I am given the information. Sometimes the originator needs to make a last minute change. When the internet is slow it creates a stressful situation for the admin to print by the deadline. I have even had situations where the item would not print, I take the action to cancel the print (to print elsewhere) and it prints overnight anyway; leaving an exam or delicate information on the printer for a cleaning crew to see. I trust them, but it is a potential for a bad situation. [#2210407]

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speed is the need [#2210464]

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improve or eliminate lag time accessing information. I select to view a document or site and get a message that the document isn't found but when I select the "retry" button it finds it. [#2211152]

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sometimes we seem a bit slow, and the system seems to be caught. I have found this to be much worse sense we upgraded to the Windows 2013 packages. [#2211168]

The Internet is pretty slow. I do not know how you fix that. [#2211374]

Very important, good ~ 95% of the time. My previous Top 25 institution had 100%. [#2211378]

Some of this could be my due to own work PC as it becomes slow from time to time. Also remote access has become a bit slow using VPN without any change on my home system and internet. [#2211389]

The wi-fi service in Hodges library often won't support video calls such as skype/facetime. [#2211413]

I am only on the Wi-Fi system as a temp employee sometimes while on a Zoom conference, the audio/video is slow or garbled due o internet connection. [#2211706]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Internet should be the best available and not bog down when it has a lot of access [#2212051]

VERY IMPORTANT! In my position I have 2 different offices that I work out of and a laptop is my way of accomplishing anything. [#2212078]

I have to access government and foundation web sites for research funding proposals. I must have access to do my job. I also must download guidelines. Usually the UTK access is good but it would be helpful if there is an outage that an estimated time to fix the problem could be included in the message. [#2212177]

There are some spots on campus where the WIFI service is less than ideal. This is likely a factor of available technology and I'm just being whiny. [#2212226]

Blackouts in service should not occur with the redundancy that is built into the system. Unfortunately, there have been a few instances in the past year where this has happened. [#2212258]

It seems we have been having more bottlenecks this year than in years past, and I think blocking Apple connectivity on days of new OS releases is just shameful. [#2212282]

There are times when it seems that overall speed in my office is very slow. [#2212392]

There are slow spots still. Keep at it! [#2212403]

Campus internet is particularly slow in the afternoons, making it difficult to do some of my work functions that are solely based on internet connectivity. [#2212537]

N/A [#2212598]
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very important! [#2212713]

I have issues with the wireless speed at times. [#2212781]

Slow [#2212836]

Internet seems to be slow! [#2212939]

It is fine [#2213320]

I think this has finally been addressed here. [#2213322]
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ongoing issues for everyone with little communication about source of problem [#2213376]

No comment. No problem with internet speed, just UT sites. [#2216053]

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

Being in a surgical suite we have to hard wire our computers to access PACs & other necessary programs for record keeping. It would be nice to be WiFi. [#2210320]

There are numerous places on campus that have coverage issues that are located mostly in basements of buildings. [#2210333]

I can't seem to access Eduroam and I thought it was supposed to work at all campuses. [#2210356]

In the Pasqua Building, I think we need repeaters to improve Wi-Fi coverage. On the 3rd floor, there is never a problem with Wi-Fi, but on the first floor, there are times when I have to disconnect from Wi-Fi because it is not working at all. [#2210387]

No gaps please [#2210464]

For some reason I can't connect with wifi on my cell phone on campus, which I use a lot for work. Neither UT Open or UT Guest works. [#2210490]

Internet service can be spotty on campus. It is imperative when in a meeting that a strong wi-fi signal is available for technology use. [#2210524]

My role requires me to be all over campus for meetings with Deans, Department Heads, and faculty. Outside of my computer, my iPhone and iPad are tools that I need to do my job. I have noticed that different area's across campus (regarding my Wi-Fi signal strength, ut-wpa2) is either really strong or really weak. This issue could be user error on my part, so any guidance as to how I can ensure a more consistent signal would be appreciated! My comment is not intended to criticize anything, but rather a means of improvement. [#2210548]

Wifi is spotty around Thompson Boling, AHT, Circle Park [#2210619]

Having an Internet service that provides adequate Wi-Fi coverage and phone service [#2210645]

Wi-fi can be spotty depending on where you are on campus. The other problem is really slow internet speeds. [#2210653]

I work slightly off campus near market square in the conference center and I find that the wi-fi signal tends to have poor connection in certain parts of the building. This becomes difficult when we need to be in meeting spaces and cannot easily look up important information pertinent to what we are discussing. [#2210664]

It's spotty at times especially in the conference center bldg. [#2210672]

It works fine in Andy Holt Tower and Student Service Bldg but it seems as soon as I go outside it isn't that compatible. Even when just walking over to the arena. [#2210742]

We need much better wifi signal on the NW corner of campus! I barely get enough signal to do my job in the building where my workspace is and there's no phone line or hardwired internet line here. Improve the wifi signal, please. [#2210767]

There are some communication difficulties with wi-fi and personal phones. I would love to be able to have my phone on the wi-fi at work instead of using my personal data, however, I have noticed that if I connect to the wi-fi at work with my phone, I then have to remember to reset when I get home or I use my data there. I choose to try and remember to turn my wi-fi off at work for my phone so that I don't have to eat up data when at home. [#2210906]

Use my iPad in meetings across campus. Have encountered wi-fi coverage areas where I am unable to access needed documents. [#2210971]

We don't have wi-fi at the steam plant at all. [#2211022]

Our building has several weak Wi-Fi spots. Better coverage would be nice. [#2211040]

Locations where it doesn't work are very aggravating. [#2211066]

Some areas in the Conference Center do not have great Wi-Fi coverage [#2211093]

I have a lot of trouble between the different wi-fis (WPA2 cuts out and then UT Open won't work, etc.) [#2211105]

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wifi is lacking around certain greenhouses and I'm in one a lot [#2211156]

The WI-FI coverage in my office for my laptop has not been a problem however a guest in my office using the guest WI-FI was not able to connect. [#2211194]

Wireless still incomplete, with some gaps in seamless connectivity when moving around campus. [#2211209]

I don't use Wi-Fi so I have no point of reference for this question. It wouldn't let me proceed until I responded, so I showed it in the most favorable light. [#2211243]

Wi Fi in the Small animal clinic is spotty and often useless [#2211315]

There are certain spots on campus where the Wi-Fi becomes shaky, one of those being in the HSS building. It is rare that this happens, but anything done to improve Wi-Fi coverage is always appreciated. [#2211343]

I've tried to connect my personal cell phone to campus wireless with no luck, I don't understand why it doesn't work. I put in my password and it says I'm not authorized, but I have registered my phone. [#2211463]

More wifi on campus!!! [#2211467]

Yes, please! [#2211473]

This is a big need UTK has. The WiFi coverage has to be increased in all regions in campus. The technology is out there, so apply it. It is a good investment. [#2211538]

The above service doesn't work any better using UT WI-FI... [#2211597]

We have great wi-fi in our office, but having access to it on the road would be helpful. Our position requires us to travel. However, we are working on getting mobile hotspots. [#2211644]

First floor of hodges and the auditorium are very spotty. [#2211648]

Wi-Fi coverage is very limited in the College of Veterinary Medicine building. [#2211667]

Frequently WiFi is unavailable while still on campus, yet outside of buildings. [#2211704]

One time I needed Wi-Fi for meeting and it was down on campus. Luckily the webinar was in 8th floor conference room at Andy Holt Tower so we had direct access to network. [#2211758]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]
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very important [#2212120]

WI-FI coverage does not working very well at 1840 Melrose Avenue--specifically on the upper-level floor. [#2212121]

Coverage is sometime unreliable in Andy Holt Tower and Student Services Building. May be my setup - not sure which network to use. [#2212171]

We need to serve the needs of our students. [#2212238]

We don't have wifi service in a lot of our new buildings especially the new Volshop and would really need this is for customers and for staff. [#2212241]

Outdoor areas need better coverage. If I understand correctly, this is in rollout. Signal integrity on The Hill has not been adequate for my needs. [#2212258]

While I admit we are spoiled, there are still spots where I have to dance around the different channels to get any access. [#2212282]

I know this is an on-going effort, and that is greatly appreciated. [#2212392]

N/A [#2212598]
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very important! [#2212713]

More capability on the outskirts of buildings, edges of campus. I know it's hard to reach, but makes for working outside my office difficult! [#2212725]

The back portion of Hodge's Library galleria (1st floor) - wireless is noticeably slower in this area. [#2212804]

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improve wifi coverage in SMC [#2212834]

WI-fi coverage not consistent in Conference Center basement [#2212836]

Service at Athletic venues is still less than desirable [#2212885]

I don't have any suggestions, but I have noticed that I have a problem getting wi-fi coverage at times when at different places on campus. [#2212904]

There are too many spots on campus where the WI-FI signal is weak or non-existent. [#2212923]

The problem with the Wi-Fi is coverage. Areas such as below-ground floors, mechanincal rooms, basement offices, the FS Supply warehouse have very spotty coverage if they have coverage at all. Adding wi-fi repeaters to boost the signal, or running wi-fi repeaters off of ethernet cables run to these areas should fix the problem I think. A lot of facilities work occurs in these areas and the lack of wi-fi makes some of the work challenging. [#2213306]

I could not connect my ipad to any of the networks in HYPER. :([#2213310]

It is fine [#2213320]

Not really a suggestion towards a fix, but even with the increased number of APs in the A&A building, there are still a significant number of dead spots (especially in the "doghouse" offices). [#2213346]

Cannot get Wifi service in many areas of campus, Neyland, AHT, University Center, Library.... [#2213348]

It would be nice to have some kind of staff access so that I can work around the drop in coverage when there are a lot of people on campus (game days, etc.). If I need to work and have to rely on Wi-Fi, it's very difficult. [#2216052]

I FREQUENTLY have trouble with Eduroam; both here and at other campuses. This is after I have gone through the steps to update the passwords. [#2216053]

Having adequate cellular (or mobile) coverage throughout campus.

Mobile coverage tends to have many dead spots. [#2210265]

I'm not sure exactly what can be done on the University's part concerning this. I've used 3 different carriers (ATT, Verizon, & T-mobile), and all but T-mobile has adequate service here. I'd probably rate ATT as the best. [#2210273]

More towers for cell service [#2210274]

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i have heard there are spots on campus that the wi-fi does not work. We need to make sure we are accessible everywhere. [#2210292]

It is nice to have this, but coverage is still patchy. It is better, but still not adequate. [#2210320]

Cell coverage can be very spotty in certain buildings. One example is the Haslam building. For professional and safety reasons, blanket cell coverage is vital. [#2210352]

Cell service in Student Union is unacceptably poor!! [#2210422]

The new student union building needs cell phone coverage. Thanks, [#2210436]

I work in an office that is essentially underground. I get terrible cell coverage in here, which is to be expected in a way, but it would be nice if the signal could be boosted a bit. Luckily I'm able to connect my phone to the WiFi which allows data to work, but I often can't make or receive phone calls. I'm on P2 in Andy Holt Tower. [#2210486]

Cellular phone coverage overage inside Haslam Business Building is inadequate -- that should be improved. [#2210490]

In emergencies it is critical to have cell coverage. Bottom levels of buildings (basements) tend to have poor coverage and these areas tend to house archived materials. If an employee had an emergency and could not leave the area, strong cell service is vital. [#2210524]

I have found that my mobile coverage throughout campus is either really strong or really weak. I have not experienced a consistent signal when moving from different area's around campus. [#2210548]

Fred Brown Hall has horrible cell service due to the construction methods used. This was a huge oversight on the planning committee. [#2210550]

There are some new bldgs. that you can not get cell service. [#2210559]

I work at the UT Forest Resources, Research and Education Center in Oak Ridge. To use our cell phones, we have to go outside. They do not work inside the visitors center. Service from inside the building would be appreciated. [#2210586]

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parking garages are particularly problematic. [#2210610]

Until two weeks ago I got cell reception in the Registrar's Office (209 Student Services Bldg) and then all of the sudden it stopped. This also happened to a few other staff members in the Registrar's Office who have Verizon. Upon calling Verizon they informed us something had changed in the building. They were not showing any outages in this area. It's very frustrating to not have an answer as to why our cell service randomly went out. [#2210629]

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certain buildings seem to have poor service, i.e. in some parts of Austin-Peay, I get poor cell reception (people have trouble hearing me on phone) unless I go stand by a window. [#2210684]

There are dead spots in my building. A few extra signal boosters would be nice if AT&T will put them in for free. [#2210708]

It is imperative that every building have complete cellular/mobile coverage. [#2210825]

I just think there are some gaps in mobile coverage throughout campus. I am not sure how you would fix a problem like this - you notice it particularly in some of the older buildings and some of the ground floors of buildings. This could be a result of building materials that stop the transmission of cellular signal, location in relation to repeaters or cell towers, etc... It seems that renovations and new buildings are happening quite often at the moment, so there is a good chance that the solution is already being approached. [#2210840]

We don't have good cellular coverage in Student Services/ Communications Building. When you have to go outside to have a cell phone conversation or send a text or anything it is bad. My office has a dead zone. I can lose a call if I move positions at my desk. IT is not reliable at all. Frustrating and discouraging. Needs much improvement!!! [#2210841]

See previous comment in regards to data/wi-fi for phone. Also, I have a really decent cell signal in most places, but have noticed that many of my colleagues have a hard time with cell signal in our building in particular. I also notice when I am in high volume areas (Neyland/Thompson Boling) I might as well not even have a cell phone. Boosters in those areas would be nice to help with all that are pulling a signal. [#2210906]

In some buildings on campus, cell service is spotty. Also, during peak usage times, it can be difficult to send texts with photographs attached. [#2210983]

This seems adequate for the most part. Any problems are probably largely the carriers. [#2211022]

Out building has several weak signal spots. Better coverage would be nice. [#2211040]

Too many dead spots in buildings. [#2211066]

Cell service is very limited in the area I work. [#2211086]

Cell phone service very spotty throughout School of Music Building, including my office. [#2211112]

I was at the student union today and could not answer a call from a colleague across campus. Sometimes on the back side of The Hill there is intermittant cell coverage. I use my cell for work extensively. It's crucial. [#2211168]

I am completely unable connect to the Wi-Fi with my personal cell phone (carrier is Verizon) nor the UT cell phone (carrier is Sprint). Therefore if I use my phone on campus I have to turn off the WI-FI and use the cell phone data. Text messages are often unable to be sent from my office in Dunford. [#2211194]

Building design for Student Union not incorporating active cell repeaters or other technology was an oversight when the building was built. Cellphones useless inside. [#2211209]

Insure that main campus building have adequate cellular coverage on all floors and offices. I have no cell service in my main office in 115 SSB and we have very little coverage in the entire office. [#2211238]

Large venue coverage is problematic. Also, some building with portions below grade are problematic for reception. [#2211286]

There is a need to modernizing the G4 type of receptors in campus. [#2211538]

Some buildings don't had good signals in basements. [#2211539]

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cell service in the middle of the Ellington Plant Sci Building is atrocious. have not had a problem anywhere else on campus. [#2211557]

Cell phone service in many buildings HBB, Library, HSS, Claxton, Lot 9, and Volunteer Blvd. is very poor, if at all sometimes-- especially Verizon phone coverage. [#2211597]

My office is in the sub-basement of the HPER building, and cell service is pitiful down here. Frequent dropped calls and inability to make calls using cell phones. [#2211644]

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cellular coverage is not good in the College of Veterinary Medicine building. [#2211667]

Frequently there is low/no cellular coverage in areas of the vet school so doctors are forced to make calls in the hallways. [#2211704]

My cell phone will no longer work in Andy Holt Tower which is where my office is located. I received texts when I drive off campus! [#2211758]

Fred D. Brown, Jr. Hall has very poor service, something needs to be done -when the Hall Director can't get a call inside the building. [#2211771]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Service is normally terrible during any major sporting event. [#2211814]

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need better service in new student union [#2211851]

Currently I don't have cellular service in my office in Student Services. Sometimes I don't even have service when I'm in Andy Holt tower. I don't know what needs to happen so that I can have basic cell service. I am unable to get calls or texts. [#2211872]

There is no cellular service in the student services building. Previously has service, something changed within the last few weeks. Wi-Fi connection not reliable. Phones will not stay charged when working in the student services building. [#2211873]

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more collaboration with providers [#2211926]

Routers need to be installed at necessary locations to increase cellular coverage [#2212057]

It is improving however there are still buildings my phone will NOT work in. [#2212078]

Increase Verizon cell coverage in SERF, Estabrook, and Pasqua [#2212145]

Poor coverage on ground floors of buildings and in University Center. [#2212162]

Cellular coverage in the lower parts of some buildings is spotty. [#2212192]

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please see above. [#2212241]

I am unable to receive a cellular signal in several areas of campus. Mostly in basements of buildings, but I still believe that it is essential to have coverage in these areas for emergency communications. Areas that I have personally had no signal; bottom floor of Haslam Business Building, lower levels of HPR, areas of the bottom floor in Natalie Haslam Music Center, lower levels of Neyland stadium, and lower levels of Thompson-Boling Arena. I have confirmed no signal in these areas on both the Sprint and Verizon Networks. While I am aware of the new cell phone coverage systems in both Neyland Stadium and TBA, I still continue to have extremely low quality of service in these areas when capacity is at its peak. [#2212273]

There are several spots on campus that my AT&T phone drops off, most of them around the Stadium (AMB, EST, NBA, PER, SSH) [#2212282]

I work in a basement of a building. For the most part, I get really terrible service in here. But, on the rest of campus, service is fine. [#2212318]

I am not sure how this is the University's responsibility. Seems it should be the cell carriers responsibility. [#2212392]

Ever since Verizon changed the coverage in the arena, service in Student Services Building does not exist. [#2212467]

N/A [#2212598]

The Haslam Building has poor cell phone reception. Many times a day I have to leave my office, which is located next to a window on an upper level, in order to get service on my cell phone. I also have trouble reaching others on their cellphones who are located inside the building. It doesn't seem to matter what

cell phone provider you have, as none seem to work better than the others while in the building. Thank You for your consideration in fixing this issue. [#2212608]

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has mostly to do with the buildings but very low wifi signals [#2212672]

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very important! [#2212713]

Verizon does not seem to work. [#2212758]

My phone connects to the UT wifi but it actually doesn't work [#2212785]

The back portion of Hodge's Library galleria (1st floor) - cellular service is nonexistent. [#2212804]

Most of the new buildings being constructed across have very little or no cellular services with the more common carriers such as Sprint, AT&T, etc. [#2212823]

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improve service inside the student union [#2212834]

We do not get service in the basement of the conference center. This makes it difficult to communicate with our external sponsors. [#2212836]

Having mobile coverage is necessary in case of any emergency [#2212885]

A signal repeater located in the SWORPS ofice area would resolve this issue. There no cellular coverage in my office or anywhere in the office area. In order to send/receive a phone call, text message, you must leave the office area and go at a minimum to the elevator area to text, and up to the 1st or 2nd floor to make/receive phone calls. [#2212910]

I talk to alot of students from the dorms and buildings. The calls are either drops or can't hear students. [#2212939]

Frustrating when I am out of the office but still on the campus and I have poor connectivity. I am a Verizon customer and since that is our preferred provider would expect exceptional service. [#2212952]

No signal in McCord Hall, Lab 4 [#2212966]

Phone calls get dropped in the lower level of the Food Science building on the Ag Campus. Is there a booster or some way to improve coverage here? [#2212985]

My office is in Thompson Boling Arena suite 200 and the wifi and cellular service are spotty at best. Some places in our office suite cannot even receive service. The service has been upgraded in our area but it just doesn't seem to help. Not sure if it is because of all the concrete around us or what. better hotspots or wifi connections? [#2213301]

This situation is similar to the wi-fi coverage, it just doesn't exist in hard-to-reach areas. I don't know of any specific fixes beyond adding repeaters somehow. [#2213306]

It is fine [#2213320]

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more training on how to use smart phones [#2213343]

Not a suggestion on how to fix, but more a comment on what's happening: Lots of dead spots in the A&A building. Several people have to leave their offices to use a cellular phone, no matter what the carrier. Been thinking of setting up a femtocell just to alleviate it in my office. [#2213346]

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same areas as Internet service [#2213348]

Wi-Fi calling or DASes in the bowels of some buildings would be the only real way to improve coverage, in some instances. [#2216022]

Cellular service could be better in Hodges Library. [#2216029]

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

Finding information on the mix of UTK, System, and other campuses is a mess. No consistency in the look and feel of websites. Even if something useful is available it is often difficult to find. [#2210356]

When pulling up publications a lot of times they are difficult to find. Should be by subject. Should be a notice saying currently being updated instead of just not being able to get it and wondering if it is there anymore or what [#2210366]

For the most part, I feel our website is find. However, it is frustrating when you use the www.utk.edu/A-Z listing and a link is not valid. Is there a program that could search for bad links? [#2210407]
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some websites are confusing to the user. For instance trying to find 4-H Horse contest information on the 4-H page, rarely takes you to the correct place. A "Google" Search for exactly what you are looking for works better. :([#2210428]
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speed is the need [#2210464]

Services available need to be easier to find. [#2210524]

More continuity between campus websites. For example, the Dean of Students office site should look similar to Center for Career Development and similar to the Police site. [#2210596]

Most of the University's sites are not well-organized, consistent in organization and/or user interface control placement, poorly written (lacking clarity, esp.) There is a distinct lack of refinement across all platform-services - in particular, with regard to user interface. Many services seem to stop development at a level that is most convenient to system administrators - to include an over-reliance on linear (dead-end vs. true web) pathways, insistence on using system-admin/specialty terms to describe service to lay persons (thus leading to under utilization of tools) [#2210610]

Sometimes the websites are very confusing, depending on the college or department. Too much clutter. [#2210653]
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sometimes websites are hard to follow, too much wording. Need to be more straight forward and to the point. Online services, ie. Help Desk are great. Need the ability to insert screenshots as it would make getting the ongoing problem across better. [#2210672]

The UT website is often difficult to find things on and searching does not always get the best results. [#2210684]

So many of the university's websites are out of date with lots of dead links. As someone who just started here in September, it was a nightmare to navigate. [#2210703]
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on some websites contact information is not always easy to find [#2210709]

Too much branding from campus to campus!!!! Everyone is confused on what to use, rules that apply, and how come some websites are not conforming to the branding with fonts, etc...? [#2210824]

The UT system is very difficult to navigate until you are sure where to look. Searches don't necessarily turn up what you are looking for, you have to know the "system" to look under. Not everyone is technically savvy, and you must know where to start or you don't find much. [#2210906]

I wish our publications "Extension" were easier to find. It's easier to "Google" them than try to find them through the chaotic mass confusion of our websites. [#2210919]

Basic online computer skills. [#2210930]

I find that many of the UT websites have broken links. Someone should be assigned to look for those and correct them. [#2210975]

The OneStop Web site in particular isn't helpful to me as a member of the staff. I find that it sends me in circles without giving me answers. There are times when I know exactly which part of the university I need--Registrar, Bursar, etc.--but the OneStop system prevents me from getting there. [#2210983]

Most of the websites for departments at this university are clunky and very difficult to maneuver. When one needs information, it would be very helpful if the A-Z links list included sub-departments and if each department made it easier to find how to use its services. I needed to find out who to email or talk to about an undeposited check and when I went to the treasurer's site and looked to find this information out, it was not there. I am sure we are not the only department on this campus to have a check returned. Having an email address for returned checks, or problem payments would be extremely helpful. The treasurer's office is not the only one. Trying to find out who handles which subject in most fields on this campus is extremely difficult to find. If there is so much change going on that we can't name people, have each department set up a generic email for queries and make sure it is checked twice a day. This could be very helpful. [#2210984]

It seems that websites for UT have only some basic guidelines. Each area or department seems to do there websites differently. Perhaps a system needs to be put in place that uses acknowledge best practices of web design for all UT Websites. [#2210987]

I will say that this is one of the poorest areas of IT service at UT. I cannot tell you how many important UT web-pages even on policies, I have clicked on that cannot be found, send you to some generic page that 8 other links send you to, or are just poorly designed or maintained. For a university that wants to be a top 25 and tech-savvy, why bother having links to pages that don't even exist? Sorry, that's just a fact! [#2211022]

The new sites are fine, but harder to navigate. [#2211105]

I think UT's websites are still very unwieldy and difficult to navigate, though there has been much improvement in the past couple of years. [#2211168]

The service is rapidly improving and is much better than most facilities. I am not complaining. [#2211178]

Websites consistently do not have useful search tools, difficult to find commonly needed information anywhere. [#2211209]

New UT sites do not offer enough information and the search feature is often not usable. Looking for information on the Chancellor's site, treasurers office (policies for example) and other services is very

frustrating. If the sites are going to trim down navigational bars and buttons, then more attention needs to be paid to loading metadata to ensure the search function is usable. [#2211443]

When navigating to a department or event specific page I don't see the need to have the UT banner taking up valuable screen real estate. And, having a Search box at the top of the page as well as one in the department specific zone it confusing. [#2211453]

I find a lot of those services are not easy to use and do not provide the level of information we would like. [#2211473]

The search function for the main UT website is super lame and almost never gets me what i am looking for. it almost always yields press releases and other publicity docs when i am generally looking for an office phone number or building location or something else not related to a UT press release. [#2211557]

Our websites are frequently not easy to navigate and send you in a link loop. [#2211704]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

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sometimes the link to specific page doesn't work. I don't know if this is IT specific or department specific. It would be good if there was an auto message of who to contact if the link doesn't work. [#2211806]

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utk.edu is difficult to navigate [#2211926]

The continued changes on templates with the web drive me crazy. About the time we as staff get something down and can locate things . . . it all changes. [#2212078]

Make the OIT website easy to use. The Library website was recently redesigned, and their navigation improved. Now OIT needs to do something about it, too. One can easily get lost there. It's a very time consuming and intimidating experience when you try to find something. Hire a usability and accessibility specialist to do an audit and follow expert recommendations. [#2212197]

...if I can't find what I'm looking for, then that isn't easy for me to use. I should not have to Google everything to figure out where you have hidden it. [#2212282]

A must - more help and support with UT WordPress templates. [#2212311]

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consolidate and easy to find [#2212319]

Often up to individual units to ensure that their web sites are up to date. [#2212392]

The eProcurement system has some issues; for example, if two people on the same account submit orders from the same vendor (e.g., Staples), the system combines both orders into a single transaction. For a group like OIT, which is spread out across campus and has people on the same account in different areas, this can be a problem. [#2212395]

The new design is not great--hard to make distinctive and people are messing up both the menus (too long) and the slide shows on the front page (things move around on the page then as you scroll) And it's boring. [#2212403]

N/A [#2212598]

I don't think the OIT website is user friendly or easy to navigate [#2212769]

To compensate for responsive technology websites have shrunk and a lot of information has to be moved a level down. If makes it more difficult to find information. [#2212804]

They are often difficult to locate the link link(s) you need to drill deeper into the web site to retrieve the information you need. They often are more interested in identifying personnel and accomplishment than they are with helpful drop down menus and navigation buttons. [#2212823]

Difficulty navigating the new UTK website. Horrible design. [#2212836]

The search function on the utk website is awful, and almost never gives me the results I need on the first try, and often times won't give me the results I need at all. [#2212923]

The search function of the main UT site is still favoring public relations rather than taking a user to department sites. Reading a news article about a department or event is not what I want, I want to go to the source of information. Also, many websites, especially department ones, have old information on them. While this is not within OIT's purview, depts. could be made to archive or remove old news. Also, this may not be your area either, but the university needs to make small online payments to any part of the university possible. Example: summer camps. [#2212932]

Sharepoint has been a series of problems to use for file sharing; mainly repetitive login problems, and operability on mobile device problems. More information on utilizing Google Drive or One Cloud would be helpful....strengths, weaknesses, and what applications would dictate picking one over the other. [#2212985]

I am not sure how to offer a suggestion. Maybe look over someone's shoulder and see how they mind works. One thing is that the UTK website is not universal from department to department. The way I view course curriculum cannot be done on different web pages. [#2213024]

I attended a graduate directors workshop recently and the ADMIT system (Graduate admissions)was discussed extensively along with banner, iris and argos. One may not believe this but with all the systems that we have access to, there is no way to obtain a report of a department's current graduate students which consists of students without fee waivers, students who have not registered and previous year grad students. It was discussed thoroughly at the meeting and there were no answers. The Admit info goes away after admission deadlines. Banner can only provide student names per course. There could be an argos report (but I doubt it) that no one knows about because there are so many of those and many titles of them are poorly defined. [#2213187]

IN general, UT's web pages are adequate, but are clearly designed by many different folks who do not necessarily talk to one another. The mix of Sharepoint and Wordpress-based interfaces is unattractive and can be frustrating. SOMEONE needs to be asking about consistent usability for ALL UT web pages. [#2213219]

I always have difficulty with finding "stuff" on the sites and end up using search functions. The links and menus don't always make sense to me. [#2213264]

Fine [#2213320]

Available training to learn how to update and maintain current web sites. [#2213322]

Collaboration tools for online conferencing need to work with individuals who are not at UT. I use an external online conference solution for this. [#2216017]

For some reason, I frequently have very slow response times for UT related websites. [#2216053]

Having online services that enhance the teaching and learning experience.

Again, this would be nice to access patient information on a computer that does not on an average of 3-7 minutes to log onto the systems we need to view. [#2210320]

There are not many online sources that Faculty can use to enhance the student's learning experience. They need to move away from the typical lecture setting, and offer more tools that make it easier to learn material. [#2210333]

Access to Lynda.com has been very useful. [#2210352]

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interactive online learning is truly awesome when done right [#2210464]

My input here is based on the need for alternative instruction methods in an emergency with loss of classroom availability [#2210643]

As I have learned to use the systems, they are for the most part versatile. I am not the most technically savvy individual, however I have noticed that I tend to pick up the systems quicker than some of my peers. It might help for new systems, or even current systems to have a much more "visual" help base for those that really aren't sure. [#2210906]

I am a UT Martin Online Student. I can not speak for UT Knoxville Student's Experience. However, web based learning needs to have more tools that are department specific. I should not have to buy a book to find resources to help practice on problems with accounting, finance, etc. [#2210987]

I have taken distance education coursework from other universities. Our system is very poor in comparison. The other systems did not have down time, had adequate bandwidth and features for seamless classes (archival, class participation and other features of Zoom are not up to par.) [#2211443]

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n/a [#2211557]

I've used several learning management systems at various colleges and universities, and I find Blackboard to be the least user-friendly. It's "clunky," not intuitive. [#2211800]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Outside of Zoom, I find OIT generally gets in the way of the teaching and learning experience, not enhances it. [#2212282]

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if you have a question you have to find the right person who knows the answer. I tried 3 different person till I got an undergrad that was working over winter break at OIT in the library before I got someone that could help. I also first consulted a family member first who had nothing to do with UT before I got started in the right direction at OIT in fact I was first told it could be done and it was a basic Excel user issue. [#2212319]

OIT help has a lot of layers. Hard to find everything. [#2212403]

N/A [#2212598]

I'll be honest- you could have this and I wouldn't know it... sorry! [#2212725]

I would like access to a higher quality large screen tablet for doing presentations like a Wacom Cintiq [#2212781]

Ability to conduct webinars across the state to our customers who are in cities. We deliver a lot of training but the webinar capability is lacking because of the connections to EdNet, etc. [#2212794]

Blackboard, at UT is lame and feels antiquated. It forces certain teaching interactions and does not easily or well support others. [#2213219]

Fine [#2213320]

No comment. [#2216053]

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

I need to provide data to others that do not share the same authorization to my I: drive. I would like to collect data for their use without having to send the actual data. [#2210344]

Bomgar is a great product that helps me and my staff greatly with our work. [#2210356]

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user friendly service that is fast [#2210464]

I transfer a lot of files to and from our shared server space. It's a bit clunky and slow at times so I really only use it to archive files. Otherwise I use Dropbox to share files with coworkers. I wish there was a simpler/faster interface for sharing files with others. I know we have Vault, but it's not ideal in most situations. [#2210486]

Shareapoint is a great tool to collaborate with other people. However, I think that the availability and use of SharePoint is not as widely known as it should be. [#2210524]

We don't have access to some of the services offered via Office 365 that my colleagues at other universities and organizations have. [#2210628]

I would like to see some training offered on newer services like google docs and sharepoint [#2210640]

Using Office365 sometimes returns varying results. For example, sometimes with ease I can share documents with others. Then there are times I have to use Outlook and send documents as attachments. So, to me it does not consistently allow collaboration like I would expect. [#2210680]

When applying for NetID, the form cannot be sent electronically. It either has to be snail-mail or faxed--that seems odd for OIT not to use online services. [#2210690]

We seem to always have some glitch with Zoom: volume, picture, quality of sound. [#2210727]

I've used Sharepoint before and taken classes and it does not work effectively. [#2211069]

We have a confusing array of collaboration opportunities. We have Office 365, but we also have SharePoint - separate, but often duplicate services. I am still struggling with the messaging service through Skype. It would be nice to have one service for sharing documents and one service for communication. [#2211178]

I use GoToMeeting (not provided by UT) and Google Hangouts for virtual meetings. I haven't used Zoom yet. [#2211216]

I understand that technology is constantly changing and going in and out of favor, and that OIT needs to remain flexible across platforms and needs, but it feels like just when I get used to one collaboration technology (web conferencing, file sharing, calendaring, etc), another comes up that is "recommended" or supported by OIT and my old one is either not available at all, or no one uses it anymore. [#2211257]

I think there are a few kinks in the office 365. [#2211281]

See above [#2211356]

I* have had people try to send me information using the Office 365 features and I have had problems opening it, or could not access it at all. [#2211376]

Access someone else's PC to help troubleshoot issues. - Sometimes we have clients that have issues accessing SAP BW reports. [#2211389]

New Microsoft cloud products create a huge issue when using tools such as Word and Excel. Often a document I have created will suddenly save as read only even though I have not indicated it should be saved this way. I can't open my own documents saved to my computer because of this strange function of the new Word and office software. Like Adobe Suite CC products have issues caused by the cloud based function. [#2211443]

A good project management tool that is user friendly and capable of collaboration with multiple employees across campus. [#2211542]

An instant message or gchat style option for other users that are currently online would be beneficial. [#2211704]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Zoom is good, but everything else (unless you want to count Google apps) is horrible. Office365 has to have some better collaboration coming down the pike...right? [#2212282]

N/A [#2212598]

I think that the share point option is not adequate or intuitive and that there is a lack of user support from OIT for the option [#2212769]

My division uses webex for some cross-campus seminars but it doesn't work well. We can pay for the campus recording service but we would rather do it in-house but don't have the equipment. [#2212781]

Zoom works OK...but is not as reliable in some rooms. I have a meeting once a month in the AHT 8th floor board room and if we connect someone in to attend the meeting we always have to get help. Clear instructions in the room would help maybe? [#2212794]

Poor 'reception' in Conference Center when using Zoom. [#2212836]

Neither BlackBoard collaborate or Zoom effectively meet our office's needs for online collaboration and training. [#2213219]

I would like to know who to go to for specific problems. [#2213265]

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fine [#2213320]

There are individuals in the OIT area who are hard to work with. A person would have to know the right person to get the job done in a friendly and effective manner. [#2213348]

Collaboration tools for online conferencing need to work with individuals who are not at UT. I use an external online conference solution for this. [#2216017]

No comment. [#2216053]

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

As stated above, we struggle with access (loading time) to programs needed for adequate patient care. [#2210320]

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again access to publications for extension or the ability to know what is going on with them. Are they gone for ever just being updated or is there something wrong with the internet or service provider or other reason [#2210366]

Sometimes too much information slows the process. [#2210377]

As a new hire, I don't think I've had adequate time to make particularly informed comments about the current state of technology at the University and how it could be improved. [#2210398]

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goes without saying - of course [#2210464]

Data is compartmentalized and hoarded. [#2210524]

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frequently there is a delay with email, as it is not immediate and often takes a few minutes [#2210684]

I don't know if this is campus-wide, but I feel there are too many systems to peruse when looking for things. You need to know where to look to find the information. If everything could be kept in one concise system, it would limit the dead time one spends looking for necessary information. [#2210906]

None at this time. [#2210930]

Right now, faculty and staff access to important data is lacking. I would like to see more reports available or at least knowledge about the way to request such reports. [#2210983]

Same answer as first question. [#2211022]

NEED MORE AND BETTER ACCESS TO ARGOS REPORTS. EXTREMELY SLOW TO RUN. [#2211072]

IRIS is difficult to use and sometimes takes a while to provide the needed information [#2211093]

It takes too long to request data. [#2211105]

Issues with IRIS. [#2211356]

Same - need a dashboard. [#2211464]

I do not think a university like ours should relay on systems like Google's spreadsheets, or calender's. I think it is a very expensive use of software that I think can be designed and perfected at UTK. [#2211538]

This is not a suggestion...just a comment that the Qualtrics site has been extremely helpful in my program. [#2211644]

The Hospital Computer System in CVM is really quite terrible [#2211704]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

ARGOS reports meets the majority of my needs, but again takes multiple steps to access reports. [#2211814]
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university-wide and unit-level dashboards [#2211851]

The move to Cayuse is a step backward and does not allow for easy access to proposal or award data. the access I have is very slow. [#2212177]

I am not sure I can give any recommendation, but it will be great to have such systems. If they exist, I don't know anything about them. [#2212197]

We have these? Why am I not jeering about them? [#2212282]

We need to integrate assessment more closely with the services we provide and how we market those services. Biggest need is at the departmental level, not as much university-wide although that information is helpful too. [#2212311]

N/A [#2212598]

I manage projects and do not have easy access to budget information. The information I receive is in a paper format and is dated. [#2212754]

Problems with IRIS. [#2212836]

Providing SAIS scores as quickly as possible. Providing SAIS scores of departmental employees in one file for two semesters or for more than one semester. I recently requested the SAIS be provided to the department for the Head to make some fall 2016 teaching assignments. I asked for the data to be provided in an excel format so averages for instructors could be provided. It took over a week to get the data and it proved to be extremely helpful in this format however. No one seemed to know that the information could be requested in this format. The greatest thing would be that one could ask for this on the SAIS interface at the time the scores are available. [#2213187]
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fine [#2213320]

Difficult to get the data in a timely and orderly fashion [#2213348]

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

It is very difficult to find labs that can be used to train staff that are equipped with modern computers, fast loading computers, projectors, etc. The OIT lab at the Kingston Pike Building is a good one but there is not much that I can in Knoxville that is adequate to train staff. [#2210356]

I think we have the space needed we just need more reliable technology and some training on how to use it correctly. [#2210366]

This department only has 2 rooms we can reserve for department needs. We are finding that meetings are needing technology more and more. If more classrooms had this, people would be able to reserve the classrooms when they are not being used for teaching. [#2210407]

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enhanced number of equipped classrooms and accessibility [#2210464]

Many classrooms and meeting spaces have old outdated equipment. In addition, easy to read instructions for technology use should be included in each room. [#2210524]

Update the classrooms in all buildings, not just preferred buildings. [#2210596]

Input is based on using the EOC as a smart classroom. Sometimes I feel like IT doesn't take fully into account the different use of this room and applies standards to it the same as other locations. [#2210643]

Meeting spaces with up to date technology are very important. There are times the equipment is broken or doesn't operate correctly. [#2210653]

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easy connections for connecting various laptops in commonly used conference rooms. various HDMI adapters [#2210869]

Meeting space is at a premium on the AG campus. It would be great if we had a couple more meeting rooms [#2210962]

Claxton. Rough. I watch students semester after semester - and sometimes profs- struggle to get their laptop synced with the monitor. We lose class time regularly. A tech guy comes and fixes it when called. But that should be rare. It is NOT!! [#2211126]

Training or site with options available [#2211152]

I think all over campus there is a need for more classroom space and that space is expected to support technology that allows for at minimum web browsing for presentations and at most full video conferencing. [#2211257]

Many classes have either a screen or a whiteboard option, too many rooms are not set up to allow both to be used at once. Software that allows ad libbing and screen capture on a ppt, prezi, etc. would be useful. Some of the old SmartBoard programs used to have such capability, and some newer technology that I rarely if ever see used on campus also has such capability (e.g., IAnnotate) [#2211378]

Make more learning classes available via webcasts that can be watched at any time. [#2211389]

At the College of Law several control systems are overlain on top of each other as a result of some rooms having OIT provided equipment while others have departmentally provided equipment or a mixture of both. Instructors must re-learn how to do basic things like turn on the projector and select a source each semester when assigned to different rooms. [#2211453]

I do not think we have at UT enough of these spaces. In fact, I think they do not exists at UT. [#2211538]

More space is needed for staff to hold meetings with A/V capability. [#2211542]

In this day and age, all conference rooms should at the minimum have projector capabilities built in. [#2211648]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Although you don't want to hear about our College OIT, I think it is important that there should be better communication between the two (you and them). Recently there was a problem in a computer lab in HPER, missing a splitter so no picture shows on the computer monitor that operates the overhead screen, you need to mouse "blindly" by turning your head around to face the screen. This was immediately called into CEHHS OIT who promptly said oh yes, this has been like that for over a year, but did nothing to fix the problem, apparently not even a request to UT OIT. Embarrassing to say the least as our speaker from a Nashville government office was ready to speak to a class...............where is the communication????????????? Doesn't ANYBODY want to fix it????????????????????????????? [#2211876]

Some conference rooms in Dougherty are not technologically reliable. [#2211884]

Of course, the availability of space is limited due to the construction of Phase II. With everyone. personally and professionally, relying so much on technology, then it is even more important to have reliable and efficient technology on campus. [#2212037]

I think all classrooms or meeting spaces should have all avenues of technology access [#2212051]

It's sometimes difficult to figure out what state communication equipment is left in upon entering a conference room, and set up can be frustrating and time consuming. [#2212171]

There needs to be more on-line training on zoom. It is better than the old technology but still training issues to resolve. [#2212238]

Not only unavailable, but there is a dearth of appropriate technology or ways to incorporate my own technology in the rooms. [#2212282]

There are limited numbers of classrooms available with adequate technology. [#2212410]

N/A [#2212598]

Most of the rooms are outdated [#2212713]

I schedule classrooms. Technology is often below par or broken. Very frustrating for instructors. [#2212727]

Needs to be more available space with technology capabilities [#2212840]

The main problem is just not having enough classrooms period. I think all of the construction going on all over campus has been the cause of some of the problems we've had finding classrooms, but that is to be expected. [#2212904]

Many of the newer buildings have more technology than the older building if we could upgrade all of the building to have technology would be great. [#2213265]

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fine [#2213320]

Classroom technology is not consistent across campus. Many classrooms are poorly equipped and have old technology available. [#2213348]

Getting timely resolution of technology problems that I am experiencing.

When I call the main OIT line, I get told to contact my college OIT person. They are hard to get in touch with on the phone, so we have to email. It can be days before someone responds. And then they never want to come look at my issue, preferring to stay in their office, where they don't answer phones. [#2210301]

There are only so many people in a hospital of MANY. Our IT people do a great job, but they are stretched to cover ALL our needs. [#2210320]

Oit has been very responsive to me and provided help when needed [#2210366]

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ever had to have someone at OIT get back to you on a problem? [#2210464]

Tech issues come up from time to time, but usually get resolved in a quick manner. Sometimes an issue can be very technical, like one I recently experienced with our shared server space, and it takes a little bit longer to resolve. It's not ideal to communicate back and forth with the person doing the troubleshooting / fixing on my behalf, but it is effective. [#2210486]

When faculty or staff have a new software or program that will improve the quality and timeliness of projects being done, IT staff should find a way to collaborate on getting this installed and accomplished. If there is no one there at the time a question is asked about a specific program, we are told that no one there knows anything about that program. [#2210618]

The Help desk is adequate for minor issues. My department deals with mission-critical needs that the Help desk can't help with, but our methods for communicating with network services group etc are limited. It would be a big help to have direct contact numbers for on-call or after hours support at an infrastructure level similar to what is provided by the telephone services group. [#2210667]

Twice I have sent several help request for SharePoint on the same issue. One, I never got a response. the second, i was asked about my web browser and never heard anything again. [#2210680]

I frequently fail to get resolution of issues on the first try. [#2210688]

I used to be able to access the department server via the wifi from my workspace so that I could update our project webpage (part of my job). Something changed about a year ago and no IT person was able to solve the issue for me. [#2210767]

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good [#2210824]

Changing the password of the system and IRIS sync is great! Love the convenience of it now! Not so time consuming and more user friendly. [#2210841]

I don't always feel that IT is always accessible. This relationship tends to be improving due to recent complaints, however if I need help with a technology issue, it means I really don't know what I am doing and time is probably of the essence because I am only trying something that I don't know about due to circumstance. [#2210906]

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rebuilding a machine isn't usually the right option to "fixing" a pc especially when the complete profile isn't copied to put on the rebuild. [#2211152]

Very good if 1) can get someone on the phone, which is rare that I can't, and 2) its a problem that can be solved over the phone. Issues that can't be solved over the phone take too long---for instance, my laptop had a Trojan on it in January-it took about 3 weeks to get the laptop back---personnel from both UTIA IT and campus IT seem to have needed to access it. This was vital as the laptop is critical to working when I'm not in my office. [#2211378]

Technical support has to be contacted more than once at times because the first person may not know what their talking about. [#2211443]

This would really be improved if more individuals knew how to use Mac. [#2211464]

It is frequently a month or more before hearing a response to a help desk request. [#2211704]

Resolution of problems is very dependent on who answers the helpline. If students or less experienced staff do not know answers they should be able to refer the questions to those who know. [#2211749]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Downtime is being non-productive. Everything comes to a hault and that is not a good thing when you are in the middle of taking class notes, an exam, a conference, a report with a tight deadline, an important email. Technicians must be easily available and knowledgeable to get things back on track fast. [#2212037]

I have an email error that occurs regularly and I have reported it many times. I think the solution is unknown, but this is the first time I have not received good response on a help desk ticket. [#2212048]

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very inmportant [#2212120]

The problems we report about Cayuse are slow to be corrected and we are not getting any feedback about whether actions will be take to correct some of the problems. [#2212177]

...if OIT supports it. Otherwise, I'm out of luck. [#2212282]

N/A [#2212598]

I have found that overall OIT's telephone helpdesk has been very efficient and timely in resolving problems. [#2212652]

We have discussed having a dedicated person to help us as we are very dependent of our computers to see patients. [#2212939]

I should be able to do anything related to a service provided by or managed through OIT through the ticket system / helpdesk contact. Too many times I am referred to having to send an email directly to some other part of OIT to get things done (Network Services comes to mind here). The other thing is that some departments in OIT seem to be badly understaffed and thus often slow in responding to

issues presented. I don't think this is really OIT's fault, and more one of HR / pay. I remember about 10 years back there being a big review / re-evaluation of all the IT jobs at UT (and the state, IIRC) that supposedly brought IT pay in better relation to that in the private sector, which was in a slump at the time. I believe it resulted in virtually ALL IT jobs experiencing a drop in pay grade, many by 2 levels. Now, IT is booming, pay in the private sector is up, but UT and the state has not re-evaluated their end of things so as to allow the hiring and retention of qualified individuals. [#2213346]

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

I already know to turn it off and turn it back on. This should not be your only bit of "advice" on how to fix my issue. [#2210301]

OIT support staff are generally very helpful, but on a few occasions it was apparent that the person had no idea. In both instances, I solved the problems by a couple of hours of Googling and hitting the Microsoft knowledge base. It would be helpful if support persons would just report they do not know the solution(s) and then kick the ticket to someone else. [#2210352]

Travis that supports Bomgar is great to work with. [#2210356]

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no more canned responses.... need to be able to figure things out; not just go by what is in the manual only [#2210464]

I am an IT Administrator so when I contact the help desk it is always as a last resort because I have already used all of my expertise to try to fix my problem, I have most likely already consulted with other colleagues in my area as well. But when I get to the HelpDesk, I realize that the people generally taking these calls are not as experienced as I am but it is very frustrating to have to go through all of the elementary things done at an intake level and it seems like it only takes longer for my issue to get routed to where it needs to be. I almost wish there was a "HelpDesk" for IT Administrators who can talk directly with someone on their expertise level or even higher immediately to try to see what the scope of the issue is. [#2210642]

I think the help desk does a very good job but my questions often exceed help desk level expertise. The process to get to the right person can feel protracted and less responsive than calling someone I know directly who might be able to help or redirect me. Does that subvert the system? [#2210643]

I get incomplete or incorrect answers too often. [#2210688]

Sometimes lacking in congeniality from CVM IT people. Also can not stand the fact that our IT people have TOTAL CONTROL over what is on our computers. We can not even download UPDATES to our own programs. "Parental Control" is what I call it! [#2210704]

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90 percent of the time [#2210824]

I think most of our IT staff have the knowledge, the issue is the ability to share or educate others, as well as the accessibility to do so. Some staff seem to have a more willingness to help than others. [#2210906]

Sometimes the help desk staff is not educated as well in technology. Often times calls are referred higher up and there is a delay in resolving the issue. [#2211040]

Robin Wise is wonderful, knows a lot, always so friendly and fast to fix a problem. [#2211281]

On at least one occasion when requesting help, I have been routed back to my own department. It seems like my issues have to be explained more than once before they are understood. [#2211298]

Many times you are bounced around people when you call in because they may not know the answer or you may be given not even be given an answer to your problem. Sometime emails are ignored considered "closed" even when there is no resolution to the problem. [#2211321]

Overall I am quite impressed with the knowledge base of IT staff when I call with a problem. On those rare occasions when the person answering the phone call cannot answer the question, follow-up is good. The respectfulness and pleasantness of the IT staff is top-notch. [#2211378]

More individuals need to be familiar with Mac. [#2211464]

OIT Help Desk support staff says the above issues are Verizon based, not UT... however, Verizon is one of the largest providers in the USA. [#2211597]

Jack Holden is awesome! [#2211648]

The computer operations team within the vet school is frequently unable to answer / solve simple problems. Also, unwilling to attempt to find an answer to a problem we are experiencing or work with us to find solutions. [#2211704]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

This only pertains to my specific support unit - in general the folks I've dealt with in OIT are excellent - especially Cindy Thom. The day-to-day support staff lacks patience and technical knowledge to solve issues I've encountered in the past year. [#2211814]
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this is very important to me [#2212120]

The answer to any IT question in this building is "we will 'rebuild' the machine" which, while often works to eliminate a problem, doesn't ever address the problem directly. Therefore, colleagues continue to muck about on our computers and cause problems. [#2212226]

I usually have to wait until I get to 2nd or 3rd tier before I speak to someone who understands what my issue even is. Even then, there is a 50% chance that they are able to resolve the issue. [#2212258]

I have them in my department and they serve me well. I always feel like I have to talk to three or four people before I actually get an answer to my question/problem through the Helpdesk, if I get one at all. [#2212282]

N/A [#2212598]

We need a dedicated tech support person for Student Health. [#2212939]

While I have complete trust in the management at the vet school that is not the case for some supporting staff. I would rather ask outside the college.... [#2213004]

Instead of asking the common questions, "did you turn it off and then back on", Just give an answer beforehand. The public needs to be assured that there is a problem and it can be fixed. That confidence is not instilled when questions get ask over and over. [#2213024]

Help desk needs better training. When discussing issues with professors they ask why they were not told to do certain troubleshooting step over the phone so it would save a lot of time and get professors classes up and running sooner then waiting on a tech to show up. Sometimes a tech needs to show up but a lot of the time it could be handled over the phone. [#2213171]

These are not suggestions of how to improve the service but letting you know of problems that have been worked on several times but still not resolved. OIT has been out three times to fix two problems on my computer that have not been resolved beginning 3/2015. Each morning I receive a message in a big red box in the right bottom corner that says "this app isn't monitoring your PC because the app's service stopped. you should restart now. Click Start now to start the service". OIT described it on the ticket as "prompts about computer not being monitored by anti-virus". I've been advised not to click on it which I do not but it's annoying. At the same time I asked requested another problem to be resolved and that was my email will not display images which began about the same time 3/2015 and OIT has come out several time to correct this without success. Yet they closed the ticket. It's not an emergency either but annoying. The email offers me to open it up in the web which I do if I want to see it but that takes time. If it's something identifiable then I could just delete it immediately without opening it up in a broswer. My colleague sitting right next to me, gets the option to download the images in the email within each email, I do not and apparently there's no one that can answer that question as to why I am unable to see images in my email. Most recently, 2/2016, on three different dates my network printer has printed over 3 reams of paper with one line of characters on each piece of paper (at the top) and due to the waste I contacted OIT and I received a call from OIT who took over control of my computer and changed some settings and said it should not happen again. Two days later it happened again. During the call form OIT I suggested I had had some odd looking PDF Adobe files recently and that option was dismissed or ignored by the OIT person. I googled the problem myself and determined from the info I got googling the problem that it could be related to adobe files. Anyway, that wasn't resolved. I have not been able to take the time to turn in another ticket. However since that day about 1 1/2 weeks ago, it has not happened again. I'm tempting to bring up the adobe file again that I remembered using that day to see if it happens again but needless to say, we have plenty of scrape paper to use up for notes. [#2213187]

We need a dedicated IT person for our building that is competent in how to utilize an EHR and how it interfaces with other systems on campus. [#2213322]

Access to knowledgeable staff has been reduced over the years. Not great for super-users. [#2213356]

Receiving communications regarding technology services that I can understand.

Streamline steps and only let us know what is necessary for us to know [#2210264]

I seldom receive communications about our campus technology so I cannot recall how useful they have been. [#2210403]
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common English is always appreciated, techno jargon is not [#2210464]

Not being able to get the help I understand stems from me sometimes not understanding terminology. [#2210494]

Speak to your audience. Oftentimes, technology is not used because faculty and staff feel it is too complicated or only for individuals with an IT background. [#2210524]

Write the instructions in layman's terms, not all of us understand "techy" language. Simple, easy step-by-step instructions are also very helpful. [#2210653]

Sometimes it is confusing or is slow in coming. [#2210841]

This to me is like legalese, either I understand the terminology or I don't. If I want to understand the processes I choose to educate myself by any resources available. [#2210906]

Training for software applications can be more varied and advanced training should be more available. [#2210987]

More communication is needed to address when OIT is doing something to a system that might affect access. For instance, if they are working on VPN access it would be nice to know that they will be working on it and there might be interruptions in our ability to connect or if there is a change in the way we should connect or what operating systems might no longer work or in the future may no longer work. [#2211069]

This is very important to those who are not real computer savvy [#2211278]

Sometimes email or communication is sent back and the answer is not very clear or no additional help is provided. A complete follow through the process would improve this area more. [#2211321]

Rarely receive communications and at times the OIT website is not update with wide area issues. [#2211443]

It would be helpful if Traffic Center messages could be formatted to highlight the service affected and the time. The current sentence structure is hard to read. For example: Service Affected: Email Date/Time of Maintenance: 3/2/2016 10:00 p.m. - 11:00 p.m. More details here [#2211526]

I do not receive communications regarding technology, the communication about what is out there to help professors and instructors is null, nonexistent. [#2211538]

Sometimes the instructions on profile and password changes aren't quite clear. [#2211749]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

Many people don't know the IT jargon; have a glossary to explain your terminology. It's intimidating when you throw your lingo at us. [#2212197]

Sometimes it is glaringly obvious that those charged with communicating services have never taught, or have never taught outside of the Bailey Education Complex. I strain to understand what is being told me sometimes. [#2212282]

N/A [#2212598]

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getting better- [#2212713]

OIT has always been helpful in resolving issues in our office. [#2212868]

I understand most of what is sent out, but I'm a technologist used to interpreting obscure techspeak. More user friendly e-mails are needed. Most posts on the OIT announcements web page are cmore clearly phrased. [#2213219]

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

Offer intermediate classes on various programs including Outlook, ANDI, etc. [#2210264]

The training that is on OIT's website is lacking more in depth details and it could use more topics. [#2210333]

I don't know how to improve, but here is my complaint: Most departments are on a very tight budget and funding is not given for employees to take OIT fee related classes. Currently, there is no way for an employee to pay for these fees themselves so taking the class is not an option, even if the employee is willing to pay for the class themselves. [#2210407]

Some kind of training for entry level staff on HOW to connect technology in classrooms and meeting spaces would be helpful. IE: use of projectors for power point, use of technology available and how to connect, use of speakers etc. Seems most just assume everyone knows how to use this, and many do not. [#2210428]

Love the online learning tools. More is always welcome. [#2210464]

All IRIS/computer training should also be available via zoom training. This enables staff to take training as their schedule allows. [#2210524]

See above comments - many of the same principles apply. What is (and has been for well over a decade - the extent of my tenure) consistently lacking is any real organization and/or synthesized explanation of tools offered. I have to hunt and peck to see if there's a technology solution to a particular problem I'm encountering. Often, such services have been in place, but without adequate description, naming (stop using computer-science terms to 'describe' services), or other tools which would help one to conceptualize HOW to use a tool/service. [#2210610]

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would like more training [#2210640]

It would be great to have Microsoft Office online tutorials for intermediate and advanced usage. [#2210653]

I wish there were more detailed explanations of things on the OIT website [#2210684]

This is a time issue on my part. Not an issue with the provisions. [#2210906]

I know about the Lynda.com because my wife had to teach herself beyond what was available on campus for access databases. A monthly email that address the requests of the facility and staff with articles and links to the PIT Portal for trainings. [#2210987]

I constantly want to learn more, so I always welcome new training. [#2211040]

I do not learn technology well on-line. My preferred learning style is to be shown and then let me play. Classes, however, need to be fairly fast-paced. I tend to learn quickly. [#2211168]

I would like to see more IT classes. [#2211296]

I would love this, but half the time the classes don't have enough attendance and are cancelled. I don't believe this is from a lack of interest, however, Most of my colleagues complain about needing more training on the technology. I don't believe most people are aware they can access it. [#2211473]

Having seen this at UT, maybe, I do not know how to find it, or maybe it is kept secret, just for some users. [#2211538]

Ive been on website but being 45 miles from campus and notification of upcoming training in microsoft office applications and data and statistic beginning to intermediate level would be helpful in scheduling. [#2211632]

Just another comment. I know that there are many opportunities for training, but maybe they could be better advertised. While I actively seek out technology, I do not think that all staff do. If there was regular advertisements of what types of services and training are our there from OIT, it would be helpful. [#2211644]

Are you kidding me with the minimum service level and the desired service level? Really? You should always be striving to be your best! I tell you one thing, OIT is really bad about passing the buck or sitting on issues until it's too late! You should be fixing issues as soon as you get them - same day - within an hour! This is going in every suggestion box! [#2211802]

OIT needs to provide more self-help information and self-help training. We are busy people. Make this information easy to find. OIT knowledge-base is great by the way. But I find the answers to my questions in Knowledge base by googling them. [#2212197]

...if Lynda.com deigns to offer it. Otherwise, I'm out of luck. [#2212282]

N/A [#2212598]

Provide emails to remind of offerings and how to access them. [#2212758]

If training request(s) is not approve feedback to the requester would be nice and curiosity with an explaination for the denial. It's often the result of a lack of understanding to why the training is being requested and the benefit the department would gain from the employee having the training. [#2212823]

I feel that knowledge about online classes and how to use them is not publicized well. [#2212923]

Important [#2213249]

Some self-help information has been removed, forcing people to call. Not great for super-users. [#2213356]

Basic use of technology training is prevalent and readily available. For advanced technologists, we are on our own. Would be great if OIT could provide advanced training coordinated for their own staff available to other technologists at UT. Understand there would be a cost to attend and capacity may need to be limited. [#2216017]

Official University Email - Office365, Gmail (available to Students only)

I have attempted to use office 365 on my laptop at home on the weekend but couldn't get to it. I would then proceed to use my smartphone to get to email and everything worked fine. For the record, I am a full-time staff member and a part-time student with UTK. [#2210324]

Office 365 seems to work OK but it is sort of hard to get used to. [#2210356]

Not sure where to start; Office365 is a mystery to me. For example, what the heck are OneDrive and SharePoint? I have no idea why I would want or need to use them. The spam filter is a disaster with Safari when trying to release an email to my inbox; says I need a certificate but none of the ones offered in the pop-up work. [#2210403]

I don't know how to improve, but here is my complaint: My only complaint for Office365, if that the search is awful. I try to search for subject lines and the search may or may not work. I go to look for the e-mail item myself, line-by-line in the date I feel the e-mail may be. When I do find it, the subject is correct and do not understand why is did not pull up. Same issue if I try to search by name or sender's e-mail address. This is a very important feature since most of the faculty here teach, travel and some have multiple labs. Written documentation is often required for financial changes to appointments and e-mail is often that documentation. [#2210407]

Office 365 is horrible when logging on via the web [#2210415]

Office 365 is good, but the search function on Outlook is abysmal. It's difficult to find old emails doing a simple search. I'm not crazy about its interface, but it gets the job done. Happy that I'm able to also have the additional Outlook app on my iOS for checking email on the go. [#2210486]

My email frequently (several times a day) disconnects and reconnects. It's very frustrating typing out an email only to hit send and I've been disconnected. Sometimes my emails go through other times they don't. Connectivity is a major issue. [#2210629]

It may be a problem on my computer: Sometimes 365 does not allow for me to edit documents online. i get an error message that says the correct version of the program will not allow me to edit the document online, then I download and save it back to 365. [#2210680]

Office 365 is not user friendly and more than difficult to use when not sitting at my desk on campus. [#2210806]

Hate the extra step in Office 365 after typing in email address and it asks if it is a work or school account. [#2210824]

Office 365 is not user friendly for staff. Unable to easily view other calendars and do scheduling through Office 365. [#2210971]

Office365 isn't intuitively easy to navigate. I wish we had some kind of online tutorial; if there is one, it hasn't been well publicized. [#2210975]

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n/a [#2211040]

Give staff the option of Gmail as well [#2211113]

We need an online class or something short to help us use a new program like Office 365. [#2211281]

See previous comment about Office 365 [#2211376]

Office 365 search feature Outlook (email)is awful. It only lists a select group of "From", forcing user to delete the name or subject when using search for anything older than recent emails. The Clutter feature is interesting--I sometimes find it has shunted important emails from campus admin or OIT into "clutter". Having to sign in twice is annoying and time consuming. [#2211378]

Outlook does not work well with Mac. My e-mail always does funky things and no one ever seems to know how to fix it. [#2211464]

I have had software issues with this. [#2211473]

I do not think it is a good idea to have University email services with gmail or any other private corporation. I think as a university, servers and services should be design and adjust to university needs. The rest is a waste of money! [#2211538]

The upgrade in storage space for email was very much appreciated. [#2211542]

Office 365 only pretends to be user friendly. This older staff member and recent former non trad student does not like Office or Gmail. Liked the old system a lot. [#2211557]

There may already be training regarding Office365, but this would be helpful. [#2211644]

I just really don't like Office365 as much as Gmail and would be in favor of transitioning staff email to gmail. [#2211704]

Office 365 seems slow and awkward on some days for no apparent reason. [#2211749]

Office 365 is sometimes slow to load and synch [#2212171]

What happened to the search capability? [#2212178]

There are so many apps in Office365, I am sure I could use more of them, but I have no time to figure it out on my own. Is there a guide online? [#2212197]

The Office365 move was a terrible decision, and guaranteed that all staff that could resolve any major issues with email are no longer associated with the UT System. Instead, we play telephone with the end user explaining the problem, then the OIT member explaining it to MS and then UT crossing its fingers, hoping for an answer that works. [#2212258]

I recently discovered that i could log into my email account through "Gmail.com"... this granted me access to all the wonders that google provides users (GPhotos, GDrive, Youtube, etc). Although I found this to be an interesting pairing between my utk.edu account, I was also astonished by the fact that google is housing the University's email system. +30,000 email addresses equipped with everything Google. Seems like selling out to corporate america to me, but without the payday (unless there was a payday)...? [#2212266]

I haven't used Outlook for quite some time now. There would have to be some significant advantages over Gmail to get me to switch back. [#2212282]

I HAVE TO SAY THAT I'M NOT A REAL BIG FAN OF OFFICE365. INTERNET SERVICE AS FAR AS PULLING DOCUMENTS OUT OF IRIS IS SO SLOW SOMETIMES, IT MAKES OUR JOBS GO A LOT SLOWER THAN THEY SHOULD. IT HOLDS US UP. I DON'T KNOW IF IT IS A SERVER PROBLEM OR WHAT. BUT OVERALL SERVICE OF THE OIT DEPT IS EXCEPTIONAL WITH ALL THE PEOPLE THAT YOU HAVE TO DEAL WITH. WE DO APPRECIATE THE JOB THAT YOU DO. [#2212304]

Overall good - but problems using different computers/clients. Mac laptop has trouble syncing with Windows - so I use web version on laptop instead. [#2212311]

It's ok but office 365 is annoying. It wants its own log in. Just fussy. [#2212403]

I have problems "losing" emails in conversation threads and am frustrated that turning threading off is not an option. [#2212410]

Office 365 will only allow access to one UT email at a time. Since I have 2 accounts that both received UT business inquiries this is cumbersome to have to sign out of one email and into another to check information [#2212467]

Office 365 works well when it works. Sometimes in the middle of an e-mail it just shuts down. [#2212745]

Calendar is always very slow to open. [#2212758]

Continue to have sport and slow results with outlook [#2212769]

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using ut email account from off campus is challenging at best. Emails I send from home using my utk account to other professionals at utk typically arrive 36- 48 hours later. If I send a file to myself at utk from home account (gmail) it takes a day or two to arrive. I always wonder where in cyberspace it has been. I have resorted to using jump drives to transfer files manually [#2212814]

I just started working here and came from a University that used Gmail for all of its email accounts. Honestly, switching to Office365 was such a pain for me and I hated having to learn how to use that e-mail system. I like the Gchat option in Gmail and being able to readily access it anywhere from the web. For these reasons, I mainly still use my Gmail account with my old university and rarely touch my UT e-mail account. [#2213169]

I DEPEND on OUTLOOK for my job - I spend 75% of my time in it. I have very high expectations for it and am frustrated ANY time it slows down or fails to work properly. That said, I think problems stem from the inherent complexity of Outlook/Microsoft design - not UT. [#2213219]

Love Office 365. Wish everyone would embrace it here! [#2213322]

More clarity on OneDrive vs. OneDrive for Business to more seamlessly working on various devices. I have it worked out but it was through trial and error. [#2213325]

I know SPAM is a major pain, but when a known sender keeps coming through, using the same email address, even after multiple reports are sent to abuse@utk.edu over several MONTHS?? ABODO (Claire@contact.abodo.com) ?? [#2213346]

Since the migration, office email has been very slow and non-responsive at times. [#2213348]

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issues intrinsic to Office365 [#2213376]

Office365 does not seem to be as stable as exchange managed by OIT. Have experienced several instances where mail continues to get delivered to a cell phone but not to desktop Outlook. This has been better in recent months. [#2216017]

Ability to invite/schedule appointments with others through calendaring services

More training is needed to ensure other staff know how to use the Outlook calendar service; we could be doing so much more than we are. [#2210331]

Important [#2210464]

It can be frustrating when Mac and PC don't want to communicate with each other. The iPhone also creates issues with calendaring. Not sure how to fix this. [#2210653]

Need more specialized training on the use of Office365. [#2210777]

Microsoft Outlook is not so good. [#2210900]

Problems with scheduling for others using Office 365. [#2210971]

The one time someone supposedly selected a calendar invitation for me, I saw no evidence of it until later when I had to search for it. This shouldn't be necessary for staff members who don't get a lot of invitations if those invitations are important. They should pop up or go to an email. [#2211022]

This is not the fault of technology, rather of training. Some people just do not know how to use an electronic scheduling system. [#2211178]

Tmail had the capability of showing me when employees were available for meetings. Volmail does show me, but it takes a long time to load and is not specific about who is not available. [#2211352]

Current ability it poor. Common for people with Macs to have difficulty scheduling with PCs-for example, a couple of my colleagues cannot schedule with me, or see my calendar, unless I give them full access. I would also like to be able to give students access to my calendar (I'm considered staff, not faculty). [#2211378]

Office 365 is not user friendly and i have not been able to figure out how to send myself reminder emails from the calender [#2211557]

Insure that all UT employees statewide are available for appointments/calendaring. Not true today. [#2211625]

Here again, this is not really an issue that OIT can necessarily address. My problem in using calendar services is that not many others in my program use it. Perhaps, again, more advertising on the types of services and training would be helpful. [#2211644]

Not easily done on Office365. [#2211704]

I use a Mac, and it doesn't always play nice with Office365. I need to schedule meetings with non-UTK folks as well which can be difficult. [#2211961]

I love Office365 and its calendar, but I didn't figure out how to put email event invitations, that are not Office365, to my calendar. I may need to check your Knowledgeable. [#2212197]

Gmail or Doodle. [#2212282]

Not OITs fault really that not all staff and faculty use Outlook calendar. That would make setting meetings easier [#2212794]

Can't cync outlook calendar with cell phone calendar. [#2212836]

Hard to see the calendars of individuals in other offices that I need to connect with. [#2212952]

IN order to invite someone to edit a calendar, you MUST use the online interface - shared editing cannot be done through the desktop Outlook interface. This is very frustrating. [#2213219]

This definitely needs a lot of work. I would love a better system for coordinating meetings with people in multiple departments, and we desperately need a different system when those scheduling issues include students. [#2216052]

Scheduling appointments is one of the most difficult tasks I face. Most of the problem is due to not requiring people to maintain a current calendar on Outlook. [#2216053]

Online@UT (Blackboard Learn)

I use Blackboard for my graduate program (I'm a staffer taking graduate classes). Blackboard is pretty clunky and could use a good bit of streamlining. Every instructor uses it differently which can be a headache. [#2210486]

I would like to see more options available on the mobile platform. Sometimes I cannot open things or access features via mobile that would be very helpful. [#2210642]

For the most part I need professional help changing content. It makes it less dynamic than maybe it could be. Also, I need better reporting out of blackboard to compare those who should have taken a course with those who did. [#2210643]

I have a hard time navigating it as an FYS instructor so I don't use it. [#2211105]

Online@UT does not work well enough to use important features such as submitting assignments for grading, primarily when a student is a Mac user. Also does not work well with fillable pdfs. Its a little clunky, e.g., delays after pressing Enter when entering grades. Last fall one of my courses seemed to automatically develop new columns for assignments each time I entered new grades for that assignment, resulting in having to view multiple columns for each student's grade. Accessing good help for Blackboard is less certain than general IT help. I'm not sure going to a new provider will necessarily be better. Blackboard is better than the home-grown system we had at my previous Top 25 university. [#2211378]

Many ongoing glitches with posting class readings and printing options. [#2211749]

One problem with Blackboard: Blackboard. When are we getting Canvas? [#2212282]

I hope we change to something else. It's also not user-friendly. [#2212403]

In my opinion Blackboard is very cluttered and not user friendly. Information is often difficult to find. [#2212652]

Blackboard is incredibly time-wasting to use as a platform to host online training. It's tedious and inefficient to create and edit content, and it's very limited in the reports you can extract from the system. Not impressed at all. [#2212985]

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n/a [#2213004]

This works well for schooling online. This is a ridiculous system for resident courses. I have found I spend more time online with resident course than online course. [#2213024]

Blackboard, at UT is lame and feels antiquated. It forces certain teaching interactions and does not easily or well support others. [#2213219]

UT System Services (IRIS, ANDI, TERA) - fac/staff only

i just have heard complaints from my colleagues. the only complaint i had was when i got hired my information took forever to get in iris and then was wrong and had to be revised. [#2210292]

It may not be possible for a host of reasons, but I would love to be able to access my payroll statement via a mobile device. [#2210303]

System needs to hire additional IT staff to write reports and customize IRIS. We know that IRIS is capable of providing the information we need but we don't have the manpower to get it done. That's sad. [#2210328]

IRIS is hard to use, and there is hardly any training references to use it. [#2210333]

I need access to ANDI but Foundation will not grant access. Having access to Gift Agreements is useful in order to properly know the types of expenditures that can be charged to a gift/restricted account. There needs to be a tool that all departments can access their Gift Agreements. IRIS needs to open up tables for read-only access. Only when we can link directly to the tables, we can design ways to access data in a timely manner. Constantly running reports in IRIS, then downloading the data is time wasted. Having read-only access to the tables would be more efficient. [#2210344]

Difficult to find things on website and some of the training materials seem outdated. I think Camtasia or similar videos would be more effective. Not sure there is a good understanding of the needs of functional users. [#2210356]

I don't know how to improve, but here is my complaint: My only complaint is that it is very slow; especially when trying to run reports. Maybe I am too hard on this topic, but it is forcing me to improve my patience. ;) [#2210407]

SUPER remains slow to use. [#2210428]

IRIS help is crucial [#2210464]

The ERP systems work well in their Silos, however to be effective the ERP systems should be able to integrate and data should be available for use in reporting [#2210524]

The access to ANDI is quick and easy on my stationary computer when I'm connected to the network directly. However, I have some challenges with my connectivity when trying to gain access during corporate visits, or working on Wi-Fi. [#2210548]

IRIS is absolutely a terrible tool. I feel it is designed to create IRIS specialist which makes it impossible for you average person to use intuitively. [#2210643]

IRIS layout is painful, usually very slow, not very easy to find anything. [#2210703]

I did attend an IRIS (HR) class recently and was told I would have to "stay after class" to answer my question. Others had the same question. I do NOT "stay after class" like a child when he had plenty of time to answer the question. Class was helpful until that point and then I was totally pissed. Do NOT belittle employees. The question I asked was the main reason I attended the class - along with several others. [#2210704]

Iris is not user friendly. Very difficult to figure out how to find what you need. Maybe more learning options. [#2210731]

Why do we still not have this group in Banner???? [#2210777]

Trouble shooting help for IRIS problems is improved but still a little slow in coming! [#2210841]

I only use IRIS. It feels like a program that has grown as the university has grown. It feels antiquated compared to other systems that are out there. [#2210987]

IRIS COULD USE BETTER NAVIGATION TOOLS, NAMING CONVENTIONS, TRAINING MATERIALS. [#2211072]

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difficulty with generating new reports as needed. Training on how to modify existing reports to my needs. [#2211152]

IRIS is a "work in progress" and needs so much reprogramming in order to give us the data we need for personnel decision-making. Getting new and better reports from IRIS is a high priority in HR and I hope funding will allow this goal the support it needs. [#2211178]

The IRIS system is user friendly enough. Minor mistakes can not be corrected without notifying the treasurer's office to reject the request. It is difficult to learn and if you are not frequently using the system you must relearn it each time a payment reimbursement request is submitted. The errors notes are not always clear enough. [#2211194]

IRIS needs to be able to tell us how many faculty have doctorates in which field and so forth. We need more particulars about our faculty to help with funding and budgets and so forth. [#2211281]

IRIS: inefficient software/utilization. One example: When scheduling future termination date for employee, must GUESS at the remaining leave. If leave is taken (and entered in IRIS) after "guessing" the amount of payout leave does NOT automatically update/calculate based on entries. Results in overpayments and/or delayed processing. Information re: salary, benefit amounts, varies from report to report, no consistent percentage amount on SAME employee. Just a few examples. [#2211356]

I don't think I can access ANDI as an associate dean, nor do I believe can our DHs. Administrators should be able to access. We should also be able to access our Development account information as it will help us make better use of such funds, thereby better stewardship, and help build a culture of Development. IRIS, and the IRIS training I've had, is awful. The IRIS program is completely illogical, and the icons are too tiny to really tell what they are indicating. TERA-PAMS worked well, it has been replaced and my scant use of it since its replacement seems OK. [#2211378]

IRIS and especially IRIS on a mobile interface is horrible. [#2211467]

More staff is needed to provide timely and accurate reports from ANDI. [#2211542]

IRIS is not very user friendly. You have to go through a lot of links to get to commonly used pages. [#2211704]

In IRIS I can no longer highlight then type over. It seems to not hold the highlight area. TERA - Cayuse - This system needs to be more user friendly. Search availability. We have hundreds of proposals and awards to page through to find what we are looking for. The sort works only until you click on a specific item. Then it goes back to default. [#2211806]

IRIS needs to be open to direct db queries. [#2211931]

I was hired by two departments at the same time and had 3 different NetIDs/personnel numbers created for me. It took weeks to get this sorted out, which caused me to not be able to get a parking pass, badge, etc. [#2211961]

I was here before IRIS. I feel it is so much better than before. [#2212078]

IRIS is still a bit of a mystery. Steep learning curve. Staff very helpful. [#2212171]

Cayuse is a step backwards for the University. No reports, pages load in 5 -10 seconds, it doesn't talk to IRIS so we have to request that personnel be added and that can take a week, there is no notification when someone is added so we have to guess when they can enter their proposal. The dashboard starts with the oldest items when most work is done on the newest items. [#2212177]

There has to be less cumbersome and break-resistent solutions to what system services are trying to do. I loathe every time I have to use any of these systems. [#2212282]

IRIS is awful. IT's a special skill set with very specific training needed. Not intuitive at all. [#2212403]

The use of ANDI, at even a very basic level, on a mobile device or via a mobile app would be a big improvement. It would especially enhance my ability to perform my job while traveling. Which is very common. [#2212608]

IRIS is an animal in and of itself. Just like Outlook it works when it wants to. [#2212745]

IRIS changes have occurred and I haven't known where to look for information I can understand easily and I have had to go through trial and error process, which is not time efficient. I also do not know who to contact about IRIS when I need some guidance, so I try to call on a counterpart in another office. The training program I attended years ago was way over my head. [#2212811]

IRIS is poorly designed [#2212836]

This system could still be more user friendly [#2212885]

IRIS must become more MAC friendly. IRIS has been around long enough that the MAC issue should be solved or at least UT provided work arounds. 4-5 IRIS users in my department are MAC users. [#2213168]

An explanation of these systems during new employee orientation would have been helpful. [#2213169]

Need a better data warehouse [#2213348]

I want to compliment the OIT helpdesk for their efficient and timely help. Now if we could just get IRIS helpdesk to duplicate the fantastic customer service of the OIT helpdesk! OIT has a PERSON on the other end who immediately responds to my individual need(s). IRIS helpdesk is an all email transaction is is not nearly as effective. [#2213350]

I have been told they don't "talk" to each other which can create complications for development work. ANDI, should have a trip builder add-on for planning trips. We are still primarily working off excel sheets and it is very cumbersome and duplicative. [#2213363]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

There needs to be a way to look at student information without having to have three or four things open at once. [#2210301]

Areas of Banner need to be updated to support the deviation in Online Student vs F2F students. Not having the ability to separate the two pools impacts reporting capabilities. [#2210524]

Gradesfirst is a horrible system full of glitches and isn't good at what we're trying to do with it across campus. [#2210596]

MyUTK is not well laid-out. It is also annoying how almost every link leads to a new tab or window. But, of most of the university's websites, this one is not so offensive and at least looks like it was updated in the last ~3 years. [#2210703]

Banner is fussy to use. [#2210708]

I know we do the best with what we can with Banner. And that Banner is such a complex system it does awesome most of the time. Just seems that when we need it the most or are extremely busy is when we have bigger issues. [#2210742]

Banner is really confusing until you sit down and mess with it. Even then it still takes some adjustment, and you typically only understand the processes you need to know. [#2210906]

Banner is a system that is not at all user friendly. I waste more time using that system than any other system. [#2210983]

I have used our online registration and schedules in the past; not recently. I have however looked at the class schedules and availability and the system works very poorly. You can't narrow your selections to particular days, hours, classes and have it give you "anything" back. I have heard others say the same. [#2211022]

INB IS HORRIBLE. SSB IS ADEQUATE BUT TAKES WAY TOO MANY CLICKS TO NAVIGATE. ARGOS IS TOO SLOW GENERATING REPORTS. [#2211072]

We can't have these systems go down when we are advising students. We have nothing to go on. [#2211105]

The registration process could benefit from serious usability testing and improvement. [#2211216]

Banner constantly seems to have issues. As much as it is utilized by faculty, staff, and students, there should be more attention placed on improving this software. Employees could be much more efficient with their time if either a better system were in place, or if our current system could be drastically improved. DARS is a great tool, but shouldn't there be software out there that automatically knows what a student is majoring in and what their catalog year is without us having to enter that information each time? Again, this is not the most efficient use of our time as employees. [#2211297]

I'm seeing too many systems being developed and faculty are having a hard time keeping up with the changes. I don't know if there's an easy solution. [#2211378]

It was easier to generate a report from the old CMS system than it appears to be from Banner. [#2211453]

MyUTK is the only one I know, and it is not updated during the term. So, it is kind of obsolete. [#2211538]

INB has far too many manual entry functions. I've had to load upward of 130 students for specific reports - and if one thing is not correctly clicked the submission must be resubmitted. I wish we had more simple interface and drag and drop options when running batch jobs. [#2211814]

The system is awkward and clunky, and likened to paper forms from 2 generations back. [#2212258]

Until I can do all of this...EASILY...on my phone/tablet, OIT will be behind the times. [#2212282]

Banner is fine. DARS is ok but reads like a report. Is that good for students? My UTK isn't useful for everything--should be more of a 'one stop' [#2212403]

There are definitely ways to improve the Banner system. We complain on a regular basis to Jennifer Hardy on the way Banner generates reports. It's sloppy and time consuming for the end user to we have to regenerate reports constantly and then clean up the report (resize, delete columns and re-space to fit on one page - a total waste of our time and a frustrating process. We have also complained to Joel Reeves in the past. [#2212727]

For DARS, why is every instance a What-if. The system has the ability to know the student's college, degree, major, concentration, and catalog year, just from the ID number. The What-If function should not be the default. It should be available IF the student is interested in exploring the requirements for a different major. [#2212934]

I think it would be helpful to run a department schedule and combine several years semesters. Is that a possibility. It would be helpful when planning future curriculum offerings. [#2213187]

MyUTK has several massive lists of things at the bottom of th apge and I can see NO rhyme or reason for which thing is in wich list and I spend 5-10 minutes looking for stuff ALL the time. OH, and don't get me started about the graduate student web site - just ick. [#2213219]

The data in GradesFirst isn't always accurate. Students who are not enrolled are included. The communication between Banner and GradesFirst appears to not be clean. [#2213255]

Need help to integrate how Banner downloads information into an EHR to get the most out of our system. [#2213322]

Many systems, not a good way to access all data relevant to a subject or topic [#2213348]

Ability to access institutional/departmental reports to make data driven decisions

Reports are archaic. The data is in the system but there isn't a report to pull it out. We have to resort to basic data pulls so we can sort it ourselves. [#2210328]

It would be nice if instructions on accessing departmental reports were more widely available. [#2210331]

Sharing data to multiple departments is important, but when departments can't access the same drive, how can you share data without having to send it via email? Wasted time, wasted server space. [#2210344]

Information regarding IRIS reporting capabilities should be improved. Where is this information available? [#2210422]

Need to not have to go through so many layers to get one report produced [#2210464]

AUS data is incomplete. It is inefficient to have college/department staff compiling data that already exists, but is not published. [#2210524]
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takes alot of time requesting reports from SERA and waiting on those reports [#2210640]

I don't even know what data is available. Is this a training issue? Lack of understanding on my part? I also think there are barriers to accessing data. [#2210643]

I am not aware these reports exist or where to find them [#2210709]

We need more analytics software. [#2210900]

Need ANDI to create fundraising reports that drill down to departmental funds of all approaches (annual giving, major giving, endowments) [#2210945]

Personally, I don't think policy, financial, legal, structural, managerial, contract, or administrative information are shared very openly at UT. Even when a person wants to help save UT, the state, and taxpayer money or improve,they can't. There hands are tied by UT administrators. They are even threatened in my observation. [#2211022]

Better reporting tools to pull information with. [#2211069]

SAME ISSUES WITH ARGOS REPORTS [#2211072]

I gave a low rating for this question because of IRIS' impressively bad usability and the inability of various departments to send enough data to it to allow proper reconciliation (e.g. reconciling Banner transfers against a department's internal systems, or a listing of IRIS charges from Facilities Services against work orders in Archibus), but I do not believe that these factors should reflect poorly on OIT. IRIS is administered by the UTSA and Archibus by FS' Communications and Information division, and it would be great to close the feedback loops for those systems by surveying them separately. [#2211089]

IRIS is difficult to use and sometimes takes a while to provide the needed information [#2211093]

Having to wait one week to receive a report seems like a long time. It would be nice if reports could be delivered in a more timely fashion. [#2211297]

OIRA data are getting much, much better--more reliable, and more data. I find OIRA to be consistently striving to improve--their staff and administration listen and work on solutions. Ultimately, much of our fact book data needs to be open access, at least for faculty and staff. Currently, most of it is limited to upper administration and a lesser amount for DHs. [#2211378]

See next item. [#2211453]

This is something that I have been hearing about for years but have never actually seen much in the way of deliverables. Just recently I learned about being able to look at student enrollment data for the past three years via the OIRA factbook and it was very useful information in a recent funding decision. I would love to see more tools like this available or even tools that exist somehow advertised. [#2211458]

We need a dashboard that can be used to pull whatever reports we need. [#2211464]

SUPER is difficult to manage. You cannot alter indicators even when a program has changed or has been dropped. [#2211473]

This should be designed by the university, for the university, without the participation of private corporations. [#2211538]

IRIS needs to be more current. Payroll, STVs, specifically. We cannot budget accurately when we are working with reports that can only show information that might be 2 months behind because payroll hasn't processed or the STV can't be processed because the timing of payroll and effort certification. [#2211806]

I have access to reports but the process to access said reports is time consuming. What should take a few clicks of the mouse can take several steps to get the reports I need (roughly 4-10 minutes) depending on the specific report. [#2211814]

Banner-driven or other on-demand reports [#2211851]

I think reports that are not in privacy violations should be accessible [#2212051]

Where can one go to access these reports and what reports are accessible. [#2212121]

Cayuse reports are non-existent I cannot do unit or college reports for our Dean or Annual Report. IRIS reports are not always easy to download to Excel spreadsheets. The IRIS reporting has been improving but still has a ways to go. It would be helpful to have more instructions on using a report online. [#2212177]

I have no idea how to access these reports. Where is this information posted? [#2212197]

This process is a bit convoluted, and has become more so with forcing Wordpress into service as a CMS. There are *far* too many pages that cannot be found, have been moved, do not show up in searches, etc. [#2212258]

No access whatsoever. [#2212282]

Same as #1 [#2212311]

Data is not easily accessible. You have to find a person to run data reports on student data. The offices / the people are great but could there be a 'self-service' level of data? [#2212403]

Argos is particularly problematic for me. The first time I used it to pull a report it was very time consuming due to figuring out the right browser to use, the java settings, and it is very slow to load everything. [#2212652]

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n/a [#2212713]

Completely inadequate. I schedule classes for English. Cannot get SAIS data in any sort of timely or correct manner, cannot easily get orientation data to allow appropriate numbers of sections. Each semester is a total guessing game. [#2212727]

UT lacks adequate management reports to provide the required information to make informed decisions [#2212769]

IRIS [#2212836]

Access to reports is simply atrocious. [#2212934]

Very Important [#2213249]

It takes a long time to get data that we need. There should be more reports that departments have access too with data to help with making decisions. [#2213255]

I would like a better system to be able to communicate with other Academic Advisors, Academic Coaches and Faculty. We all work with students as staff members we should be able to communicate with each other to better serve the student. [#2213265]

There is no aggregate website for all available reports. SAIS is all i am aware of. If there are other sites with data, our Department admins would love to know about them. But nobody wants to log into three different 'services' or campus reporting units to find reportable data. [#2213310]

Difficult to get the data in a timely and orderly fashion [#2213348]

I simply wish it were easier to utilize SERA. [#2216052]

A general problem with IRIS and other systems is that they did not standardize the methodology for accessing data. This makes using the systems hopelessly non-intuitive. [#2216053]

Apps@utk.edu (apps.utk.edu application server / virtual computer lab)

Keep them coming. [#2210464]

Would like to see Apps@utk.edu offer access to more applications and full virtual work environments to faculty/staff. [#2210628]

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did not know anything about this [#2210640]

I didn't know this existed or what it does. [#2210643]

Provide an FAQ and a more robust interface. [#2210688]

Browser issues with updates and compatibility sometimes [#2210824]

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it goes off at times, gets crowded [#2211156]

At https://apps.utk.edu/vpn/index.html under Admin, I use VCenter_6_0 which has a problem with using the desktop credentials. If I login with desktop credentials (I have done this for years), then I am not able to search for virtual servers. If I manually login as suggest by the helpdesk, then I am logged out in a very short period of time (less than an hour). Then the helpdesk suggested that I use https://vcenter.utk.tennessee.edu/vsphere-client/?csp, but the virtual display is almost unreadable. I have gone back to login with my desktop credentials and find my virtual servers manually. I would be nice to have this fixed. [#2211352]

I know nothing about this service, but it sounds like something that could be extremely useful. Again, making staff more aware of services and how to use them would be beneficial. [#2211644]

I have been told that Origin isn't always available on Apps, i don't use Origin but more licenses may be needed. [#2212145]

Service is OK...its kludgy, so if you can find a better platform that doesn't make me jump hoops to save, etc...that would be great [#2212282]

I am not even aware of this service. [#2212811]

I have no idea what this is. [#2212828]

LiveOnline@UT (Blackboard Collaborate) virtual classroom environment support

I wish Bb didn't kick you out of a live class while the class was occurring. I also wish there were a way to go back and review old classes for studying for comps purposes. [#2210324]

This is better now switching to Zoom, but Blackboard Collaborate was always awful, and was difficult to keep working. [#2210333]

Bb Collaborate is no longer being used. Zoom is better in many ways, especially when it comes to app sharing. It would be nice to have the chat window as part of the main window, and to have the ability to indicate to others in the class that you have stepped away from your device (this was available in BbColl). [#2211413]

Expensive and poorly designed. Maybe the university office can come up with some other way of communication. Virtual classrooms are not really that effective. [#2211538]

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doesn't apply [#2212132]

Use Zoom now. Blackboard Collaborate was never used by me, it was too restricting and not at all natural. [#2212282]

We are no longer using Collaborate - but Zoom. [#2213219]

Important [#2213249]

I think this is probably okay on campus, i just despise virtual. My bad. [#2213310]

Customized help with developing course materials and lectures for online teaching.

I had a great experience working with IT on this and understand the faculty focus, but I think there should be HR Employee development involvement in the process for appropriate courses. A partnership established between the two offices maybe? I think it would be good to advertise the process for accessing these services a little more. [#2210643]

If there exists something like this at UT is the best kept secret. So, please, make it public! [#2211538]

I work for an outreach program that works with high school students, and part of our program is to provide blended learning. More training on this would be helpful. [#2211644]
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doesn't apply [#2212132]

I don't need individual or one-on-one help...customized help is help that comes from someone with knowledge of the content and can tailor with my discipline in mind. [#2212282]

Online library tutorials are essential for self-paced learning - even more in the future with transfer students. Accessibility concerns for interactive tutorials - more training needed. [#2212311]

We have had good success developing online courses in the exTol platform. Are there other resources for customized online course development? We need that! [#2212985]

Learning about more technology and apps to help teaching in the classroom. Technology is what our student like we should learn more about meeting student where they are. [#2213265]

No comment. [#2216053]

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)

7.5189 (n=688)

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

6.9809 (n=681)