OIT Satisfaction Survey 2018
for University of Tennessee - Knoxville
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From the Higher Education TechQual+ Principal Investigator

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

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

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

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

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

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

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

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

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

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

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

Muenchen, Bob
Manager
Customer Technology Support
muenchen@utk.edu

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

The data from this survey is presented in multiple ways:

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

Customized help with developing course materials and lectures for online teaching. *Self-reported faculty only.*
LiveOnline@UT (Zoom) virtual classroom environment support *Self-reported faculty, students, staff, not declared only.*
Official University Email - Office365, Gmail (available to Students 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.*
Online@UT (Canvas) *Self-reported faculty, students, staff only.*
UT System Services - IRIS *Self-reported faculty, staff only.*
UT System Services - ANDI *Self-reported faculty, staff only.*
UT System Services - Cayuse SP/424 *Self-reported faculty, staff only.*
File Storage (TStorage, OneDrive, GoogleDrive) *Self-reported faculty, students, staff, not declared only.*

Additional Questions

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

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

a) 
   b) 

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

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

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

**Total Population / Respondents**

<table>
<thead>
<tr>
<th>Population Size (N)</th>
<th>Respondents (n)</th>
<th>Respondents (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Completion Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3521</td>
<td>2024</td>
<td>57%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n)%</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>749</td>
<td>25</td>
<td>3%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>374</td>
<td>277</td>
<td>74%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1014</td>
<td>802</td>
<td>77%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1357</td>
<td>920</td>
<td>67%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3521</td>
<td>2024</td>
<td>57%</td>
</tr>
</tbody>
</table>

**Attribute: Sex (self-reported)**

<table>
<thead>
<tr>
<th>Attribute</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n)%</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>804</td>
<td>65</td>
<td>8%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1716</td>
<td>1185</td>
<td>69%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1001</td>
<td>774</td>
<td>77%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3521</td>
<td>2024</td>
<td>57%</td>
</tr>
</tbody>
</table>

**Attribute: Age Group (self-reported)**

<table>
<thead>
<tr>
<th>Age Group</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n)%</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>968</td>
<td>177</td>
<td>18%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>987</td>
<td>665</td>
<td>67%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>461</td>
<td>336</td>
<td>72%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>317</td>
<td>245</td>
<td>77%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>325</td>
<td>241</td>
<td>74%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>463</td>
<td>360</td>
<td>77%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>3521</td>
<td>2024</td>
<td>57%</td>
</tr>
</tbody>
</table>
**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 $H_0: \text{Adequacy Gap Score} = 0$. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that operates reliably. Adequacy Gap Score = 0.19; N = 2223; P = 0.00</td>
<td>Having adequate cellular (or mobile) coverage throughout campus. Adequacy Gap Score = -0.13; N = 2155; P = 0.01</td>
</tr>
<tr>
<td>Having an Internet service that provides adequate capacity or speed. Adequacy Gap Score = 0.33; N = 2190; P = 0.00</td>
<td>UT System Services - IRIS Adequacy Gap Score = -0.17; N = 715; P = 0.02</td>
</tr>
<tr>
<td>Having Web sites and online services that are easy to use. Adequacy Gap Score = 0.28; N = 2036; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having online services that enhance the teaching and learning experience. Adequacy Gap Score = 0.46; N = 1683; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having technology services that allow me to collaborate effectively with others. Adequacy Gap Score = 0.48; N = 1926; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having systems that provide timely access to data that informs decision-making. Adequacy Gap Score = 0.26; N = 1790; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. Adequacy Gap Score = 0.26; N = 1680; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution of technology problems that I am experiencing. Adequacy Gap Score = 0.34; N = 1934; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who have the knowledge to answer my questions. Adequacy Gap Score = 0.35; N = 1885; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving communications regarding technology services that I can understand. Adequacy Gap Score = 0.56; N = 1884; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that increases my effectiveness with technology. Adequacy Gap Score = 0.58; N = 1834; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>LiveOnline@UT (Zoom) virtual classroom environment support Adequacy Gap Score = 0.54; N = 995; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Official University Email - Office365, Gmail (available to Students only) Adequacy Gap Score = 0.47; N = 1722; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
Online@UT (Canvas)
Adequacy Gap Score = 0.17; N = 1282; P = 0.00

UT System Services - ANDI
Adequacy Gap Score = 0.30; N = 188; P = 0.03

File Storage (TStorage, OneDrive, GoogleDrive)
Adequacy Gap Score = 0.47; N = 1538; P = 0.00
Data Charts for All Respondents

Below are the charts for this view of the survey data.
Data Tables for All Respondents

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis $H_0: \text{Adequacy Gap Score} = 0$. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

### Connectivity and Access

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.32</td>
<td>8.76</td>
<td>7.51</td>
<td>0.19</td>
<td>-1.25</td>
<td>2223</td>
<td>0.00</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.26</td>
<td>8.72</td>
<td>7.59</td>
<td>0.33</td>
<td>-1.13</td>
<td>2190</td>
<td>0.00</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.22</td>
<td>8.66</td>
<td>7.16</td>
<td>-0.06</td>
<td>-1.49</td>
<td>2165</td>
<td>0.18</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.15</td>
<td>8.57</td>
<td>7.03</td>
<td>-0.13</td>
<td>-1.54</td>
<td>2155</td>
<td>0.01</td>
</tr>
</tbody>
</table>

**Legend:** Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### Technology and Collaboration Services

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>6.95</td>
<td>8.48</td>
<td>7.23</td>
<td>0.28</td>
<td>-1.25</td>
<td>2036</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>6.65</td>
<td>8.19</td>
<td>7.11</td>
<td>-0.46</td>
<td>-1.08</td>
<td>1683</td>
<td>0.00</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.82</td>
<td>8.26</td>
<td>7.30</td>
<td>0.48</td>
<td>-0.96</td>
<td>1926</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.03</td>
<td>8.39</td>
<td>7.29</td>
<td>0.26</td>
<td>-1.11</td>
<td>1790</td>
<td>0.00</td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>6.77</td>
<td>8.29</td>
<td>7.04</td>
<td>0.26</td>
<td>-1.25</td>
<td>1680</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Legend:** Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
## Support and Training

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

### # When it comes to...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>7.28</td>
<td>8.62</td>
<td>7.61</td>
<td>0.34</td>
<td>-1.01</td>
<td>1934</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>7.41</td>
<td>8.64</td>
<td>7.76</td>
<td>0.35</td>
<td>-0.88</td>
<td>1885</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>6.93</td>
<td>8.29</td>
<td>7.48</td>
<td>0.56</td>
<td>-0.81</td>
<td>1884</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>6.61</td>
<td>8.10</td>
<td>7.20</td>
<td>0.58</td>
<td>-0.91</td>
<td>1834</td>
<td>0.00</td>
</tr>
</tbody>
</table>

### Other Important Information Technology Services

Assesses other important IT service outcomes on campus

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Customized help with developing course materials and lectures for online teaching. Self-reported faculty only.</td>
<td>6.77</td>
<td>8.18</td>
<td>6.56</td>
<td>-0.21</td>
<td>1.62</td>
<td>132</td>
<td>0.31</td>
</tr>
<tr>
<td>15</td>
<td>LiveOnline@UT (Zoom) virtual classroom environment support</td>
<td>6.63</td>
<td>8.11</td>
<td>7.16</td>
<td>0.54</td>
<td>-0.95</td>
<td>995</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Official University Email - Office365, Gmail (available to Students only) Self-reported faculty, students, staff, not declared only.</td>
<td>7.44</td>
<td>8.63</td>
<td>7.91</td>
<td>0.47</td>
<td>-0.72</td>
<td>1722</td>
<td>0.00</td>
</tr>
<tr>
<td>17</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>7.15</td>
<td>8.48</td>
<td>7.23</td>
<td>0.09</td>
<td>-1.25</td>
<td>1448</td>
<td>0.07</td>
</tr>
<tr>
<td>18</td>
<td>UT System Services - Canvas Self-reported faculty, students, staff only.</td>
<td>7.08</td>
<td>8.44</td>
<td>7.25</td>
<td>0.17</td>
<td>-1.19</td>
<td>1282</td>
<td>0.00</td>
</tr>
<tr>
<td>19</td>
<td>UT System Services - IRIS Self-reported faculty, staff only.</td>
<td>7.35</td>
<td>8.50</td>
<td>7.18</td>
<td>-0.17</td>
<td>-1.32</td>
<td>715</td>
<td>0.02</td>
</tr>
<tr>
<td>20</td>
<td>UT System Services - ANDI Self-reported faculty, staff only.</td>
<td>6.61</td>
<td>7.71</td>
<td>6.91</td>
<td>0.30</td>
<td>-0.79</td>
<td>188</td>
<td>0.03</td>
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<td>21</td>
<td>UT System Services - Cayuse SP/424 Self-reported faculty, staff only.</td>
<td>6.74</td>
<td>7.96</td>
<td>6.54</td>
<td>-0.20</td>
<td>1.42</td>
<td>254</td>
<td>0.11</td>
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<td>22</td>
<td>File Storage (TStorage, OneDrive, GoogleDrive) Self-reported faculty, students, staff, not declared only.</td>
<td>7.03</td>
<td>8.37</td>
<td>7.50</td>
<td>0.47</td>
<td>-0.87</td>
<td>1538</td>
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Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Suggestions from All Respondents

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

The wi-fi (eduroam) doesn't always seem to work consistently. It drops a lot, and I often have trouble connecting back to it via my phone once I've lost it. Of course, a quick call to OIT helps me resolve this issue, but it's not easily done without that phone call because I'm not a skilled tech whizz, and it would just be nice if the wifi had less issues dropping out or being slow when I'm on the boundaries of campus or walking through dead spots. [#2711526]

WiFi was down for a bit one time (last week). I don't know what could be done to improve the matter because I don't understand the cause of the problem [#2711604]

Wi-Fi does not work reliably anywhere I need to work. Ethernet is more reliable, but not without its moments [#2711616]

The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

Not sure how to improve this, but there is often a delay in calling up a program or programs "hang"... (Adobe, Word, Excell). Often I cannot login (screen won't "wake-up" in response to keyboard/mouse). Trouble with mapping to Google drive. There are two ways and neither stays connected for very long. [#2712248]

Doesn't always work well in some buildings on campus [#2712265]

Wireless connectivity in the Jessie Harris Building is still sub-optimal. We need stronger signals in our conference rooms and offices. [#2712266]

Spotty [#2712301]

Very poor internet service outside of classrooms. Ped walkway and other places that "pick up" Wifi have unusable wifi. [#2712336]

Improve the internet quality so that it can better handle the increasing amount of users [#2712344]

WiFi for my phone doesn't automatically connect in the library. [#2712415]

This year I have had a lot of problems with the internet. It seems that every time I go to a new building I must disconnect then reconnect to the wifi in order for it to work. [#2712419]

Internet doesn't even work on my phone lol [#2712465]

The service is already great! Just maintain it. [#2712487]

Same as above. [#2712506]

that would be great [#2712534]
Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection. [#2712602]

There was one major outage this spring. While I recognize that outages happen, this one took several days to fix and there was NEVER an email sent with notification or updates. This is unacceptable. [#2712635]

I would like the internet to work and not have to wait for things on canvas to load for so long. Also it would be great if videos and streaming wouldn't need to buffer every couple minutes [#2712679]

Don't know if this applies here, but when I sign on each day, it does not default to the more secure eduroam, so I have to remember to select that so that I am not using the public route. I sometimes forget. [#2712703]

Un-reliable internet in the veterinary teaching hospital [#2712715]

Nope. [#2712719]

It is virtually impossible to do my job without internet access. [#2712755]

It is near impossible to maintain a connection while walking across campus. Even short distances such as the library to HSS. Also, the network decided that my phone was not a registered device, but told me it was already registered when I try to reconnect. Also, when my phone did connect, I found myself constantly disconnecting and reconnecting to regain signal [#2712780]

I live in white hall and my router will only work for about 30 minutes at a time and when i've tried to file a maintenance check I was told I was wrong and that my wifi was actually working when clearly it wasn't. So to start OIT can at least fix a problem when one is presented. [#2712791]

Typically, UTK Wifi is reliable. However, the other week it has issues and it seems that at least once or twice a semester it'll go down for no apparent reason. [#2712816]

Still dead spots across campus; I don't know the "how" behind what it takes to fix the problem, but it would be great to get service in all levels of all buildings (student union is an example). [#2712914]

A reliable service is needed to continue processes and systems operating smoothly. When internet service goes out tests, quizzes, and information is lost. [#2712916]

Wi-fi is spotty and finicky. For instance, I've recently received messages telling me I have to register my device. When I go through the steps again, I'm told it's registered... and so I can't get into it because it sees my device as unregistered. [#2712943]

Eduroam hasn't been working consistently for various people and the OIT helpdesk has been unable to help. [#2712945]

It seems that both ut-open and eduroam were in a much more reliable state around this time last year, and even better around two years ago. Perhaps my standards have been raised with time but I have been booted off of internet connection several times on multiple devices - reconnecting requires me to
turn wifi off and then on again on my machine. I never really faced this issue until the Fall Semester of 2017. [#2712969]

See question above. [#2713026]

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid. [#2713027]

It works well on my computer but can be extremely unreliable on my cell phone. [#2713044]

The only real issue with service is the wifi its halfway wants to work and slower than waiting on christmans [#2713082]

I don't know how the wi-fi bubbles work around campus, but there seems to be a few dead spots around Melrose Ave. and north of Cumberland until Vol Hall (not sure if that's actually on campus but my phone tries really hard to connect there like it can almost get service); there's been some issues with having quality connections and speed in Vol Hall over the last semester - it just seems to fluctuate occasionally between the normal, good internet and exceptionally slow connections. [#2713090]

If you walk from one place from another place within the campus.. Most of the time you need to turn off and turn on the WiFi to connect to ut-open. Otherwise it does not work. This is a very inconvenient thing I have faced [#2713117]

I'm not sure this needs to improve other than to keep the service at it's current level or better going forward. [#2713134]

I cannot rely heavily on the wifi and find myself using more data than I need to [#2713162]

Setting up a more reliable wifi connection throughout canvas. Also, make sure students know about the secure wifi that is offered to them (eduroam). [#2713186]

See comment above. [#2713195]

active directory appears to be slowing my computer substantially. [#2713231]

This is important and the other day I wasn?t able to connect to the WiFi for some reason and I had to use my data plan . Sometimes it?s hard to use the connection at different parts on campus. It?s like it?s not strong enough ? [#2713238]

Pretty reliable [#2713249]

n/a [#2713253]

There are areas around campus (including in my dorm room) where I lose wifi signal and/or cell service. I don't know how this might be improved, but I am not alone in this experience. [#2713265]

HPER gym 202b has no to poor WIFI connection. Over 108 students use this space a daily and would like a better/strong WIFI connection. [#2713276]
eduroam seems more reliable now than WiFi has been in past years, except for DNS blip last week. [#2713305]
-----
n/a [#2713345]
-----
Stop kicking my PC off the Wifi every five seconds [#2713377]
-----
There are some 'dead spots' on campus where the internet connection fails to work. It could be from being in between routers inside the buildings or something but the internet will stop working for so long that I'll fully disconnect my device for a while before attempting to continue use of the internet. [#2713390]
-----
The internet is pretty good; however, sometimes eduroam is not too reliable. [#2713425]
-----
N/A [#2713443]
-----
Quality of WiFi available on campus could be vastly improved. It is often slow and inaccessible [#2713466]
-----
Not all of the bus stops have wifi availability, and while I realize some aren't feasible, the stop by Thompson Bolling Arena should probably have access. [#2713509]
-----
I notice the wifi dropping from time to time. I'm currently having issues with my laptop but it might be my device, not UT's fault. [#2713513]
-----
my phone and computer constantly disconnect from the wifi [#2713532]
-----
ALWAYS! [#2713536]
-----
The wi-fi on both my iPad and phone goes in and out frequently between buildings. [#2713633]
-----
When a rougher goes out on a non-weekday, have an easier way to get a hold of a technician to fix the problem. I emailed OIT about the problem as directed from the website, from my wired in computer, that the WiFi service was out in my building and it took 3 weeks to get a reply that the service had been fixed. I had, the following Monday after the service went out, asked the building maintenance personnel to find the right person to come fix the rougher that had gone out, and they fixed it within an hour. [#2713634]
-----
My job requires internet access at all times, and when it goes out it can sometimes take longer than preferred for it to be restored. [#2713655]
-----
I get kicked off the wifi all of the time. I have lost a lot of online applications and quiz scores because of the wifi. [#2713662]
-----
I have to re log on ever time i go to a new building. [#2713665]
-----
Everything we do today is on the computer. It must be reliable. [#2713681]
The wi-fi in South Stadium Hall goes in and out. [2713692]
-----
Wireless access is a bit spotty at times but very good usually. Wireless access during games is horrendous. [2713712]
-----
Mobile Devices have trouble maintaining internet connectivity while moving building to building, even when receiving wifi signal [2713752]
-----
Eliminate "dead spots" within the buildings [2713785]
-----
Need at all times. [2713808]
-----
just randomly won't work [2713846]
-----
Increase bandwidth? [2713888]
-----
get the internet to work across the whole campus, not just occasionally inside some buildings. [2713895]
-----
I've had problems with spotty internet service in HSS that causes problems with classroom technology. [2713943]
-----
I often experience significant weight time when accessing network from a change in classroom to the office. I keep trying and eventually get there, which is a positive aspect. [2714001]
-----
Wi-fi is poor. Internet can be very slow at times. I have to disconnect and reconnect a lot. [2714063]
-----
A must since everything we do requires it. [2714129]
-----
none [2714197]
-----
Recently there have been issues with Eduroam that causes issues logging on to computers using the necessary security, etc. [2714264]
-----
Internet service was not always reliable in the HPER building. [2714328]
-----
don't know [2714342]
-----
So often the internet does not work, especially inside buildings on campus... its frustrating when our teachers are asking us to use electronic devices but the internet, that we pay for, is not functioning properly. [2714454]
-----
UT website page load time is more often than not slow. [2714493]
-----
Update the equipment and cabling to the rooms [2714509]
-----
My hardline service works great. I have a really hard time with eduroam connecting, but UT Open has become a good back up. [2714606]
-----
The UT Internet goes in and out so frequently that you are never sure if it is going to work that day. [#2714638]
-----
my internet for my phone has been spotty lately [#2714648]
-----
On campus, the internet has always been reliable. [#2714663]
-----
The Internet connection has been highly unreliable his entire academic year, often freezing and cutting out. [#2714676]
-----
N/A [#2714786]
-----
When it runs I never have a problem so that is good, just sometimes hard to connect. [#2714797]
-----
see above [#2714805]
-----
I can't afford to use data on my phone. If there's going to be a problem with reliability, fix it within a couple days. Internet access is incredibly important to my success as a student. [#2714807]
-----
My job requires me to travel quite a bit. Having secure and reliable internet service on the road (not relying on hotel wi-fi) would be a benefit. [#2714812]
-----
Internet service seems to go out frequently. [#2714862]
-----
On-Demand... Now now now generation... gotta feed the wookie all the time. [#2714894]
-----
I would be extremely hesitant calling the Internet service reliable. Especially in the dorms they appear to be the most inconsistent. [#2714902]
-----
Sometimes the connection isn't stable [#2714906]
-----
Internet speed seems a bit slower than in the past year. [#2714909]
-----
Wifi tends to cut out on certain parts of campus. [#2714916]
-----
Very important [#2714918]
-----
I expect each morning that I won't have to enter my NetID and Password to connect to eduroam. It is frustrating that there is no consistency and more often than not that I have to manually connect to the internet on a university-owned computer. [#2714948]
-----
Band width and speed at UTMC is very limited as is working interface with UT OIT. [#2714965]
-----
Wireless Eduroam access is spotty in HPER. [#2714989]
-----
the wifi can be really slow at times [#2715084]
-----
There are areas of campus where the wifi is pretty sketchy, including parts of the library, where it is arguably most important. [#2715104]

-----

It needs improvement. I was in the library during December of 2017 working on a group paper and we had to turn on a mobile hot spot to continue working as a group because the internet on campus kept cutting in and out. [#2715124]

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The exception would be using Medicat. [#2715144]

-----

My phone would not connect to the internet for multiple days [#2715196]

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Yes [#2715207]

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Fix the ongoing DNS/DHCP issues! [#2715274]

-----

There are certain parts of this campus that have significantly reduced Internet speed and quality than the others. For example, on the hill I've noticed WiFi can be a lot slower than central campus near the library or Haslam. This can become very frustrating and leads me to perceive OIT's services as inferior. [#2715287]

-----

At my internship with System Communications in Andy Holt, I have had some pretty frustrating experiences with upload speed with the VPN. Larger files, but even trying smaller batches didn't help much. Recently (week of February 26, 2018) there were persistent connectivity issues with both UTopen and EduRoam at my practicum with UTK Creative Communications, but OIT was aware and the service reps that answered my calls about it were knowledgeable and assuring. Great service from the kids answering those calls. And I like getting the notification emails about the tickets, because they serve as a record. [#2715298]

-----

Mine glitches out frequently throughout the day, may be our server/may be our internet, not sure which. [#2715308]

-----

Lacking in A&A, the Hill, Thornton Athletic Student Life Center, and Sports Complex [#2715313]

-----

MAKING SURE THAT DEPTS USING THE INTERNET ARE USING THE REQUIRED EQUIPMENT THAT OIT HAS SUGGESTED AND RECOMMENDED AND NOT EQUIPMENT BROUGHT FROM HOME! [#2715338]

-----

N.A. [#2715350]

-----

The UT Open internet requires me to register afresh every time I change my netid password. Registering the same laptop multiple times is frustrating. [#2715416]

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see above [#2715444]

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see above [#2715486]

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So far everything is good for me [#2715521]

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See question above. [#2715565]
See above. [#2715614]
slow at some times and fast at others [#2715658]
Make internet access on smart phones more stable [#2715720]
NA [#2715726]

Kronos depends on the internet, and its reliability is very important to me since clocking in and out is how I get paid. Sometimes Kronos isn't consistent in the time it keeps. I set my watch by Kronos to help prevent any problems, but occasionally Kronos doesn't consistently keep time. It is not frequent (maybe once every couple months, but it is bad when it happens. Recently it clocked me in ten minutes earlier that my watch, then five minutes early out for lunch, then on time returning from lunch, and on time leaving for the day. All in the same day! Others in my department had problems that day, so I know it wasn't isolated to me. It is also frustrating when it is slow to get an internet connection so I can log into Kronos. I know these might seem nit-picky, but this is how I get paid, and that is very important to me. If I didn't pay close attention and have these problems corrected by my supervisor, it could lead to problems with my time/money. [#2715730]

As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and it needs to operate reliably. [#2715758]

most important in all UT buildings [#2715775]

I think operates reliably is pretty high for on campus. [#2715828]
**Having an Internet service that provides adequate capacity or speed.**

sometimes websites load slowly. Not sure if this is an OIT issue or something that can't be controlled. [#2711526]

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I would like to know why, when we have an Internet2 pipeline, that we aren't seeing the kinds of speeds I see when I visit family who live in a Google Gigabit community? [#2711616]

-----

As a video production teacher and Video Production specialist for the School of Journalism and Electronic Media, both capacity and speed are of the utmost importance. I deal with terabytes of data and I don't have all day to wait for transfers. Though I’m savvy enough to know that UT's infrastructure is top of the line, we should keep pushing that line higher and higher. [#2712134]

-----

You should stand up a UT speedtest with iPerf or something. It would be cool. [#2712157]

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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

-----

Please upgrade to Gigabit Ethernet network [#2712195]

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I would love this, but it is often very slow [#2712240]

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I am currently working in Blount Hall, and the speed seems slower than other places on campus. [#2712270]

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Wait for Firefox to come up is entirely too long [#2712301]

-----

The wifi is often slow. [#2712315]

-----

In the older buildings and dorms the wifi is significantly slower and cuts out a lot compared to the newer buildings and dorms [#2712378]

-----

Speed does not seem great [#2712401]

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Sometimes the internet can be very slow but that is understandable because of how many people are using it. [#2712419]

-----

School WiFi gives out when large number of students are using it in one area [#2712444]

-----

In our office we have issues with computers running slowly, which may be related to the H: Drive. [#2712479]

-----

This is also essential for my work. [#2712506]

-----

Occasional problems with device registrations on NetReg. Have had to un-register and re-register devices, have also had DNS errors that prevented registration. [#2712557]

-----

there are times in Dougherty that you cannot check your email because the internet is so slow. [#2712561]
Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection.

Medicat ALWAYS slows down in the afternoons... slows down progress of seeing pts in a timely manner.

The WiFi capacity is not up to date with how big of a campus this is. It slows down because of the influx of people who are attending.

Seems fast and furious, A+.

Move to 1GB, which I believe is happening.

On the third floor of the veterinary hospital: sometimes we either do not have Wi-Fi or the connection speed is terribly slow and class materials cannot be downloaded.

The server is slow to connect via outlook and lags and sometimes crashes when using IRIS.

I've been having issues with the wifi recently. OneStop is always quick and helpful, but I wish I didn't have to rely on them.

Whenever I connect to the internet on my phone, it is never fast enough to actually use and I have to use my data instead.

The wifi is slow and only works some of the time.

Whatever has been going on around campus where I have to continuously turn off and then back on my wifi just to get a picture someone put in GroupMe to load is ridiculous.

Our internet in Communications Building is sometimes unbearably slow.

Speed depends entirely upon location on campus.

Sometimes cellular connection through wifi is not high enough and often lack on certain parts of campuses. Which I know our campus is a huge and that could be a difficulty to provide high speed wireless internet access through our phones but it would be nice because laptops are forgotten some days when you need to accesses the web.

Internet in AHT is sporadic with regard to speed.

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid.

Internet can be very slow in older buildings.

In the afternoons, the systems slow or seem to lockup.
I am an internet brat and am used to extremely high speeds. Though UT's is not dragging horribly, there is room for improvement. [#2713120]

It isn't terribly often that this is an issue & I can't reliably state that it definitely the internet service & not the program or the machine itself that is the problem, but slow downs (bottlenecking) do happen from time to time. [#2713134]

The internet connection in some places is pretty bad in some spots on campus [#2713158]

The internet roams a lot [#2713162]

I believe that many times the "speed" of the Internet is rather inadequate (=slow). [#2713188]

The internet service is not high capacity enough for much of the work I need to do. [#2713195]

each day, when I load the banner stuff, the computer runs very slowly for about 30 minutes, while it loads all the crap that OIT (I guess) is sending via the "active directory". I knew this day would come, since all my company colleagues have to put up with this same limitations, etc.... computer folks believe they must have centralized command and control of all computers, but you know some folks are figure out work awronds, etc... it seems the more OIT gets involved, the slower the internet gets... really.... [#2713231]

Speed is okay it can be better though. Out of a 1-10 I would say it?s a 7. [#2713238]

n/a [#2713253]

The speed of my internet/wifi really fluctuates, and I need this to be more reliable. [#2713340]

I have more problems with this than anything. The wifi here is very slow sometimes, and even then, it only works reliably on certain parts of campus. When I'm walking by the following spots, that's when the wifi is most difficult: Hodges, Student Union, and Austin Peay. [#2713345]

nothing [#2713398]

I don't know how you improve this but internet speed is not where it should be. [#2713430]

The internet is very on and off and never always working making it difficult to access my coursework files. [#2713435]

N/A [#2713443]

making sure that there are not places in the library where the wifi randomly goes out. It can prove frustrating to all of a sudden be studying in the 3 and 4th floors and not have any wifi. [#2713485]

Try to not let there be outages, college students rely on the internet always [#2713536]

usually internet is slow in places like the student union [#2713572]
Again the wifi is terrible. The school should be able to expect the capacity and the range and account for that. [#2713662]

Wifi is very slow. [#2713665]

We live in a fast paced society, if its not fast, we don't want it. [#2713681]

The students taking quiz/tests online can be problematic especially with the use of Lockdown Browser because the quiz/test requires gaining access to the video which is only allowed up to 500 MB. Most of the videos are over 500 MB. This requires the amount of time to compress the videos. [#2713682]

Would be nice to not have periods where the internet is too slow to effeciently do my research work with multiple tabs open. [#2713780]

Often my devices must be moved to another network, or restarted so a network will work. Speed is a HUGE issue during peak times like game day (football), and orientation. [#2713783]

Wifi does not extend to certain areas [#2713984]

Important. But not as important as using an email to log into UTK movies instead of being on campus. [#2714063]

Service slows to a crawl in the afternoons. We also have issues when it rains. Add additional service receptors. [#2714146]

n/a [#2714183]

none [#2714197]

Update the equipment and cabling to the rooms. [#2714509]

Internet slows down considerably at certain times - I'm sure it is because of high usage. [#2714642]

my internet either is slow or doesnt work, but its gotten better [#2714648]

internet speed is not that good, and some days it is just terrible [#2714694]

95% of the time it works well. [#2714723]

I am satisfied with the speed [#2714786]

my internet office computer speed seems slow. [#2714789]

There are multiple places on campus that don't have any wifi for my phone. G2, volunteer blvd. in font of the construction near Strong Hall. I mean literally no service, almost like there is a blocker. [#2714797]

OK. [#2714801]
Having more routers that are higher quality that are both reliable and fast. I have had numerous occasions on multiple devices where my device wouldn’t connect to the wifi network, was extremely slow on the given wifi network, or didn’t work at all on the selected network. Which can be very frustrating when trying to complete assignments as the university as a whole is moving towards a more digital curriculum. [#2714805]

-----
could use some improvement as the wi fi seems to constantly go out and I have to disconnect from it because its speed is too slow. [#2714862]

-----
Is there ever enough? [#2714894]

-----
The Internet is very fast when it works which is great. I don't know about the capacity, maybe that's why it crashes. [#2714902]

-----
Sometimes it gets super slow in the dorms but it's more of a reliability issue [#2714906]

-----
I work in Cataloging and it is very frustrating when the system is slow. [#2714918]

-----
The internet is often very slow, and sometimes I can't even send iMessages. I will be trying to download a file for an assignment, and it won't load or it will take a long time. One time I couldn't get a file to download for over an hour. [#2715022]

-----
Increase download speeds, please [#2715085]

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It is annoying how slow to internet is during exams! I was in the library this past December working on a group project and my group member had to turn on a mobile hotspot because we couldn't write out paper because the internet kept cutting in and out. [#2715124]

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The exception would be use of Medicat. [#2715144]

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If classrooms expect to use wireless systems, then coverage should be adequate to support all students on line at the same time. [#2715195]

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This is a necessity. [#2715213]

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Lacking around/in Thorton Athletic Student Life Center [#2715313]

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larger area covered with better system overall. i am constantly logged out or dismissed from the wifi [#2715352]

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It is excrutiatingly slow - internet. [#2715421]

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see above [#2715444]

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Pretty good. [#2715458]

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see above [#2715486]
Research into getting Gigabit internet speeds [#2715502]

The computers in the lab in the SWK building are very slow to boot up. [#2715516]

See question above. [#2715565]

See above. [#2715614]

I've noticed over this past week long delays in uploading files and emails hanging upon send. I'm guessing overload on the system as we get into midterms and a higher level of activity across bandwidth. [#2715722]

NA [#2715726]

As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and it needs to operate with a good capacity and speed. [#2715758]

n/a [#2715775]
Having an Internet service that provides adequate Wi-Fi coverage.

I want to be able to use the WiFi from my car in the parking lot. [#2711604]
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Wi-Fi does not work reliably anywhere I need to work. [#2711616]
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I am frustrated at times (once a week) when service gets cuts from my mobile/laptop devices while still in the building [#2711720]
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I'm not sure how to fix it but I find walking around the library that I drop off in some places then pick back up - not sure if this is just in this building or if everywhere on campus - and it could be that some of the staff areas of the library need better wifi coverage as I generally don't have this issue much in the public areas [#2711768]
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The wifi in my office (7th-floor Serf) is unstable and slow [#2712168]
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Many buildings on campus have inadequate Wifi available such as the buildings on the hill and the dorms in Presidential Court [#2712173]
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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]
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library wifi is too slow [#2712181]
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Our classroom has trouble with Wi-Fi coverage dropping. [#2712225]
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My Internet goes in and out. [#2712240]
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Wi-Fi can fluctuate when talking around campus. [#2712257]
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Some level on the buildings have a weak wifi signal. [#2712259]
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Wireless connectivity in the Jessie Harris Building is still sub-optimal. We need stronger signals in our conference rooms and offices. [#2712266]
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I wish the Wi-Fi covered outside spaces. [#2712270]
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Wi-Fi is spotty at best [#2712301]
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I lose wifi in Austin Peay building. [#2712315]
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Very poor wifi outside of the classrooms. [#2712336]
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I have Wi-Fi in my office (for phone use), but when I step out of the office into another part of the building - it is nonexistent or sketchy [#2712355]
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Some of the areas on the first level of SERF are a dead zone for both cell reception and wifi coverage. [#2712381]
Wifi are limited only inside buildings, would be great if it's everywhere inside college perimeter.

-----
I think the wifi covers a really large/most part of campus.

-----
I do not feel like I can categorize the Wi-Fi on campus as adequate/reliable, or even close to adequate/reliable.

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Lori Epperson is great!!

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The only issue here is that there will be times where my phone will say I am connected to the WiFi, but nothing will load so I have to just switch over to my mobile coverage. Usually this works, but at times it can be a nuisance. When in HSS, the WiFi does not seem to work half of the time. It will say you are connected, but again, nothing will load. This might just be due to the large amount of people using the bandwidth in that area, but still, it makes looking for something on the internet right before class just that more stressful.

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It would be nice if the WiFi coverage was stronger throughout the campus. Including parking garages and buildings further away from the center of campus, like Presidential.

-----
provide more outdoor coverage.

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The Wi-Fi coverage is great in my opinion. I have not had any issues.

-----
This is extremely important in order for the campus to stay as "green" as possible. If students want to bring readings to class they need dependable wi-fi or they may not be able to access documents. This goes the same for group work when students share files over google slides, doc, or sheets, etc...

-----
It CAN be spotty, but for the most part is okay.

-----
wifi is non existing in certain buildings on campus, I cannot teach in some rooms because the connection fails example Haslam downstairs

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I often lose wi-fi services on my phone while walking through campus and have to switch to data if I want to use apps or send messages.

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Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection.

-----
WiFi is still spotty in some of the buildings. Need better coverage outside of buildings.

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The coverage is trash and I think y'all know it is too.

-----
There are parts of the building in which I don't have good coverage; this could be improved but overall I find the coverage adequate.
Some areas have little to no coverage and the coverage it has is very slow and weak. I have noticed this in a few buildings. The concrete and steel in the walls and floors/ceilings provide a great barrier for blocking signals. Some areas could do with more access points. [#2712660]

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Not just inside of buildings, there are times this information needs to be accessed before entering or in route. [#2712678]

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I feel the growing pains of the wireless network coverage. My statements are based on perception / experience over known facts since most things happen behind the curtain. It seems that staying connected to the wireless network is really difficult, especially EDUROAM. The user-prompt wording is confusing as to when to use the full email address and when not to, so the trial by error method is frustrating to users. “Enter you email address” would help, instead of “Username” in the Eduroam prompt. Frequently, the network jumps from Eduroam to Open without notice or prompt. Not being on Eduroam seems to interfere with logging into other shared resources and it is not transparent or clear if this is true and if so, to which resources. [#2712681]

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I would like WIFI coverage outside of buildings on campus like a blanket. [#2712692]

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Thompson Boling is a nightmare. Very poor service. [#2712696]

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Wi-Fi is spotty in several buildings on campus. We installed a wireless projector and later had to have it hard-wired due to instability of Wi-Fi [#2712710]

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On the third floor of the veterinary hospital we do not have Wi-Fi coverage some days. [#2712715]

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TERRIBLE. Many places have ZERO service [#2712719]

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Wi-Fi still spotty inside some buildings on Ag Campus [#2712738]

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I do not experience adequate Wi-Fi coverage in the business building. [#2712764]

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The Wi-Fi and the cell phone does not work in my office I have to go out of the office to have access to them. [#2712770]

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Wi-fi someone doesn't work on mobile devices (cannot connect/cannot be found) [#2712813]

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This is very important to me. I wish that UTK wifi could extend passed the campus into the Fort and the Strip [#2712816]

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Wifi often times goes out in our building. [#2712845]

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Drop wi-fi quite a bit around Pendergrass Library and in the Vet School. [#2712881]

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The Wifi is always going In and Out on campus and on the outskirts of campus. [#2712899]

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Like stated previously it is hard to accomplish schoolwork and be successful when there is not adequate coverage. Not everyone has coverage when they leave campus so it is imperative that is vastly covered on campus. [#2712916]

-----
Sometimes it is very confusing when I go to another campus to get onto the WiFi. 

Wi-fi is spotty and finicky. For instance, I've recently received messages telling me I have to register my device. When I go through the steps again, I'm told it's registered... and so I can't get into it because it sees my device as unregistered.

Some areas of campus still don't have strong wireless signals.

Some buildings on campus (such as the rooms in the stadium) still do not have good access.

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid.

WiFi needs to be fast and work well in all buildings and outside of buildings.

Sometimes my zoom calls are disconnected multiple times during a call. I don't know what would help this.

There are many places on campus that don't have adequate wi-fi. Students should be able to log onto wi-fi no matter their location on campus.

There are parts of campus where either eduroam or ut-open does not work. You have to swap wifi services for the device to connect, which is frustrating for use or when walking across campus and signal drops and emails do not send.

I would love to be able to connect to Wi-Fi & count on it to be basically as reliable as a wired connection at the very least inside buildings & preferably anywhere on campus. There are a lot of handoffs that get dropped currently, as well as if I try working on Wi-Fi in my office the connection is on & off the entire day.

I was kicked out of the wifi for 4 days and it made my life a living hell.

There are many places on campus where wifi does not work at all on mobile devices, and slowly on laptops.

Improve Wifi availability in some buildings on campus, such as HPER.

I am a graduate student based in SERF and our internet is incredibly slow and unreliable.

The honors seminar room in the Baker center can be a bit dodgy.

Since coming back to school for the spring semester, the Wi-Fi has been horrible. It barley connects to my computer and normally doesn't for my phone. I need the wi-fi to work all over campus in order to complete my assignments and also because I live on campus. Please fix this problem as quick as possiblbe.

It is okay it could be better. I would rate it a 6-7 out of a 10.
I wish that the wifi just worked better because every time I come to campus I have to turn off my wifi on my phone because nothing will work. I've tried to log in with my net id and username it just won't work for whatever reason on my phone. That's the only area I'd wish to improve. [#2713247]

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n/a [#2713253]

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I can only access UT Open. OIT has assisted in connecting to eduroam twice, but I am not able to connect on a regular basis. I primarily work with wired internet. it is not unusual for people in our building to loos wireless connection at inconvenient times such as when conducting online calls or meetings. [#2713279]

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There are several spots on campus, especially in the building around the stadium, wherein the WiFi and Internet service are pathetically low. [#2713287]

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dead zones in haslam and in new University Center (outside Apple store!) [#2713297]

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When walking around main areas of campus my device will often unconnected from the internet which is frustrating. [#2713298]

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I've had a few occasions where coverage has been spotty in the Engineering and Science Annex. But, this usually pertains to wifi on mobile devices (not laptop computers). The network compatibility with an iPhone seems to be poor. [#2713335]

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This is the most important feature. Wifi service on my laptop is fine but often with my iPhone the wifi is either nonexistent, disconnects frequently, or says it?s connected when I?m not getting any wifi. This is especially a problem when I?m walking through campus, even if I?m walking in populated areas. [#2713340]

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Read comment answered on the first topic [#2713345]

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Having wifi throughout campus, beyond buildings, would be nice. [#2713351]

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The wifi coverage drops in zone btwn hodges/HSS/HSB [#2713357]

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The wifi in the engineering buildings sucks especially in lecture halls. Sometimes this makes it hard to take notes on drive or share projects with others in my groups. Plus sometimes when you want to watch a youtube video or check your email, it loads infinitely, which is annoying. [#2713400]

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Some of us use tools that are cloud driven and may need regular Wi-Fi to operate seamlessly [#2713421]

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The WiFi is substantially slower in areas of the campus like the basements of buildings where I have classes. [#2713435]

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Internet access is inconsistent a [#2713439]

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N/A [#2713443]

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There is not much coverage. [#2713465]
Wi-fi coverage is pretty good at UT, however, there is a dead zone (weak to no signal) in front of Neyland Stadium where the shuttles and busses park. Having complete Wi-Fi coverage in this area would be desirable for use on the busses and shuttles [#2713477]

Not all of the bus stops have wifi availability, and while I realize some aren't feasible, the stop by Thompson Bolling Arena should probably have access. [#2713509]

Wifi in buildings is very slow and in some places does not work [#2713572]

The wi-fi on both my iPad and phone goes in and out frequently between buildings. [#2713633]

There isn't any Wi-Fi outside of buildings. This is a huge campus with a lot of pedestrian focused transport. There should be Wi-Fi in and around the campus and its outdoor areas for study outdoors and better network reliability when moving about. [#2713646]

Cellular coverage throughout campus is spotty and can be necessary to performing everyday job functions. [#2713655]

The wifi here is absolutely terrible. I can be sitting in an academic building and not be able to get adequate wifi to participate in class discussion or complete assignments. I feel like this is a great hindrance to my education. [#2713662]

Wifi is sub par and slow. Also if you could get a system that allows for personal printers to access the system that would be great. [#2713665]

We work on our phones constantly and are outdoors quite a bit. Wi-fi is critical. [#2713681]

Service is clearly throttled/blocked in some fashion in Mabel's cafeteria on the ag campus [#2713686]

The offices in South Stadium Hall have spotty Wi-Fi coverage at best. [#2713692]

The wifi at my house is much better - seems like wifi at a workplace would be better [#2713694]

Some outdoor wireless lacks the coverage area I would like. Improvements for this portion of wireless would be helpful. [#2713718]

Issues with my Starbucks app in the student union [#2713735]

Wi-fi in the area I'm located in is atrocious. (Student Services) [#2713751]

Connectivity problems moving building to building [#2713752]

Have the wifi cover some of the smaller buildings on the outskirts of campus. [#2713760]

Internet service is TERRIBLE during Game Days. I do marketing, and my job is to post on social media and our website, and that is often nearly impossible because the Wi-Fi is terrible, and the network is
clogged with too many users. If employees had a particular network they could use during peak times, that was fast and reliable, that would be most beneficial! [#2713783]

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I work at UT Gardens on the Ag Campus and we do not have adequate Wi-Fi coverage out in the garden. [#2713792]

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Wi-Fi cuts out to often. Dead areas or is lost suddenly. [#2713808]

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Even when I'm in buildings with wifi, the coverage is spotty depending on where you are in the building [#2713809]

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eduroom does not provide reliable Wi-Fi coverage for cell phones. [#2713814]

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Sometimes access is not there. This has to be stable over time. [#2713817]

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WiFi coverage is spotty on-campus especially when there are a lot of people. [#2713823]

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Parts of Campus have dead spots with no internet service [#2713827]

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Having wi-fi all over campus would be a dream! [#2713832]

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have to constantly turn wifi on and off on my phone and computer to make it reconnect [#2713846]

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This is incredibly important due to the amount of homework and assignments that are done online and I would expect to be able to access internet from anywhere on campus reasonably easily. [#2713848]

-----

I constantly have trouble getting wi-fi to work on my phone. [#2713850]

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There are many areas where I have to turn wifi off because it is too slow to work. This is specific to classroom buildings. [#2713891]

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I don't use WiFi on campus much, but when I do I sometimes have trouble connecting to eduroam. In addition, the WiFi coverage where I mostly am (UT library) can be spotty at times. [#2713925]

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Increase the WiFi coverage at the Nashville Campus. It is usually slow and utilizing my phone works better than the schools WiFi [#2713983]

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The ut-open and eduroam wi-fi networks are not reliable. They're constantly knocking you offline. [#2713998]

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I worry about privacy and security of UTK WiFi. [#2714006]

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Wireless EDUROAM is spotty at best. [#2714024]

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As a graduate student we are told to think outside the classroom, and it would be great to take a class out to use may of our incredible outdoor resources here on campus. Although, we struggle to get wifi more than 2 feet from many academic buildings including those on the hill and the new buildings like
strong let alone walking a few dozen feet to do a class project or experience learning course. In my opinion it is a detriment to our campus. [#2714033]

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Very important! [#2714063]

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More wifi spots outside [#2714064]

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Wi-Fi coverage across campus can be spotty; within and around Haslam (SMC, HBB) it is fine. [#2714129]

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There are a few places where wifi coverage is spotty -- even within some buildings. However, I don't consider this a major problem. Cell service is also spotty, and of course, you have no control over that. [#2714159]

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n/a [#2714183]

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Needs better coverage in outdoor spaces. [#2714190]

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none [#2714197]

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(What is "adequate?) (Does the Internet provide Wi-Fi?) This question is odd. Wi-Fi should be available throughout campus, and it appears that OIT is doing a great job of that. [#2714218]

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I've had issues in HSS when trying to connect to Gmail services where my presentations are stored. I do not receive the necessary texts or phone calls to be able to log on. It's very frustrating and causes issues delivering the presentation. [#2714264]

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some places its great, some places its slow [#2714271]

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Internet through Wi-Fi is spotty [#2714272]

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I need to maintain wi-fi services across the entire campus. I don't like losing service when I go to the bottom floor of buildings on in 4th/5th floor conference rooms. [#2714274]

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I find it difficult to get onto the wireless when I am on campus despite having a login/password. [#2714294]

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i don't even try to connect in the communications building anymore. never works. 4th floor = 0. i suppose just some more reliable/functional log-in. or no log-in? i don't see a lot of people stealing your bandwidth away from the sports centers? [#2714305]

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Wi-Fi service is spotty on almost all the way across campus. Primarily in the middle of Ped. Walkway near HSS, Hess Hall, and further down beside HBB. Perhaps utilizing internet service that offers a larger broadband in each of these buildings or nearby would improve this. Wi-Fi is one of the most important tools for students today, and we can't satisfy our requirements when internet is our constraint. [#2714365]

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No wi-fi in the courtyard at Greves Hall a lot of the time. [#2714386]

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I appreciate the feedback mechanism for interior spaces. Outdoor coverage is still lacking. [#2714498]

Portions of the Student Services Building have poor wifi coverage, despite being within 30 feet of a router mounted in the ceiling. [#2714501]

Wi-Fi is spotty on the hill, especially outdoors. [#2714505]

Increase WI-FI to all of campus. [#2714509]

I have a really hard time with eduroam connecting, but UT Open has become a good back up. [#2714606]

wifi in outdoor spaces is sorely needed [#2714621]

Overall, the Wi-Fi coverage is adequate to above average. However, there are some limitations and outages that are undesirable. Sometimes speed and connectivity is subpar as well. Improvements and consistency are desirable and would be helpful. [#2714629]

Lower levels of buildings have spotty wifi. [#2714631]

It would be great to have more coverage in buildings like the McClung Museum and some of the older engineering building basements as well as open areas around campus. [#2714697]

Wi-Fi is not equal around campus and where I work doesn't have good wifi at all. This needs to be fixed. [#2714716]

Wi-Fi in many places on campus is fine, but that recent multi-day outage, without much in the way of communication about it, was very disruptive. [#2714717]

Sometimes my wifi goes out while I'm on campus. Or I'll have full bars of wifi and nothing will load so I have to turn it off myself. 9 times out of 10 it works great, but the glitches have been happening more often lately. [#2714752]

I still have not been able to understand how to get Wi-Fi on my phone. I am connected to the university Wi-Fi, but it does not work properly on my phone. [#2714763]

Wifi during events is abysmal. As someone who is required to work special events on campus this needs to be greatly improved. #football [#2714764]

Doing fine. [#2714801]

N/A [#2714805]

Amplify wifi coverage in all known "dead zones." I'd like wifi to be available everywhere on campus including streets and outside, but I'd settle if every building on campus had wifi that always worked. [#2714807]

We need more exterior areas to access wifi [#2714841]
Is there ever enough? [#2714894]

The wifi is really good when it works and doesn't crash randomly for an undefined amount of time. [#2714902]

More coverage outside would be nice [#2714906]

I really would like the wifi to be extended to major parking areas like the g10 garage [#2714936]

Staff should have WiFi access anywhere within the confines of the campus, including facilities such as our entertainment and athletic venues. [#2714948]

IN SURF building the wifi is shaky and disconnects so you have to continually restart the WiFi on your phone [#2715010]

I have to turn my WiFi off and back on so many times per day (at least five) because my internet access will dwindle or totally quit working as I change locations on campus. Sometimes my WiFi doesn't always work reliably in my dorm! [#2715022]

Sometimes WiFi disconnects when moving from building to building. It would be great if the services would continue as long as you are in the campus perimeter. [#2715086]

Wi-fi is iffy in some campus locations [#2715090]

We do not have UT Wi-Fi in my building. [#2715117]

There are areas on campus where the wifi does not fully reach (such as in between the art and architecture building and Brown Hall and along the street between the Nursing building towards Haslam business building) [#2715123]

N/A [#2715124]

This is a necessity. [#2715213]

There are several spots around campus were Wi-Fi is spotty or unreliable. [#2715214]

The Wi-fi inside buildings is great but outdoor coverage is lacking. I sometimes am able to get a connection but not that well. It helps when doing outdoor class activities or trying to do homework outside. [#2715238]

At times while in the UC the WIFI will just go out or won't work. [#2715248]

The bottom levels of Walters Life Sciences has terrible Wifi coverage. [#2715260]

sometimes in classrooms in evening classes wifi is very slow [#2715303]

No wi-fi at all in my office. Would be awesome if we had it considering I work on a laptop alot [#2715308]
Lacking in A&A and somewhat on the Hill. [#2715313]

I am constantly losing Wi-Fi between buildings on Campus. [#2715318]

When I walk from campus towards the Lake Avenue garage, WiFi goes out. [#2715342]

We need internet access that works!! Half of the time nothing will load or it is extremely slow, this needs to be fixed to where we have high speed internet that actually works!. [#2715343]

I have to reset my wifi every time I enter a new building recently. Also the internet is spotty when walking in between classes. [#2715350]

I had terrible WiFi in some of the bigger buildings on campus and wouldn't be able to follow along like I would have preferred. [#2715361]

Too many dead spots in coverage - at the end of a building - in the lower/basement hallways or offices - odd conference rooms. Need to depend on coverage for accessibility for responsiveness and meetings but unable to do so. [#2715383]

Awful: coverage and speed [#2715409]

Having more service at all the building, specifically better coverage at TRECS and Strong [#2715414]

Some outside sitting areas have poor wifi connection which forces me to do homework inside. [#2715444]

Eduroam is down alot, maybe fix that? [#2715486]

The Wifi coverage will randomly drop on you, even while you're in your dorm [#2715496]

More Wireless Routers (Less spotty coverage) [#2715502]

The internet on campus has been horrible lately. The eduroam wifi that is supposed to work for us students only works in certain areas on campus, which can vary from building to building, even if they are right next to each other. So, I have to switch between eduroam and ut open throughout the day. [#2715528]

Is there any way to improve wifi coverage when walking across campus? This may not be possible, but thought I would ask. [#2715550]

Sometimes the internet doesn't work in my office. The signal is sometimes weak and prevents me from completing my necessary work. [#2715565]

WiFi often seems spotty in campus buildings. [#2715609]

See above comments regarding my office space. [#2715614]
Big differences in coverage depending where you are on campus. (worse near strip) [#2715658]
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When walking around campus I usually lose Wifi coverage. In buildings, it's usually great, but when sitting outside or walking around I normally lose it. [#2715702]
-----
Yes. [#2715722]
-----
NA [#2715726]
-----
The wi-fi inside Fleet Management is low/sub-par. It would be awesome if there were a stronger signal inside our building. [#2715755]
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As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and my laptop needs Wi-Fi. [#2715758]
-----
Reported above [#2715775]
-----
This could be improved. There are some dead zones even within my building. [#2715828]
-----
The WiFi is great (capacity, coverage) everyday and everywhere EXCEPT for on football game days. Please do something at least for students in Neyland Stadium on football game days. I know it is difficult to provide enough broadband for that huge influx of people but please look into it (as I?m sure y?all have before) [#2715832]
-----
Having adequate cellular (or mobile) coverage throughout campus.

some buildings have coverage issues [#2711528]
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Some places on campus are dead zones for cellphone coverage. [#2711556]
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My office is below ground and any non-wifi cellular service is not available or one bar. [#2711571]
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Where do I even begin here? AT&T service on campus is abominable, both cell and wireless. Thank heavens for Apple's Continuity and my Ethernet connection, or I would never be able to receive calls! [#2711616]
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In the veterinary school, coverage is very limited for networks outside of Verizon. Understand that's because of the contract we have with them. [#2711635]
-----

I usually turn my wifi off when walking across campus to eliminate frustration. [#2711720]
-----

Cellular coverage is overall very efficient throughout campus. With this being said, some building do not receive reception. [#2712132]
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There are way too many deadspots in communications building. [#2712134]
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Lot's of buildings have terrible coverage. [#2712157]
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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]
-----

No coverage for Verizon near TB Arena/Ag campus [#2712181]
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Most of the buildings are no service should look into it. [#2712209]
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I never have service in the Student Center. This is a huge problem! [#2712217]
-----

There are dead zones on campus where I completely lose service. [#2712225]
-----

I rarely have phone service on campus. I have sprint which i understand is a unreliable but it seems a little absurd how little coverage I have [#2712230]
-----

I have trouble with my phone I campus. Sometimes it is not connecting to WiFi [#2712240]
-----

Especially in emergencies - cellphone coverage is the new minimum "norm"... we have "new" buildings that do not have cellphone access on certain floors. This is deemed acceptable because because there are landlines in labs... which cannot be used if there is a chemical release/ dangerous condition in the lab or if a lab door is locked... This is a State institution. We should have cell phone coverage throughought the buildings. [#2712248]
-----

there are some levels on the buildings where no cellular data is present. like the food court in Student union [#2712259]
-----
There are still places on campus where cell phones don’t work. [#2712270]
-----
Currently NO SERVICE at all in location. Not acceptable [#2712301]
-----
I do not have phone service in Austin Peay building. [#2712315]
-----
I’m not sure if it is a Wifi issue or cellular service issue, but I often try to access internet and email walking between classes, and it frequently does not allow my pages to load or update. I have no wifi issues while in class. [#2712323]
-----
I have okay service everywhere on campus, except in my dorm room, where I cannot even make a phone call or send a text message, which is quite inconvenient when you need to make private phone calls because I have to do them in a public space and hope no one shows up to where I am located. [#2712328]
-----
Most of the buildings have very poor service. The newer dorms seem to have the worst service. [#2712336]
-----
I feel that some building cause cellular coverage to drop, but there is nothing that can fix that. [#2712343]
-----
Increase coverage in buildings such as Stokely where it is hard to receive any service from cellular data [#2712344]
-----
Haslam has horrible cellular service [#2712360]
-----
Some of the areas on the first level of SERF are a dead zone for both cell reception and wifi coverage. [#2712381]
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Within stairwells [#2712383]
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Maybe it’s just me, but I have terrible coverage in the student union on campus. I can’t wifi or data on any of my electronic devices in the student union, making it so I never even go. [#2712392]
-----
I do not feel like I can categorize the cell coverage on campus as adequate. [#2712422]
-----
No service in student Union [#2712424]
-----
Verizon wireless reception on the back side of the hill is spotty at best [#2712439]
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WiFi covers the entire school so I have never needed to use data. All ways get basic cellular access. [#2712444]
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This is a serious problem. Even in most of the dorms there is very little cell service. Last year when I lived in Stokely, I have to facetime audio anyone I wanted to contact because calling did not work. Cell service does not work in HSS either which is right in the middle of campus. [#2712456]
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We have zero cell phone service in our department. You have to walk down a hallway and almost outside before getting any coverage. Since I'm sure it is because of the large building, I'm not really sure how to suggest a fix. [#2712464]

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Add service amplifiers to buildings throughout campus [#2712483]

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Some buildings cause my phone to completely lose cellular coverage (i.e. Haslam Business) [#2712484]

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Improve cellular signal at events, most notably football games. [#2712486]

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Do I really need to explain this [#2712518]

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There seems to be a dead spot on the pedestrian walkway where I cannot access my email or internet on my phone, from the area around the big metal statue to the road (Clarence Brown theatre side). [#2712522]

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Are you kidding? Where do we HAVE cellular coverage in classes besides HSS? I cannot do certain activities with students because there is no cellular coverage [#2712534]

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AMB does not have basement cell service [#2712535]

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My phone does not receive service in my dorm room (Fred D. Brown). [#2712553]

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Sometimes week in buildings such as WLS [#2712579]

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This is obviously very important to me and our campus community, especially in light of recent events; being able to contact people or emergency services in times of crisis is crucial. [#2712595]

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There is no service in the SU [#2712603]

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Cell phones were developed by the CIA to spy on people. [#2712620]

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I know this is a function of location- some building floors being underground or constructed from thick materials- but there are a number of classes and locations where service is poor. [#2712631]

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Overall, service is wonderful! I have trouble accessing mobile service inside the new Stokely Dining Hall, though. It would be nice to have there, as it's a good space for working lunches. [#2712644]

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This is also trash and y'all know it is [#2712648]

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We have no cell service in our building - Student Union lower floors and spotty service on the upper floors. [#2712661]

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Coverage in the Andy Holt Bldg P1 area is terrible. Also, in the Comm Bldg, floors 1 and 2 require that users head to the sunlit areas in order to send/receive a text or call. Of course, the most interior areas are the worst - those underground and away from the sunlight have no coverage at all. [#2712681]
My AT&T coverage is spotty on campus; can't always get a good signal in the Burchfiel Geography Building, where I am most of the time. [#2712697]

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No cell service in the lower 2 or 3 floors of many buildings. [#2712710]

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The newer buildings (UC, Stokely, Brown, etc.) do not have good cellular service. I cannot text at all in these buildings. [#2712711]

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For the most part it seems to be covered well [#2712715]

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Nope [#2712719]

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There are places in the buildings I visit frequently that don't have cell phone coverage, which seems odd. [#2712723]

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There are still spots that do not offer coverage or are very spotty [#2712737]

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sometimes cell service is spotty in my building [#2712755]

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In a lot of buildings and certain places on campus there is NO cell service. [#2712783]

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Student union and some part of Buehler don't have cell coverage [#2712813]

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Sometime my phone drops calls in building, especially the business building. [#2712815]

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Help and training in developing apps for mobile use for Research, Extension and Teaching Faculty. Faster resolution of IT issues Help in developing web pages and IT support for faculty [#2712826]

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Sprint coverage here is pretty terrible, but that's not really UT's fault! [#2712838]

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Student union has NO cell service and is needed but most vistors and staff on daily basis [#2712848]

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Problem with cell service in basement classrooms [#2712871]

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Limited [#2712894]

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My phone wifi never works [#2712899]

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basement and some buildings like WLS do not have cellular serve all the time... People cannot reach me by phone. [#2712912]

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garages appear to be dead spots, and it would be helpful to have cell coverage to prepare for a meeting before going into the building. [#2712939]

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Lots of dead spaces, particularly in buildings that are not on level ground (student center, Haslam, Stokley, library, etc.) [#2712943]

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Thompson Boling and Neyland do not [#2712945]
Sometimes cellular connection through wifi is not high enough and often lack on certain parts of campuses. Which I know our campus is a huge and that could be a difficulty to provide high speed wireless internet access through our phones but ut would be nice because laptops are forgotten some days when you need to accesses the web. [#2712957]

Almost every building I visit on campus throughout my day, I have minimal or zero cellular service. Having to walk outside every time I make a call is both inconvenient and time-wasting. I really wish I had at least some service, or even service in the lobbies of the buildings I frequent. [#2712963]

I do not get connection to the wifi on the upper floors of the library. [#2712992]

Some buildings do not receive cell service in the classroom or near the building which has caused me to drop calls and miss important texts. [#2712999]

Cell phones go in and out, especially in buildings with large electronics or lead shielding. [#2713010]

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid. [#2713027]

Cell service is bad in places like Thompson Bowling and Neyland Stadium as well as inside the dorms [#2713044]

There are places in our office, the 2nd floor of the Student Union Building, that drop calls and you can't send texts from your cell phone. That coverage should be available everywhere. [#2713051]

Buildings with lower ground levels, do not receive cellular signal. [#2713061]

In many of the buildings around campus I lack cellular service. My service is through Verizon and within the Haslam building, I do not receive service. Additionally, this problem persists on buildings on the Hill, and in Dunford which is where my majors professors offices are. [#2713072]

Many buildings have terrible cell reception. [#2713080]

Seems to be good coverage for Verizon. [#2713085]

Some places, such as Neyland Stadium, don't have cellular coverage. [#2713110]

Cell service in the Student Union and by Stokely is AWFUL. [#2713120]

Much like Wi-Fi, I'd love to have coverage basically anywhere on campus. There's a LOT of work to be done to get there [#2713134]

Sometimes I have absolutely no service and it sucks [#2713162]

Some places on campus do not have service coverage at all, like the Student Union. [#2713166]
When I, a retired faculty, enter UT Campus, and wish to use Internet, etc., I am unable to do so because I don't know the (whatever: password, code, etc). I am often on campus as a member of some advisory committee, and thus am interested in how I can obtain a way to "communicate" on campus (other than a phone call). [#2713188]

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A lot of older buildings do not get good cellular service inside. New construction projects should allow good reception [#2713214]

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Verizon mobile service is bad in my office in SSB. [#2713241]

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Very bad coverage in Stokely. [#2713249]

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I don't know exactly how to fix the issue, but as an architecture student who spends 12 hours a day in the Art and Architecture building, I find it unacceptable that I have 1 bar in and around the building. [#2713255]

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I don't know how this could be fixed, but while using Verizon, my phone usually only has 2-4 bars throughout campus. [#2713261]

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There are various buildings and areas on campus that don't have phone service and I feel like it isn't helpful and in some cases could be similar to a safety hazard if something were to happen and you are unable to call for help or anything. [#2713293]

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Please have coverage in the Student Union! [#2713304]

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Need more coverage overall, especially in older buildings [#2713351]

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with att there are dead zones and dropped calls btwn Hodges and Ayers [#2713357]

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Cellular service in the student union is poor; also in some of the parking garages. [#2713368]

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Much of the lower level Communications building still has little to no cell coverage? granted that it's challenging since it's mostly below grade, but it would be great if some kind of signal boosters could extend coverage. [#2713370]

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There are multiple sections in the lower parts of buildings that little to no service is received. This is especially true in the student union dining areas [#2713409]

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Some areas where safety may be a concern. Basements, some floors of some buildings JIAM have poor service. [#2713421]

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There is little to no cell phone service in the student union, no matter what carrier you have. [#2713425]

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Cellular service is slow in some spots of campus. [#2713430]

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Some areas I do not receive and cellular coverage. [#2713435]

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Several buildings and rooms on campus have limited or no wifi coverage [#2713439]
Cell coverage is spotty, especially outside. More routers would be useful [#2713443]

One day my phone did not connect or update for half the day. Very frustrating. [#2713462]

The cellphone coverage throughout campus needs to be fixed. I can have wifi at the gym, though at the library I have to be on my data plan. [#2713465]

There is no cellular reception in the Student Union. [#2713471]

Cell service can be weak in the food court level of the SU. It can be difficult to carry on phone conversations and I have had dropped calls there before [#2713477]

This is imperative and should be modus operandi 1. [#2713490]

Cellular/mobile coverage is very spotty in my building. This is incredibly frustrating on a daily basis. [#2713516]

VERY IMPORTANT [#2713561]

My phone rarely works in the building. I have to go outside to call clients. My service is T-Mobile. If someone calls me with a family emergency, I won't know about it. [#2713565]

Part of the problem is just me have terrible cellular coverage, but finding a way to have coverage be included within the UC and lower levels of the library would be great. [#2713568]

Additional cellular/mobile coverage in campus buildings (specifically Haslam and the library) [#2713581]

Cellular service for phone calls and text messages does not work in several buildings on campus, especially those with more floors. [#2713596]

No coverage in bottom floor of HBB. [#2713617]

good mobile service but OIT can't do anything about the building construction or cellular provider. [#2713639]

Cellular coverage throughout campus is spotty, especially in older buildings or buildings that are largely concrete or near Neyland Stadium. [#2713655]

having Verizon coverage to the west side and inside the Clarence Brown theater basements is difficult. [#2713660]

The cell coverage is also not great. I've switched providers since being here and it has not helped. [#2713662]

Some rooms and lecture halls are underground or in another area where there is no signal. I wish somehow this could change. [#2713663]
Coverage overall sucks, have no idea what you can do about this. [#2713665]

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It is very disappointing to go from building to building and lose service. I worry about an emergency or criminal episode impacting me and not receiving an update because of no service. [#2713702]

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Some buildings, especially new buildings, have limited mobile coverage. [#2713718]

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Cell service in some of the new buildings is non-existent [#2713720]

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The nursing building doesn’t have good ATT mobile coverage. Some classrooms lose signal. [#2713727]

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Cell phone coverage has decreased due to the increased construction blocking tower signals. [#2713751]

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I have absolutely no cell coverage in many buildings. I thought initially it was due to how deep the building went but even in the University Center and have ZERO cell coverage as soon as I walk in the door. [#2713760]

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There is no mobile service in the Student Union (phase I). We have repeated requested repeaters, or other options, but we feel nobody cares because the problem has not been resolved. Some employees have missed emergency calls from family members because their cell won’t receive calls in the building, and they can’t be located. [#2713783]

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Too many dead spots within the offices/buildings. Needs attention! [#2713785]

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I work in the sub-basement of the HPER building so there may not be much you can do, but my cell phone doesn’t work well at all down there. [#2713795]

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Calls often sound far away or lost. [#2713808]

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It is very difficult when cellular phone and texting capabilities are absent in buildings like Walters. This involves my leaving an area to go outside and contact someone in my office on UTIA campus to provide me information over the phone before returning inside Walters. [#2713820]

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This is a huge problem especially in certain places! [#2713823]

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Need to add this to the Student Union Building [#2713831]

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Sometimes my connections get cut off because I am in a building with thick walls.... [#2713832]

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I do not know how this could be improved. I get no cellular service inside my office and minimal signal/service inside the building I work in. [#2713854]

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Increase mobile coverage? [#2713888]

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The Student Union has almost zero cell service on the bottom two levels. If you are not connected to Wifi then you will not even receive a text, and the texts that can come through are only iMessage texts.
The building has been around for three years now and still there is inadequate service. Unacceptable. [#2713915]
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Coverage needs to be better in sporting arenas [#2713921]
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There are several buildings on campus where services is weak. There should be an easy way for people to report frequently dropped calls so OIT can be aware of where additional equipment is needed. [#2713922]
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the internet strength, coverage, reliability is generally quite good, which is my expectation. There a few cell phone cool spots on campus, that could be better. [#2713942]
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On campus coverage is excellent. Our lab is located in the middlebrook building, which has a number of cell coverage dead spaces. [#2713973]
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The science buildings have horrible cell services especially Walters Life Sciences. [#2713977]
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The library and the student union never have service inside. [#2713980]
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I'm on Verizon and I cannot get cell service in my office. I'm not sure how you extend coverage inside buildings. [#2713998]
-----
At times, I do not have cellular coverage. [#2714013]
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Haslam Business Building basement classrooms wi-fi coverage is unacceptably bad. I'm afraid if there is an emergency like a shooting I will not be able to contact authorities. [#2714047]
-----
So many dead spots in buildings and elsewhere on campus. And I want to have access to library movies off campus because next year I will not be living here. [#2714063]
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I have Verizon and it does not work in stokley or near stokley [#2714080]
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I work on the bottom floor of CCI where I usually have no cell service. I have to walk outside to receive service. [#2714100]
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In most places reception is fine. However, in some classrooms (G2) coverage is often questionable (which means if there is an emergency, I may not have phone connection and to my knowledge there is no other emergency communication method). [#2714129]
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Sometimes the wifi just drops [#2714139]
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Improve cellular service in the parking garages. We park in the ground floor and access is spotty. [#2714146]
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I don't get cell service, or barely (and with drops) in my office. Mind boggling. [#2714159]
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The Wi-Fi is spotty at best. I also am connected to eduroam so I'm not sure why it is not good coverage. [#2714161]
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I have most of my classes on the backside of the hill and the cellular coverage in most of those building is shoddy at best. [#2714162]
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some areas on campus does not pick up on wifi with certain phones. If that area was to improve, it would be great. [#2714164]
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This is mainly an issue inside newer buildings, or in locations where newer buildings with their energy-efficient materials create "shadows" which decrease signal strength in locations where it was previously acceptable. [#2714175]
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n/a [#2714183]
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There are too many buildings on campus with poor cell phone reception, such as Brown Hall and Stokely Hall. Cell reception is also poor in Presidential Court [#2714188]
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Cellular service in building such as the student center are spotty. [#2714190]
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none [#2714197]
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(What is "adequate"?) Many areas on campus have little to no cell coverage. I don't know how to make cell towers reach behind concrete reinforced walls/floor/ceilings, but if you ran a campaign to ask people to report "dead spots" like you have with wi-fi, that might help you identify the areas, and then work with cell phone tower companies to improve service? Specifically, areas relegated to maintenance, stairwells, parking garages, and basements are frequently "no service" areas. Should there be an emergency, those areas don't have land lines, and calling for help can be difficult. [#2714218]
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I've had issues in HSS when trying to connect to Gmail services where my presentations are stored. I do not receive the necessary texts or phone calls to be able to log on. It's very frustrating and causes issues delivering the presentation. [#2714264]
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it's hit or miss - especially in many buildings [#2714271]
-----
I had a hard time getting adequate cellular service. Eventually, the problem was resolved. In some buildings like Haslam, the cell service is very spotty as well as in G2 and G4. [#2714291]
-----
Incredibly important. There should be NO dead zones, especially considering potential problems that could require immediate communication. Instructor workstation comm access is not sufficient. Some classrooms and and building areas have poor to no coverage (e.g., Haslam Business Building, Stokely Management Center) which is potentially problematic. [#2714419]
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Neyland and Thompson Boling have no service [#2714472]
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Apparently, a need exists to fund the hardware to provide cellular service in our new buildings, or they are "cell service deserts" [#2714483]
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Phone connections seem to be weaker than expected on a campus. [#2714490]
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I'm not sure what can be done about this, certain floors of buildings have almost no cellular coverage.

This would help me communicate with staff if it were available in all buildings.

basement coverage, and more throughput on gameday

We are not on campus. We are at the UT Arboretum in Oak Ridge. Terrible mobile service. We seem to be stuck with AT&T. Not happy.

Some of the older buildings still have problems, especially in the lower levels.

Several carriers have diminished coverage in parts of some buildings.

No. no cellular service near neyland stadium and inside Tickle engineering building.

Being in a cement block building there isn't always great reception on campus. The bigger problem is finding a private space to talk.

I know it's difficult to get good cell service in basements and newer buildings. But Haslam Business in the 100-level classrooms has terrible cell service.

The cellphone service in the new UC is horrible. It's a new building, so you would think that the cellphone service would be good, but no. The service is terrible. If I need to call someone, I have to leave the building.

Same as the wifi info above.

Service cuts out a lot of the times in the Student Unions and when I am walking to class on PedWalkway like going from router to router.

mobile service in student union is often unavailable

See above!

There are many areas around campus (especially parking lots) where cellular service and web connectivity are low.

N/A

cellular coverage need to be improved

See above ^^^

Eliminate dropping calls.

When the wifi fails which is inevitable it's necessary to have cell service to still be able to connect to the internet
New construction without adequate coverage seems like a mistake. [#2714830]

While in the building I work in (HMC) it cellular data is very poor [#2714852]

just a comment, not sure what to suggest...there are several areas where I have no or low signal (SERF, Student Center). I have AT&T. [#2714864]

The student union has no cell service at all, which is incredibly inconvenient. Not being able to receive text messages or anything else dependant on service makes me not want to go into the student union unless I absolutely need to. [#2714886]

in dorms and stadium, cell phone reception very weak. [#2714891]

Not sure how OIT could fix this. [#2714894]

There are several dead zones around campus that make it an incredible inconvenience when I need to use my phone. Specifically AMB [#2714902]

Certain dead zones in building where cellphone service is spotty. [#2714909]

no service in certain buildings, especially Haslam Business [#2714913]

There are many spaces in the library where I cannot get coverage. I have Verizon and in my new space in room 209 at Hodges, I cannot get cell phone service. [#2714918]

Need cell service in lower level of Student Union building. [#2714922]

I find that many buildings on campus do not have cell service. [#2714950]

Some buildings, particularly levels underground or in the side of a hill have little to no cell service [#2715010]

Only service problems through my provider [#2715014]

If I am ever on the phone in my dorm (Brown) the call drops multiple times (at least two) during almost every single call. When I am in Stokely I can't even make phone calls. It's really inconvenient. [#2715022]

yes [#2715024]

There is 0 cellular service in the Student Union [#2715040]

Have of campus is a dead spot. [#2715048]

I don't seem to be able to have cell phone coverage in the Union. [#2715081]
I am on the AT&T network, and my cell phone service cuts out in the Student Union, a place you wouldn't expect to be unable to call anyone in. [#2715104]

I hardly get cell phone service in my office (JDT building). [#2715110]

I work in a leased facility off campus. [#2715117]

I don't know if it is fixable because it is usually on the bottom levels of big buildings that the network doesn't work. For example, 1st and second floor Haslam, SMC G2& G4, almost every floor of Hodges has finicky service [#2715121]

The building I work in has very limited cellular coverage. I hope I am near a window but most of the time I run down a hallway to stand at the outside stairwell to send a text or attempt a phone call. [#2715124]

Haslam College of Business does not have very good cellular coverage on the 1st floor, and even on some cases on the 2nd floor near Einstein Bagels. [#2715166]

I have found my cellular coverage decrease this year. [#2715198]

This is a necessity. [#2715213]

Within the clinic in the veterinary school, i rarely have service and have to go to great lengths to find it. It would be very helpful when trying to call clients since their is a limited number of land line phones available. [#2715223]

There is no cell service in the Student Union bldg. [#2715226]

In the library and UC calls/texts don't go through. [#2715248]

bad service inside the football stadium [#2715257]

Cellular coverage inside the WLS building is spotty. [#2715260]

There are dead zones in my work area [#2715296]

In places like the Sports Complex and the Student Union, I am unable to get stable cell service or any at all (respectively). [#2715313]

general just average service all around campus [#2715318]

SOME BLDGS HAVE POOR RECEPTION IN AREAS OF THE BLDG THAT NEEDS TO HAVE ENHANCED RECEPTION AVAILABLE [#2715338]

There are certain blind spots throughout campus due to the campus layout. [#2715348]

literally have no cell coverage in many buildings on campus...but specifically the newer buildings [#2715352]
I have terrible service in my office. I have to put my phone on airplane mode in order to keep the battery from draining. I had to change service providers because Verizon - our campus partner - has terrible service at TBA, Circle Park and Student Services. [#2715422]
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Cell service doesn't work well in concrete buildings like bottom floors of HBB [#2715445]
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My cell does not work in the basement library room [#2715459]
-----
Phone will not work in Plant Biotech Building or Ellington Plant Science Building too often. [#2715460]
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Better service in the union [#2715482]
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see above [#2715486]
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This is good [#2715496]
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Cellular signal boosters in buildings [#2715502]
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In brown hall and stockily alot if calls will drop and have no service through at&t. It might help to have a cell phone booster so that I do not have to go outside to make calls. [#2715507]
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cell coverage in the student union particularly is really bad [#2715522]
-----
Having good cell service on campus is important. There are some areas on campus where service is nonexistent. [#2715528]
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My office is in the CAPS Outreach Center in the sub-basement of the HYPER building. My cell service is very spotty at best depending on the day. I understand there is probably nothing to be done. [#2715548]
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Many people have issues with cell service in the new residence halls - you would think brand new buildings would be better equipped and no issues. [#2715553]
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Need to be able to use phone in the basement of Haslam [#2715598]
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i do not have good service in my office, i have to go to a different location. [#2715607]
-----
There are places on campus where my cell coverage cuts out. [#2715609]
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Sending text messages from my office on the fourth floor of the COMM building is hit or miss... definitely can't use voice to text unless I stand close to a window, it works sometimes, not others... also struggle to pull up videos etc sent by students... [#2715614]
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There are areas on campus especially in buildings that have basements that if the wi-fi could work better in some buildings then the mobile (cellular) service could be better on the wi-fi calling. [#2715635]
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I do not have coverage everywhere. It would be nice to have wi-fi coverage at the TREC and outside on campus whereas it seems to be few and far between. [#2715655]
Unable to get coverage in and around student union [#2715658]

It would be nice, but isn't the most necessary thing to improve on. [#2715669]

I get absolutely no cell service in the student union. My phone has a Wifi calling feature, but without it i cannot make calls or send texts in the union. I recently switched from AT&T to TMobile, and there was no change. [#2715702]

Yes. [#2715722]

NA [#2715726]

In the Middlebrook warehouse, cell coverage can be iffy to nonexistent. [#2715730]

Cell phones lose coverage by the time you reach the food court in the Student Union building. It has improved from the past, but it is still touch and go. [#2715736]

no cell service in the student union [#2715751]

Install repeaters or more towers [#2715775]

1. Expand the DAS to more building on campus. 2. Include the infrastructure for the DAS when planning the building due to the Low-E glass, metal studs, brick, and stone. I would think the DAS would be seen as a life-safety system since most rooms do not have phones. [#2715824]

It is often not working outside of buildings. [#2715867]
Having Web sites and online services that are easy to use.

Some things are getting harder and harder to find - not always intuitive; sometimes have to hunt around a while. [#2711533]

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I don't like the sidebar on the main OIT website, where it says "I want to..." and "Are you new?". I think there should be categories on the sidebar which the individual services can be sorted into. I don't like having to scroll through all services to find something that isn't in the top services list. [#2711604]

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The Knowledgebase is impossible to navigate, even with the help of Google! It always takes me forever to find something as simple as the software distribution site. You should have some readily-available quick links to the things that get used/accessed often. [#2711616]

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Sharepoint is an eyesore. [#2711635]

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The fact that faculty do not receive updates to student class rolls and that secondary platforms (like Canvas or Blackboard) do not update when students withdraw from courses is dumb. We had this 15 years ago at my prior institution. In addition, the Banner system is cumbersome... The new "productivity tracking platform" -- Elements -- this is a colossal waste of time and effort. The 'box by box' data entry makes entering anything absolute torture, and the minutiae (level of detail) is worthless. [#2711795]

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They need a UT official mybannerplus type website to help with class scheduling. [#2712157]

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yes but UT pages do not look good and informative than other school [#2712187]

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Many departments on campus have their own websites. Many are easy to navigate, some are very difficult. I would suggest one department having oversight over the quality of all UTK websites. [#2712225]

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I don't care for the visual or structural nature of utk.edu [#2712262]

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OIT’s site is huge and confusing. The search function does not return desired results. I do better with a google search of the site. [#2712270]

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Services are greatly antiquated [#2712301]

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Working on the Ag Campus and trying to use the UTK website on Explorer - one would think "Ah - no problem". Doesn't work and makes absolutely NO sense. Have to use Chrome or FireFox to access UTK's websites. That is TOTAL unexceptable! [#2712355]

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OIT webpages are difficult to navigate and the various divisions of OIT are hidden from the public. OIT divisions are missing from the university A-Z listings and are next to impossible to locate. [#2712362]

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Quick links [#2712401]

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Certain services we use are cumbersome, including IRIS and iMEDRIS. This is not purely a "technology" issue, but is also a content/organization/delivery issue. [#2712414]

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I am interested in the Research Computing Support. The OIT website is set up such that the most common requests (usually from undergrads) are front and center. I do not mind having to hunt for
something I want. However, after spending too much of my time in a circular loop trying to find more information about the Research Computing Support, I gave up, because it is likely I will just have to call someone on the phone and have them help me personally. When I am working after hours (often), I would benefit from accessing scheduling services at OIT on my own without having to call someone. The website should be an adequate source of information for graduate students, too. [#2712488]

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Need to hire individual that are knowable in IT. [#2712518]

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some sites are easier to navigate than others. I always have to scroll down to find what i need on the front page (utk.edu) [#2712522]

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Having the University of Tennessee branding is wonderful, but not having a standard for each department for placement of information and what is required on each page makes it very difficult to find information. I have never seen a website that is harder to navigate than the UTK website. [#2712561]

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I strongly dislike the the UTK website. I don't feel that it is user friendly. [#2712564]

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so many different web sites with different templates, different browser requirements - ugh! [#2712617]

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Some services like on Canvas was so many option but professors don't use them all, so there's many steps to get to a simple information or file. [#2712628]

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Sometimes it is difficult to navigate online services because they seem tricky, so maybe have a tutorial in the beginning before accessing the services. Also, make sure the layout of the online services is easy to understand and is written out for the viewer so that they do not have to spend loads of time searching. [#2712629]

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It is extremely difficult to download software like SPSS. It took several hours and I had to redo several times. This process should not be so difficult. [#2712635]

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Web pages should be easy to navigate and informative and the entire UT Knoxville website is difficult. keep it simple and easy and it will work so much better. [#2712660]

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UTK home website -- front page stories can go away... take me directly to MY UTK... also, library link needs to be on the main navigation page. [#2712704]

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Sometimes, particularly with the Treasurer's office and HR websites, it is rather difficult to find specific information. It isn't organized in a particularly intuitive way and some things that I would think should be on the main site are three and four links in. This has definitely gotten better in the last year or two, but could still use some attention. From my perspective. Additionally, policy updates can be a bit odd. We'll receive a link to the updated policy, but the main policy page won't be updated for months. In the intervening time, it's pretty easy to lose that initial email. [#2712706]

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The university has many broken links and websites that are not easy to navigate. Common forms are not easily located and should be able to be found with a search of the UTK site. [#2712710]

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Laughable [#2712719]

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The new web interface is not always intuitive. This is problematic in that it wastes time. I have been here through the website change and still don’t know how to find what I’m looking. Page search or department related searches might help instead of UT wide searches [#2712724]

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Several of the new UTK web pages are clunky to navigate [#2712755]

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There are so many webpages with important information, yet it is sometimes difficult to find who to contact regarding the information. [#2712773]

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With the new university websites, it is hard to find things now. You used to just have type in what you wanted and it popped right up. Now, it never takes you to the homepage for your search. You have to sort through all kinds of websites to find what you want. I liked the old search better. [#2712807]

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I love Canvas and OWL [#2712811]

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The search field on the main UTK website is a bear to use ... if one types in "Clarence Brown Theatre", it would be great if the first item in the list of return options is the actual, current CBT website and not an article from the Alumnus from 2014. I often have to search on Google to find pages or information within our own utk.edu site. [#2712914]

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The search function on the UT websites is awful. It pulls up all kinds of old articles, directories, etc. [#2712925]

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Better organization and a better index of services are both needed. [#2712943]

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what an awful website at ut- terrible searchability, not intuitively obvious [#2713010]

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The IRIS system is confusing [#2713029]

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There are times when I have to ask another staff member where to go in order to get certain information. I'm not sure that it is staff friendly. [#2713066]

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The website for annual review is very poorly written. [#2713073]

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After its reconfiguration, the UTK home page has become less convenient to use. Almost every time I have to scroll to the bottom of the page, which even on my large screen does not show completely; those links were previously accessible at the top of the page. Also, there are too many obsolete/dead links within the system [#2713100]

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I think that some departments, such as Parking Services, could benefit from having online services (not just request forms). I also feel that the online application system for graduate school is not user-friendly. A different portal might work better. [#2713163]

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Not a problem for me. [#2713188]

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I feel that some UT websites require a lot of searching for relevant information. Access to the patient portal through the health website is not intuitive. Alternatively, most of the important links on my.utk (such as access to payment information for employees etc.) are very small links buried in a list of roughly 20 various links. [#2713195]
Have all departmental sites have a "search this page" box. [#2713207]

The Archibus system is cumbersome and not user friendly- needs an overhaul. It is confusing, fails each time I use it, requiring me to call Facilities for support. This is the only UTK online service that I find needs major help. [#2713220]

Yes [#2713238]

Finding information from the HR website is difficult. The "new" format for UTK webpages is obviously geared toward students/prospective students (i.e. marketing) - pretty, flashy. It is difficult to find information among all the glitter. [#2713241]

UTIA web-sites are difficult to update and change. [#2713244]

UTK’s website is honestly very confusing. I do not know how to access important information from the main webpage. I have to go to links I have bookmarked in order to navigate anything with the ending .utk.edu Is there a way for students to access a portal from the main website? Then that portal has a list of necessary links? Links could be for My.UTK, housing, dining, etc. [#2713261]

sometimes websites are difficult to navigate........hard to find things.... [#2713267]

The utk website is confusing and difficult to use. It's challenging to find things and the search features aren't very robust. Make key information easier to find. Don't use giant photos that I have to scroll past to get to any actual content. [#2713311]

yes important [#2713333]

The housing sites, dinning, and other sites in general are hard to use. It is hard to find key resources on these pages. [#2713355]

The UTK website is not user friendly. It's very difficult to navigate. I had to email people to ask where to find information on the website. Agee clicking on the link they would send me, I still could not figure out how to get to that page on my own. [#2713404]

Generally, the UT website is well formatted. However, setting up advising appts for example is absolutely ridiculous. [#2713430]

Make websites that are more streamlined. They look nice, but are confusing to use. [#2713443]

No comment [#2713448]

The assignments are posted in too many different places which makes it confusing and I find myself checking five different spots to make sure I don't miss an assignment. And for example the zoologic reading list is not posted on the assignments. [#2713462]

Search of UTK website is ineffective--Google Search algorithm is not a good match. [#2713478]
Very few of the universities web pages seem like they have been customized by the individual
departments. While there's a consistency to all the sites, it's often difficult to find the correct information.
[#2713521]

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It is hard to navigate using grades first, I do not even know which websites are offered [#2713607]

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Most service sites will not work using MS Explorer [#2713639]

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N/A [#2713662]

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Its alright just eneral improvements. [#2713665]

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I don't need all the pictures and "flash", I need quick easy way to find the links to the information I am
searching for. It may not be glamorous, but site "indexes" or a good search feature are really important.
Information on the web pages need to be current up to date, at least this year; 3 or 4 year information
doesn't really help. [#2713706]

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Every area of the university has drastically different webpage design. The search function is poor and I
end up googling every page. Because of this I also frequently go to old versions of university web pages
that are still accessible and have not been taken down. Please clean up the old pages [#2713752]

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the services i need are not under the same password, or in the same place [#2713779]

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The online Marketplace seems outdated and often has issues. [#2713792]

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The search engine used by the university is not very "friendly". Better results can be obtained by using
google advanced search (entering "utk" as the domain). [#2713814]

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A-Z Index is very difficult to navigate. I have to know where to look before I can find what I need. It takes
a lot of guessing and dead ends to narrow down the search and find the right location. It would be great
to have a search feature for specifics that leads to the location. [#2713822]

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There are just too many pages .Half of them seen to go nowhere and have nothing, and they aren't
logically linked to each other. The main page should be more directory like, guiding users to the right
department page or service. [#2713830]

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extremely difficult to find relevant information on most UT websites [#2713846]

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The UT Google search seems to not work as well as a regular Google search. My search results usually
point to a news article in the beacon or a library statement about what I was searching for. I'll then
search Google and find what I'm looking for. Not a big deal, but kind of frustrating at times. [#2713873]

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The university website is impossible to use without scrolling and then clicking through at least 3 screens
to find anything. The search function is abysmal. The old website was MUCH better (bars across the top
for the pages we need/use the most). I have tried several browsers, but the problem is really the
difficulty accessing the things we need everyday. [#2713874]

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for older faculty, learning the basics of outlook, CANVAS, MS Office can be challenging & daunting. It
would be helpful to have a section on the OIT help desk online site that is labelled: Points of Contact for
computer technology dummies. under this section list POCs. might also include POCs for specific issues. [#2713889]

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Web sites need to be easily navigated and not hard to find. Sometimes it is hard to find a department in the UTK because the names keep changing. should be able to be in the old name and have it link to the new one. [#2713921]

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This may not be OIT's domain, but the choice to overhaul all UTK websites with a mobile based design interface is abysmal. Websites that were once functional are now horrendous from a user-experience standpoint. I'm embarrassed to share pages with colleagues outside the University. [#2713935]

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Finding information online has been more difficult compared to the previous format. Selecting topics based on A-Z does not always lead to productive outcomes because I often do not know what letter will lead to the desired site. [#2714001]

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Currently the Canvas app/services are a huge help to keeping up with classes/announcements. It would be nice if students could update their profile on canvas (adding contact info, profile pictures, etc), or there was a more consistent experience between classes. Occasionally the pages load to messages, or announcements, or just 'summaries', and sometimes classes have a syllabus link as opposed to a a syllabus "download." The disjointedness makes navigation clunky and I often have to click around a page until I can find where something is "organized". [#2714011]

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Department and access information. And UTK movies. [#2714063]

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The library's home page has several areas that are clickable, but it is not obvious that they are clickable. For example, for the longest time after the library home page was redesigned, I did not know how to log in anymore. I didn't realize that the word "onesearch" was clickable, and that by clicking it I could access the sign in option. How about making this more noticeable, for starters? I can't be the only one this happened to. [#2714110]

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(Easy for who?) Specifically, the "upgrade" to Banner 9 generally has made my job harder. There are no promises that the upgrade in April will fix the random locking up of screens, and it appears to still use Java. ??? To me, it's a downgrade, not an upgrade. Banner 8 is clunky and weird, but it works. 9 is just a collection of annoyances, to no apparent benefit. Also, making changes to websites can be beneficial, but when the whole page is completely re-designed, even if it's perceived as "more user friendly", the learning curve is very frustrating when the changes do not speed up anything, and frequently used buttons or links are hidden at the bottom of a page, or in the far corner from where it was. I am thinking of the changes recently made to the A-Z index, but it seems to happen more and more frequently. Changing things to make them "look better" with little to no thought of usability is infuriating and insulting. [#2714218]

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There are broken links all over the UT site ever since the new home page [#2714232]

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many UTK websites are outdated. i tried finding the stats helpdesk online and went all around campus to find them based on what the website told me. it sent me to the wrong building on the opposite side of campus [#2714271]

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Kill irb Web site and elements first. Publicly shame administrator responsible before firing them. They probably got raises. [#2714276]
websites are not always easy to use and poorly pieced together. departments should have more say in their own site. [#2714281]

I have issues when trying to access information on the library site at times when trying to access electronic books or journals from a workstation at remote sites. I get ?connection reset by peer? even though I am logged into my UT account. [#2714290]

The UTK main page needs to be easily usable by all devices and not just cell phones or other small-screen devices. Having to scroll to the bottom when using a computer to get to the Search window is daft. Other issues exist with the current version of the "new template" for UTK webpages, which again are not only an OIT issue but also a UTK Communications issue. [#2714483]

It's so hard to find what you are looking for because it's unclear how to find what you're looking for. [#2714488]

It would be nice have ongoing training on our campus. We do have an UTIA OIT office and enough staff to provide training. [#2714490]

There are a large number of OIT sites that are not compatible across various browsers. One specific example is the "Get Help" header on pages that scales automatically on scrolling on the page. I've run into multiple instances where this menu grows to the point that I am unable to navigate the lower portions of the page to find the info or link that I needed at the time. [#2714498]

I am reacting to the ugly and nearly unusable template for the websites at UT. [#2714500]

I think the People Search needs upgrading. [#2714530]

UTK website is not organized well. It is difficult to find pages [#2714540]

I just think it is important all University websites look and function the same way to increase user-friendliness. If all websites look the same, the user knows what to expect. It's also important UT's websites are easy to use in order for all departments and offices to easily keep their website properly updated. I have seen some out-of-date content on multiple sites. [#2714543]

Make the directory/people search function more obvious from the OIT homepage [#2714571]

Having class resources on multiple sites is frustrating and confusing. Neither VetNet nor Banner are very user friendly and it is often very difficult to find the one piece of information I need between all of the websites that the school uses. [#2714582]

Using UT websites for research has been easier for me because our department has someone speak to us every semester about how to use the library's website. I can imagine for some students that this would be on the more confusing side if no one has guided them through the process before. Maybe encourage professors to utilize librarians as guest speakers? [#2714590]

I know this is OIT, but navigation on utk.edu is a little difficult. Having to scroll past the lead story is cumbersome and sometimes it is hard to find what I'm looking for. [#2714606]
The main UT webpage is nice, but the search box being all the way at the bottom is not helpful. [#2714631]

Canvas is not user friendly when trying to find course files. [#2714655]

The OneSearch website is fairly straightforward. However, the recent improvements have taken time to adjust to. [#2714663]

I find all the changes to the UTK website to be terrible. It is impossible to find the things you need in a timely manner. Ease of use should be a priority. It is almost like it was purposely made difficult to navigate. [#2714680]

The instructions are no easy to find or follow. It's hard to find the programs that I need to download. Need more tutorials to each program [#2714694]

Make the UT Website a little easier to find policies instead of having to login to the Policy Tech this is very cumbersome and takes a while to even find what you need, sometimes you can't even do that. [#2714727]

Canvas is very complicated, and teachers use a wide variety of services; it's hard to keep track of it all [#2714738]

Not all web sites are easy to access [#2714744]

The unix and linux account setup needs to be accompanied with video/screencast tutorials so that the students can use these services. There is no standard tool for faculty to develop websites, there should be! The unix account interfaces are really bad, with a little bit of user testing that GUI can be improved a lot! [#2714747]

I think that the OIT website can be overwhelming to look at. There are tabs and graphics all over the place, and I never know if I'm clicking in the right section for what I need. I think some streamlining/updating would be beneficial. However, I wouldn't want it to become like the UTK Landing page, which is way too simplified. [#2714759]

Having keyword, quick access links that lead directly to the web page being searched for rather than a list of possible websites that you have to search through and possibly still not find what you are searching for. Format information in small sentences or bullet points rather than large, cumbersome paragraphs. [#2714776]

There seems to be the same information on multiple sites and when one site updates sometimes the others do not.. so there is inconsistencies across campus [#2714778]

N/A [#2714786]

Some of the sites have changed and it is hard to find things (ie: forms) [#2714811]

The fewer the clicks needed the better. [#2714822]
I would like access to build our own web-sites for our departments to share data. We are like the military sometimes with too many different systems trying to communicate with each other. [#2714894]

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There's a lot on MyUTK that I still don't even know about. It's good to have but because there's so much it's a little harder to use. [#2714902]

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I feel like most of the services/information that I go online to find is not readily-available. It's like xkcd.com/773. There's a lot of information there, but the stuff I'm looking for is always nested under three or four more links that I have to hit in the right order to find the page. Granted, I admit that the things that I look for aren't the generic "how to computer?" questions that often pop up in FAQs, but I really don't enjoy having to nest links upon links to find what I'm looking for. [#2714949]

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I have no suggestions [#2714967]

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IRIS is difficult to use [#2714989]

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downloading some of the computation programs are somewhat difficult with the licensing [#2715061]

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Some links don't work [#2715084]

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maybe have a link on my utk that provides all of these websites [#2715121]

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I'm referring to the UT homepage which is very difficult to search. I don't interact much with the IT page. [#2715144]

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I find the UT website somewhat hard to use. I find I can spend a lot of time looking for information. For example, Risk Management was not found if you went to directory under "R". I think this might have been fixed. But just finding the right page can be cumbersome. [#2715198]

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Very easy. Except for the UT library databases [#2715207]

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Maybe include instructions and tips and tricks on how to use some websites. [#2715213]

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It is not uncommon to find UT websites that are out of date, sometimes with information that is no longer valid, or with broken links. The "Search" function of the UT website returns many documents with low relevance or cached pages with information that is incorrect, but does not return relevant websites. Some offices and programs have changed names over the years, but searches using the older terminology returns cached, out of date websites. For instance: in the past 10 years, we have renamed "motor pool" to "transportation services" and now "fleet management". It is nearly impossible to find the fleet management web page unless you remember the new name. A few years ago, the safety office changed the name to "compliance" and a search for "safety office" returned cached pages with out of date phone numbers an no relevant results (they have since put safety back in the name). This is really frustrating, and wastes a great deal of time searching for things. I appreciate that we are always improving and updating services, but please remember that most of us will use a handful of sites and services on a regular basis, but use others infrequently. We get notices of updates, but I am so inundated with these that I need to rely on the search function that currently works poorly. Office 365 is horrible and frustrating, both to faculty and students. It sounds good in theory for collaboration, but nobody can get it to work properly. Google drive arrived recently with the promise of unlimited storage, until I kept getting notices that is was full, and now appears to be leaving? Sharepoint: I like it for...
collaboration, but I know others don't. Needed: A public website about my lab that I can update myself
The good: OIT website, Canvas, Lynda, software options, data storage, MyUTK [#2715219]
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Personal preference: not having to go through multiple pages to get to any content. [#2715258]
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n/a [#2715266]
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I used to have a negative impression of UT’s OIT and Help Desk areas. Within the last 3-4 years it has
improved drastically and continues to impress me with the level of service and help. [#2715299]
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some websites are not easy to negotiate at all [#2715303]
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Searching on utk.edu is near impossible, should be made easier to find what you are looking for.
[#2715308]
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Provided these sites and services are secure. [#2715359]
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Our website is awful. It takes forever to find anything. [#2715388]
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MyUTK, IRIS, etc are pretty clunky. [#2715394]
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Why am I unable to log in to Hodges library account without searching for something on OneSearch?
[#2715416]
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it is ridiculous that the ut web site will not work in some browsers [#2715421]
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I find the new web site more difficult to navigate. It is hard to find things if you don’t know where they are.
[#2715424]
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The uniform template is a hobble in CAS and within the system. It’s hard to tell when you move to
another site and that confuses searches. [#2715458]
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I still find it difficult to get to the myutk site, the class schedules & syllabi, and other sites from within the
school's website. I have the pages bookmarked now, but navigation between different areas is not
intuitive. The registration process seems a little chaotic with the necessary documents found in several
different locations. Canvas works well. [#2715479]
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The Home Page of the University of Tennessee isn't laid out well or is easy to navigate. I feel the worst
feature of the website is the search engine to locate buildings and resources on campus. The directory
for on campus offices, buildings, etc is also very challenging to navigate and is not easily used via key
word searches. [#2715542]
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Doing much better - some are outdated. [#2715544]
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I find I have trouble with searching in utk.edu. It is very difficult to find things. I searched for several
hours the other day to locate a bi weekly timesheet. I was off campus and needed an original blank one.
I was finding other department’s versions but not the original one that was created. After many attempts
I finally found the original version to use. [#2715580]
The OIT site is improving, but it is still difficult to find items. A big one is that you can’t search for VPN and get to the VPN instructions. You have to know to look for Network in the alphabetical list, click it, THEN you'll see VPN included. It confuses people in my office. But complaint for the site as a whole (utk.edu) is the absolutely terrible search function. Also, the computer network registration system....... I maintain all that for my office, or try to. It is a giant mess. There needs to be a consistent naming convention for computers. I would like to be able to search by serial number and see how it's registered. I don't understand why you all don't currently capture the serial number as part of the registration. I have items I can't identify but don't want to break the registration for, so they just sit there and get renewed even though I have no clue what they are. [#2715588]

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If you keep changing the services and offerings, it makes it difficult to take advantage of them, even with training. [#2715602]

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Again, less experience here... [#2715614]

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There have been multiple changes. Just when I figure out the web site it changes or has been updated. Remember that some of us use the system but are not computer experts. [#2715701]

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NA [#2715726]

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Search function on UT’s website is not good at giving desired results. Main site looks good though. The Volshop website just isn't that good compared to other retail websites. I'm not sure how to describe it, but it is just a pain to use. [#2715730]

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Access to Apps.utk.edu does not work well. Maybe a higher number of licenses could solve this issue (especially for SigmaPro) [#2715731]

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The UTK web site used to be easy to navigate. The search engine used to provide useful results when the site itself didn't provide links that were easy to find. This re-design of UTK's that has been in effect for the last couple of years is pretty, but terrible to navigate. I've sent in suggestions to provide, for example, important links in the A-Z index to no avail. One particularly stupid example is the continued refusal to provide a link to exam schedules under the word “exam.” Some of the difficulty does lie with individual department web pages, but the biggest problem is still with the UTK home page. [#2715749]

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n/a [#2715775]

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Sometimes UIs, namely for OneStop and MyUTK, can seem a bit overloaded with text, have unclear link names due to idiosyncratic schemes, or have their most important links buried at the bottom among a sea of other links. Perhaps this is more an issue with that division than OIT. [#2715831]
**Having online services that enhance the teaching and learning experience.**

I love Zoom. Brilliant move. Does everything I need it to do, even for research. Same for Canvas. Yeah, there are some things I would do differently, but it is light years ahead of Blackboard. I don’t use OneDrive, but I know it is there. If I ever outgrow my DropBox, I may move. Any other online service I might need I can easily get through my departmental IT people, so I’m good there. [#2711616]

Ditch Canvas. Awful grading tools; overly complex in terms of assignments-files-grades. The only apparent feature that exceeds Blackboard is the ability to upload and share content...which as far as I know is not being widely used. [#2711795]

should be short effective and timely [#2712187]

I find Canvas quite frustrating. It is not easy to figure out how to do things from the website itself, the help function is pretty useless, and the only decent source of information is crowdsourced websites. Whoever operates this software should put together a better guide, and they should test this out with real users to make it more intuitive to use. [#2712265]

Constant changes to our classroom management systems takes away from teaching prep time. Canvas is fine, but please do not make dramatic changes within a short period of time. [#2712266]

The email system works well (kudos for that!!). However, I interpret this question as referring, in part, to platforms like Canvas. It’s hard to believe that OIT could subject the University to a more poorly designed platform than Banner, but you have. Canvas is a huge time suck and does NOT meet my classroom needs. Clearly, the adoption process was flawed, which means OIT has no idea what the campus needs in a course/learning management system. [#2712362]

Distant learning, online classes [#2712401]

Would like to see a captioning service available campus wide [#2712479]

I would prefer to not have online classes. I’m paying ridiculous amounts of money for this university so why do I have to have online classes? [#2712494]

wonderful, which ones? I use Zoom, love it [#2712534]

The Stats 201 Youtube page is a lifesaver! [#2712558]

Get rid of all computers. [#2712620]

Good reliable easy to use services. Most instructors are not computer savvy enough to use what we have now. Might be worth finding a simpler solution. [#2712660]

I’m thinking specifically of Canvas with this. My main designation is staff, but I have been a part time student for almost two years now. Canvas is a mess. There’s no kind of uniformity of use from class to class. Messaging within the program is dicey at best, and it is not as easily manipulated on the backend as I know some faculty would like. I’m sure there was training offered, but it might help to find out what the specific sticking points are for faculty members using the program. It would also be a decent idea to create a uniform code of usage for the program. Currently, different professors use different sections.
interchangeably. Something might be in modules, it might be in files, or it might be in assignments. It's confusing for everyone. [#2712706]

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Some type of year-round canvas access should be allowed for clinical students (ie. Vet school). We have lots of learning and educational things on there but student access is a major problem. [#2712713]

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If this is about online homework then I believe that Mastering is a piece of shit. However, I do enjoy OWL-I feel I have learned more on it than Mastering [#2712811]

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Canvas does not have the necessary functionality for large classes with multiple lab sections. As a TA it was much more functional to have my own lab site with Blackboard than the group I currently have with Canvas. [#2713029]

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This is considered a top notch school. the online services should be nothing less than top notch as well. [#2713080]

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Blackboard was not perfect, but it was superior in many ways to Canvas [#2713100]

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Setting up Canvas in a way that isn't so confusing with the time change involved between Nashville campus and Knoxville campus [#2713151]

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Frankly, Canvas is bad. In some ways worse than Blackboard. More space for files needed. Easier interface needed. Ability to interface with clicker software needs to be more intuitive. [#2713153]

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Law school has ten different websites for literally everything. It's a disorganized mess. [#2713155]

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No comment [#2713162]

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still some growing pains with Canvas and turning point. Seems there are some outstanding integration issues and weird jury rigged fixes to make everything play nice. This goes for banner integration as well [#2713204]

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NA [#2713330]

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not so sure if important [#2713333]

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N/A [#2713443]

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Canvas only allows limited amount of materials to be uploaded, which terribly restricts my teaching. When I request more space on my Canvas site, I am accused by OIT of abusing the system. I am asked to use OneDrive to share large documents, but OneDrive hardly ever works and, if it works at all, only does so after taking an hour to upload a document. Only Canvas actually works for sharing documents, but I am terribly restricted in using it. [#2713466]

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I don't know what you're referring to by "online services." [#2713478]

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I'm a new user of Canvas, so I still have a lot to learn... for example, I haven't used the online quiz function yet. UTK offers training for Canvas, which I think is really great! One possible improvement
would be to record the training sessions for people who can't make it to the sessions, or to watch the videos when we can't remember how to do certain things in Canvas. [#2713605]

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I would like to have companion websites for all math, economics, science classes to self teach in addition to classes [#2713607]

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The switch from blackboard was unnecessary and added time to course construction and management for those of us who were used to Blackboard. Canvas is fine but not a real improvement for the investment in time that it took to learn a new program. [#2713633]

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Excellent Service [#2713639]

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N/A [#2713662]

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I don't need this. [#2713665]

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More communication and exposure to what these tools are and would look like. [#2713749]

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There really few choices and some could be on-line such as MS Office. [#2713808]

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The user experience is everything, so it is important to do everything we can to make services user-friendly! [#2713832]

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clickers dont work [#2713846]

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I didn't think something could be worse than Blackboard, but wow, Canvas is awful. It's more difficult to send messages, the grading interface is a disaster (no grades in gradebook without creating an assignment??), and uploading digital articles is still a pain. [#2713935]

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Lynda.com is something I used frequently. [#2714129]

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Don't know what services are available. [#2714190]

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canvas sucks [#2714271]

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As a full time employee this is very important to me. It would be nice to have programs catered specifically to employees to obtained further degrees or certifications, while still being able to work. [#2714323]

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online and hands on training through K@te [#2714490]

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I think that Canvas seems to be working well, as is K@TE. However, the contract that UT Knoxville is in with Touchnet precludes the College of Social Work from using K@TE for continuing education. This was a great disappointment to us. When does the Touchnet contract end and can it be changed when it does to allow us to use the K@TE system's payment service so that we can put our continuing ed courses on that very nice LMS. [#2714500]

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It may be lack of knowledge about these services, but this is something I am interested in and would like to be more knowledgable about, and have access to. [#2714629]
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Canvas is not user friendly when trying to find course files. The UT website is also a nightmare to navigate. Google searches are faster than trying to do an internal search through the web page. [#2714655]
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Canvas is terrible. [#2714657]
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on line class to how use computer programs available. or small tutorial videos. [#2714694]
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I think we have a long way to go to be effective in this area. [#2714765]
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Optimize canvas/blackboard type applications so that teachers, students and administration can connect more easily in one place rather than trying to use text, phone, e-mail, and other applications. Make these applications easier to upload and download data for sharing purposes. [#2714776]
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Not sure what you mean by this question so didn't answer. Sorry. [#2714989]
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i dont even know what this means [#2715047]
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record lectures and integrate into canvas [#2715061]
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Would love to update my software programs to 2016, but am told I can not. 2010 software is outdated and the 2016 version has lots of updates that can assist with office work. [#2715076]
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We recently switched to Canvas. So part of the answer is a learning curve for me and part of it is for the system chosen. There is a need for a variety of items on Canvas to be more user friendly - I have submitted these suggestions. There is a need for some color and use of pictures to enhance the online learning experience. A simple example is the grades/gradebook need to have each student line color vary to ensure one is entering a grade for the correct student. Additionally, I am co-teaching with a faculty from another institution who has used Canvas and shared that some of the features are "turned off" for us here at UTK - I am unclear why this is done? Thank you, [#2715113]
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I think more Remote classes rather than having to be at school would be prefered. [#2715168]
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Having a mac adaptor in every classroom would be helpful. [#2715260]
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n/a [#2715266]
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With everything moving to technology, like all of our textbooks and assignments, I think UT could have more online interactive portals. Modules can get tiring and boring after a while, but I'm sure there are other outlets for students online to learn. [#2715345]
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Making sure all teachers know how to use the canvas website is important. Some of my older teachers do not upload grades which makes it hard to gage how I am doing. [#2715350]
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Homework that give more feedback on problems would be great. If I don't know what I'm doing wrong and I can't figure it out, just telling me the problem is wrong seems a little useless. [#2715473]
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Having more teachers knowing and using response wear for clickers would be beneficial. It would also be nice to have a tutorial on OIT of how to set up a clicker and response wear. [#2715507]

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NA [#2715726]

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

If I only have to collaborate with on-campus people, Sharepoint is an adequate although inelegant solution. But since I rarely need to do that, it again is infinitely easier to research out an external solution and use that. [#2711616]

As far as I am aware, the University abandoned any centralized teleconferencing/videoconferencing platform...which makes it more difficult to collaborate. [#2711795]

I think most people can find third party services that provide collaboration space ex. google, office, sharepoint, dropbox, groupme. This shouldn't be a priority for the University to provide. Although, what the university could do is offer suggestions and links to services students can use. [#2712133]

There is a very useful online word processor, ShareLatex, that our research group uses to write proposals and manuscripts with our collaborators. It has an annual subscription fee to unlock certain features, but it would be nice if the University could provide a subscription or similar service. [#2712150]

There is no way to effectively communicate with students besides groupme. Maybe have a teacher implement a class groupme? [#2712230]

The sharepoint access to shared Word documents is helpful, but I could really use something with better version control as my collaborators and I work together on documents. Better shared reference library technology would also be helpful (somethign EndNote doesn't do very well) [#2712231]

Easy access to webinar [#2712401]

SharePoint (UT's product of choice) does not meet our office's needs because it is not as user-friendly or as widely used as other products. I pay for DropBox and Google Drive out of my own pocket to use for work projects. UT should consider paying for a LaTex tool like Overleaf. [#2712462]

I have group me and thats good enough. [#2712494]

As a staff member, we use One Drive and SharePoint and neither of those are really user friendly. [#2712498]

I think that this is important to developing students to be updated on technology. [#2712585]

In Terminator the machines rise up and kill the majority of the population. [#2712620]

I have not had good experiences with Zoom. It is not intuitive to use and every time I have tried to use it, something goes wrong. [#2712707]

The phones do not have all of the college contacts listed. Additionally, emails in phones are frequently incorrect. If have email pulled up on phone, cannot search directory and essentially cannot send an email to a new person. [#2712713]

We need to keep Qualtrics. Many faculty and students use this software for research as well as in collaboration with other institutions. If our peer institutions and aspiring institutions use this software it is a bit ridiculous that UT can't find the money to keep this valuable software [#2712714]
Nope. Please get rid of the local servers. (I drive) [#2712719]
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Dropbox - paid for at principle investigators discretion - not decided by administrators that are not in the KNOW of what is actually needed to do scientific collaborations with other institutions/countries/government agencies [#2712722]
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It is extremely frustrating not to have a mechanism to share files securely with people at other institutions. [#2712743]
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There are several paper forms currently used by UT and my department that would be more efficient if they were electronic. [#2712755]
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Synthesizing systems and not simply adding them without training. For example, I suddenly began receiving key requests and access requests requiring approval online. Another example is the facilities services notifications for project approvals which I began to receive without wanting or requesting or understanding exactly how to approve it. And yet another example is that I started receiving email notifications every time office staff place a Staples order or a paper order or something. I already approve those expenses with the procurement card so I don't understand the redundancy. [#2712812]
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Not everyone is on skype; make it a default service that someone has to explicitly opt out of. [#2712939]
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The Edu-Roam doesn't allow Apple devices to sync because of security settings. [#2712943]
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One Drive and Sharepoint continue to be a pain. [#2712958]
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not sure [#2713044]
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Need the ability to utilize built in biometrics to authenticate users on devices. [#2713068]
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Having a longer zoom session available to students in online programs. 40 minutes is not enough sometimes. Also allowing us to have recording privileges through zoom. [#2713151]
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Having collaborative software is vital to my performance as a staff member. OneDrive isn't terrible, but others do not like it or understand how to use it. Institutional membership options to Dropbox, Google Drive or Basecamp would be good to allow options for faculty and staff, particularly when there are larger teams involving others from a variety of other institutions. [#2713163]
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Yes [#2713185]
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Most collaboration is done using outside technologies, groupme, google drives, etc. The school has done a good job of providing access to google drives. If there was an easier way to access classmates and start chat groups within the university software, and not in canvas, that would be great. [#2713214]
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Why don't we have Slack (or similar) or Trello (or similar)? Why email? eck. [#2713276]
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zoom has been invaluable. [#2713305]
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Canvas organization of threads and announcements could be improved through providing more clarity. Threads get very long and it is often difficult to tell where the responses connect. It appears as a huge
list and doesn't provide one with the ability to weed through the comments effectively. Perhaps a sorting function and/or a collapse/expand function? [#2713361]

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Professors need to be held accountable about submitting grades. They hold us to deadlines yet think it's okay to never submit certain grades until the end of the course and sometimes not at all. [#2713430]

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They are good but could be easier to use. [#2713435]

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N/A [#2713443]

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Please continue helping ZOOM functionality to improve. [#2713478]

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I might just be unaware of the resources we have on campus, but I've never see this service offered on campus? I normally use GroupMe and group texts to collaborate with others. [#2713568]

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The only thing offered is canvas and that does not work that well [#2713607]

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Better communication about these tools that are available. [#2713749]

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One drive, Calendar, One site and all of those programs are unreliable and counter intuitive to use. They often don't load quickly and freeze on me mid-task. [#2713792]

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As a graduate student, group projects require us to work around our class and teaching schedules. If there were premium apps where we could remotely collaborate that would make the projects easier to complete and run more smoothly. [#2713977]

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I personally don't know how to communicate with anyone other than through email and groupme which I feel like there should be an easier way through canvas or another way [#2714210]

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google drive is still the best option. but i don't want to give my students my personal email address so i am limited to how i can share files with them. google drive won't recognize my utk email address [#2714271]

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Qualtrics is extremely useful in my work as a graduate student. [#2714502]

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Skype for business is nice...but not widely advertised or easy to use. [#2714621]

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I have used Google docs/slides or excel with other classmates, but this was not initiated by any UT staff or personnel. [#2714663]

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I have found my own work arounds, but it would be nice to have friendlier technology [#2714704]

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We should have skype meetings incorporated into the instant messenger that will allow for screen sharing. [#2714778]

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N/A [#2714786]

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extremely important [#2714798]
Too hard to include UT partners. [#2714830]

One software platform that housed student, financial, and accounting information... This is not rocket science, but even if it were, we have rocket scientist in our system that could help us solve the issue. I wonder if we would use them... hmmm... [#2714894]

My team has been testing Slack and Trello, and both tools have proven to be very useful. Our efficiency has improved greatly as a result. [#2714943]

I have lots of zoom connectivity issues with unstable connections, but that is probably due to others' wifi capacities and perhaps there is nothing that can be done? [#2714989]

Would be nice [#2715014]

I use Dropbox for collaboration with colleagues at UTK and at other universities, yet the university does not support Dropbox. Please support Dropbox. [#2715110]

This may be more about my office. Nobody seems to know how to use Google docs or Skype for Business and we haven't brought in training (the Skype training we had this fall was the worst and not useful). Not sure if this falls under IT. [#2715144]

Zoom has been great. I have a Pro account and appreciate it greatly. We use it a lot within my department and our work. [#2715198]

Yes [#2715207]

n/a [#2715266]

I don't feel like we have anything available at this time to do this. [#2715318]

In some classes we have online discussion forums, but they aren't facilitated very well and are done on poor platforms to where it is awkward. [#2715345]

All good. [#2715350]

AND knowing what the limitations of those technology services are so I do not get caught off guard. [#2715359]

Please increase communication and awareness of the available backup storage for UT students especially grad students. [#2715416]

A UTK Gitlab server would be excellent for allowing students to host private projects. Perhaps adding in CI? [#2715515]

We've only just begun using SharePoint to collaborate in our office, but I'd say it would be helpful to have information about the process be clearer/more complete. It would be nice to be able to quickly search to see if one is already set up for a department/cost center. Part of my job is as tech coordinator for my
office--very few people are actually moving to OneDrive over Dropbox. Though I do keep encouraging them to try it. Also, it would be really cool if I could have access to see how permissions are applied to OneDrive folders for my office through the utk.edu/ds/uact page. If I can, I'm not aware of how to find that. I set permission groups and would like to be able to see how they're applied on that same site. [#2715588]

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I think we have adequate technology, but staff do not receive enough training to make the best use of it. This includes how to use the technology itself as well as best practices in managing online meetings. [#2715596]

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Haven't had to use this so can't speak to it. [#2715614]

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Zoom lags and most people have trouble installing it. Maybe get a web browser based one? SharePoint works though. [#2715658]

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If this is referring to Canvas, it's extremely hard to use because it takes multiple links to get to and every classroom is organized differently and needs different tabs so information I need for specific classes is under random tabs on the website because the teachers either don't have the tab they need or can't find it. Canvas is hard to use [#2715662]

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NA [#2715726]

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Zoom is a great technology for class interaction, but it is very poor for collaborating with colleagues around the country in webinar format. Also, not having the ability to provide callers with toll-free numbers (even at my expense) is frustrating. I interact regularly with colleagues around the country at universities or state/local agencies. We are used to platforms such as Adobe Connect and Webex (Citrix), which allow much more organizer control in how people join meetings and interact with speakers. We have tried to use Zoom for these regular webinars and it is just completely problematic for a setting in which we have a speaker presenting slides and we want to mute everyone during the presentation...we do not want everyone to be able to see each other...etc. Strongly suggest considering investing in an alternate technology - even if faculty or departments have to pay a small fee to use. [#2715759]

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I am at middlebrook pike location and do not have access to a computer except getting permission from an architect to use their computer to check my emails and workorders [#2715775]

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When we have staff meetings in 323, the technology does not always work well. We use equipment that will allow our meetings to be seen and heard by staff members offsite across the state, but often the picture or sound, or both, do not work well. I don't know if this is an issue with the equipment we are using or the network, etc. [#2715792]

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Microsoft is clunky to use and not intuitive. There must be a better option to work collaborative or perhaps more education on how to effectively use what is available [#2716533]

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

SharePoint is clunky and slow. The new version of SP makes it harder to download documents, but easier to upload. [#2711571]

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When is OIT going to get serious about enterprise-level qualitative data? And no, NVivo is NOT it. Serious qualitative researchers consider that to be the quantitative software for qualitative research. We have a 16-seat license for Atlas.ti, and I have to jump through hoops to use that! No transcription software, no central field recording, nothing for mobile analysis, no Transana or V-Note... [#2711616]

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As a faculty member - I have no data on student's performance in other courses, test results, history. Maybe some of this is impossible with privacy laws? [#2711635]

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I appreciate all of the immediate dashboards. SERA seems very congested with requests causing a delay in timely reports. [#2711720]

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These systems seem to be widely available to specially-qualified users, but public- or University-wide sources are slower to be updated. Shouldn't more of these be automatic? [#2712194]

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I chose N/A because I am not exactly sure what is meant by this question. [#2712414]

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I am generally very happy with OIT systems at UTK. [#2712487]

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just pay for the updates the systems offer [#2712518]

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I have no idea how to interface with the various systems that collect usable data on our organization. [#2712527]

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Never had a problem, so all is good. [#2712558]

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Enrollment data is difficult to find and requesting a report can take 3 weeks to 3 months to obtain. That is unacceptable. [#2712561]

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It is still not possible for staff who need to get data on a large number of students at one time to do so easily. This may be because the reports to access data in systems like Argos do not exist but it may also be because the existence of those reports that do exist is not disseminated to those who might like to request access to them. [#2712627]

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Does this mean something like Elements? If yes, would like to see more collaboration between OIT, UT Libraries, and leadership. [#2712652]

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Multiple systems in which I use to do interact at all or not well. [#2712710]

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Nope [#2712719]

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I have a hard time finding all sorts of numbers, or need to do a lot of repetitive actions to generate them. [#2712723]

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Because there isn't a centralized helpdesk that address issues related to systems (K@TE, IRIS, Banner, etc) it is difficult to get a straight answer on addressing issues. It would be a time saver for major issues to be fluid among departments so that users weren't bounced around to different folks trying to address an issue that might otherwise be simple. It seems it is unclear who is to address what issues.

[#2712724]
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The listserv system is not user friendly. It doesn't provide analytics and it is very difficult to make changes to your listserv. We are having to change the listserv name for our department so I was told to delete the current listserv after downloading the list and make a new one. This is a very tedious process.

[#2712731]
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it would be nice to be able to see direct bill charges from other departments sooner or at least be given the amount of the charge sooner. [#2712755]
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We need someone who can create reports in IRIS. [#2712851]
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Dashboards that pull information from various systems. [#2712945]
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N/a [#2713008]
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Provide Power BI as a solution. See latest Gartner Magic Quadrant report. [#2713026]
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Because of the wireless issues on campus, the guardian Ap is not tracking properly. Thus endangering staff and students. [#2713027]
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ClockWork could use an upgrade if available. If not, possibility looking for another program that will fulfill the current needs with added features. [#2713061]
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Yes [#2713238]
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n/a [#2713253]
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hard to find some critical websites such as the new course eval system (not sais but campuslabs -- hard to find) I do like the one sign-in hub [#2713297]
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I recognize the difficulty in making information housed in multiple systems readily accessible to various audiences. I greatly appreciate the UTK working to make this available to decision makers and developers building complementary systems to bridge additional data sources. Please continue this valuable effort. Perhaps selective, permissions based exposure of this data via power BI to broader groups would be a next step. Example, enrollment data available via Power BI for individual colleges to filter, query and generate reports based on the whole of UTK. [#2713352]
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Email and canvas provide me the information I need when I need it. [#2713356]
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coming from a staff perspective: I would not say this is a data and IT problem as much as an organizational challenge that with the decentralized structures at UT is is extraordinarily difficult to craft campus wide data projects. [#2713421]
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Canvas is good but needs to be updated by professors more often. [#2713435]
The ADMIT system is really bad. UI is very challenging. [#2713478]

If we had a program that would allow each college to compile its own data and make that available for decision-making, that would be great. Something like Tableau, perhaps? [#2713490]

Data is currently well protected from faculty examination. [#2713522]

N/A [#2713662]

Some sort of alert system. [#2713665]

Praise -- the data warehouse is a huge help. [#2713686]

As an employee, I would like to be able to utilize all of my applications and data while working remotely via the UT wireless connection. It would be a real bonus to be able to access everything while logged into Pulse secure as well. [#2713696]

Argos is incredibly slow. [#2713751]

sites often outdated [#2713799]

This is out of our hands, usually only for upper management. [#2713808]

don't get class schedules released soon enough [#2713846]

Not sure how this applies to me. [#2714006]

movies [#2714063]

See my feedback for IRIS, duplicated here in case these survey results are as clunky to navigate as the data in IRIS: I know this is well-known at UT but it bears repeating- The usability of the SAP R3 ERP is just awful. The user interfaces, whether “fat” desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or !!! the IRIS ID of the person controlling the account to which the asset belongs (??); it takes far too many clicks to locate an employee’s status or job change information; the list goes on. [#2714175]

This issue is really not an OIT issue. OIT appears to work with data providers to get the data up in a manner (e.g., Graduate Blueprint) that is effective. UTK is still working to identify key data, get it organized and make it available. [#2714483]

Iris does not accommodate to pull reports needed from. Get report writers to make this a priority. we have been waiting a very long time. [#2714490]

ARGOS needs minor reports! Requesting things from SERA is fine and they do a great job, but when I have impatient higher ups breathing down my neck for reports that have at least a two week turnaround time, it is not ideal. [#2714631]
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A way in canvas to where professors can upload scanned versions of exams. This would let us all better understand what we did right or wrong. In classes where professors aren’t timely on returning papers it would be a huge improvement. [#2714678]
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Keep working on timely reports that can be run by staff. [#2714789]
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very important [#2714798]
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N/A [#2714805]
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Access to data is limited and OIT seems to be a bit defensive on allowing access to run simple queries. It also seems like data is divided up on purpose. There is not a single location where one could go to pull data and run reports (Banner, IRIS, etc.). [#2714894]
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yes [#2714929]
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I find that it takes too long to find data and things in the library or its website for it to be considered “timely”. That’s all. [#2714949]
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I don’t know what you mean by this. [#2714989]
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Data on graduate and undergraduate enrollment by department, major and standing, minority enrollment %, retention rates, graduation rate. These are needed to plan future course offerings and space needs, and some of this data is needed for grant applications. It is currently very difficult or impossible to get some of this data. This should be a high priority. [#2715219]
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As the cellular service/wifi is spotty in WLS, it is hard to access journal articles/webistes needed to do research. [#2715260]
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n/a [#2715266]
-----
N/A [#2715350]
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Having more details online about fees and how they are calculated would help very much. [#2715416]
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I would like to see more budget transparency. [#2715458]
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The calendar feature in canvas is very nice. I wish that it would have an option to show all events rather than just assignments. Showing university events on canvas would be nice too but I can see where it would get overwhelming. [#2715507]
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i dislike that myUTK does not tell you when a class time changes or a class is moved [#2715522]
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No real problems. [#2715580]
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Qualtrics on campus support often takes a week to schedule. The last time I requested help there was no response to my email request. Qualtrics Inc support is always available but they always seem too
busy to help for very long. More techs should be available to assist students in using Qualtrics. SurveyMonkey seems to be a better platform. [#2715654]

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NA [#2715726]

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I have no idea what this question is referring to- define "systems"- it's too vague to answer. This could refer to Banner, or the text alert system, or a number of other things. [#2715762]

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n/a [#2715775]

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Consistent data between various student data sources. E.g., admissions enrollment (confirms) and final fall enrollment is not reconciled in both the registration and admissions systems at the student level. Thus, data on reports varies and hinders best case decision support. Insufficient student-level snapshot data for in-depth analysis needed to support decision-making. Searchable data dictionary that provides data sources (e.g., admissions with map to Banner), field, field attributes (e.g., length, type, reference/lookup values), currency (e.g., "field added Fall 2016"), and relevant notes (e.g., mapping information). Standard reports can have a selection reference (e.g., actual and "plain English" SQL-type description, including data source) to easily resolve any questions from another office that accesses the same data and sought to reproduce results. For Student data, coordinate campus-wide look with key stakeholders (admin, OIRA, academic, student support, etc.) at tools of choice for reporting/analytics. FYI, I've had some discussions with OIT regarding a few of these, and am optimistic that we'll be able to collaboratively make excellent progress. Thank you for asking :-). [#2715806]

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

Room 129 of the Hodges Library ought to be upgraded at some point. [#2711604]

If my laptop only has HDMI outputs, your TECs are useless to me unless I jump through hoops to find a way to hook up to VGA or hope that the HDMI is findable and that all the cords have not been swiped. I don't want to have to consistently call for emergency help. Surely by now the technology exists to have me effortlessly connect wirelessly (Heck, I'd even take Bluetooth!) to projection on ANY device I choose to bring to the class. [#2711616]

It would be nice to have rooms that have doors and windows that are private. I feel that I could accomplish more if this were readily available to me. [#2711636]

There appears to be a shift to smart classrooms, which is fine, but the concomitant removal of whiteboards/chalkboards is a true travesty, especially in engineering and science where detailed derivations of complex phenomena is essential to the transmission of content. [#2711795]

Not every classroom has uptodate projection technology--I know so 2000s. But I am teaching in a classroom with a key switch to roll down the screen, a button that sometimes connects my computer on the wall, and no audio [#2711879]

Make a concerted effort to put the same technology and the same control systems in all classrooms. I work at the College of Law. Only half of the classrooms have similar (Basic) AV Control systems. The rest of the rooms have a hodgepodge of systems. While every classroom has approximately the same capability instructors and students are frequently befuddled on how to turn on the system and select even the most common source to display content to the class. [#2711927]

I teach Video Production classes and there are woefully few classes with the A/V gear up to the task in the Communications building. The projector system in the class I'm currently teaching is only capable of standard definition output. I can't show students how to edit with premiere. I can't use it to exhibit the cameras they use. [#2712134]

Many older classrooms on campus need to be updated. One major issue that I have come across in classes that I have taken as well as ones I have taught is the lack of available power outlets. With more and more students needing to use computers in classes, there needs to be more outlets to allow people to charge their computers. [#2712174]

There are not enough open spaces for group projects/meetings to be held, whether it's in the library or at other buildings on campus - most buildings lock at a certain hour, and then we are forced to find an open room in Hodges and wait until someone kicks us out. [#2712177]

Training for teachers is again so important. As is overall maintenance and just keeping the technology working. [#2712178]

satisfactory so far [#2712187]

My department's building(s), which were Pasqua and now ESA, don't have any student meeting spaces to meet up and do homework. We just need to get lucky and hope a classroom is open. [#2712234]
The technology at UT is awful. The rooms do not have adequate and up-to-date technology. Every day is a crap shoot. [#2712240]

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Ensure that each classroom has a computer that guest speakers can simply log into to present their research. [#2712257]

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I think every single space should be "smart" [#2712262]

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Often the equipment in the classes (sound, smart podium) doesn't work properly [#2712265]

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There could be more classrooms and meeting spaces, and there are still a lot of rooms that cannot use interactive software or zoom. [#2712270]

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Need most or all meeting spaces set up with Zoom technology for more efficient meeting times. [#2712274]

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There are a lot of classrooms that do have very old projectors. Some classrooms do not even have HDMI connectors for projectors. [#2712309]

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There are several classrooms in BEC that do not have adequate technology just to project and provide audio. [#2712311]

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We need a better, more open method of suggesting and obtaining upgrades for out-of-date classrooms. [#2712340]

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The classroom I teach in has a smart board. However, there are no manuals about how to use it. I therefore have never used it. Easy access to information about how to use the technology should be provided (it should be easy to find such info on the OIT website). For example, an online list of classrooms with the technology available and how to use it. Otherwise, I believe it was a waste of money to install these smartboards without letting instructors know how to use them. [#2712356]

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Multiple classrooms have issues with the sound controls not working correctly. This should be like muting and unmuting your TV at home - it always works. In our classrooms, you have to hit mute and unmute dozens of times, switch the inputs and even restart the projection system to just get the sound to turn on. Unacceptable! [#2712362]

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All classes equipped with smart ink and so on [#2712401]

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Based on my teaching/learning needs, and that students typically bring their "technology" with them (e.g., laptops, tablets), this is not a big priority area for me. [#2712414]

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I prefer to allow the professors to do what they think is best. [#2712444]

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The technology in the classrooms doesn't always work and that's frustrating for all involved. [#2712453]

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There are not many of these available. I bring my own computer to class everyday. However, the wifi doesn't always work or I do not have cell service to answer clicker questions in the majority of the buildings on campus. [#2712456]
LOW at UT. When the spaces are available, often there is no dedicated hands-on tech setup support for that space, which is critical when you are e.g., running an all-day Zoom meeting with remote attendees. [#2712462]

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All meeting spaces need Zoom capability. [#2712479]

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It would be great if every classroom on campus had the technology that the Haslam Business Building has (I am aware quite a few classrooms have good technology though) :-). [#2712522]

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The classrooms in HSS were designed by language teachers and the language teachers are now not placed in these rooms, but rather in other buildings on campus that are not suitable for foreign language teaching. We want our classrooms back. [#2712535]

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There is a lack of classroom space on the hill, it doesn't matter whether there is technology or not. [#2712561]

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Need document projectors in more classrooms, including small ones [#2712579]

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classrooms on the ag campus are started to look pretty dated, seating is awful, technology is marginal [#2712617]

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There are a lot of tech issues/glitches with using technology in the classrooms. [#2712635]

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I had to buy a USB adapter with my own money because the classroom I teach in only has a VGA adapter. [#2712639]

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I *really* don't like the SMART boards. I run Linux laptops, and using the SMART boards requires a pile of Windows installs, so I can't use them. I also don't see why the boards can't simply act as virtual whiteboards *without* some external PC. They have only been frustrating to me, and they seem like a waste of money. [#2712697]

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The technology currently available in the Arts + Architecture building is limited. I believe technology such as AR could be implemented into the lecture spaces to convey ideas concepts related to design. [#2712699]

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Classrooms and meeting spaces are limited and it would be helpful in the new construction of buildings to incorporate such spaces. [#2712710]

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Projectors in all rounds rooms at vet school. [#2712713]

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have you stepped into Bailey in a while? Outdated technology, broken chairs/desks, dirty carpets, projectors that are always on the fritz.....it's embarrassing [#2712714]

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need to update some of the equipment in older buildings, too many options for connections in some rooms, it is confusing to have different connections and settings, can we decide on one or two? [#2712793]

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The library study rooms get filled very quickly in the evening, so providing more options, such as the Student Union have hours open later for study space and food access. [#2712815]
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There are not enough classrooms available for Mac labs across the university. It is very hard to run classes at normal times when we can't fit our students into the rooms or the Registrar doesn't give a room at all to a classroom. [#2712845]

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It would be beneficial if more classrooms had different hook-up's available (such as HDMI, VGA, etc). [#2712847]

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There are a number of instances when the computer, sound, projector, smart board, or other elements simply do not work how they should. This is at best counter-productive, and at worst a complete distraction to the class, which can be troublesome. [#2712852]

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More meeting rooms in the vet hospital [#2712881]

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Our department meets collectively in large meeting spaces on campus several times each month. It's disappointing that mics don't always work, connectivity isn't always available, lighting can't always be adjusted, even the heat/air is sometimes unbearable. [#2712914]

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Some class rooms have a much lower degree of technology access. [#2713044]

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The main issue here is that there's no standard set up and rarely, if ever, any directions available on how to quickly hook up or troubleshoot. It's different for most rooms I've used and there's no guarantee that the correct equipment or cables will be there. Often they are provided initially but disappear during the semester. [#2713050]

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The CYNAP system is unnecessarily complex to use for those who just want basic services. A simple "system reset" button might help. Conversely, the basic service offered in another classroom where I teach has not been upgraded in over 10 years, so that it still offers substandard sound, and VGA as the only connection - no longer supported on my newer laptop. If there is a route to request upgrades to a classroom, it should be publicized. [#2713100]

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Most classrooms have technology. It varies widely depending on the classroom. There needs to be instructions for use. [#2713123]

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The classrooms I teach in were "improved". In the process, aspects of the technology were removed that I found helpful for teaching. These classrooms are now less useful to me. In particular, the ability to draw on powerpoint slides was critical. This was removed. [#2713153]

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More places for charging computers [#2713162]

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Would like to see more consistency in regards to the quality of the A/V equipment in classrooms. One can dream. [#2713167]

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This is important, please fix the Jesse Harris Building and update the computers. Also, add another printer. [#2713185]

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Some rooms on CASNR campus are pretty dated, so much so there is no hdmi input. The baker center big room also did not even have hdmi capabilities when I used it last fall... [#2713204]
Meeting spaces are hard to find. Having more study rooms or group meeting areas would be nice.

Yes, but sometimes I will reserve a room and it doesn’t come in the system. So I’ve waited hours for a room, that I wasn’t able to get.

Every time me and my friends need to meet, the gathering spaces in Pendergrass or Hodges are typically filled.

It would be helpful to have more meeting spaces that are set up with a computer and screen.

tech works 50% of the time

yes important

N/A

So few classrooms have built-in computers. The smartboards are useless; we really need built-in equipment.

Use of programs outside of library would be nice. Student access codes or more programs on more university owned computers.

There is scarce space for rounds to begin with, and when one is found very there is rarely a computer in the room and it’s usually away in the corner. Faculty often rely on pulling up images on their cell phones when needed and passing it around. Very inefficient way to learn.

I teach a GIS course and it has been difficult to find a class on campus with the adequate technology (20 computers with ArcGIS installed). I used a classroom in Geography, but there are so many courses taught in that classroom that the availability of the room is very limited. Scheduling my course for next fall has been really tricky. If you have suggestions, please contact me at mpapes@utk.edu More generally, I am surprised that most classrooms do not have an instructor’s computer. Instructors have to bring their own laptop to class and connect to the projector. This takes a couple to a few minutes and sometimes we don’t have that time between classes. At my previous institution (Oklahoma State U.), all classrooms were equipped with a computer for the instructor. All I had to do was load the lecture powerpoint and start teaching. It would be great if more classrooms here at UTK would have a computer for the instructor. I understand that it is a major investment (UTK campus is larger than OSU campus) and that it might not be cost effective.

They are full during peak hours

The classrooms are cramped and not effective spaces.

Technology in many of the classrooms I have used is not up to date. Many rooms do not have the capability to connect via HDMI cord to projection systems and only have RVG cord access. It is nearly impossible to buy a new laptop with an RVG at this point, so users have to buy adapters to use out of date technology.
I believe this is more a class availability issue than a tech issue, but we do regularly have problems with smart classroom technology in Ayres. [#2713712]

Moving toward all classrooms being SMART! So we don't have to carry a projector [#2713735]

I believe we need more spaces and with ability to reserve rooms online. [#2713749]

Provide more and larger available meeting spaces [#2713757]

Classrooms are extremely unequal in their technology. I went to meet with OIT on how to help expand the use of technology in my large lecture class, and got excited about an option, then realized it wasn't available where I was teaching the class (Alumni Memorial Building). I think things should be more equal between classrooms. We can not plan to do something and then realize we do not have the same resources as we did the previous semester. [#2713802]

Too few places on campus and times are usually close to lunch when others are gone to lunch. [#2713808]

More rooms with active learning. [#2713817]

I think it is inconsistent across campus, but it's honestly not a huge deal to me (I am a graduate teaching associate). Teaching in some classrooms is definitely better than others, but at the same time, I think we're very fortunate to be able to have safe, accessible places to teach and learn so it's never been a huge frustration of mine to have to teach in classrooms that might have less technology. [#2713833]

clickers and projectors dont work often [#2713846]

Unfortunately there are times I have to meet with students in certain rooms that do not have technology set up and must improvise. Sometimes we do not have time to worry about dragging in portable equipment and setting up then take down to return and sometimes OIT people are out of office busy. So has been an issue. [#2713863]

The system for booking rooms is highly inefficient and reduces learning time having to deal with technology issues. [#2713866]

It really helps to be able to text someone to come into the classroom. [#2713874]

my responses are selectively NA as I am now Emeritus and no longer occupy the classroom [#2713878]

not enough rooms on campus with smart tablet interface & room size to support 180 students for a 3 hour lecture [#2713889]

Think all rooms should have technology [#2713921]

We should spend more funds keeping classroom technology up to date. [#2713922]

Dated equipment in HSS [#2713934]
I often use blu-ray/DVD players -- can't tell you how many times I've been to a classroom or teaching space (e.g., in the library) and the remote control is missing. The touchscreen interfaces are NOT A SUBSTITUTE for a remote. In my experience they often don't even fully function as a means of controlling these players. [#2713935]

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There are minimal meeting places on campus that have the technology to connect lap tops and iPads. [#2713977]

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Problems with technology in the classroom has decreased recently but was problematic for a while. The upside was that when I called for assistance, it was immediately forthcoming. [#2714001]

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Old buildings with outdated tech makes teaching hard. [#2714024]

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The technology in some of the older classrooms (e.g., the Panhellenic building) is overpowered by the loudness of the heating & cooling system, or whatever it is in those rooms that makes it so loud we cannot even hear a speaker in the room. It's hard to appreciate and make use of the technology in classrooms that aren't conducive to the use of technology. Nothing is enhanced in these classrooms, except for the noise. [#2714110]

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Being able to capture classes in SMC and AMB would be beneficial. [#2714129]

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The classrooms in Henson Hall are largely outdated in terms of technological support. There is one room that is enhanced, but the others are not. For instance, none of the podiums have HDMI ports, and to use the projector we have to find HDMI to VGA adapters which seems small, but becomes cumbersome as each room is a little different, thus requiring multiple adapters for different functions. I tend to carry a briefcase that functions as a mobile tech support office in order to effectively utilize something as basic as Powerpoint for my presentations. [#2714145]

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The computers in the study rooms in Haslam never work. Also I would like to be able to reserve study rooms further in advance than 1 week. [#2714161]

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Why don't we have networked computers that are in each classroom that allows us to login? [#2714190]

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The AV connections in Haslam and in the library are outdated and often don't work even with the right adapters. They could be upgraded to wireless display capability with minimal effort and cost. My flatscreen at home has this feature built in, as do most laptops, and it works great. An upgrade adapter such as the one below would cost less than $50 per display. It could be attached with an antitheft device if you are concerned about people stealing them.
https://www.amazon.com/Microsoft-P3Q-00001-Wireless-Display-Adapter/dp/B01AZC3J3M/ref=sr_1_3?ie=UTF8&qid=1519939150&sr=8-3&keywords=wireless+display+adapter [#2714254]

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I think that the university could offer more high-tech computing software for students and faculty in regards to animation, green screens, video equipment, maker spaces, VR, and AR. Some of these things are available to small departments; however, I think to be seen as a technologically advanced campus, we could improve in these resources. [#2714264]

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Finding and accessing meeting spaces is a challenge. Even when I find and reserve a team room in Haslam, it often won't recognize my badge to let me in. There have been many times when I find an empty, available team room but I still can't get access - the system outside the room won't let me reserve anything even when available [#2714271]
Way too many rooms without document cameras. We have no control over what buildings we teach in. I have taught in more than 10 different buildings from the Hill to the Ag campus. The variety of layouts and tools varies so much from room to room/building to building and on several occasions I have had to completely redesign the course based on the classroom I have been assigned. [#2714275]

Most of the classrooms in the HPER building have older or less advanced technology than many other buildings on campus. [#2714328]

Not all classrooms are completely updated with technology. It would be nice to have access to the full suite of technology in each classroom. [#2714329]

This has to do with the building where I work - it is older and there are few spaces for collaboration. [#2714428]

Space is a major issue for UTIA. Off campus offices might be the way to go for more rooms to have training. [#2714490]

Projectors, connectors, or other devices to allow group viewing in all or most meeting spaces would be nice. [#2714501]

Every year, I always have one professor who has trouble getting their videos to play (visuals and audios) because they have to finagle with their laptop and the podium's cords. OIT is expeditious when it comes to sending someone to help, but maybe there could be a brief video showing instructors how to get a video to play to avoid the delay? [#2714590]

Two instructors have requested a document camera in their classrooms. One received permission for OIT to install one in the Min Kao classroom, but it has not been installed to date. [#2714605]

In the library, we are going through a redesign of sections of the 1st floor and the third floor. This has made some meeting rooms unavailable. It will be better when this is finished. [#2714623]

We are not on campus, so this item really does not apply. [#2714624]

Quite often I'm in classrooms where the projector only works half the time. [#2714655]

There is more space that when I first started, but space is not private. [#2714663]

Some rooms have it, but does not have a tutorial to how use it. you always need someone to set up, and it usually take a considerable time and effort. [#2714694]

Not all the rooms have this capability. [#2714744]

N/A [#2714805]

My issue is more with classroom availability than with technology in the classrooms, which is fine. [#2714989]
Many rooms need updating or have technology that frequently doesn't seem to work -- for example one of my classrooms won't connect via the HDMI cable (you just get static) one some days, and then others it works fine.

A lot of classrooms only have whiteboards??

This has been in progress to improve. We still need embedded cameras and speakers for some of our rooms in CON to operate Zoom well. We use Zoom routinely for meetings and for teaching. Still needed in room 138 and 226. Unclear if possible in room 201.

Yes, this is not available in all classrooms or meeting spaces! Take time to walk around to all the facilities on campus and bring them up to the 21st century...please!

Develop more computer-based classrooms and install industry-standard software on them, such as the Adobe Creative Cloud.

Half the time our department laptop doesn't work - have been told it's because too many people log in, but we're supposed to all use it. Also can't seem to get connected to Medicat from it.

Throughout summer and fall 2017, I had multiple barriers to using classroom technology (e.g., sound did not work on projection system). My colleagues experienced similar. I submitted work orders, but no one ever responded to them. It very much impacted my teaching.

The classes that I have been taking do not require technology. But the ones that I have taken that did require it seemed to help the learning experience.

The Dept of Theatre could use some technology in the Conference Room and in some of the classrooms that have none. We have to set up our own at the moment in several rooms and then have no support if needed.

One time I needed my computer fixed and I was told that it was going to take like 5 days to fix it so I had to figure something else out!

BEC still has classroom that are not up to date. I was assigned a classroom in claxton and there was no audio cord for the projector.

I wish the technology in the rooms in Haslam was updated to where you could airplay from an Apple laptop or the technology was at least more user friendly.

Every meeting space should have the same technology available.

Zoom meeting spaces have been easy to use and reliable. It has been tricky when trying to problem solve with Zoom to get assistance. Whenever I have called OIT, no one knows how to trouble shoot Zoom. They refer me to the Zoom customer service people who also do not know how to troubleshoot Zoom.
We stay about 10 years behind in the classroom. [#2715394]

Can you please simplify use of AV especially in ESA 400? It was difficult to make it work in Fall 2017. Simpler instructions for connecting and troubleshooting may help. [#2715416]

There are classrooms in the College of Nursing where using technology for lectures and zoom at the same time is very difficult. One classroom won't even go into slide presentation mode. [#2715424]

check out study rooms in the library should not be limited to hour blocks. It would be beneficial to all students to reserve rooms by fifteen minutes. For example, I needed a room from 2:30 to 3:15 but had to reserve the room from 2 to 4. Another student could have used the space from 2-2:30 or 3:15 to 4. [#2715444]

Tickle and Perkins systems are not intuitive. Haslam Business Building is great [#2715445]

My son's school had bluetooth and could project a student's screen. Why can't we do that? And why are we still on dongles and adaptors? [#2715458]

MacBook availability in classes [#2715482]

the humanities building seems somewhat lacking in this regard in comparison to others (Haslam) [#2715486]

Allow students to reserve more than two hour blocks for rooms, if possible. [#2715586]

Put laminated directions on the podiums in classrooms when there is new technology to assist us with making adjustments [#2715598]

I'm not sure this is an OIT issue, it may be an issue specific to the college or school that "manages" the classroom... for example in Comm 314, the technology in that room is not as good as some of the rooms in HSS or is it HHS (the building that has the Tower attached)... 314 has great technology... when it works which is not often... at least not to its potential. [#2715614]

Hard to get a study room in library if you do not do it far in advance. [#2715658]

Bring a majority of the classes up to technologies so there is more availability to all. I think there are ways to use wireless and existing technologies we just need better infrastructure. Not put monies into systems that will be obsolete and require high $$ restructuring of classrooms. [#2715722]

NA [#2715726]

I teach in Haslam. When we built the new building we spent a ton of money on podium computers and presentation systems. They work great for displaying powerpoint. But the resolution of the touch screen is so terrible that you can't use it as a white board, or even reliably write annotations that are readable. I've had to use a laptop that has a pen-enabled touch screen for this purpose in class ever since the building was finished. But now, OIT didn't include a pen-enabled option in the faculty refresh computer options this year, so I'm stuck with having to continue to use a 5-year old laptop for the next 5 years to teach in the building. My gripe isn't so much with the podium displays--they really should be replaced.
with something that has decent resolution so it can be used effectively. My gripe is with OIT and the faculty refresh options this year. I've had a pen-enabled laptop provided by OIT (and upgraded by my department) for 10 years now and this is the first year I couldn't get what I needed because of some stupid bureaucratic decision. This has really irritated me and interferes with my ability to do my job. [#2715749]

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Many classrooms have outdated technology or the bare minimum (projector). Those are fine but more meeting spaces around campus that allow interaction between in-class students and remote students would be nice - at least one in each building. [#2715759]

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n/a [#2715775]

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Getting timely resolution of technology problems that I am experiencing.

If my question involves anything beyond low-hanging fruit, I have to continually pester to get a response, and that response is usually a non-response if I go through conventional channels. If I want something done or want a real answer (and not the party line), I have to call someone in OIT directly that I know will help me or at least give me an honest answer to my question. [#2711616]

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Support for Canvas is poor. Period. All of my questions simply get passed through from OIT to the company, which makes me wonder why the University picked a product it is understaffed or/and ill-equipped to support. [#2711795]

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I am rather impatient, but I do receive most email responses within 24 or so hours - unless it is an issue that occurs on the weekend. [#2712177]

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Student Life OIT never responds and is slow to assist. Feels like they take the easiest option instead of providing real help. [#2712222]

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Sometimes, we have no idea when someone from OIT will respond to us if we have an issue. [#2712225]

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I don’t really know about OIT response time. We have someone in the department to help us. Any delay once class starts makes it likely that I will have to cancel class. [#2712265]

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Timely is subjective. The issues are always resolved. [#2712270]

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As I said above, it took around 2 weeks for me to get MatLab from the university when it was required for a class I was taking [#2712336]

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I feel the IT staff is not trained well enough to handle certain bizarre and uncommon situations. [#2712343]

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I am consistently impressed by the speed with which OIT help desk responds to and ultimately resolves my issues. [#2712414]

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This is sometimes an issue since most of my job is technology driven--not being able to work is an issue. [#2712453]

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Sometimes the problems I have require me to go in to a building during business hours, which can be difficult. But I love how many services are available through remote connection and a phone call. [#2712488]

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I usually can get problems quickly because of my position in the dean’s office. not sure how it is for everyone else. [#2712498]

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I have had good experiences using the phone help. [#2712506]

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again hire individual that are knowable in IT. [#2712518]

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hmm, they try [#2712534]
I dropped off my laptop at Voltech for them to install software, not only did it take a 3 days longer than
the promised few hours, but no one notified me when my laptop was ready, so I waited another 2 days
before I finally came to pick it up. [#2712553]
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When I have had several issues, I have been told they are working on it/there is nothing they can do.
[#2712635]
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We feel many times that we are incompetent by the way we are treated when we have problems.
[#2712641]
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The official solution to problems in this building is to completely refurbish machines rather than
troubleshoot. This is frustrating and has resulted in loss of data, especially when IT works with
non-native English speakers. [#2712649]
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The recent DNS/DHCP outage is a good opportunity to ask OIT for more updates (even if it is the same
message) on the OIT status page. The intermittency and scope of the problem was very confusing when
some on some floors were able to browse the web, and others could not even log onto machines
because no wireless connection could be made. It was even suggested via an OIT employee that one
should reregister the machines that would not connect. I am not sure what would have helped during
those two very long days of disfunction, but more transparency and information is desired. Lots of
wasted time was spent troubleshooting things that could not be resolved until the DNS/DHCP issue was
fixed. This has happened with much shorter timeframes, and it makes one think that he/she is crazy -
only to find out that there was, indeed, a network issue. [#2712681]
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faculty in my college (CEHHS) should be allowed to submit a help ticket when seeking assistance.
waiting around for our local person isn't always timely [#2712714]
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Difficult, burdensome process. Help desk, then to OIT, then waiting for response. Hardware problems
are especially difficult [#2712719]
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OIT helpdesk support has improved a lot in the past few years. Please continue working to give the
helpdesk support people a feeling of ownership for resolving issues, not only grading them on quantity
of cases resolved. [#2712723]
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Chat is by far the most effective way to address an OIT issue. Calling is a commitment as I've waited on
the phone for 15 or more minutes waiting for someone to become available. It would be helpful to know
the preferred method for contact and ways to streamline the process without wasting time due to lack of
info on the user side or lack of response on the helpdesk side. [#2712724]
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sometimes I fell as though my issues gets passed around from person to person [#2712755]
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When students (working in HCB) are sent and they have not considered how to address the problem,
they can take a REALY long time Googling possible solutions and talking about how much they don't
know a particular system. I don't understand why some of the standard issues (like Mac printer
connections) haven't had processes developed. The knowledge seems to be person-specific rather than
across the organization. Perhaps for standard issues, everyone who goes to an office will know those
processes. [#2712812]
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Issue with IRIS reporting is frustrating. Reporting is way behind today's standards. [#2712851]
Clone Kerry? But seriously, it's been pretty great in terms of wait times. [#2712863]

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Processing time is little bit slow [#2712907]

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Timeliness is a huge issue I have experienced, as I understand that everyone is busy but as students our work and success is put on hold when technology issues are not being resolved. I understand it can be difficult when there are multiple issues but spread out the team and work through each problem as it comes so you do not get behind. [#2712916]

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Need apple knowledgeable staff. [#2712951]

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It would be nice to have better security on our computers because there have been employees who have been looking and through other employees emails without any permission what so ever. That needs to stop. If I email someone strictly to that person my email should go only and only to that pacific person. Not an employee or someone else hacking into my computer and sending or looking at any information that is none of their business. Punishment and restrictions should be in place for employees and hackers that would even try to attempt to do this. Meaning they should be penalized for it. 1. a warning. 2. suspension. and 3 fired for misuse of personal information of another employee or employees. [#2712967]

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I've been very pleased with the services offered. [#2713038]

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There is an incredible delay in response [#2713080]

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See comment above, Mr. Morgan was very helpful. [#2713085]

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I have been getting spam emails from the mail department saying that I have a package available for the past 10 months (dating back to last school year.) Even after confirming that I have no package, I keep getting spammed at least 5 times a week informing me of the same package. There is no way to unsubscribe from this email and I have been unable to receive any help resolving this issue. [#2713110]

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I was told that they didn't know what the problem was and to just wait it out while my data runs out :) [#2713162]

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I have never utilized this service. [#2713195]

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Finding a balance between fixing the problem quickly, and also helping to prevent the problem in the future. [#2713209]

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For the most part my calls and emails are answered in a timely fashion. However, recently I sent two follow up emails regarding an open item, but did not receive a response. I had to call to get an update. [#2713272]

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I don't have any specific suggestions, but I'm just having routine troubles with things like being able to print from Microsoft Edge and using the new Policy Management software. I realize the latter is most likely a vendor/software issue. [#2713348]

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They have helped me before with a netid change and it was not very timely. [#2713356]
In the last month, I was completely logged out of my netid entirely. This restricted my access to canvas, my email, and even printing and library computers. I also could not access the UTopen wifi last week, even though my devices were registered. [#2713382]

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My friend was recently locked out of her email and had a group project due the next day where the information was stored in her email. If they could answer her phone call, why couldn't they help fix her problem? [#2713429]

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Tech staff response time could be better. [#2713443]

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OIT should be very proud of the HelpDesk service. I've used it many times and am always impressed by how quickly I receive a preliminary response and resolution to my issue. [#2713478]

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I've emailed OIT before and have received no email back, or received a wrong answer that doesn't resolve itself. [#2713632]

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I had to wait an entire week to get my computer reconnected to the wifi. [#2713662]

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Have a person on call. [#2713665]

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We used to call in a problem, then someone would come out and fix it. Now we have to stay on the phone with them, give them access to the computer, which takes us away from doing other things. [#2713681]

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weekend service hours [#2713779]

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OIT staff have been extremely patient and helpful in troubleshooting issues, but do not always pay attention to the steps that users have already taken to troubleshoot before calling OIT. It is very frustrating to spend time on the phone with OIT remoted in watching them take the exact steps already taken to troubleshoot before calling to request assistance. In some cases, it has been 25 minutes of replication before something new was tried. [#2713797]

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OIT doesn't know how to fix the problem 50% of the time I have to go there. [#2713812]

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Working with students in OIT labs, I've encountered problems where computers have shut down on their own, erasing their work. I have 30+ years of experience with Macs, and I've witnessed this with my own eyes. Calling OIT for help in rescuing these files, I was told -- "It will be a few days before we an get over there." Days? It would be helpful if the students working in OIT labs had even 1% of interest in their job. Their response to anything is, "I don't know." At least that's the case in the A+A building. [#2713935]

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I think they need more people in the technology department. Its seems to take a few days to get things done. [#2713981]

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Have a better/expanded set of FAQs [#2714040]

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I want to be able to connect my wireless printer to the UTK wi-fi . . . . . . so I can print things remotely, have ink cartridges automatically ordered, etc. when I called OIT about how to do this, they highly discouraged it. I still want to do it! [#2714042]
In a university of this size and caliber, I would never expect to be told by OIT that there is no one available to answer my question and that I will have to wait until Monday morning for assistance. This is completely unacceptable. [#2714110]

OIT too often takes too long to respond to requests and often does nothing to fix the problem but rather refer me to someone else (who then refers me back to OIT) [#2714188]

(What is “timely”?) Who would want to wait for days for resolution of tech problems? If my computer isn't functioning, I can't do most of my job. It is critical that technology work correctly, and that whoever I call be able to fix the problem or find someone who can. [#2714218]

Always helpful [#2714372]

Help desk techs should be more trained. [#2714490]

On several occasions, the ticketing system has introduced a delay in response time to the point that the request no longer matters. With a 50 minute class, a problem discovered at the beginning of class, with 10 minutes spent trying to make it work, another 10 minutes with the help desk creating a ticket, 10 to 15 minutes for a tech to arrive and 5 minutes to resolve the problem leaves 10-15 minutes for instruction. Worse are the "we'll call you back" incidents, where a 30-45 minute wait for the return call means the class is already over. [#2714498]

I am an IT Administrator so when I call OIT it is for something that I cannot resolve myself and I have extinguished all known options that I can think of and that google has suggested. When I contact OIT I have to go through the initial triage call and then be passed on to someone else or have to wait for support to contact me back. Very seldom do I have issues that are resolved in what I would consider timely. [#2714537]

I have not had a problem getting any technology problems resolved. [#2714663]

I've never had to use this. [#2714709]

See above about the black hole. [#2714717]

OIT is vey good at solving / fixing problems that they can, some tools and applications are beyond their control! [#2714747]

Long lines sometimes for OIT. [#2714797]

Doing well. [#2714801]

Very important. [#2714918]

yes [#2714929]
Most of my tech issues come from the NE computing cluster not working. That may or may not be OIT’s problem. But I recently had an issue that basically stopped my research cold, and it took over a week to resolve the problem. That is super slow. [#2714949]

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Wifi has been weird for two weeks [#2715089]

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INCREDIBLE service and response!! [#2715113]

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maybe a 24/7 OIT person to chat with? that is probably unrealistic- but maybe an online chat person [#2715121]

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It's been very slow this year...I'm wondering if the office is understaffed. [#2715135]

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I work in the Student Health Building and general IT can almost never fix a problem, ending up sending it to our IT dept. But I still have to go through contacting general IT, having them take over my computer screen and then discover they don't have permissions. Wish this could be resolved. [#2715144]

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Support should be available to prevent the problem in the first place. It should not take half a day to 1. Have a problem, 2. call it in, 3. have someone call back while I am in class, 4. have to go through the system to get them again... [#2715195]

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Most things are really quick, a small percentage of things take a very long time. [#2715219]

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Improve communications in the ticketing service - don't just resolve tickets. This has improved, but still happens. [#2715274]

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I think there should be a number to call instead of email only point of contact. [#2715308]

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See above. [#2715348]

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The online chat option is excellent. I started a ticket which was then passed off to a phone conversation seamlessly. Excellent work [#2715360]

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I'm still waiting for the printer to stop printing error codes. I've given up on anyone here getting it fixed. [#2715388]

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Pretty good. [#2715458]

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You all have resolved my issues quickly and effectively EVERY TIME. Thanks for that. [#2715484]

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why dont you guys repair non-apple laptops???? [#2715486]

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I was not contacted when my computer was fixed until I called the Apple Store for an update on my computer, and then I was notified that it was ready. [#2715496]

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DO not strip someone's computer when repairing it. [#2715543]

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Need support in real time when technology problems are interfering with the ability to teach the class. [#2715598]

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OIT sometimes can take days to help with a tech issue [#2715658]

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NA [#2715726]

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I work in the UT Conference Center. I have to call OIT when we have tech issues, and if it's during class, it's kind of imperative to get help--otherwise sometimes my lessons are down the drain. Also even if we don't have time pressured tech needs, someone from campus has to be sent to us, and I can see how that's inconvenient and time consuming. I know that there are some OIT people in the UT Conference Center building--I think Theresa and Louis are there, and I wish they could help us out since they are in the same building. Would that not be possible? [#2715729]

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For the most part, the service is great and timely. My concern is that I spend a lot of time bothering the IT staff for basic things like updating university-provided software when that is something that I can easily deal with myself. [#2715759]

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n/a [#2715775]

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When I first started, my netID was created with my maiden name. After submitting a request to get this changed, it took too long to get my new ID. [#2715792]

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

I love our departmental IT staff...I dread it when they refer me to OIT. Don't get me wrong...if I have an issue with a password or something simple, the response is adequate. But I don't feel like I get anymore than obfuscation and "we don't support that" with any other question I take to the HelpDesk [#2711616]

I perceive that Student Life OIT doesn't care to actually help. [#2712222]

Support staff is occasionally not helpful or friendly. Most of the time they are fine. [#2712225]

FANTASTIC. Always first rate (and I call a lot) [#2712240]

Out OIT person is EXTREMELY knowledgeable!! Alexandr M. [#2712301]

Some of the people in the library do not know how to answer my technology questions [#2712305]

OIT does not always know what to do when I ask about software. That makes it very difficult when they are supposed to be there to help. Also it took me like 2 weeks to get MatLab from the university when it was required for a class [#2712336]

OK. I've called several times with the same problem but each time the 'fix' is different. Unfortunately, the problem isn't something I can fix myself but each time when I try to explain the tech person insists on doing something that I know didn't work in the past. [#2712437]

The OIT support staff do a great job for the most part. There are times I get the feeling that the person on the other end of the line either doesn't know the answer or doesn't want to deal with my issue. That is a rare occurrence and I feel it happens with less seasoned team members. [#2712479]

Some employees are more helpful than others, and I appreciate if someone helping me (and does not know the answer to my questions) asks someone more senior who is likely to know. [#2712488]

We have technology support staff in our college. I rarely have to call OIT helpdesk. Our college staff have different levels of knowledge and willingness to assist. [#2712498]

By and large, people do know what they are doing. Not an issue of knowledge, but sometimes of availability. [#2712516]

some are VERY knowledgable at OIT, but some really are not [#2712534]

Never had a problem, so all is good. [#2712558]

I have not had personal issues with technology support staff being unable to answer my questions, but I have witness them on multiple occasions being unkind or impatient with older staff members who are struggling with technology. Oftentimes this makes the older staff people more agitated and confused, doesn't help the issue, and leaves a bad taste in everyone's mouth who is close enough to hear. [#2712631]

Staff who is willing to teach and listen to the problem we are having without jumping to answers without hearing what is truly going on. [#2712641]
No suggestions! Just a thank you to the great staff who take the time to help out when technology goes awry. [#2712644]

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OIT Rocks when it comes to fixing problems!!!! [#2712665]

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Front line help desk workers who "think" this or that... instead of admitting that he/she does not know the answer or wastes time guessing at an answer, instead of filing the call with the dept/area that knows the answer - is my biggest frustration. Once that call is appropriately handed off, situations are resolved. [#2712681]

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Depends on who answers phone [#2712719]

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They have always been very helpful. [#2712722]

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There seems to be a lack of synchronicity between departmental IT folks and OIT. It would be helpful if they were plugged into changes with the websites, OIT notices/changes and IRIS updates as well. Many times they are unaware of changes and are unable to address them. [#2712724]

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We should not have Mac products if we do not have adequate staff to support the technology. [#2712749]

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I told OIT that my router wasnt working and that I have issues with wifi in my room but nowhere else on campus and I was told that what I was experiencing wasn't happening and that I was wrong. It obviously is happening and is still happening but I don't want to deal with OIT because they're retarded. [#2712791]

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For some reason it seems there are more Apple than PC experts among the staff. When I call OIT helpline I usually get someone with no PC expertise [#2712793]

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There are often times I call OIT and I get excellent service but sometimes where an individual is no help at all. [#2712845]

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I hate it when I call OIT for a permission issue, and they refer me to a department and that person is out of the office and is the only one who can help me. I would prefer just having to contact OIT only. [#2712851]

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Need apple knowledgeable support staff. [#2712951]

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Almost every time I call OIT, the call lasts an hour and nothing is accomplished. [#2712958]

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We have a great group at the vet school, but we are confused as to which requests go to main campus and which through our internal group. [#2713010]

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I have had to put in request w/ OIT a lot since I am not the administrator to either of my computers. Sometimes there are technician off-site that try to help me that can't. They put in a work order for someone to come to the office. And the on-site person spends two seconds and fixes the issues. I think it is easier if on-site people help. [#2713066]

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I have had trouble in the past getting people to actually be able to fix problems [#2713080]
John Morgan did a good job for me regarding printing issues in the new Strong Hall. [#2713085]

They couldn't help me when I asked because they didn't know how to fix the problem. [#2713162]

Problems that arise over the weekend, as they often do, can usually not be addressed by those "holding the fort down" until Monday morning. Perhaps that could be improved upon by having some one "on call" that can handle more complex/complicated issues. [#2713188]

Showing me what I need to fix, rather than just fixing the problem can help me learn to take care of it on my own in the future. [#2713209]

Not comfortable answering. [#2713233]

Yes! [#2713238]

On several occasions, the DOS IT student assistants/GAs have been sent to fix a problem, in which they created more problems or failed to network important things such as printers and scanners. [#2713240]

Staff in the north and south commons at Hodges do not have adequate knowledge to help me with the technology issues I have experienced. [#2713382]

N/A [#2713443]

I'm always impressed by the knowledge and skill of OIT staff. [#2713478]

Just make sure everyone is properly trained. [#2713536]

The one time I asked, it took me 30 minutes to figure out how to print color because, instead of helping me, they just told me what to do. I believe taking the time to actually show clientele would greatly be of help. [#2713632]

The staff are unable to fix my wifi problems. [#2713662]

Not only the knowledge, but the customer service skills. [#2713681]

pay students more and be more competitive when hiring [#2713709]

I have had trouble finding technology support staff with familiarity with Mac laptops. One person, John Morgan, has been extremely helpful. Other staff members have been unable to help me or have taken a long time to help me. [#2713736]

Again, an FAQ for certain applications would be helpful to be able to research the answers to questions without having to call OIT, allowing the time and expertise of OIT to be saved for larger, more pressing issues when possible. [#2713797]

Availability of local technical support (Ag Campus) needs improvement [#2713827]
Need support that doesn't have to check with someone else for the answer [#2713921]

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Staff are very knowledgeable, but High Sierra is the problem. It has been a nightmare to get my Microsoft applications to work. [#2713926]

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OIT excels in most of these areas, but I've had consistent problems with Turning Technologies (clickers) operations and support. The staff is kind and tries to be helpful, but solutions they offer don't always solve problems. I've had difficulty getting timely support with clicker issues and continue to have unresolved problems. [#2713943]

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Normally they are thorough and helpful, but on occasion they tell me things that go over my head. [#2713980]

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Get more knowledgeable people in Research Consulting, especially in terms of causal inference methods. [#2713992]

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The referral system between OIT and the Division of Student Life is frustrating at times. It's hard to know who "owns" issues. When problems arise, we typically make extra contacts to resolve them. [#2714026]

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I recently found out (suddenly) on a Sunday that my statistics software license (through UTK) had expired. I had no prior warning of this, and I had a statistical project due that night at midnight. I called OIT and was told that there was no one available who could walk me through the steps of renewing the software license, and that there would not be anyone available in the OIT offices to help me until Monday morning. That is completely unacceptable. I pay technology fees every semester, and I expect to have technology available and fully supported every day of each semester. I do not think it is asking too much for there to be at least one person available at all times who could answer such questions. [#2714110]

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I get constantly thrown from one person to another when submitting OIT requests, almost as though no one wants to take responsibility for the work themselves. [#2714188]

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Do you mean support staff within the department/college, or OIT? Or just "someone"? [#2714218]

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most are good but some take a while to respond [#2714271]

-----

Always helpful [#2714372]

-----

We need more tech support at least one position. Customer Service skills are also needed in this position. [#2714490]

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All of my calls to the help desk get escalated. Nearly 50% of my calls that have a technical issue end up going through multiple tiers of support. Approximately 20% are answered with a non-answer, e.g. "We have no response." or "I'm sorry, but we don't know." I appreciate the honesty, but it instills a lack of confidence in OIT's professional staff. [#2714498]

-----

I am an IT Administrator so when I call OIT it is for something that I cannot resolve myself and I have extinguished all known options that I can think of and that google has suggested. I realize that tier 1 support is for the average user but it is very frustrating dealing with support of a serious issue and having to talk to someone who does not understand what is going on or makes you go through
elementary steps that you have already tried. I think offering support for fellow IT people would help a little. [#2714537]

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Work on effective communication with people that may not be as familiar with technology. [#2714628]

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Have constant training for technology support staff. [#2714642]

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My answers have always been quickly answered. [#2714663]

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I've never had to use this. [#2714709]

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I have reported several email scams I've received, and I've never received any follow-up. It would be nice to know whether these were ever even investigated. [#2714759]

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I have had several problems with my Mac that I ended up taking to the Apple Store for aid, because most of the technology staff on campus only knows windows systems only. Even the tech experts that regularly work with Mac could not fix the problem, but it ended up being an easy fix when Apple looked into it. [#2714776]

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Doing well. [#2714801]

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In some instances IT Support are incredibly knowledgeable and helpful. There have been times I have called the helpdesk and felt I knew more about the platform than who I was talking too. Not sure this is fixable but maybe a better referral system? Support has to include helping to use the more complicated software programs. If IT takes the stance that the program is running properly, it isn't very helpful to the user. [#2714830]

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It's incredibly important to have staff that can identify a problem I'm having with my technology and point me in the right direction for fixing it. Often times the communication between the staff and myself is completely lacking as the staff will make one or two tiny changes and say it SHOULD work, not necessarily that it will. [#2714902]

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Apparently, according to my professors, the OIT Office does not respond timely or at times at all to inquiries. [#2714916]

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The staff is usually pretty helpful. [#2714918]

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There are only two persons on staff at the university that have the capacity to answer my tech support questions. I deal almost exclusively with the NE computing cluster, and when something goes wrong with it, there are only two staff members that might be able to help me with its resolution. If they are busy and/or on travel, than I don't get a timely response. [#2714949]

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Would also be nice but I do not have a lot of technical problems [#2715014]

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INCREDIBLE support. If person speaking with doesn't have the knowledge, very quickly they find out who does. [#2715113]
There is a problem with Explorer that nobody can fix despite trying, so I always have to click 7 things every morning in order to work any other internet program such as Google Chrome. [#2715144]

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I would suggest getting more support staff. When I go to get help with my technology, there is always a line of at least 5 people, which I cannot wait in. I then have to try and fix the problem myself. If there were more support staff available, then the line would move faster, allowing more students to get help. [#2715152]

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They are super nice! [#2715213]

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Some are great, others not so much. [#2715308]

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Training all staff at same level. [#2715348]

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Knowledge is excellent. Staff is very helpful [#2715360]

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I often ran into people at IT who wouldn't know how to fix an issue with my Wi-Fi or connecting to various sites required by my classes. [#2715361]

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Help desk still has the reputation of a 'no help' desk for anything other than simple support. [#2715383]

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The tech staff need to be more hands on in providing solutions [#2715393]

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oit is great. However, other library workers seems clueless when assisting me on a library computer [#2715444]

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More Mac techs! [#2715458]

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I need staff who can patiently answer questions and help with program installation like SPSS. [#2715459]

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My computer got the hard drive wiped for no reason. The problem was software, nothing to do with my hard drive! [#2715496]

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I had an issue downloading and installing a program (SPSS) for a stats class where I was sent to three different people in different IT support desk locations, including 2 different buildings.... [#2715516]

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This is very hit or miss. A lot of the OIT staff are fantastic. But I never call because often those answering the phone don't know how to help or who to forward to. I understand people being new, but I'd suggest better training/better information on how to escalate problems/ better scripts for troubleshooting for those answering the phones. [#2715588]

-----

Often when I call to report issues with our PC desktop computers, the person who gets sent to help is a Mac person. It would be nice if the techs who are sent to help with particular issues were chosen based on their platform expertise, to save their time and ours. [#2715609]

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I called OiT for cable help a few nights ago because the channels on my tv were different than what the UTK Channel guide has listed. I explained my problem to them and they simply responded with, "we don't take cable questions during this hour", and hung up. [#2715662]
Some of the technology support people are just college kids who look up solutions online. I can do that.

I've found most of the OIT staff very reliable and helpful. I would not mess with a good system. Perhaps give those training if new technologies arrive so they aren't learning on the job.

NA

in all realms including helping me to access class material on canvas, etc.

We recently had a training on Adobe, but the trainer was not always able to use the program quickly or easily. He had difficulty finding items on drop-down menus and was not always able to answer questions about the differences in using Adobe for Macs vs. PCs.
Receiving communications regarding technology services that I can understand.

See above. If my question involves anything beyond low-hanging fruit, I have to continually pester to get a response, and that response is usually a non-response if I go through conventional channels. If I want a real answer (and not the party line), I have to call someone in OIT directly that I know will give me an honest answer to my question. I don't much care if the communications are jargon-free (jargon can be looked up), but I _do_ care that communication is straightforward and agenda-free [#2711616]

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I get a lot of spam that looks like UT OIT in my main inbox [#2712181]

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We do not receive regular information on technology services. When we do receive them, they seem easy to understand. However, it would be great to have a regular email newsletter or something from OIT about new services, available services, risks to users, etc. [#2712270]

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Our OIT person is really good at explaining things [#2712301]

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I have attended two CYNAP workshops. The platform didn't work for any of the demonstrations, which is the first problem - why was so much money spent on a platform with questionable purpose? Secondly, the person running the workshop had to be stopped constantly by attendees because none of us could understand what she was talking about - not enough English, and way too much IT lingo! [#2712362]

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More general emails informations from OIT [#2712401]

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Sometimes a lot of important details is left out in the software installation guidelines. Please try to include some more details in the software installation guidelines. Some details may appear minor but are necessary. [#2712487]

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It is important to remember not everyone is a tech specialist. Some of us are just good users of technology and just want it to work. We don't care how it works. [#2712498]

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I'd appreciate a little less "technical" in the written communication regarding system outages, upgrades, and other issues. [#2712527]

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we get those [#2712534]

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It is helpful when someone explains technology terms or instructions in a simpler, "dumbed-down" manner and to just remember to do that, and ask questions if that made sense or to re-explain in another way. [#2712629]

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NO emails about Internet outage. I had to reschedule where I worked based on this problem, and wasted valuable time trying to deal with this just because I didn't know what was going on. [#2712635]

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this would be great [#2712641]

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See my answer above. The information on the Status page is similar to a Microsoft System answer. However, the listserv messages concerning the network are better, but could be more detailed in scope and symptoms."you might experience x, y, and z" [#2712681]

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HCB has improved significantly in regards to sending understandable communication rather than forwarding something from the OIT list serve. But messages regarding how to do things like enter
attendance, Title IX data, etc. are incredibly confusing at times. Even the announcement about Banner 9 was a bit fuzzy for faculty. [#2712812]

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Many times the availability of services is not broadcast. For example, I did not know about the UT Vault email system until another department told me about it. I have shared with numerous people who did not know about it. [#2712851]

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The communications need to be simple and straight-forward for all levels of technology familiarity. [#2712871]

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This is probably trite, but a daily reminder for 14-ish days ahead of the need to reset a password is a little much. Maybe every other day for that length of time? Maybe every day for 5 days ahead? [#2712914]

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Most are understandable [#2713044]

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It would be nice to have improvements/update in technology services communicated via email [#2713154]

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This survey was confusing [#2713162]

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The network registration problems that went on for about a week were never explained in an email or communication from OIT. [#2713166]

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Multiple alternatives advertising and announcing upcoming tech courses. Access to technology courses offered 4 times a year at variable hours. Although I may be confusing the issue, it is my desire that courses that are offered are free to faculty and support staff. This response is applicable to all areas under consideration. [#2713179]

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so, OIT tells us not to respond to email messages, and then sends us email messages that we are supposed to reply to. I am not even sure this survey is from OIT!!! [#2713231]

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Would love it if OIT more periodically sent out emails about outages. [#2713258]

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my emails can't be read by OIT - they always get reported back to me as blank [#2713330]

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I am an educator and my business is trying to make the technical understandable. I think it is essential to take on this perspective to be successful. [#2713421]

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N/A [#2713443]

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When talking about technology to the general populace, it's better to use "lamen's language". [#2713568]

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N/A [#2713662]

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Not everyone is tech savvy so it would be nice to just be talked to in a normal way. [#2713981]
The explanation of certain technology features such as WiFi connectivity (in particular for connecting multiple devices to Eduroam via Android OS) and the explanation of the VPN and its services and getting it up-and-running are somewhat lacking, and seem to be in need of an overhaul/update. [#2714011]

n/a [#2714063]

When I report to abuse@utk.edu i get nothing back..... [#2714372]

We get so many emails of "updates" I ignore them because they're too numerous and not easy to understand. [#2714488]

In my trainings I have learned people like it all spelled out and easy to do. I know step by step seems silly to some but it does go over better with my clientele. [#2714490]

Have IT staff explain services without using technical terms that not all staff members understand. [#2714642]

I've never had to use this. [#2714709]

Communication about tickets I and others have submitted is sporadic and often not timely. Sometimes tickets seem to go into a black hole until I call to ask for an update. [#2714717]

I continually receive communications on IT policy which are so technical, I don't know what I am agreeing to. [#2714765]

links that work and are tested prior to sending out. [#2714782]

yes [#2714798]

Doing well. [#2714801]

N/A [#2714805]

Web-site availability with more information about what is provided with the service and cost per seat. List of contracts and points of contacts for super-users on campus that can assist. [#2714894]

Just make sure to put instructors in terms for people who are bad at technology, like myself. [#2714916]

yes [#2714929]

Tech staff is awesome [#2714936]

I wish these services were offered in the locations we use them in - i.e., host a workshop in a classroom not just in Greeve Hall. [#2715124]
Need more help information on how the report malicious emails etc [#2715231]
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The weekly email moving to Monday was an excellent change. I am more likely to read it. [#2715360]
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Sometimes when I contact IT via phone or email, it takes days before someone can resolve the issue or I get forwarded to different departments. [#2715361]
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It would be better to send OIT newsletters to everyone rather than only those that subscribe. Or increase awareness of OIT services some other way. [#2715416]
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I do think it is important to have varying levels of information. For those that have a higher level of technological understanding to have them test out rather than going thru a hour of remedial interactive modules. If you pass then let the people only have to go back and review the material they missed rather than wasting hours that could be spent on other work. Still have it for those who need the "Basic" information, first time students, first time hires, those unfamiliar with technologies and university policies. [#2715722]
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NA [#2715726]
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Not sure how much this applies to me since I'm usually the one fixing tech stuff in our department if I can! [#2715729]
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Sometimes I receive notifications a day late [#2715775]
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**Getting access to training or other self-help information that increases my effectiveness with technology.**

Lynda.com is woefully inadequate in many areas of faculty development. Can we consider either asking for new/advanced courses or augmenting Lynda with another service like Hooniu (one example)? [#2711616]

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Love lynda! [#2711635]

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IRIS training needs to be easier to navigate. [#2712225]

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Training should be available online (online modules / videos) because the training sessions OIT organizes are always during class time. [#2712356]

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Having training more often and accessible [#2712401]

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For on-campus students, training choices/availability is excellent. However, as my program has a large contingent of remote (off-campus) distance learners, there are not online counterparts to several of the OIT training opportunities (e.g., SPSS and other data analysis workshops) beyond Lynda and other non-OIT staff led initiatives. [#2712414]

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I would like to see more entry level technology courses offered. There are things that would be helpful in my job that are simpler and more basic. [#2712453]

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OIT trainings I have attended have been quite good. I'd love to attend a LaTex training. [#2712462]

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NEED CLASSES ON SHAREPOINT that make sense to the user. Our office uses SharePoint for many things and I have NEVER had formal training because no classes are available. The Microsoft training is a waste of time. Also need Microsoft Office training classes available online that provide HR128 training credit. [#2712479]

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I wish OIT would offer more classes on ACF and R statistical program, etc. [#2712488]

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OIT workshops are good and I take as many as apply to my job. I wish technology classes that EOD provide were free. Or that OIT could provide more variety of technology workshops. [#2712498]

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It's not a technology issue, per se, as much as it is a "getting it approved" issue. [#2712516]

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make the access to sign up for classes people friendly. [#2712518]

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Can add videos of those training courses online so that I can watch online. [#2712519]

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we get that [#2712534]

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We use so many different websites associated with the University, I do not always know which one is best for all needs. I oftentimes will look back at a link that was provided for the same topic and follow it. [#2712703]

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more online training available *handouts and resources for every software package should be available
*OIT staff should be able to support many types of software....especially those widely used in our
research fields (we all don't use R!) *workshops taught by trained staff...and not just graduate students
[#{2712714}
-----
online tutorials would be beneficial [#{2712715}
-----
training materials are often difficult to locate due to the classification process [#{2712719}
-----
OIT help documents are hard to find, an sometimes it's difficult to know exactly what you're looking for,
so a help tab or page would be helpful. [#{2712724}
-----
There are a number of systems staff members use that there is no training for. Such as, Banner,
GradesFirst, Argos, etc. [#{2712845}
-----
The OIT training needs to incorporate Policy & Procedures in their training to make it more effective for
new employees. [#{2712851}
-----
I live two hours from campus and often take classes online and at night. I need better tech support in the
evenings and more options for training that do not require me to be on campus. [#{2712871}
-----
OIT staff is not familiar with apple and thus, trainings are worthless because they can't help. [#{2712951}
-----
This is probably more of a failure on my part, but I have no idea where to look for that kind of stuff. OIT
website maybe?? I'd love to finally put linux on my spare laptop and am having some issues, but I'd also
like to learn about it as I go instead of handing it off to someone to work on (just a specific example).
[#{2713090}
-----
It would be nice to have training documents on classroom technology and/or troubleshooting documents
when classroom technology is not working. [#{2713154}
-----
Sometimes confusing [#{2713162]
-----
I am retired (hence, I am neither faculty, student, staff, but "not declared." If retired faculty (and other
retired UT personnel) could receive training, either online or on campus, that would be tremendous!
[#{2713188}
-----
Need more ppl who know what they are doing so they can provide useful info to those who don?t know .
[#{2713238}
-----
The wifi cover in first floor of Tickle Building is not good. The cellular signal in room 324 of Tickle
Building is not good. [#{2713286}
-----
i remain confused about how to use google and onedrive backups even after attending an OIT course
about it ... [#{2713297}
-----
NA [#{2713330]
I don't think I have ever received any information concerning classes that would do the above. [#2713335]

-----

Lynda.com is great. I hope it remains for some time. [#2713421]

-----

This survey overall is very bland and generic. Examples should be given. [#2713430]

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Staff is terrific BUT since this is a critical need for all faculty it would be great if there were more staff available for training and specialized support. [#2713439]

-----

N/A [#2713443]

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Increased support for instructional/course design would be welcome. [#2713478]

-----

Never ever ever ever again use the awful video-based training for IT security. Let us read a document, even if we must take a quiz on its contents. The video structure is insulting and time-wasting, not to mention simply awful in quality on every level. [#2713522]

-----

Keep Lynda.com it is so helpful [#2713541]

-----

It would be great if OIT would send a weekly newsletter with training offered, technology news, etc [#2713605]

-----

All workshops I've attended have been just introductions to the material. [#2713641]

-----

N/A [#2713662]

-----

I'm not really aware of any training at this time. [#2713681]

-----

Training materials must be very current, and deeper in detail. I usually already have a good understanding of the basics of the technology, I need direction with some of the more advanced features. [#2713706]

-----

I don't know where to get training [#2713779]

-----

certain trainings offered repeatedly but training on new software applications often sparse [#2713799]

-----

When classes are offered, they end up cancelled at the last minute. [#2713808]

-----

No offense but this survey is silly, why is there a "desired" category? Of course everyone will say 9 on everything. We're paying so much money to be here why would we desire any less than fully functioning tools? That's like saying "what is your desired grade in each class you're taking" A. A in all of them. [#2713877]

-----

need to dumb this down. need to include in FAQs the availability of classes & a POC to address issues [#2713889]

-----

Training on Mac software problems would be appreciated! [#2713926]
I use Office Notebook for classes, and OIT has made it clear it will NOT help me with this application. [#2713934]

If more tutorials and self-help modules were available, we would not require over the phone assistance. [#2713977]

The FAQ pages for Canvas always seem very limited. It would be great to expand those. [#2714040]

Don't know what services are available. [#2714190]

Training isn't self-help. "Self-help" should be very available, and it seems to be with Lynda, etc. In person, hands on training is less and less available, and that is not good. [#2714218]

IT Weekly is a big help. I just need to be more aware of training opportunities. [#2714262]

I know the services are out there, but honestly don't have the time to go to the workshops. I'd prefer videos or emails I can review on my own time. [#2714425]

I love to learn and want to be on the cutting edge. Monthly Tech classes would be great to have by Zoom to hit the entire campus. [#2714490]

I have only received a handful of emails regarding training or self-help information in the past 3 years. [#2714663]

need real training, with tutorial videos and text to follow and it have to be easy to find and inform the students that it exist. [#2714694]

I've never had to use this. [#2714709]

I am not aware of any training opportunities for improving my effectiveness with technology. [#2714763]

It would be great to see more courses offering basic troubleshooting knowledge for commonly occurring problems that students, teachers, and staff may run into during their tenure at UT. For example how to operate zoom and all video, projectors and sound equipment. How to run face-time/Skype type applications efficiently. Tips for software updates and things to be aware of like viruses and security breaches. [#2714776]

In-house is preferable. [#2714782]

Provide training to technically inclined staff in the student support offices. [#2714789]

Doing fine. [#2714801]

N/A [#2714805]

I need help with setting up and maintaining my lab website. OIT an UT do not provide this. Training in this area should be made available to faculty with such needs. [#2714810]
It would be nice to have workshops covering the ACF, and software available to students (i.e., Matlab, and EndNote). [#2714847]

I would love to be able to access more things through UTK that would help my academics [#2715014]

I take CE classes, but not all of them pertain to my job, however I have to take them in order to fulfill my CE credits. Would appreciate more hands on training with Access, Excel, Word (2016 versions please). [#2715076]

I’m not sure what I have access to, and wish my department would schedule it. If I learn Google docs but no one else does, it won’t help. [#2715144]

I don't know where to look for training or how to improve my technological skills. [#2715248]

n/a [#2715266]

I think you guys are doing GREAT with all of this module (re: support, resolution, training.) Top-notch. [#2715298]

SOME EMPLOYEES ARE NOT ALWAYS ABLE TO KEEP UP WITH INFO ONLINE. RECEIVING INFO BY PAPER MAIL WOULD HELP. [#2715338]

Maybe easier to find. [#2715358]

Again, the search function needs improvement. And information needs to be more complete. There are often steps missing in instructions or information isn't up to date. [#2715588]

I think it’s there, I think I struggle to find the time to take advantage of it since I commute long distance to campus. [#2715614]

Computer classes are not often enough for intermediate level microsoft windows and office programs. Qualtrics workshops are limited and too fast paced to address individual applications and needs [#2715654]

Most of the times I call OIT with a question or concern, the staff doesn't respond in a helpful way. [#2715662]

NA [#2715726]

Training classes at conference center start at 8 a.m. I and most people that need training work until 2 a.m. Training times changed until afternoon classes [#2715775]
Customized help with developing course materials and lectures for online teaching.

I am not aware of the extent of offerings (or availability), so perception of services is not so much reflection of quality/extent, but my lack of familiarity with services available (which is not solely an OIT issue, but also my own for not seeking out such information). [#2712414]

-----
a lot of confusion about whom to ask for help [#2712617]

-----
you talk about wanting more programs to be online yet you offer little to no resources to do this. How can a program develop an online degree program without adequate support? [#2712714]

-----
no clear place to help move courses online. [#2713297]

-----
This would be very, very valuable provided I, as a client, have an opportunity to read and prepare prior to a meeting. [#2713391]

-----
This assistance would be welcome, but I don't have time to pursue it and have not really been aware of any outreach to provide support over the past many years I've been on UTK faculty. [#2713478]

-----
again have an easily readable page on OIT homepage that directs me to the expert regarding MS Office product use (specifically PPT & WORD) add Google Documents to this list as well [#2713889]

-----
Don't know what services are available. [#2714190]

-----
very important [#2714798]

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The help might be there, but I don't know how to access it. [#2715394]

-----
LiveOnline@UT (Zoom) virtual classroom environment support
nothing [#2712187]
-----
Zoom is difficult to use, and I do not think that it is used effectively [#2712217]
-----
The system for using ZOOM in a conference room is far too cumbersome and unreliable, and even IT people have had problems making it functional. [#2712395]
-----
We are just beginning to use this for meetings. I need to learn more about it. I am registered to take an OIT workshop [#2712498]
-----
I like to step on my computer every once in a while to let it know who is boss. [#2712620]
-----
I don't even know what virtual classroom environment support is [#2712621]
-----
I tend to not ask questions because I am put off by having to send a message to a general OIT message account instead of knowing my question goes to directly to a person who works directly with Zoom. [#2712639]
-----
Don't know what that is. [#2712703]
-----
I seriously can't believe that you will not allow someone to submit their responses unless they have completed a certain percentage of items. This violates ethical code. We should have the right to refuse to answer any questions. I have 85% completed and it won't let me submit so I guess I have to enter fake data so I can be done with this ridiculous excuse for a survey [#2712714]
-----
make it clear that we must log onto Zoom through UTK. I was facilitating a 2-hour class and had logged in from the application on my desktop. After 40-45 minutes I had to either pay or create a new meeting through UTK. I'd also love to see the starting page more clearly set. Join a Meeting, Start a Meeting or Create/Edit Account are the 3 options. I don't want to start a meeting, often I want to schedule a meeting. It is really counter-intuitive to have to go through create/edit account to do so. I'm not editing my account, I'm scheduling a meeting. [#2712812]
-----
zoom is a fantastic easy to use technology. All my international friends with whom I conduct research love the stability, clarity and ability to record and share documents... [#2713297]
-----
Good program but only for online classes I prefer Skype. [#2713435]
-----
No comment [#2713448]
-----
ZOOM functionality is improving. [#2713478]
-----
I hate online classes in general. I do like that you can see real people though [#2713572]
-----
I would like zoom to be more easily integrated into calendar. As it is, I have to copy and paste all of the desired information about a zoom meeting into the calendar and if I can not attend the meeting I have had a difficult time finding the meeting later to watch. Also, I wish that more professors used this service in the classroom setting. It isn't being utilized, even in the technology heavy classrooms in the Plant Science or Animal Science classes. [#2713634]
ZOOM is great if you know how to use it. Perhaps step-by-step instructions could be disseminated in an email. [#2713726]

Zoom has a tendency to lose audio and continuously boot a user out of a meeting. Sometimes this coincides with needing to update but there doesn't seem to be a definitive cause that I've been able to figure out. Logging out and logging back in to the meeting doesn't solve the issue either. [#2713751]

Zoom is fantastic! I especially like the breakout rooms available in the synchronous classes. [#2714099]

I didn't know this service was offered, and don't know exactly what it is. [#2714425]

While I have not personally used Zoom to initiate a collaboration, I have watched others and the implementation has not always gone well. These situations are typically real-time and high stress, so Zoom needs to be incredibly robust and allow somehow for users with different skill levels and degrees of preparation. [#2714483]

I have had several issues over the last year, and there has been improvement. Lack of communication is the biggest factor. Within the past month, I have had 3 requests submitted to Course Delivery and received no confirmation that the request was received, planned, or handled. The "wait and see" approach to see if a pre-planned event would actually be performed is unnerving. [#2714498]

Zoom is okay, but not my favorite. [#2714709]

don't use [#2714782]

haven't had a class that uses this but having it available in classes would be great [#2715061]

LOVE ZOOM!!!! Would be further improved if users could all edit a document on the shared screen at the same time. [#2715113]

It is not available in all classrooms, especially when classrooms or laboratories are in the bottom of buildings. Therefore it makes it difficult as a student to obtain course material when class was missed or as an instructor to engage those that are remote. [#2715124]

Have not had a class that used this. [#2715168]

Zoom times out frequently before session is finished [#2715310]

More powerful microphones, or portable microphones that can be easily passed around to the speaker in a meeting/event. As an online participant you cannot hear most of the time. . [#2715360]

Some interface problems with computers in some classrooms. [#2715424]

Zoom is good, but it kept dropping when I was in a meeting with the Dean so we had to resort to phone conversation. [#2715459]

n [#2715470]
I haven't had used these too much. So far so good [#2715580]

As classroom support - it does pretty well. As webinar/meeting support - it lacks. See previous comments. [#2715759]

-----
Official University Email - Office365, Gmail (available to Students only)

Adequate but was better when hosted in house [#2711528]
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Sometimes I will receive an email to the mediacenter@utk.edu email account after the time that I should have. In other words I will look through my email and think I've read all the emails I received that day, then an hour later I check again and find new ones that (according to outlook) arrived several hours earlier in the day. [#2711604]
-----

I am ONLY talking about email here...I actually think that the Office365 interface has become almost seamless across all of the platforms that I use (MacOS, iOS, Windows 10). But you all lost me as an Outlook customer in any way, shape, or form almost a decade ago. I have always had a GMail account, and all of my official correspondence is routed to it. And no, I'm not referring to the UTK GMail interface... [#2711616]
-----

I think gmail has better spam/malware filtering than Office365? My Office365 account forward to gmail and I rarely see any phishing or malware emails vs some of my colleagues that receive in regularly on the Office accounts? Not sure this is true or not...maybe I'm not recognizing them. [#2711635]
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Somehow allow me to combine my school gmail with my personal gmail so I don't have to log out and log in all the time, switching between the two [#2712199]
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Outlook is not great. [#2712240]
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Why does stuff from particular email addresses repeatedly get put into quarantine folders, even after I have repeatedly clicked the link to indicate that it is not junk mail? Nothing seems to work to stop this, and it is cumbersome to have to release each things individually. [#2712265]
-----

My gmail account has been messed up the entire time that I've been a student here. All of my UTK related emails are sent to the alecgard@ut.utm.edu email that I used for dual enrollment in high school. This causes me a lot of problems and although I've tried to get this resolved in the past, I've had to make do as nobody has been able to figure this out without possibly messing up some accounts and information tied to the current email. [#2712293]
-----

Please develop a faculty and staff gmail platform. I am tired of all the limitations of outlook. I would like to be able to search the entirety of my email without having to go to the sent folder. I would like full conversations to be accessible, and not have to click "view reply". I would like the interface to be more intuitive and aesthetically pleasing. I would like gmail. [#2712333]
-----

This may be an issue with my PC specifically, but my Outlook/Office 365 often responds incredibly slow and sometimes needs to be restarted to function properly. [#2712358]
-----

This is essential for communication. [#2712506]
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I hate it clusters all the mail unfriendly hard to go through I use outlook [#2712534]
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It is difficult to access email on a cell phone-you have to go through an additional page. [#2712635]
-----

As a staff member, I am very jealous the students get to utilize gmail. I very much prefer Gmail over Outlook. [#2712696]
Why do faculty members need to use Office 365? I've been using it for years and still find it clunky and not infrequently confusing. I would much prefer to have the Gmail option that the students get. [#2712723]

same as above [#2712724]

I'm not sure where this falls, but I hate the Cloud. I have issues with authentication on a regular basis that slow down my ability to add attachments using the "Attachment" button (I usually just click and drag from a file). Additionally, my e-mail search results since moving to the Cloud have been less than stellar. I can search using the same term and get different results. I can search and get no results (even though I know I am using a key word). This is the worst for me, since I often need to find e-mails quickly during meetings or phone conversations that relate to a specific situation. That is by far my biggest complaint. [#2712778]

As a faculty, having Gmail available as an email provider would be excellent. [#2712852]

I would prefer a gmail option for staff as well. [#2712914]

Sometimes when you change your netid password nt e-mail stoips working and I don't realize it right away. Once I called the Help Desk and they told me NOT to check that Remember My Password (or whatever that box is that comes up in the upper right hand corner). The next time I changed my pw the same thing happened and I checked the box and it was fine. [#2712925]

I love GMail & Inbox. I wish it was available for non-students, as I manage a club email account and have to use Office365. [#2712942]

Move back to a hosted solution or provide standards for optimal operation of Office 365. Archiving is a problem [#2713026]

gmail should be available to everyone, it's better than Office365 [#2713029]

N/A [#2713085]

sometimes office 365 email loses connection with gmail [#2713095]

The client on my desktop is ok, recent changes have made it less easy to search efficiently, however. The remote interface is cumbersome to use - particularly tough when there is an ongoing exchange of messages with another person. [#2713100]

Office 365 is difficult to use and not user friendly. No one likes it, Microsoft is terrible. I am not an IT expert so I cannot recommend a better one, but there must be better systems out there. [#2713233]

Why do students have gMail and faculty and staff don't? Why have a calendar system that doesn't match? Microsoft and gMail Calendar don't work well together and it is damn frustrating. I send an invite to students and they click accept but I don't get notified if they use gMail. We should either MS or gMail. We have talked with Google help desk and our OIT help desk and each says they should talk and work together. But they don't. Stop finger pointing and make these services work. Or just pick one. [#2713276]
I definitely prefer Outlook over remotely accessing 365. [#2713279]

Faculty and staff need to be able to use gmail. Office365 is not an adequate substitute. [#2713311]

I hate office 365 [#2713330]

Improve support for IMAP/SMTP clients, instead of assuming that everyone uses webmail [#2713377]

365 is visually a low contrast env. It can make it difficult to use. Otherwise it's ok I guess. I can seem awkward to navigate though. [#2713421]

Sometimes I have unsubscribed from email addresses yet still received emails. [#2713429]

This is decent, but professors aren't really always good about responding. [#2713430]

N/A [#2713662]

Office 365 is clunky, [#2713684]

I wish there was a way to keep my email after I graduate. Besides that I have no other qualms with the email service. [#2713688]

This service is glitchy and is constantly being changed by the vendor, which is disorienting. [#2713752]

Lately Office365 email crashes often. [#2713757]

Sending big files like posters is sometimes problematic. Once it never made it to the recipient, but also said it sent. [#2713780]

won't load new mail quickly enough/have to dig around excessively for info (search function is bad) [#2713846]

Regarding Office365, often it is difficult to access remotely. Apparently, there's some new way to sign in through Microsoft and it most always tells me they are having trouble with my account. Why the change? [#2713868]

Office 365 is cumbersome to use - I prefer not to use it [#2713921]

Faculty need access to Gmail. [#2713922]

Sometimes my own students' emails are flagged as spam. That should *never* happen! [#2713935]

While the availability of Google/Microsoft business services like Office365/Gmail are nice, there are several options within these services which are not useful as a result of a lack of cross-compatibility. Looking up email addresses, calendar/contact information, and confusion about "branding" of Office365 vs. Outlook vs. "Volmail" are very confusing. [#2714011]
I don't use the Office 365 system. It's too confusing. I use Gmail, and have all UTK mail roll to that account. [#2714095]

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I use Office365. There are multiple steps to login each time, especially from a computer I have never used for email access. It would be great to have easy access to email and Canvas from the UTK homepage. [#2714099]

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Don't make me change my password so much [#2714139]

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none [#2714197]

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in my personal experience, I cannot use Gmail for my VolMail account. But, office365 always works for me and is super convenient. [#2714487]

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Switch faculty/staff email to Gmail [#2714505]

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Sometimes Office365 is just rebellious. OIT is quick to fix any issues I have, but I don't know how they could make Outlook better. I feel like that's out of OIT's scope. [#2714590]

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I have a personal gmail account and being able to access google drive or someone on campus sending me google docs, I have limited access and then it limits me getting into my personal account and messes with my passwords. Wish we could use all gmail. [#2714613]

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email from my home is not optimal. I experience problems. [#2714789]

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Very Good. [#2714801]

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Email has improved lately, but it's had some real rough times what with staying connected, loading things I needed, making me sign in eleven million times... [#2714949]

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I think the "Group" option in Office 365 is confusing because it does not send directly to the inbox as well as the group setting. [#2714950]

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It is difficult to work with students who get to choose between 2 systems Google based and Microsoft based, while being limited to working only with Microsoft. Having access to all but Gmail withing G Suite makes it hard to use the better collaborative software offered by Google. Please allow staff the same choice between Gmail and Office365 (Outlook). [#2714966]

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I keep losing access to gmail, even when other websites are working perfectly, so I know it is not an internet issue. [#2714989]

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noyes [#2715024]

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I am staff with UTHSC and take classes at UTK. I sometimes have problems opening documents or other things within my course work. It is very frustrating I would like to have a UTK email also. [#2715055]

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Spam filters and approved senders feature is not accurate - perhaps this is controlled by our local administrators, but desired senders seem to be blocked and sent to spam and spam mail gets through even though desired senders have been added to the approved list [#2715094]
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I am a faculty member and would prefer to use Gmail to manage my email. [#2715110]
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Photoshop! [#2715111]
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I hate how easy you get spammed. I feel like I am always sending emails to abuse@utk.edu [#2715124]
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Seems adequate [#2715176]
-----
Very well done for gmail [#2715207]
-----
365 is ok, but I think it could be better. [#2715308]
-----
Need to work on interface with Apple products, especially IOS devices [#2715424]
-----
annoying timely pop-ups every time I log on. Gmail and 365 need to be more compatible to each other [#2715444]
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Recommend encouraging students to use Outlook since it is industry standard in the workplace. It is hard to switch later [#2715445]
-----
Office365 does not perform at the same level as regular office (like Excel, for example) [#2715486]
-----
Improve email syncing capability for those who leave and return to campus regularly. [#2715598]
-----
Office365 has a really clunky interface that is frustrating to use. [#2715609]
-----
Has its glitches but overall fine. [#2715614]
-----
NA [#2715726]
-----
I hate Outlook and wish faculty could get access to Gmail. [#2715729]
-----
n/a [#2715775]
-----
Outlook stops responding more often than it should. [#2715792]
-----
Expand gmail to faculty and staff [#2716533]
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**Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)**

SIS/Banner has so much potential! And yet, any project I am involved in that would go so much easier with Banner integration requires a program that I would gladly write myself if I had the expertise, but it frankly takes too much money and political capital to get done through OIT. [#2711616]

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There are too many systems that are not cleanly integrated. [#2712133]

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better to be attractive and lot of times can be in categorices rather tha having in different pages [#2712187]

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These seem outdated. But still function well enough [#2712196]

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All of those besides MyUTK are confusing and complicated. Also wish that someone taught us benefits of them. [#2712230]

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There are too many different ways to get to too many different versions of the same information (multiple advising views, catalog views, class enrollment views, etc.) so that it makes it very difficult to remember how to get to the information I found last time about a student, major requirement, etc. [#2712231]

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Also not easy to navigate. We have technology to build drones and we can not navigate these systems easily. Banner is like a foreign language. MyUTK is not easy to get into. And the worst of all time is the one for attendance verification. These things waste valuable time (and not just for me). [#2712240]

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It seems that one can no longer look up any student in Grades First. If I am not officially assigned as an advisor, I can't get access to their records and leave notes about advising, and if a student is not currently enrolled yet (frequently why they are coming to see me), it is the same. Grades First isn't very easy to use, in my opinion, so I am using it less and less. [#2712265]

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MyUTK is fine. Banner could be streamlined and more user friendly. The screens for adding and dropping class, for example, are confusing. [#2712270]

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Please reach out to Departments to identify our needs. Banner is designed for courses consisting of individual sections. We should be able to make changes/edits in courses - change capacities, add instructors, etc for entire courses and not have to change 40 sections one at a time. [#2712362]

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This is improving. OneStop staff are not typically helpful in resolving complicated issues. OIT help desk has much better response than OneStop. [#2712372]

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DARS should allow a selection where you do not have to go back out or clear screens. There might be an option to have DARS give hypothetical situations to a degree or a best avenue to follow. [#2712520]

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ugh, so difficult [#2712534]

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MyUTK is not very user-friendly. I have difficulty finding what I need and often have to click through several places to get to information. I also don't like that I often have to log in multiple times to use different services from the MyUTK site. As a law student, I have to use two different portals and would prefer to have all of my information in one place. [#2712581]
DARS is hard to understand, there is so many tabs which is really hard to understand without help. [#2712628]

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Banner is nothing but a bunch of garbage. It is difficult to use. Does not always work like it is suppose too, and it is next to impossible to determine when it is you making the mistake or the system making a mistake. [#2712665]

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Registering for classes is a pain if you only know the class number (gen eds) [#2712672]

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There are way too many keystrokes necessary to get what one needs in these systems. While this is not specific to students, there is really nowhere else to put it: Elements is duplicative and does not even talk to other systems of campus that should automatically import information (e.g., K@TE). [#2712743]

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I think GradesFirst needs some work. [#2712816]

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Banner 9 will help a lot for issues Mac users had with INB. It's frustrating there are limited training times. Thursday afternoons only, means training cannot happen for us all. [#2712845]

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Being a staff member that uses Banner/myUTK very consistently each day, it would be nice if it didn't automatically log you out after just a few minutes of inactivity. I have to log into Banner no less than 10x per day since they've made that switch. [#2712847]

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Photo roster is very cumbersum. I just want a list of names [#2712890]

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I work on a project every year when I need access to Banner at UTK, UTM, and UTC. Trying to get access to the VPN and Banner systems at UTC and UTM is very time consuming and frustrating. Last year, once I got it at UTC it wouldn't allow me to see all the fields I needed to and then it just stopped letting me in. [#2712925]

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DARS can be very vague and confusing. Banner is also a very slow way to sign up for classes. MyUTK and gradesfirst are great programs, I love the way they work. [#2713044]

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N/A [#2713085]

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The interfaces and layout of these keep changing. This makes it difficult to use them efficiently. Additionally, DARS access should be automatic if already logged into MyUTK. Advising a student and having to do multiple logins is a waste. If one already has access to a protected data site that is replicated elsewhere, one login. [#2713153]

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I just wish Banner wasn't so hideous. But there is nothing you can do about that. [#2713167]

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See comment above. [#2713195]

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utrack and banner have messed up my advising/student privileges and I have tried many times to get the permissions, don't have time to fool with this anymore [#2713204]

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The class registration webpages (DARS, studnt records, etc) are difficult to understand and navigate. [#2713261]

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finally banner getting connected to our netid... always had to have my password reset (ridiculous and time consuming process). how do all these things connect? Need a clear heuristic about what different systems do, how to access, and for what purpose. [#2713297]
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not intuative [#2713297]
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I think that it would be more efficient if the Student Information Systems like Banner and CS Gold were integrated with IRIS. [#2713297]
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The organization of the banner, MyUTK, etc. services is non-intuitive. I always end up clicking around seemingly relevant links until I find what I'm looking for. There's got to be a way to organize those resources in a more logical manner and/or allow them to connect/communicate with each other more effectively. [#2713297]
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These service are not clunky or useless, but they are far from intuitive. I think that keeps many students from understanding the wealth of information they provide. [#2713297]
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I feel like class registration could be made easier and smoother. [#2713297]
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Complicated system difficult to make appointments and understand the dars reports. [#2713297]
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Update the website used to register for classes. It's not user friendly at all. [#2713297]
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The systems do not let me see which sections have already been processed. [#2713297]
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MyUTK interface is very clunky and difficult to use. [#2713297]
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Overall, Banner is a very clunky system to use. I wish we used something else. [#2713297]
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Sometimes, DARS can be hard to understand, especially as you get up into your major course requirements. I think education on how to read DARS, as well as making it more student and advisor friendly, would be a good path for the future. [#2713297]
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Higher system capabilities for registration. Many times, the website will crash or take an extensive amount of time to load. [#2713297]
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Many systems, much to learn... If we would have a more centralized way of managing all this information, it could be better (alternatively, the system could become too complex...). [#2713297]
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I believe a more friendly interface would allow for students to more easily grasp the information presented to them. [#2713297]
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This software is just not very intuitive and requires too many steps to access information. Also, it shouldn't be spread out across 4 different programs. There should be a single place that these various necessary tools can be easily accessed. [#2713297]
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One area that contains ALL data on the Student [#2713297]
There are many, many things that need to be changed/upgraded in Banner. We have complained repeatedly to anyone that will listen about the cross listing issues but have yet to get any reasonable response from anyone! We met with Joel several years ago! I have called the current person in charge of Banner programming about a couple of simple changes. I've called her twice since Christmas and she has yet to even return my call. It's very frustrating. I work in one of the largest departments on campus and collecting enrollment data is very difficult in Banner, especially with cross listed courses and I have many! I'd be happy to meet with someone to talk about some of the user issues. [#2713654]

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Banner functions like software from years ago. As a graduate student, I have been enrolled at other institutions that allow the capability to save classes prior to registering and allow you to use the back button on a browser without canceling the class search. Update the software for better student use. [#2713664]

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I have no suggestions on how to make this a 9, but I also do not have any complaints. [#2713688]

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I use myutk for my son's account and think it is very unuser friendly [#2713694]

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The system with the most problem is GradesFirst. If the company would listen to the users concerns and suggestions for its product that would be helpful. We advisors and coaches used this product everyday we have some ideas on how to improve the system. [#2713707]

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The time-out setting in Banner has to be returned to its previous settings. An advisor can be in session with a student and turn to have a conversation, then be required to log back in. It's an annoyance, and it's unnecessary to restrict the timeout to such a degree. I know it can be adjusted and it should. [#2713712]

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Banner usage is still a bit cumbersome for a new user. Reference manuals that would provide a place to research a question or how to do a particular task would be helpful. [#2713797]

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DARS should allow a selection to choose from rather than having to back out and reselect or clear screen. There could be an option to have DARS give hypothetical situations for a degree path or best avenue to compare to manually selecting areas of education. [#2713808]

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Banner is really confusing for first time users and the way classes appears makes it hard to read [#2713809]

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When looking at advisees for a given semester there should be a link for every student to generate dars report. Currently, generating dars report for my advisees is cumbersome because i have to gather their student id and go to generating dars tab. [#2713817]

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It's really hard to register for classes now--a system that showed your schedule in a graphic calendar form (I know a lot of schools do this--my undergrad institution had it) would be much better. [#2713843]

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These systems should be consolidated and modernized. Why do we need a separate password for Banner? [#2713922]

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New hires should be able to go through an orientation with the University outlining the information systems available; their purpose and the best methods of accessing and learning. [#2713939]

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Banner/MyUTK may be one of the most confusing information systems I've ever used. There are multiple links which direct to the same thing, other commonly used links are hidden in strange places, and accessing specific information (like information about a specific student/class/academic session) requires navigating through a menu on one page, to change settings, and then navigating back to another page to update with the settings change from the other page. It's horrendous. [#2714011]

The Banner is a large improvement to course selection. It is not as efficient at times as there is not an easy way to view multiple tabs of courses at the same time for comparison. Also, more keyboard shortcuts would be preferable. [#2714013]

Gradesfirst needs a lot of work. Or we need a new system. [#2714024]

Overall, the systems are a little confusing to navigate at first and especially with class registration when looking at multiple course section and departments the system seems to have trouble clearing itself for new searches, and it is not possible to go back and open another offering from a department page after you click one course you have to re-search the entire record just to register or open information about another course in the same department. [#2714033]

these need a little work. But I would settle for more access to the ... MOVIES [#2714063]

There is a lot of information to weed through on MyUTK. There are almost always important messages at the top of the main screen, but they rarely change. This makes noticing NEW actual important messages hard to notice. [#2714099]

Small thing, but I would love to see the CRN and course number listed in My Schedule on MyUTK, so that I don't have to click on a course to check. This doesn't matter as much when my courses are in the right order both on My Schedule and on the registrar list that appears (with the number of students enrolled, crn, section #, etc.) when I click on one of the classes. But sometimes the order on the Schedule doesn't follow the order of the day or the order of the courses listed with CRNs/Section#s/Total enrolled. [#2714148]
	none [#2714197]

The reason we are here is that we have students. The software that enables them to register for class should be perfect and excellent. The software that enables us to help them should also be perfect and excellent. What we have is OK. Not excellent. [#2714218]

I want to see everything that the student sees and sometimes that isn't possible. [#2714274]

These services are sometimes very slow to respond or logout quickly (indeterminate amount of time) which causes problems. I also notice with MyUTK the consistency of login can be problematic in that the system seems to think a logout has occurred when it hasn't and has difficulty restarting (in the browser) and will not automatically go to login (CAS) leaving the user in limbo as to how to log back in. [#2714419]

Banner and myUTK are not user friendly and it is often difficult to find what I need on those websites. [#2714582]

This works really well for me. [#2714655]
I have not had a problem with these UTK websites; however, the graduation information could be condensed. [#2714663]

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Hard to use, you have to go in several links to finally get where you want. It's hard to find class, and don't have enough details about the classes, specially for grad class courses. [#2714694]

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Banner and DARS is not up to date for all student programs, like the UT Law 3+3 program. It doesn't work with the curriculum and causes issue. Should take into account all the programs. [#2714738]

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Class registration is not working very well. [#2714744]

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No problems here [#2714797]

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N/A [#2714805]

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Banner is not user-friendly. [#2714852]

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I realize it might not be possible, but running a DARS is a little complicated, especially with multiple majors or minors. It would be nice if it were a little more straightforward. [#2714876]

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Banner is archaic... It is 2018 and this is the flagship university for the state. Why on earth are we still using an outdated software system. We have software engineers and data analyst PhD's right here on campus. I am not sure why we don't work with these departments to come up with our own solution. We could also market this solution and sell it to other campuses... [#2714894]

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It often is really slow and will not let you select a course after already looking in another section without starting all over [#2714936]

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DARS is often down or incorrect in its reporting of student data. [#2714950]

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The following Student Information Systems and Online Class Registration are difficult to understand; Banner, DARS, MyUTK, Gradesfirst. Interfaces of the previously mentioned should be redesigned for easier to understand. [#2715026]

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I find these services to be very confusing, bulky to work with rather than intuitive. [#2715113]

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It is kind of hard to know what each of those does and which ones handle what [#2715121]

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Grades First is annoying [#2715123]

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Banner causes problems for me when I try to register for classes. I constantly have to click refresh and then confirm that I want to refresh instead of being able to easily switch back and forth between the add/drop classes screen and the search for classes screen. I also have issues with GradesFirst when trying to schedule an advising appointment, but this is my advisor's fault for not having meetings available until it is time to register for classes despite the fact that I would like to meet with her to get answers to questions since she ignores my emails. DARS has also created some problems for me. I have run the audit report and then the report has had overlapping text, making some spots unable to read. [#2715152]
Generally works well for the most part. The schedule builder doesn't work very well. Some of the menus aren't intuitive. It would be nice if things (attendance, course rolls, grade entry) were a little more integrated [#2715219]

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It would be very helpful for staff to have a student view of self-service Banner. [#2715228]

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I know there's no panacea for CAS's, but I had to change my name in 5 or 6 places when I got divorced. It was a really important thing for me, my identity as a professional in training at the University. So the fact that systems didn't crosswalk was *really* frustrating. :) And --not sure if this applies here-- the usability of IRis is a nightmare on steroids. [#2715298]

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I have a hard time finding what I'm looking for [#2715318]

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There should be more quick links for commonly accessed things in myutk. For example, DARS search should be on the front page. Instead of having to click 2 or 3 pages to find what I am looking for. [#2715341]

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Gradesfirst with advising needs to be handled better, especially for Haslam. No one could ever find a time to sign up and they would all get taken :( DARS was always hard to find and read, wish this had been a little more user friendly. [#2715345]

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When I first came to UT, I found it frustrating to keep up with the different websites for UT and my classes. [#2715361]

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My account will not let me register for classes. It continues to give an error despite many calls and requires Noelle to register me [#2715427]

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Grades first has limitations in scheduling appointments with students. only 15 minute increments. would be helpful if you could schedule meetings for anytime during availability. [#2715445]

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These systems seem bulky and very hard to navigate. I don't understand why they aren't better integrated at this point. Gradesfirst in particular is hard to use if you are trying to report on attendance for retention. [#2715458]

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n [#2715470]

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The webpage to register for classes is not efficient, it takes to time to search for the major and the format of the classes list is not easy to visualize. If we click in one class and we want to go back to keep searching the system does not allow, we have to start all over again. [#2715499]

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It is difficult to navigate MyUTK to find financial information specifics and where to go for tax information. [#2715516]

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again, if there were notifications for changes to classes besides just "instructor change" that would be great. Also if DARS and banner would talk to each other [#2715522]

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Most of these systems seem antiquated and cumbersome to use. Also frustrating to get asked for the same info multiple times (Gradesfirst, Athletic, Attendance) [#2715544]
For my purposes it is fine... it is a bit of a pain when you can't jump around and have to come back out to a main page, etc. to search another class, etc. [#2715614]
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Gradesfirst is outdated so the website isn't easy to use [#2715662]
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Maybe something could be done to make it a tad nicer, but it is good as is. [#2715669]
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Can be really complicated and hard to use [#2715702]
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NA [#2715726]
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MyUTK and included services could be improved with more streamlined and clearly navigable systems for class registration, instructor grade entry, and Early Alert. [#2715735]
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It would be nice to have a clearer system to show grades and academic standing. [#2715736]
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Some things that could be electronic through these systems are still paper based. Like grade changes. [#2715759]
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GradesFirst is much too slow in resetting when going from one page or area to another. The calendar is terribly slow. [#2715828]
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Class day is not clear. It is not easy to find classes. [#2715867]
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Online@UT (Canvas)

See prior comments. Canvas needs to be dropped. [#2711795]

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Canvas should be available to professors and staff who advise student organizations. I work with The Volunteer Channel. Canvas would make my job so much easier. [#2712134]

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Some instructors do not use the canvus effectively. [#2712168]

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Canvas makes it difficult for students to email all classmates at once. This is especially a problem for graduate level classes where certain classes, e.g. journal clubs, where these types of emails are regularly sent out. [#2712174]

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More, better, and consistent training for teachers. Maybe a different service is needed? But it's always a guessing game if a teacher will use canvas, how well they will use canvas, or if I'll be checking multiple sites to get assignments and turn in work. Some consistency would be nice. [#2712178]

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To improve this system the course instructors need to know how to better operate it [#2712196]

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Canvas is horrible. Blackboard was easier to use and very straight forward. Canvas has to many links and groups it is hard to find what you need. Also, teachers can't operate it half the time. At least educate them so students dont suffer. Needs to be more tablet/computer friendly it is strictly computer but some people use tablets [#2712209]

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I think that blackboard was better. Canvas is buggy [#2712230]

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Still trying to come to grips with Canvas. [#2712240]

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It could be better publicized, more transparent. The offerings should be broader(e.g. safety training and employee development classes) [#2712248]

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The Canvas transition has not gone well. I have taken at least six classes in the new system, and none have gone well. The professors could not figure out how to use the system, and many indicated there were too many choices. [#2712270]

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My instructor asked our group about a project we turned in. I replied but the instructor never got my answer. It appeared to the instructor our group had ignored her question. Issues like this cause me to lose confidence and trust in Canvas. [#2712278]

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Tests via canvas seem very disorganized. Always have problems [#2712336]

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Dear Lord. Canvas is just awful. Bare bones, hard to navigate, help is awful, terribly laid out web pages, not nearly the options and services as we had with Blackboard. Even students who once had Blackboard are complaining. [#2712354]

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Granted, Blackboard was a bit clunky, but OIT cut the legs out of every Department that has courses composed of multiple sections and with multiple instructors. We have lost crucial functionality that we can not recover. The multi-semester learning curve should have disqualified Canvas from consideration - clearly, OIT is not concerned with the amount of time and effort that the faculty and staff have to waste
on labor-intensive work-arounds. Technology is supposed to make us more productive - OIT does not make me more productive. [#2712362]

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Get rid of Canvas. Worst online teaching tool ever. Bb was just fine and intuitive. I've stopped using an online classroom altogether. Canvas is a pain and not intuitive. I've used four other course management systems - Canvas is the worst. I don't even want to bother with it - so please don't have anyone call or contact me offering me help. I have no desire to mess with it. I've spent too much time on it already when it first came out. Forget it. [#2712437]

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I need more expanded capacity to place large files, e.g. pictures [#2712458]

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I'm happy with the technology team's services. They are always helpful with solving any technology issues that I have. [#2712475]

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I have noticed that Canvas is much more difficult than Blackboard regarding online grading submissions specifically checking for plagiarism. [#2712500]

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it falls short in many ways. Blackboard offered private sites that could reach out and communicate to all sections of a program, Canvas does not; Canvas language option is incorrect so cannot be used; attendance roll is recorded on an Excel file that is impossible to read, and the statistics Canvas provides are none existing; [#2712534]

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Canvas is a horrible classroom management platform. My students complain heavily about it. Regardless of how much I try to crosslink materials so they are visible, Canvas stacks and hides them into folders. Blackboard was so much more transparent even if it wasn't as flexible. Students say that their teachers all use Canvas differently and they cannot keep up with it. [#2712535]

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i don't like canvas 1. i don't like having to manually delete every old message 2. i don't like that other students use canvas to solicit memberships to studysoup 3. i don't like the interface to see courses in which i'm enrolled 4. i don't like the email/canvas interface [#2712649]

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Don't know what that is. [#2712703]

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More workshops... [#2712704]

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See comments from "online services that enhance the teaching and learning experience." [#2712706]

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Would love to have better student access (clinical students at vet school). Would love more support for faculty who want to do more with canvas (ie formatting that requires code) [#2712713]

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Sending teachers to a Canvas training session. [#2712717]

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Canvas is a big step in the right direction -- and a world beyond Blackboard. [#2712723]

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better than blackboard [#2712785]

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Have a way to find out "how to" do simple things (which I can't figure out after trying online) without having to call the general OIT line 974-9900. [#2712812]
Does not sync with Banner - students who drop are still listed on Canvas. The Canvas ID numbers don't match with the 6 digit number students have so it is impossible to upload grades by ID which what students put on scantrons in 300 person classes [#2712890]

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Canvas is okay, but there are still several bugs to work out. The peer review function does not operate appropriately, the eportfolio system doesn't have assessment built in, and the commons area doesn't allow users to view the material without first uploading it into the course shell. [#2712943]

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Wish there was a better Canvas for Dummies link. Not intuitively obvious how to use this, and don't have time to learn. [#2713010]

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I loathe Canvas for humanities classes. Please replace it. Even Blackboard was better. [#2713073]

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Professors should have better Canvas training [#2713080]

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Blackboard had flaws, but far fewer than Canvas, which is unintuitive, prone to making errors, and unable to do some of the basic operations that were routine in Blackboard. [#2713100]

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Most of the issues with Canvas stem from professors. They don't appear adequately trained to operate Canvas effectively. Maybe enhanced staff training could help. As professors gain more experience, I expect this will be less of an issue. [#2713101]

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Canvas has a preset space avail for each course. This can not be increased. This presents a problem because faculty are not all aware of how to post on one drive from office 365. Canvas overall is cumbersome there are files, pages, and modules. When opening a course site with several faculty there are endless lists of files posted. I feel for the students trying to figure out what they need for a class period. [#2713123]

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There is way too much variation in how professors set up their classes. I totally understand the importance of giving faculty some flexibility, but it's really frustrating when the homework for one class is under Assignments and the homework for another is under Modules, and the syllabus is NEVER where it's supposed to be. [#2713173]

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Overall I really like the Canvas system - it has great flexibility and is easy to use. The one annoying issue I have is related to how the system currently handles a course with a large single lecture and multiple labs. I would like to have a large combined lecture Canvas site with completely separate sections for labs that can be used by the TAs to enter their grades. As it is now... I have combined (cross-listed) my course into a single course where I post all of the lecture materials. However, it is difficult for the lab TAs to use because they have different schedules and different grading schemes. If one TA adds columns for grades, all of the students see that and it is very confusing. After talking to Rosie Sasso gave up and decided not to use it for entering individual lab grades. If UT could create entirely separate Canvas courses for the lecture and lab (similar to what could be done with BB) it would be a big help!! Thanks!! [#2713182]

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Canvas is a little confusing to navigate. There are announcements located all over the screen. When you go into a specific course, announcements and assignments still appear from other courses on the screen. It gets too complicated. Needs to be simplified. [#2713214]

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I don't see any benefit from the change to Canvas from Blackboard. [#2713227]
Not sure if this is at the UT level, but Canvas seems to operate slowly for UT. Decreasing loading times would be nice. [#2713258]

I don't think teachers are equally well versed in how Canvas works, so some classes use the feature available more effectively than others. Some teachers seem not to know how to use Canvas at all, which leads to a confusing and hard to navigate class page. Perhaps they could take a "class" to learn how to use some of the features available on Canvas? [#2713265]

A good service. [#2713356]

I'm a special (nonacademic) user of Canvas. It doesn't allow for much reporting and this can be frustrating. It likes to output graphs, when I would rather have downloadable table data. [#2713421]

Not all professors use canvas. [#2713430]

N/A [#2713443]

Each Canvas site for a class needs to allow for more data to be uploaded [#2713466]

Canvas is pretty good, but we received preliminary training and little subsequent support. [#2713478]

I don't know what's wrong with it, it could still be better. I liked Blackboard more. [#2713572]

utk.edu is not a user-friendly website--I can find the info more easily by using Google to search I would like to be able to easily find online help with using BANNER--I don't always have time to attend sessions [#2713578]

The switch from Blackboard was unnecessary and added time to course construction and management for those of us who were used to Blackboard. Canvas is fine but not a real improvement for the investment in time that it took to learn a new program. [#2713633]

The interface is modern and up to date. I don't get enough use out of it though personally. [#2713646]

Absurd, requires too many steps, tons of useless features [#2713684]

Professors need more training with how to work and organize [#2713730]

The plagiarism tool in Canvas is confusing to use. It doesn't give full information without being prompted to pay for the service through the company website. For something that is required by a course, a student should not have to pay in order to know the complete plagiarism report. [#2713751]

It just seems disorganized to me, which could be a professor problem. [#2713780]

The "files" tab is really unorganized across all of my classes (better able to find things under modules) and most of my professors still say they don't know how to use it. [#2713809]

Teach the professors how to actually use it. Teachers not being able to use canvas is the biggest problem with Canvas. [#2713812]
I am not sure there are ways to improve the awkward aspects of this software. However it would be nice if it were more intuitive. [#2713823]

Return to Blackboard, which is more user friendly! [#2713827]

As a TA I wish I could upload bigger data files, like powerpoints [#2713843]

profs have no clue how to use it [#2713846]

CANVAS does not support my teaching material or objectives. It is obviously designed to encourage online course development. I think the Office 365 applications should be an option, for which I would appreciate some support. I have been told that support is not an option for these applications. [#2713934]

I made a comment on this earlier. Here it is again: I didn't think something could be worse than Blackboard, but wow, Canvas is awful. It's more difficult to send messages, the grading interface is a disaster (no grades in gradebook without creating an assignment??), and uploading digital articles is still a pain. [#2713935]

alerts for assignments that are about to close [#2713984]

Not sure if it is instructor error but we have had issues with assignments disappearing, or not "being live" and some integration issues with coursework. It seems like things are improving overall, but that is what has held this area back for me personally. [#2714033]

I want to be able to connect my wireless printer to the UTK wi-fi . . . . . . . so I can print things remotely, have ink cartridges automatically ordered, etc. when I called OIT about how to do this, they highly discouraged it. I still want to do it! [#2714042]

I like Canvas. But I don't like the inability to control the gradebook. I post lots of assignments to indicate reading preparation for a given day's class, but I don't need those to show up in Gradbook. My gradebook is a mess, and I don't know how to make it more user friendly. [#2714095]

Canvas is much better than other online grading systems I have used in the past. It is difficult to find the Canvas login page when using a new computer. It would be great to have easy access to email and Canvas from the UTK homepage. [#2714099]

Why is it not a universal thing from one online class to another that attachments are an option in Canvas under the discussion board? In every class I've had for the last 3 semesters, the instructors do not seem to know that "attachments" is an option that they have to add on, and then we get into a discussion board, and I want to attach an article for sharing with the class...and I realize I don't have that option because it was never added by the instructor. Can this not just be something that is made universally available in discussion boards? It would help a LOT. [#2714110]

none [#2714197]
Professors don't know how to use canvas yet so it's very confusing to the students because we don't know where to find materials or different things we need for class because the professors don't know.

The amount of online storage space for materials per class is pitifully small. I cannot post articles or lectures easily in large numbers, because there isn't enough space.

i hate it

I can't stand the grade book. It functions poorly, constantly reorders the columns in seemingly random ways and is not user friendly for organizing grades of written work. The calendar is also a mess. You can't show there is a written assignment without create an assignment in the grade book with settings that do not match your instructions to the students.

Not always used. When it is it works very well

Canvas needs a better user interface. It's just not intuitive. I am in an online program, and I spend too much of my time searching for files on Canvas. There's too many places for files to be, and professors each do it their own way, so there's not enough consistency in knowing where to look for something.

Allow alphanumeric entry directly into the gradebook. Allow synchronous exchange with students (from faculty) and between students (on teams).

The problem is that Canvas is a clunky piece of software--lots of bells and whistle that are rarely needed, but often counterintuitive in basic functions/operations. Not much OIT can do about it.

The main problems are getting professors to use this website preferentially and storage space.

I hate canvas. There is no organization and I feel there is not enough time to expect my professors to have to organize every tab and put files into different categories. This means everything gets dumped in the same place or there is no way to tell what is where when you are looking for specific files. At least in Bb everything was in the same place for every class.

Works great, I like it better than blackboard.

Hard to use

Canvas is frustrating if we need to upload photos. Please make this easier to use.

I know that this isn't in yall's hands, but the app is awful. When you get a notification and click on it, it takes you to the home page and not to what the notification was about (i.e., announcement, assignment update, grade, etc.). Online as a whole is okay, just sometimes can be confusing as I'm still adjusting from starting out with blackboard.

My professors, colleges, and I have all had issues sharing information efficiently through canvas.
It is just fine. [#2714801]

Maybe I'm just old and callous and set in my ways, but I do not like canvas. 90% of what I hate about it is its inability to let me easily preview documents posted without downloading them. I really liked the way blackboard let me do that. The preview window in canvas is kind of terrible. It's small and you can't change its size. [#2714886]

Actually have information about how the system works BEFORE implementation! That would be nice. [#2714946]

The plagiarism-checking feature of Canvas is vastly inferior to SafeAssign in Blackboard. It is harder to use effectively, takes much more time, and overall leads to a great deal of frustration. [#2714996]

Plagiarism detection is poor, so replacing or improving this element of Canvas -- you are not given relevant information about matches from internal databases regarding the source; it doesn't actually run every paper at times (some assignments have as many as 5-6 papers that just don't produce similarity scores) It would also help to have a journaling function -- similar to what was in Blackboard -- that is native to Canvas so you don't have to add other places or technologies that students have to use if you want to make use of something like that [#2715046]

Many teachers opt out of using it or don't use it correctly which causes a lot of disconnect in my ability to keep track of all of my assignments. Some use their own website that doesn't notify us if something is added or when grades are put up. It is very frustrating to have this good service that allows us to have a total overview of all of our classes and assignments in one place but to have some not using it making it very easy to forget or lose track of what's going on in the class. Also some teachers don't put their files on Canvas because they say there isn't enough storage room. So maybe ether show them a better way of putting files on there so they can put them all on there or add more available storage. [#2715084]

Storage capacity is unexpectedly small as compared to that available when using Blackboard - with lots of lecture material to upload space for all instructors became a problem despite conversion to .pdf format and compressing files, etc. [#2715094]

It sucks [#2715107]

It just glitches sometimes and isn't user friendly, but I think it is getting better [#2715121]

I do not think the switch to canvas was a good move. It is not user friendly. The gradebook does not have the capability to do what I want. It is difficult to post information in modules that go directly with the links provided. [#2715147]

Canvas has had many problems for me including not properly syncing with other sources used by my instructors (McGraw Hill, Pearson). At one point, my grades weren't reported at all in Canvas and I had to contact the other source support system to retrieve my grades. In addition to this, there have been final grade calculations that I have had problems with. This may have been at the instructor's fault. [#2715152]

Explain to professors how they can better utilize canvas. [#2715221]
Still not sure how to separate large lecture courses that have multiple lab sections so that each TA can access or create columns for individuals grades. [#2715260]
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Voice thread is essential for our program. I think OIT should provide that with Canvas, rather than having the dept pay for the license [#2715303]
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zhuang32@vols.utk.edu [#2715336]
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Liked blackboard much better. Less clunky. To go to my grades I click one link. I like that. To find what I want I have to click through multiple pages. [#2715341]
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Have all of the professors utilize the resource. Some do not post anything on it throughout the semester. Also it would be nice to see the exam dates on the calendar. [#2715412]
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Quizzes are more difficult to edit (can't do offline easily). When editing online questions aren't numbered so it's hard to find what a student is asking about. The grade book doesn't let you create calculated columns. [#2715424]
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mostly it seems as though everyone is still trying to learn this, as it is new. [#2715444]
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connection to Volmail isn't as streamlined as it was with blackboard [#2715486]
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Sometimes the access to certain application (specially Origin) is not possible, an error appears. Saving data is also difficult because it appears a message than the disk is full. [#2715499]
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It would be nice to have a set way for teacher to use canvas and have them know more about it. Alot of my teachers used it differently and make things hard to find and difficult to know exactly what they were expecting. [#2715507]
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Canvas is not very user friendly. Even watching the tutorials does not help. Also, the professors can only upload a certain amount of material before it says the class's data limit is taken up. This poses a problem for us students because the professors cannot put up information that will help us. They can only put up what is necessary. [#2715528]
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When communicating with students through Canvas email we need to be able to attach documents for students. [#2715598]
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More help with using the various features [#2715602]
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A lot of this is user based... as in finding the time to take a tutorial and learn how to use all the things Canvas is capable of doing... many faculty just give up and don't use it at all which is a disservice to students who are used to being able to find information electronically. I hope to become more proficient with Canvas for the fall semester. [#2715614]
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Canvas is too hard for students and teachers to use [#2715662]
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After a year of using Canvas, I'm just not a big fan. Its default organization is not intuitive, and it is way too much work to customize it. At least for me, its discussion board feature is terrible compared to
Blackboard's. I find the threading way to elementary for real life usage. I see that it is a visually appealing package but in real life usage it isn't particularly usable or intuitive. [#2715749]

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Maybe offering more training to faculty. It has a lot of power and I barely scratch the surface. Also, I experience a lot of difficulty with user error because I have to figure things out on my own. [#2715759]

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n/a [#2715775]

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**UT System Services - IRIS**

The IRIS website is really unattractive & I don't like the loading time when navigating to other pages. [#2711604]

I wish there were more services available on Employee Self-Service, more vendors in the Marketplace, and that the online interface were not so wonky and wanting to constantly open new windows since I like to block that feature on my browser. [#2711616]

The website is incredibly difficult to navigate intuitively unless you have explicit instructions. [#2711635]

IRIS is difficult to navigate and impossible to search through if you don't have the name 100% correct. Not user friendly and I get extremely frustrated working in it. [#2712011]

Always a problem. Does not work as it should. I have had problems since I arrived. [#2712240]

Too antiquated [#2712301]

The IRIS system is terrible. Especially for IRB, but really for all of it. Absolutely terrible. It feels like we are operating in the 1990's. Staff are wonderful about giving support, this is a software platform issue, not a personnel issue, but it directly impacts service. [#2712333]

The IRIS website is dated and not very user friendly. It is difficult for example to view pay slips on a cellphone. [#2712356]

Better interface that is more intuitive. [#2712383]

Ugh, I dislike it (not as much as iMedris, but a close second. It is not intuitive. [#2712414]

just pay for the updates that the systems offer [#2712518]

Iris is very elusive in what steps to take to find specific information that is needed as staff for students. Programs to query job specific information that was needed when I worked with graduate students was hard to access. There have been some changes for programming queries, but still not easy. Training was confusing because people in select jobs use different information. So useful benefits pointed out to one's job during class may throw another person off and add confusion. We do not always understand enough to ask the best question. More job specific training or an hour seeing what on does at work would be a benefit so training would be more efficient and effective. [#2712520]

IRIS is mostly horrible to use. [#2712543]

IRIS is frustrating at times. I don't like that I cannot pick-up the phone and call someone for assistance if I am having issues. Having to email and then wait for a return email is time consuming and if the issue is not resolved the back-and-forth emails is frustrating. [#2712564]

Would love to be able to better access my payroll information via my phone. Don't know if this is possible. [#2712644]

IRIS is a little clunky. There are personal details that I cannot update. [#2712649]
Strange UI/UX with this system. Often shows with tiny fonts, uses screen area poorly. [#2712697]

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Very rarely has hiccups in the system. [#2712710]

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This system is so confusing. I never know if I'm approving the right thing. There is not an easy way to dispute discrepancies. [#2712713]

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Too many problems to list here. processing time lags. ORNL uses SAP and has much neater and easier reports, easier to locate, easier to use. UTK has many issues with SAP as there is no personalization. [#2712719]

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Access is good, but the system is not at all intuitive [#2712738]

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IRIS is very hard to navigate [#2712755]

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The IRIS travel and expense system is very out of date. Concur is rolling out slowing with being able to book travel but ready to have it rolled out for full use including expenses. [#2712783]

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Interface is very slow and not very user-friendly [#2712793]

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when something new is being implemented (for example my department recently began having to approve IRIS ledgers electronically) have some sort of training or a document to clarify purpose and best practices/process [#2712812]

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It would be wonderful to update IRIS for mac users. It's frustrating to need to log into a website, download the interface each time, and then log in. If my internet drops Citrix closes out and I need to start the process all over again. It often freezes or doesn't safe either. [#2712845]

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Again, the reporting in IRIS is outdated. [#2712851]

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It is just a very confusing system. I use it mostly to find information regarding personnel and financial. I am never sure if I am looking at what I need to. For example when I am looking for approvals and I don't see it in the Workflow departments have told me to look at the ZWF_HISTORY_IRIS, but I still don't see anything there that clearly looks like an approval. Maybe develop a class on overall IRIS terminology and what certain terms mean. When I have been to the IRIS classes it is dedicated to a few transactions which is great if you work with them everyday, but for those of us who are always having to look at different things it doesn't help a lot. [#2712925]

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Have apple friendly services. [#2712951]

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Extremely complex and not user-friendly at all. [#2712996]

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MORE DOWNLOADABLE REPORTS TO EXCEL! Right now, extracting meaningful information from IRIS to Excel is mostly non-existent. Data in IRIS is mostly non-filterable. [#2713017]

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Inadequate human resources to complete the necessary modifications to provide business management support. Open up web services to allow live data connections. [#2713026]

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N/A [#2713085]
IRIS reporting for Human Resources is pitiful. Reports are archaic or non-existent. Either enhance the system to provide beneficial reports or find a new solution that works for all needs and not just finance. (Ex - we cannot currently run reports to determine turnover for staff or faculty, anticipate retirements over next 5 years, evaluate salary compression.) Dumping data to Excel in order to manipulate the data to get what we need is unacceptable. [#2713172]
still seems confusing and not intuitive [#2713204]
Marketplace for purchasing has some bugs. I give it a 75% approval. The UTK staff supporting marketplace are helpful. [#2713220]
IRIS is awkward and not very user friendly. [#2713244]
The IRIS helpdesk is not nearly as user-friendly, efficient as OIT's is....wish IRIS helpdesk performed as well as the OIT helpdesk [#2713267]
Cumbersome, but I can navigate the transactions I need. [#2713279]
ridiculously hard to use. [#2713297]
IRIS is the biggest frustration that I have with IT services. I routinely hear that something cannot be done because of IRIS. I don't understand why we cannot either make IRIS do more of what we want or find a system that can. IRIS should serve the University, and I often perceive that we are serving IRIS. [#2713348]
Still learning my way in IRIS. Doesn't seem very intuitive to me, but I don't use it often (just once a month), so that could be the reason why I find it cumbersome. [#2713605]
I get email for IRIS all the time and I always read them but about half the time I can not discriminate what IRIS is trying to tell me. I would like an overview or online training on the use of IRIS systems. [#2713634]
The UI needs to be updated badly! It is very difficult to navigate. I find it difficult to navigate because of the lack of contrast in options in regards to color. There should be an intelligent search for different services. The menu navigation is needlessly complex. [#2713646]
A little more by date access. [#2713648]
Amazing support - very fast [#2713694]
IRIS looks and feel so out-of-date. [#2713707]
Make it compatible with Apple [#2713735]
The my benefits statement doesn't print the document correctly and is frequently wrong [#2713752]
terrible system, very user unfriendly, overly complex [#2713779]
Lacks user friendliness [#2713799]

Iris is very elusive in what steps to take to find specific information that is needed as staff for students. Programs to query job specific information that was needed when my work required information was hard to access. There have been some changes for programming queries, but still not easy to use. Training should be specific to the job. Classes try to incorporate all similar jobs where confusion can occur. [#2713808]

Increase number of open sessions allowed. [#2713822]

Ranks among the most outdated, poorly designed websites I've used in the last 5 years. [#2713935]

This is a complicated system. Until recently I did not use it on a regular basis, but since I have learned how to access a couple of reports it has opened me up to more of what I can accomplish. I sat through a training class several years ago but there were people in the class that were move advanced and I could not keep up. This would be nice but I really just care about the movies. [#2714063]

The way different departments access IRIS is wildly variable and confusing. [#2714159]

I know this is well-known at UT but it bears repeating-The usability of the SAP R3 ERP is just awful. The user interfaces, whether "fat" desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or !!! the IRIS ID of the person controlling the account to which the asset belongs (??); it takes far too many clicks to locate an employee's status or job change information; the list goes on. [#2714175]

This system is clunky and it takes a lot of clicks to get to the desired information. The reports and transactions are not named well and it is difficult to generate anything close to an income statement to see how well you are doing financially. [#2714272]

Needs to be more user friendly. [#2714488]

Reports from this system should be more widely available and easy to pull data from. items like employee turnover, should be set up to run easily. [#2714490]

I realize that financial systems are complex, but I think a lot more can be done to make training tools and tips available. The IRIS Help search feature is better than it was, but still does not identify exactly what a user might be looking for. Perhaps a help system more like OIT's Knowledgebase might be better. Also, in IRIS if I know the transaction id, locating the transaction it in the menu tree is extremely difficult. A better search tool can be developed for this, too. Especially since the menu location tends to change. For instance, if I have a transaction saved as a "favorite" from years ago and want to share the menu path with a colleague, it takes considerable digging to locate the new path. Even displaying the menu path somewhere at the bottom of its open transaction could be useful. [#2714517]

Clunky [#2714540]

Something less like DOS! And with commands that aren't greek! [#2714541]
It would be great if you could add the ability to attach documents to the HR side of IRIS [#2714680]
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the iris system is a bit clunky - not user friendly or intuitive at all! [#2714704]
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IRIS is nearly non-functional on a mobile device. It's 2018 and I know SAP offers better mobile support than we seem to have access to at UT. [#2714717]
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I'm not about to tell you anything you don't already know - IRIS is clunky and not user friendly. It's a very powerful tool, but not if the average user isn't able to get what he/she needs from it. [#2714812]
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IRIS needs to be more MAC friendly. More than enough IRIS users (and other systems) are MAC to warrant the upgrades. Approximately 3/4 of my department are MAC users. [#2714825]
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The least friendly system I have ever used on a regular basis and extremely hard to make it meet operational needs. [#2714830]
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IRIS is so confusing [#2714889]
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SAP is a great software platform for manufacturing companies. I've used the software several times at companies like Coca-Cola and Georgia-Pacific. It has too many reporting variances and we have not been allowed access to the data to run our own queries. We basically have to use BW to query IRIS. We now have to use IDS to query BW to query IRIS... Just let us query the IRIS data warehouse ourselves... Efficiency... [#2714894]
-----
Training for IRIS was not useful at all; not everyone is a teacher. I still don't know how to access what is available and this makes it difficult to obtain accurate information needed at times. [#2714924]
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Really clunky and difficult to navigate. Not at all intuitive. [#2714989]
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The software is horrible for infrequent users. [#2715011]
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More communications on IRIS changes and faster changes i.e. eforms [#2715031]
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I've experienced difficulty printing from this, e.g. W-2 forms [#2715135]
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Just everything! Fortunately, I rarely need to use it. [#2715219]
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IRIS is difficult to understand for the person who does not do approvals on a regular basis. Terminology is not self-explanatory [#2715258]
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n/a [#2715266]
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Steady improvement, but still not user friendly. [#2715276]
-----
Very clunky system [#2715296]
-----
IRIS is a very difficult to use program. [#2715308]
I have a hard time accessing this website on my phone, support here would be helpful [#2715318]
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Having the role to view not change more items in IRIS. [#2715348]
-----
There's no hope for IRIS. Throw it out and start over. [#2715393]
-----
User interface is a bit clunky [#2715424]
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i.e. - when I attach a backup document to my IRIS document I cannot delete it (if attach the wrong
document in error which happens on occasion) [#2715545]
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easier way to receive instructions on how to do certain requirements for my job. Help website too confusing [#2715559]
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IRIS is not at all user friendly, and it is frustrating how the IRIS interface does not include useful
information for how to fill out certain transactions (e.g. sometimes information has to be entered all in
CAPS, but nowhere in the IRIS window does it actually indicate that. Also, there are often boxes in IRIS
that show up in a transaction, but don't actually have to be filled out - it would be great if only the
necessary boxes showed up for each transaction). [#2715609]
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There are issues with logging in, which kicks you off saying that you were just logged out. Every time I
log into IRIS, I have to go through the log in process at least 3 times before I can actually get onto the
site. If this could be improved I think this would be very valuable. [#2715724]
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NA [#2715726]
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Still not very user friendly in terms of definitions and help on each page. Also, graduate students who
help with these applications do not have access to the same level of use as faculty. Which is problematic
when they have been tasked with submitting the proposals. [#2715759]
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As an occasional user of IRIS, every time I interact with it, it seems overly complicated, confusing and
full of terminology that it never explains. [#2715845]
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**UT System Services - ANDI**

ANDI is fine, but any entrance into / modifications to ANDI cannot be done online. I'm not expecting to access a system without back-end control, but certainly I can make requests online and have Advancement contact me or approve/deny on the back end? [#2711616]

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Have not used. [#2712520]

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Not very intuitive, takes too long to get queries to requesting parties, does not integrate with other alumni systems. [#2713705]

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It is very cumbersome to update our personal information and updating it on IRIS doesn't seem to populate to all the different servers and systems. [#2713922]

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This one may be user error, but I have made several updates that didn’t go through. [#2713926]

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I can add a record to a scholarship as the stewardee, but I would also like to be able to see on the person's record which scholarships of which they are the stewardee. I don't know what these things are, but I would like to watch UTK library movies off campus. [#2714063]

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Since so much rides on us having excellent data integrity on alumni, donors, gifts, and accounts, I think more can be done to make sure there are audit features in place or more training on all aspects of the database to all users. But more thorough training is needed especially for the folks who input raw data and folks who pull reports. [#2714517]

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don't use [#2714782]

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no [#2715024]

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Would be nice to have real time numbers available that are pushed to us rather than pulled. Especially for important metrics that we monitor closely throughout the year. [#2715550]

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n/a [#2715775]
This system is awful for PIs. It does nothing to help with grant submission and management. Another true waste. [#2711795]

When I am working through menus to approve or edit a grant submission, I often can't find the right series of things to click on to get to what I am looking for. So, I may just miss reviewing some aspect (biosafety, etc.) [#2712231]

Cayuse is confusing. I can never figure out if I have used it correctly. [#2712240]

Cayuse runs slowly, and the issues that I have reported have been blamed on me (and I don't think that they are user error). [#2712270]

I think that Cayuse should be more able to generate information for departmental reporting. I normally have to ask someone to generate reports for me. [#2712426]

Have not used. [#2712520]

This systems seems to be a lot slower than the previous system. Hopefully this will improve with time. [#2712564]

It seems to be down a lot more than some of the other services [#2712617]

Don't know what that is. [#2712703]

Notes: failures. Does not provide award or obligated amount information for inclusion in IRIS reports. Easy to use to submit proposals. Awards, obligated amounts, incremental funding SHOULD be included in IRIS, automatically processed (incremental funding). Reports do not provide fiscal information that is useful [#2712719]

Could this system be any more obscure and old-fashioned? Probably. But it's still very obscure and old-fashioned. [#2712723]

Cayuse works ok, however, it would be nice if you could search a little bit better. Would also be good if it was not so "clunky" and worked faster [#2713017]

I regularly use Cayuse reports, and oftentimes find issues with them that gives me inaccurate data. It's difficult when you cannot trust the data reported. [#2713272]

The interface is not intuitive [#2713291]

At least last time I used this system it was clunky and an unnecessary extra step in the already time-consuming process of applying for funding. [#2713633]

The system is extremely slow when adding files and has had several instances of being completely down and inaccessible during the past few months. [#2714204]

The problems here reside with Cayuse. OIT delivery of CAYUSE is fine. [#2714483]
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Very difficult to find information about proposals and contracts that have been entered [#2714540]
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don't use [#2714782]
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Always out! [#2714810]
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Cayuse is down way to often! [#2714825]
-----
cayuse is very slow when trying to view/download attachments [#2714878]
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Queries limited, e.g. can't search for awards by PI. [#2714889]
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nono [#2715024]
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ever heard of this [#2715055]
-----
Cayuse is a bit clunky. [#2715110]
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It is a little clunky, and doesn't have view features that would make it as useful as it should be. [#2715388]
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It is hard to use. [#2715394]
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Very good [#2715521]
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File Storage (TStorage, OneDrive, GoogleDrive)

So far, none of these solutions have as much portability and reliability as Dropbox. The web interfaces are a bit opaque. [#2711635]
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My job requires terabytes upon terabytes of space. I'd like to see an improvement in speed and available space. [#2712134]
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Unlimited storage for students and faculty on DropBox would be fantastic. [#2712174]
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I think having more clear instruction or information regarding how to use these system more effectively and to their fullest would be helpful! [#2712180]
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I appreciate the amount of storage we are given, however it is unclear what will happen to the files stored after I am no longer a student [#2712217]
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OneDrive is worthless and there needs to be faculty to student teaching on cloud file storage [#2712230]
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OneDrive should be nice to consistently be able to share files with students in my lab, but it often seems slow and difficult to use. With the large amounts of data now generated by many areas of research, it would also be very beneficial to have university recommended/supported methods for large data (~10s of Tb) storage. [#2712231]
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I cannot access my storage TStorage off campus, and I hate onedrive. I use GoogleDrive, but OIT does not provide services related to GooglDrive. [#2712270]
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I keep having to empty my storage system--I'd like more storage. [#2712453]
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OneDrive (UT's product of choice) does not meet our office's needs because it is not as user-friendly or as widely used as other products. I pay for DropBox and Google Drive out of my own pocket to use for work projects. [#2712462]
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A few times throughout the semester I will lose access to TStorage on my computer- it always gets resolved, but it is troubling when you can't access your files. [#2712631]
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The students that I had class with and now teach tend not to know about online storage options. [#2712639]
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OneDrive seems inconsistent. It would be nice if we had an alternative like Box or Dropbox. [#2712697]
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Don't know much about our options on these. [#2712703]
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My t-storage is fully daily- need more space [#2712713]
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Allow principle investigators to opt to use and have paid for by their discretionary accounts - Dropbox [#2712722]
I have had some issues with moving from network storage to onedrive. Particularly with file number limits and searching archived files [#2712755]
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I do not know these were available or have received training on how to use them [#2712793]
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Find a way to make OneDrive’s sharing a bit more intuitive, both in terms of how to share something with someone as well as showing with whom you have shared something. [#2712939]
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Include drop box in the supported storage options. The others do not work well. [#2712951]
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I just bought a ~$6000 NAS system for my lab, as there is not a good system on campus for terabytes of data storage. This is unbelievable to me, in this age of data acquisition and storage. How does UT expect the labs to perform cutting-edge research and compete for funding with inadequate data storage systems? The system I bought might last me couple years, at the most. This is a pressing concern for many of the faculty in my department. [#2712982]
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More space available. I use googledrive heavily and have run out of space before and had to result to my personal drive. [#2713120]
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I am not familiar with TStorage. OneDrive is not very user-friendly and doesn’t seem to be popular among the faculty. GoogleDrive would be great, but doesn’t work with our Office365 email account. I’m not sure what service would be the best, but when working collaboratively with faculty, and with others from non-UT institutions it would be helpful to have a service that works from anywhere and is easily accessible and user-friendly. [#2713163]
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Not sure what retired UT “folks” have as options/opportunities. Could that be clarified/explained/displayed in some way? [#2713188]
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google drive capacity is AMAZING!!! [#2713204]
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Allow us to purchase Dropbox with project funds. I cant believe that UTK has blocked us from purchasing this service. [#2713220]
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Need more storage space ! [#2713238]
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see prior comment… i even attended a course on this and still totally confused how to use... which is going to cause me problems at some point. It needs to be CLEARLY presented [#2713297]
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difficult to access [#2713330]
-----
We have access to file storage? [#2713462]
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Having SO MANY options/platforms for storage is challenging. OneDrive vs. Sharepoint vs. Google Drive--it’s too much and too complicated. [#2713478]
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More shared driver space would be nice. I do utilize the OneDrive but it is not perfect. [#2713551]
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pretty important [#2713561]
I have had the system go down while I'm working on a document and lost work several times when the system failed to upload changes to documents. [#2713634]

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Storage on Dropbox [#2713671]

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Consistently getting emails that my storage is full. What's the use of having it. [#2713681]

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I am not familiar with these services through UT - more information would be nice [#2713694]

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T-Storage is great, advertise that we should use it. OneDrive/GoogleDrive, pick one and lets stick with it. Having the two choices and possibility of multiple IDs, and trying to connect with different devices... gets confusing and messy, especially when you try to work with others teaching them how to best do something. [#2713706]

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This is a real patchwork of services. TStorage is cumbersome and not very useful from the web portal; it needs to be mapped repeatedly (for some reason it can't stay connected) to be used effectively. [#2713752]

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I have found one drive pretty clunky so I just use dropbox. [#2713802]

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have a directions to use document that includes screen shots of actions to take for each storage system [#2713889]

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I would welcome tutorials about getting more out of Google Drive and Google Docs. Particularly training in using the Google Sheets Gantt Chart Template [#2713926]

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I have paid myself for GoogleDrive storage. [#2713934]

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The storage protocols should be better defined for staff employees. What, where, how and when should be answered. Data can sometimes seem splattered everywhere. [#2713939]

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This is probably my own faulty because I have not taken a class on how to use GoogleDrive but based on what I have learned on my own, I find it not user-friendly at time. [#2714001]

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There are a good selection of movies but I do not have enough time to watch them all, I would really love to be able to access them off campus. [#2714063]

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I do not have any understanding about what these are and how they are available to me. This has never been explained. It would be nice if someone did explain it so I could be making use of them. [#2714110]

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Training on the capabilities of these and how they function. [#2714190]

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I really don't know anything about these tools. [#2714196]

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none [#2714197]

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I use external server providers because UT does not [provide enough storage space for my research materials at a reasonable cost. [#2714262]
It would be nice to have a centralized solution that outside parties can also access such as Box, Dropbox, etc. Google Drive doesn't offer the same level of security to the data that is stored not being used by Google. [#2714272]

I know I have access to google drive through my vols.utk.edu email, if there is another service I was unaware. [#2714425]

Onedrive for business seems to do pretty good however, when someone sets it up for you they explain all the ins and outs. [#2714490]

I know it seems counter intuitive and there is no way to implement this from the perspective of the campus usage of these services, but it can be confusing or outright difficult to effectively share between multiple platforms. In this case, having three choices actually makes things more difficult! If I have one faculty member that uses Google and one that prefers Microsoft, but I primarily use Tstorage I have to jump through many hoops to share information. I wish there was a way to just have a single storage/sharing option regardless of the backend that is actually doing the work. Again, I understand that this is not something that is a feasible request and I have no expectation that the current system will change in any fashion. I just hope it is somewhat informative perhaps on the documentation front or in the case that there might be a file sharing platform that I am not aware of that will simplify this process. [#2714545]

I rarely use this [#2714590]

Loooove OneDrive! [#2714631]

I have never received a tutorial or more information regarding file storage. However, I have not had a problem with this. [#2714663]

I have no idea what this is. [#2714709]

My Tstorage does not work so I always have to use my own computer because I can not trust the Tstorage for UT [#2714721]

It is not clear to me what is available and how to use it. [#2714765]

We need more access and advice on data storage; modern research generates large amounts of data storage. I can not figure out what services are available, too much technical language. A few workshops for faculty without technical expertise in this area would be helpful. [#2714810]

OneDrive has been a wonderful addition to my IT tool box. It's not always seamless, but I believe that is operator error on my part. [#2714812]

So tired of some new "best" option recommendation every year or two. Also too hard to incorporate UT partners [#2714830]

have had some issues with onedrive and Word. Also with onedrive not updating without prompting. [#2714878]
Training on how to use storage space would be nice. [#2714918]

-----

There isn't a way to store lots of data for my classess online [#2714936]

-----

I rely almost exclusively on my own paid Dropbox account for work-related file storage. I don't deal with protected information. [#2714943]

-----

OneDrive is far behind Google Drive in ease of use and collaborative functionality. While Word and Excel are more powerful, most work is able to be accomplished in Docs or Sheets allowing for utilization of Google Drive. This makes it more likely that students and staff will work more frequently in the Google ecosystem and without Gmail staff are at a disadvantage when communicating with students. [#2714966]

-----

cconcerns with this primarily relate IRB personnel [#2714971]

-----

I am unsure of use and have not had time to look into understanding these storage programs. [#2715012]

-----

Better, more secure options. [#2715107]

-----

Dropbox please! [#2715110]

-----

What is TStorage??? Goggledrive is convient [#2715207]

-----

One Drive is my preferred method because it is HIPPA and FERPA compliant. Unfortunately, the sync systems for One Drive are really a pain. They have sync errors constantly and I need to repair frequently. I simply don't use the One Drive for anything important because, it takes too much time to fix the sync problems, repair the drive or figure out which file did not sync properly and fix that. It really is a huge waste of time. I use google drive mostly as the alternative, but I really dislike the online GUI for google when I am away from my desk. [#2715209]

-----

OneDrive operates very slowly when using the Excel application. There are several glitches and extremely long loading periods which make it very annoying if not impossible to use. With OneDrive being so commonly used, I think OIT seriously needs to do something about these bugs. GoogleDrive has never given me problems, and if it was up to me, I would go this route whenever I needed to utilize an online file storage software. As for TStorage, I've never used nor heard of that. [#2715287]

-----

I have used OneDrive, and it doesn't refresh between devices very well. [#2715394]

-----

Please improve awareness especially among grad students [#2715416]

-----

love Onedrive [#2715424]

-----

dropbox [#2715453]

-----

n [#2715470]

-----

Too many options [#2715544]

-----
I do research that requires me to store a lot of data which includes massive video files. IT helped set up another drive for me to use. I would like to have more storage. [#2715565]
-----
I've never even heard of TStorage or OneDrive [#2715662]
-----
NA [#2715726]
-----
Just need to submit a complaint about the way the network updates occurred over Christmas break. Everything ended up being recovered - and now all of my files have been moved to OneDrive. But a big move like this needs to be better planned/thought out by OIT, and you need to have a better idea about what actual impacts it will have on your users. You should also have users prepared better for possible impacts - emails that say there should be minimal disruption are not helpful when in fact it was a HUGE disruption for many people in my department. Also probably not a good idea to do something like this when folks are gone for break - and then come back to this new, big change right before classes start. Really created quite a few problems for myself and many of my colleagues. Also don't think that central OIT prepared college-level OIT staff very well for this. [#2715759]
-----
n/a [#2715775]
-----
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)

7.3033 (n=2041)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

7.0260 (n=2035)

.....
**Key Findings for University Role In ('Student')**

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

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
</table>
| Having an Internet service that operates reliably.  
Adequacy Gap Score = 0.19; N = 1043; P = 0.00 | Having an Internet service that provides adequate Wi-Fi coverage.  
Adequacy Gap Score = -0.14; N = 1026; P = 0.04 |
| Having an Internet service that provides adequate capacity or speed.  
Adequacy Gap Score = 0.33; N = 1027; P = 0.00 | |
| Having Web sites and online services that are easy to use.  
Adequacy Gap Score = 0.66; N = 939; P = 0.00 | |
| Having online services that enhance the teaching and learning experience.  
Adequacy Gap Score = 0.72; N = 907; P = 0.00 | |
| Having technology services that allow me to collaborate effectively with others.  
Adequacy Gap Score = 0.68; N = 915; P = 0.00 | |
| Having systems that provide timely access to data that informs decision-making.  
Adequacy Gap Score = 0.50; N = 872; P = 0.00 | |
| The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.  
Adequacy Gap Score = 0.58; N = 905; P = 0.00 | |
| Getting timely resolution of technology problems that I am experiencing.  
Adequacy Gap Score = 0.42; N = 855; P = 0.00 | |
| Technology support staff who have the knowledge to answer my questions.  
Adequacy Gap Score = 0.52; N = 820; P = 0.00 | |
| Receiving communications regarding technology services that I can understand.  
Adequacy Gap Score = 0.71; N = 836; P = 0.00 | |
| Getting access to training or other self-help information that increases my effectiveness with technology.  
Adequacy Gap Score = 0.84; N = 801; P = 0.00 | |
| LiveOnline@UT (Zoom) virtual classroom environment support  
Adequacy Gap Score = 0.65; N = 554; P = 0.00 | |
| Official University Email - Office365, Gmail (available to Students only)  
Adequacy Gap Score = 0.75; N = 895; P = 0.00 | |
Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)
Adequacy Gap Score = 0.26; N = 886; P = 0.00

Online@UT (Canvas)
Adequacy Gap Score = 0.31; N = 808; P = 0.00

File Storage (TStorage, OneDrive, GoogleDrive)
Adequacy Gap Score = 0.69; N = 756; P = 0.00
Results for UniversityRole In ('Student')

Below are the charts for this view of the survey data.
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 $H_0: \text{Adequacy Gap Score} = 0$. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

### Connectivity and Access

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean Per</th>
<th>Dev</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>6.75</td>
<td>0.19</td>
<td>-1.75</td>
<td>1043</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>6.74</td>
<td>0.33</td>
<td>-1.57</td>
<td>1027</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>8.89</td>
<td>0.14</td>
<td>-1.91</td>
<td>1026</td>
<td>0.04</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>6.75</td>
<td>0.12</td>
<td>-1.91</td>
<td>1027</td>
<td>0.11</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas

### Technology and Collaboration Services

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Mean Per</th>
<th>Dev</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>6.51</td>
<td>0.66</td>
<td>-1.19</td>
<td>939</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>6.36</td>
<td>0.58</td>
<td>-1.23</td>
<td>905</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.33</td>
<td>0.68</td>
<td>-1.08</td>
<td>915</td>
<td>0.00</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>6.70</td>
<td>0.77</td>
<td>-1.54</td>
<td>872</td>
<td>0.00</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis $H_0: \text{Adequacy Gap Score} = 0$; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
### Support and Training

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

When it comes to...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>6.85</td>
<td>8.49</td>
<td>7.27</td>
<td>0.42</td>
<td>-1.22</td>
<td>855</td>
<td>0.00</td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>6.96</td>
<td>8.49</td>
<td>7.49</td>
<td>0.52</td>
<td>-1.00</td>
<td>820</td>
<td>0.00</td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>6.52</td>
<td>8.13</td>
<td>7.24</td>
<td>0.71</td>
<td>-0.89</td>
<td>836</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>6.01</td>
<td>7.83</td>
<td>6.85</td>
<td>0.84</td>
<td>-0.98</td>
<td>801</td>
<td>0.00</td>
</tr>
</tbody>
</table>

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

### Other Important Information Technology Services

Assesses other important IT service outcomes on campus.

When it comes to...

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Customized help with developing course materials and lectures for online teaching. Self-reported faculty only.</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0.00</td>
<td>0</td>
<td>1.00</td>
</tr>
<tr>
<td>15</td>
<td>LiveOnline@UT (Zoom) virtual classroom environment support</td>
<td>6.21</td>
<td>7.94</td>
<td>6.85</td>
<td>0.65</td>
<td>1.09</td>
<td>554</td>
<td>0.00</td>
</tr>
<tr>
<td>16</td>
<td>Official University Email - Office365, Gmail (available to Students only) Self-reported faculty, students, staff, not declared only.</td>
<td>7.15</td>
<td>8.59</td>
<td>7.90</td>
<td>0.75</td>
<td>-0.68</td>
<td>895</td>
<td>0.00</td>
</tr>
<tr>
<td>17</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>7.00</td>
<td>8.50</td>
<td>7.25</td>
<td>0.26</td>
<td>1.25</td>
<td>886</td>
<td>0.00</td>
</tr>
<tr>
<td>18</td>
<td>Online@UT (Canvas) Self-reported faculty, students, staff only.</td>
<td>7.03</td>
<td>8.51</td>
<td>7.34</td>
<td>0.31</td>
<td>1.17</td>
<td>808</td>
<td>0.00</td>
</tr>
<tr>
<td>19</td>
<td>UT System Services - IRIS Self-reported faculty, staff only.</td>
<td>7.00</td>
<td>9.00</td>
<td>6.00</td>
<td>-1.00</td>
<td>3.00</td>
<td>1</td>
<td>1.00</td>
</tr>
<tr>
<td>20</td>
<td>UT System Services - ANDI Self-reported faculty, staff only.</td>
<td>7.00</td>
<td>9.00</td>
<td>5.00</td>
<td>-2.00</td>
<td>4.00</td>
<td>1</td>
<td>1.00</td>
</tr>
<tr>
<td>21</td>
<td>UT System Services - Cayuse SP/424 Self-reported faculty, staff only.</td>
<td>7.00</td>
<td>9.00</td>
<td>5.00</td>
<td>-2.00</td>
<td>4.00</td>
<td>1</td>
<td>1.00</td>
</tr>
<tr>
<td>22</td>
<td>File Storage (TStorage, OneDrive, GoogleDrive) Self-reported faculty, students, staff, not declared only.</td>
<td>6.72</td>
<td>8.26</td>
<td>7.41</td>
<td>0.69</td>
<td>-0.85</td>
<td>756</td>
<td>0.00</td>
</tr>
</tbody>
</table>

**Legend:** Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Suggestions from UniversityRole In ('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.
The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

Very poor internet service outside of classrooms. Ped walkway and other places that "pick up" Wifi have unusable wifi. [#2712336]

Improve the internet quality so that it can better handle the increasing amount of users [#2712344]

wifi for my phone doesn't automatically connect in the library. [#2712415]

This year I have had a lot of problems with the internet. It seems that every time I go to a new building I must disconnect then reconnect to the wifi in order for it to work. [#2712419]

Internet doesn't even work on my phone lol [#2712465]

The service is already great! Just maintain it. [#2712487]

Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection. [#2712602]

There was one major outage this spring. While I recognize that outages happen, this one took several days to fix and there was NEVER an email sent with notification or updates. This is unacceptable. [#2712635]

I would like the internet to work and not have to wait for things on canvas to load for so long. Also it would be great if videos and streaming wouldn't need to buffer every couple minutes [#2712679]

Un-reliable internet in the veterinary teaching hospital [#2712715]

It is near impossible to maintain a connection while walking across campus. Even short distances such as the library to HSS. Also, the network decided that my phone was not a registered device, but told me it was already registered when I try to reconnect. Also, when my phone did connect, I found myself constantly disconnecting and reconnecting to regain signal [#2712780]

I live in white hall and my router will only work for about 30 minutes at a time and when ive tried to file a maintenance check I was told I was wrong and that my wifi was actually working when clearly it wasn't. So to start OIT can at least fix a problem when one is presented. [#2712791]

A reliable service is needed to continue processes and systems operating smoothly. When internet service goes out tests, quizzes, and information is lost. [#2712916]

It seems that both ut-open and eduroam were in a much more reliable state around this time last year, and even better around two years ago. Perhaps my standards have been raised with time but I have been booted off of internet connection several times on multiple devices - reconnecting requires me to turn wifi off and then on again on my machine. I never really faced this issue until the Fall Semester of 2017. [#2712969]
It works well on my computer but can be extremely unreliable on my cell phone. [#2713044]

-----

The only real issue with service is the wifi its halfway wants to work and slower than waiting on Christmans [#2713082]

-----

I don't know how the wi-fi bubbles work around campus, but there seems to be a few dead spots around Melrose Ave. and north of Cumberland until Vol Hall (not sure if that's actually on campus but my phone tries really hard to connect there like it can almost get service); there's been some issues with having quality connections and speed in Vol Hall over the last semester - it just seems to fluctuate occasionally between the normal, good internet and exceptionally slow connections. [#2713090]

-----

If you walk from one place from another place within the campus.. Most of the time you need to turn off and turn on the WiFi to connect to ut-open. Otherwise it does not work. This is a very inconvenient thing I have faced [#2713117]

-----

I cannot rely heavily on the wifi and find myself using more data than I need to [#2713162]

-----

Setting up a more reliable wifi connection throughout canvas. Also, make sure students know about the secure wifi that is offered to them (eduroam). [#2713186]

-----

See comment above. [#2713195]

-----

This is important and the other day I wasn't able to connect to the WiFi for some reason and I had to use my data plan. Sometimes it's hard to use the connection at different parts on campus. It's like it's not strong enough? [#2713238]

-----

Pretty reliable [#2713249]

-----

There are areas around campus (including in my dorm room) where I lose wifi signal and/or cell service. I don't know how this might be improved, but I am not alone in this experience. [#2713265]

-----

n/a [#2713345]

-----

Stop kicking my PC off the Wifi every five seconds [#2713377]

-----

There are some 'dead spots' on campus where the internet connection fails to work. It could be from being in between routers inside the buildings or something but the internet will stop working for so long that I'll fully disconnect my device for a while before attempting to continue use of the internet. [#2713390]

-----

The internet is pretty good; however, sometimes eduroam is not too reliable. [#2713425]

-----

N/A [#2713443]

-----

Not all of the bus stops have wifi availability, and while I realize some aren't feasible, the stop by Thompson Bolling Arena should probably have access. [#2713509]

-----

I notice the wifi dropping from time to time. I'm currently having issues with my laptop but it might be my device, not UT's fault. [#2713513]
my phone and computer constantly disconnect from the wifi [#2713532]

ALWAYS! [#2713536]

I get kicked off the wifi all of the time. I have lost a lot of online applications and quiz scores because of the wifi. [#2713662]

I have to re log on ever time i go to a new building. [#2713665]

The wi-fi in South Stadium Hall goes in and out. [#2713692]

just randomly won't work [#2713846]

Increase bandwidth? [#2713888]

get the internet to work across the whole campus, noy just occasionally inside some buildings. [#2713895]

Wi-fi is poor. Internet can be very slow at times. I have to disconnect and reconnect a lot. [#2714063]

none [#2714197]

Internet service was not always reliable in the HPER building. [#2714328]

So often the internet does not work, especially inside buildings on campus... its frustrating when our teachers are asking us to use electronic devices but the internet, that we pay for, is not functioning properly. [#2714454]

My hardline service works great. I have a really hard time with eduroam connecting, but UT Open has become a good back up. [#2714606]

The UT Internet goes in and out so frequently that you are never sure if it is going to work that day. [#2714638]

my internet for my phone has been spotty lately [#2714648]

On campus, the internet has always been reliable. [#2714663]

The Internet connection has been highly unreliable his entire academic year, often freezing and cutting out. [#2714676]

N/A [#2714786]

When it runs I never have a problem so that is good, just sometimes hard to connect. [#2714797]

see above [#2714805]
I can't afford to use data on my phone. If there's going to be a problem with reliability, fix it within a couple days. Internet access is incredibly important to my success as a student. [#2714807]
-----
Internet service seems to go out frequently. [#2714862]
-----
I would be extremely hesitant calling the Internet service reliable. Especially in the dorms they appear to be the most inconsistent. [#2714902]
-----
Sometimes the connection isn't stable [#2714906]
-----
Wifi tends to cut out on certain parts of campus. [#2714916]
-----
the wifi can be really slow at times [#2715084]
-----
There are areas of campus where the wifi is pretty sketchy, including parts of the library, where it is arguably most important. [#2715104]
-----
It needs improvement. I was in the library during December of 2017 working on a group paper and we had to turn on a mobile hot spot to continue working as a group because the internet on campus kept cutting in and out. [#2715124]
-----
My phone would not connect to the internet for multiple days [#2715196]
-----
Yes [#2715207]
-----
There are certain parts of this campus that have significantly reduced Internet speed and quality than the others. For example, on the hill I’ve noticed WiFi can be a lot slower than central campus near the library or Haslam. This can become very frustrating and leads me to perceive OIT’s services as inferior. [#2715287]
-----
At my internship with System Communications in Andy Holt, I have had some pretty frustrating experiences with upload speed with the VPN. Larger files, but even trying smaller batches didn't help much. Recently (week of February 26, 2018) there were persistent connectivity issues with both UTopen and EduRoam at my practicum with UTK Creative Communications, but OIT was aware and the service reps that answered my calls about it were knowledgeable and assuring. Great service from the kids answering those calls. And I like getting the notification emails about the tickets, because they serve as a record. [#2715298]
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Lacking in A&A, the Hill, Thorton Athletic Student Life Center, and Sports Complex [#2715313]
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N.A. [#2715350]
-----
The UT Open internet requires me to register afresh every time I change my netid password. Registering the same laptop multiple times is frustrating. [#2715416]
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see above [#2715444]
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see above [#2715486]
See question above. [#2715565]
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See above. [#2715614]
-----
slow at some times and fast at others [#2715658]
-----
Make internet access on smart phones more stable [#2715720]
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As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and it needs to operate reliably. [#2715758]
-----
**Having an Internet service that provides adequate capacity or speed.**

You should stand up a UT speedtest with iPerf or something. It would be cool. [#2712157]

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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

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Please upgrade to Gigabit Ethernet network [#2712195]

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The wifi is often slow. [#2712315]

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In the older buildings and dorms the wifi is significantly slower and cuts out a lot compared to the newer buildings and dorms [#2712378]

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Speed does not seem great [#2712401]

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Sometimes the internet can be very slow but that is understandable because of how many people are using it. [#2712419]

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School WiFi gives out when large number of students are using it in one area [#2712444]

-----

Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection. [#2712602]

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The WiFi capacity is not up to date with how big of a campus this is. It slows down because of the influx of people who are attending [#2712648]

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On the third floor of the veterinary hospital: sometimes we either do not have Wi-Fi or the connection speed is terribly slow and class materials cannot be downloaded [#2712715]

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I've been having issues with the wifi recently. OneStop is always quick and helpful, but I wish I didn't have to rely on them. [#2712732]

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Whenever I connect to the internet on my phone, it is never fast enough to actually use and I have to use my data instead. [#2712764]

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The wifi is slow and only works some of the time. [#2712791]

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Whatever has been going on around campus where I have to continuously turn off and then back on my wifi just to get a picture someone put in GroupMe to load is ridiculous. [#2712811]

-----

Sometimes cellular connection through wifi is not high enough and often lack on certain parts of campuses. Which I know our campus is a huge and that could be a difficulty to provide high speed wireless internet access through our phones but ut would be nice because laptops are forgotten some days when you need to accesses the web. [#2712957]

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Internet can be very slow in older buildings [#2713044]

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I am an internet brat and am used to extremely high speeds. Though UT's is not dragging horribly, there is room for improvement. [#2713120]

-----
The internet connection in some places is pretty bad in some spots on campus [#2713158]

-----
The internet roams a lot [#2713162]

-----
The internet service is not high capacity enough for much of the work I need to do. [#2713195]

-----
Speed is okay it can be better though. Out of a 1-10 I would say it?s a 7. [#2713238]

-----
The speed of my internet/wifi really fluctuates, and I need this to be more reliable. [#2713340]

-----
I have more problems with this than anything. The wifi here is very slow sometimes, and even then, it only works reliably on certain parts of campus. When I'm walking by the following spots, that's when the wifi is most difficult: Hodges, Student Union, and Austin Peay. [#2713345]

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I don't know how you improve this but internet speed is not where it should be. [#2713430]

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The internet is very on and off and never always working making it difficult to access my coursework files. [#2713435]

-----
N/A [#2713443]

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making sure that there are not places in the library where the wifi randomly goes out. It can prove frustrating to all of a sudden be studying in the 3 and 4th floors and not have any wifi. [#2713485]

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Try to not let there be outages, college students rely on the internet always [#2713536]

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usually internet is slow in places like the student union [#2713572]

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Again the wifi is terrible. The school should be able to expect the capacity and the range and account for that. [#2713662]

-----
Wifi is very slow. [#2713665]

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Would be nice to not have periods where the internet is too slow to efficiently do my research work with multiple tabs open. [#2713780]

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Wifi does not extend to certain areas [#2713984]

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Important. But not as important as using an email to log into UTK movies instead of being on campus. [#2714063]

-----
n/a [#2714183]

-----
none [#2714197]
my internet either is slow or doesn't work, but its gotten better [#2714648]

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internet speed is not that good, and some days it is just terrible [#2714694]

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95% of the time it works well. [#2714723]

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I am satisfied with the speed [#2714786]

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There are multiple places on campus that don't have any wifi for my phone. G2, volunteer blvd. in front of the construction near Strong Hall. I mean literally no service, almost like there is a blocker. [#2714797]

-----

Having more routers that are higher quality that are both reliable and fast. I have had numerous occasions on multiple devices where my device wouldn’t connect to the wifi network, was extremely slow on the given wifi network, or didn’t work at all on the selected network. Which can be very frustrating when trying to complete assignments as the university as a whole is moving towards a more digital curriculum. [#2714805]

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could use some improvement as the wifi seems to constantly go out and I have to disconnect from it because its speed is too slow. [#2714862]

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The Internet is very fast when it works which is great. I don’t know about the capacity, maybe that’s why it crashes. [#2714902]

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Sometimes it gets super slow in the dorms but it’s more of a reliability issue [#2714906]

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The internet is often very slow, and sometimes I can’t even send iMessages. I will be trying to download a file for an assignment, and it won’t load or it will take a long time. One time I couldn’t get a file to download for over an hour. [#2715022]

-----

It is annoying how slow to internet is during exams! I was in the library this past December working on a group project and my group member had to turn on a mobile hotspot because we couldn’t write out paper because the internet kept cutting in and out. [#2715124]

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This is a necessity. [#2715213]

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Lacking around/in Thorton Athletic Student Life Center [#2715313]

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larger area covered with better system overall. I am constantly logged out or dismissed from the wifi [#2715352]

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see above [#2715444]

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see above [#2715486]

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Research into getting Gigabit internet speeds [#2715502]

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The computers in the lab in the SWK building are very slow to boot up. [#2715516]
See question above. [#2715565]
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See above. [#2715614]
-----
As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and it needs to operate with a good capacity and speed. [#2715758]
-----
**Having an Internet service that provides adequate Wi-Fi coverage.**

The wifi in my office (7th-floor Serf) is unstable and slow [#2712168]

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Many buildings on campus have inadequate Wifi available such as the buildings on the hill and the dorms in Presidential Court [#2712173]

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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

-----

library wifi is too slow [#2712181]

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Some level on the buildings have a weak wifi signal. [#2712259]

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I lose wifi in Austin Peay building. [#2712315]

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Very poor wifi outside of the classrooms. [#2712336]

-----

Some of the areas on the first level of SERF are a dead zone for both cell reception and wifi coverage. [#2712381]

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Wifi are limited only inside buildings, would be great if it's everywhere inside college perimeter [#2712401]

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I think the wifi covers a really large/ most part of campus. [#2712419]

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The only issue here is that there will be times where my phone will say I am connected to the WiFi, but nothing will load so I have to just switch over to my mobile coverage. Usually this works, but at times it can be a nuisance. When in HSS, the WiFi does not seem to work half of the time. It will say you are connected, but again, nothing will load. This might just be due to the large amount of people using the bandwidth in that area, but still, it makes looking for something on the internet right before class just that more stressful. [#2712460]

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It would be nice if the WiFi coverage was stronger throughout the campus. Including parking garages and buildings further away from the center of campus, like Presidential. [#2712484]

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The Wi-Fi coverage is great in my opinion. I have not had any issues. [#2712487]

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This is extremely important in order for the campus to stay as "green" as possible. If students want to bring readings to class they need dependable wi-fi or they may not be able to access documents. This goes the same for group work when students share files over google slides, doc, or sheets, etc... [#2712500]

-----

Much of the internet I have is fine most of the time but sometimes it does not work or the connection is low. This greatly influences my ability to do my work as a student and graduate teaching associate. I use the Internet for everything I do and it is very important. I need a steady connection. [#2712602]

-----

The coverage is trash and I think y'all know it is too [#2712648]
On the third floor of the veterinary hospital we do not have Wi-Fi coverage some days. [#2712715]
-----
I do not experience adequate Wi-Fi coverage in the business building. [#2712764]
-----
Wi-fi someone doesn't work on mobile devices (cannot connect/cannot be found) [#2712813]
-----
The Wifi is always going In and Out on campus and on the outskirts of campus. [#2712899]
-----
Like stated previously it is hard to accomplish schoolwork and be successful when there is not adequate coverage. Not everyone has coverage when they leave campus so it is imperative that it is vastly covered on campus. [#2712916]
-----
WiFi needs to be fast and work well in all buildings and outside of buildings. [#2713044]
-----
There are many places on campus that don't have adequate wi-fi. Students should be able to log onto wi-fi no matter their location on campus. [#2713080]
-----
There are parts of campus where either eduroam or ut-open does not work. You have to swap wifi services for the device to connect, which is frustrating for use or when walking across campus and signal drops and emails do not send. [#2713120]
-----
I was kicked out of the wifi for 4 days and it made my life a living hell. [#2713162]
-----
There are many places on campus where wifi does not work at all on mobile devices, and slowly on laptops. [#2713166]
-----
I am a graduate student based in SERF and our internet is incredibly slow and unreliable. [#2713195]
-----
Since coming back to school for the spring semester, the Wi-Fi has been horrible. It barely connects to my computer and normally doesn't for my phone. I need the wi-fi to work all over campus in order to complete my assignments and also because I live on campus. Please fix this problem as quick as possibibe [#2713217]
-----
It is okay it could be better . I would rate it a 6-7 out of a 10 [#2713238]
-----
I wish that the wifi just worked better because every time I come to campus I have to turn off my wifi on my phone because nothing will work. I've tried to log in with my net id and username it just won't work for whatever reason on my phone. That's the only area I'd wish to improve. [#2713247]
-----
There are several spots on campus, especially in the building around the stadium, wherein the WiFi and Internet service are pathetically low. [#2713287]
-----
When walking around main areas of campus my device will often unconnected from the internet which is frustrating. [#2713298]
-----
I've had a few occasions where coverage has been spotty in the Engineering and Science Annex. But, this usually pertains to wifi on mobile devices (not laptop computers). The network compatibility with an iPhone seems to be poor. [#2713335]
This is the most important feature. Wifi service on my laptop is fine but often with my iPhone the wifi is either nonexistent, disconnects frequently, or says it's connected when I'm not getting any wifi. This is especially a problem when I'm walking through campus, even if I'm walking in populated areas. 

[#2713340]

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Read comment answered on the first topic [#2713345]

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Having wifi throughout campus, beyond buildings, would be nice. [#2713351]

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The wifi coverage drops in zone btwn hodges/HSS/HSB [#2713357]

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The wifi in the engineering buildings sucks especially in lecture halls. Sometimes this makes it hard to take notes on drive or share projects with others in my groups. Plus sometimes when you want to watch a youtube video or check your email, it loads infinitely, which is annoying. [#2713400]

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The WiFi is substantially slower in areas of the campus like the basements of buildings where I have classes. [#2713435]

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N/A [#2713443]

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There is not much coverage. [#2713465]

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Wi-fi coverage is pretty good at UT, however, there is a dead zone (weak to no signal) in front of Neyland Stadium where the shuttles and busses park. Having complete Wi-Fi coverage in this area would be desirable for use on the busses and shuttles [#2713477]

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Not all of the bus stops have wifi availability, and while I realize some aren't feasible, the stop by Thompson Bolling Arena should probably have access. [#2713509]

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Wifi in buildings is very slow and in some places does not work [#2713572]

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The wifi here is absolutely terrible. I can be sitting in an academic building and not be able to get adequate wifi to participate in class discussion or complete assignments. I feel like this is a great hindrance to my education. [#2713662]

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Wifi is sub par and slow. Also if you could get a system that allows for personal printers to access the system that would be great. [#2713665]

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The offices in South Stadium Hall have spotty Wi-Fi coverage at best. [#2713692]

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Have the wifi cover some of the smaller buildings on the outskirts of campus. [#2713760]

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Even when I'm in buildings with wifi, the coverage is spotty depending on where you are in the building [#2713809]

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Having wi-fi all over campus would be a dream! [#2713832]

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have to constantly turn wifi on and off on my phone and computer to make it reconnect [#2713846]
-----
This is incredibly important due to the amount of homework and assignments that are done online and I would expect to be able to access internet from anywhere on campus reasonably easily. [#2713848]

-----
Increase the WiFi coverage at the Nashville Campus. It is usually slow and utilizing my phone works better than the schools WiFi [#2713983]

-----
As a graduate student we are told to think outside the classroom, and it would be great to take a class out to use may of our incredible outdoor resources here on campus. Although, we struggle to get wifi more than 2 feet from many academic buildings including those on the hill and the new buildings like strong let alone walking a few dozen feet to do a class project or experience learning course. In my opinion it is a detriment to our campus. [#2714033]

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Very important! [#2714063]

-----
More wifi spots outside [#2714064]

-----
n/a [#2714183]

-----
none [#2714197]

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some places it's great, some places it's slow [#2714271]

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I find it difficult to get onto the wireless when I am on campus despite having a login/password. [#2714294]

-----
i don't even try to connect in the communications building anymore. never works. 4th floor = 0. i suppose just some more reliable/functional log-in, or no log-in? i don't see a lot of people stealing your bandwidth away from the sports centers? [#2714305]

-----
Wi-Fi service is spotty on almost all the way across campus. Primarily in the middle of Ped. Walkway near HSS, Hess Hall, and further down beside HBB. Perhaps utilizing internet service that offers a larger broadband in each of these buildings or nearby would improve this. Wi-Fi is one of the most important tools for students today, and we can't satisfy our requirements when internet is our constraint. [#2714365]

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No wi-fi in the courtyard at Greves Hall a lot of the time. [#2714386]

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I have a really hard time with eduroam connecting, but UT Open has become a good back up. [#2714606]

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Overall, the Wi-Fi coverage is adequate to above average. However, there are some limitations and outages that are undesirable. Sometimes speed and connectivity is subpar as well. Improvements and consistency are desirable and would be helpful. [#2714629]

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Sometimes my wifi goes out while I'm on campus. Or I'll have full bars of wifi and nothing will load so I have to turn it off myself. 9 times out of 10 it works great, but the glitches have been happening more often lately. [#2714752]
I still have not been able to understand how to get Wi-Fi on my phone. I am connected to the university Wi-Fi, but it does not work properly on my phone. [#2714763]
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N/A [#2714805]
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Amplify wifi coverage in all known "dead zones." I'd like wifi to be available everywhere on campus including streets and outside, but I'd settle if every building on campus had wifi that always worked. [#2714807]
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The wifi is really good when it works and doesn't crash randomly for an undefined amount of time. [#2714902]
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More coverage outside would be nice [#2714906]
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I really would like the wifi to be extended to major parking areas like the g10 garage [#2714936]
-----
IN SURF building the wifi is shaky and disconnects so you have to continually restart the WiFi on your phone [#2715010]
-----
I have to turn my WiFi off and back on so many times per day (at least five) because my internet access will dwindle or totally quit working as I change locations on campus. Sometimes my WiFi doesn't always work reliably in my dorm! [#2715022]
-----
There are areas on campus where the wifi does not fully reach (such as in between the art and architecture building and Brown Hall and along the street between the Nursing building towards Haslam business building) [#2715123]
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N/A [#2715124]
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This is a necessity. [#2715213]
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There are several spots around campus were Wi-Fi is spotty or unreliable. [#2715214]
-----
The Wi-fi inside buildings is great but outdoor coverage is lacking. I sometimes am able to get a connection but not that well. It helps when doing outdoor class activities or trying to do homework outside. [#2715238]
-----
At times while in the UC the WIFI will just go out or won't work. [#2715248]
-----
The bottom levels of Walters Life Sciences has terrible Wifi coverage. [#2715260]
-----
Lacking in A&A and somewhat on the Hill. [#2715313]
-----
When I walk from campus towards the Lake Avenue garage, WiFi goes out. [#2715342]
-----
we need internet access that works!! Half of the time nothing will load or it is extremely slow, this needs to be fixed to where we have high speed internet that actually works!. [#2715343]
I have to reset my wifi every time I enter a new building recently. Also the internet is spotty when walking in between classes. [#2715350]
-----
I had terrible WiFi in some of the bigger buildings on campus and wouldn't be able to follow along like I would have preferred. [#2715361]
-----
Awful: coverage and speed [#2715409]
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Having more service at all the building, specifically better coverage at TRECS and Strong [#2715414]
-----
some outside sitting areas have poor wifi connection which forces me to do homework inside. [#2715444]
-----
eduroam is down alot, maybe fix that? [#2715486]
-----
The Wifi coverage will randomly drop on you, even while you're in your dorm [#2715496]
-----
More Wireless Routers (Less spotty coverage) [#2715502]
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The internet on campus has been horrible lately. The eduroam wifi that is supposed to work for us students only works in certain areas on campus, which can vary from building to building, even if they are right next to each other. So, I have to switch between eduroam and ut open throughout the day. [#2715528]
-----
Sometimes the internet doesn't work in my office. The signal is sometimes weak and prevents me from completing my necessary work. [#2715565]
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See above comments regarding my office space. [#2715614]
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Big differences in coverage depending where you are on campus. (worse near strip) [#2715658]
-----
When walking around campus I usually lose Wifi coverage. In buildings, it's usually great, but when sitting outside or walking around I normally lose it. [#2715702]
-----
As an engineering student, this is non-negotiable. Almost everything that I am required to do related to school requires me to use my laptop, and my laptop needs Wi-Fi. [#2715758]
-----
The WiFi is great (capacity, coverage) everyday and everywhere EXCEPT for on football game days. Please do something at least for students in Neyland Stadium on football game days. I know it is difficult to provide enough broadband for that huge influx of people but please look into it (as I'm sure you all have before) [#2715832]
-----
Having adequate cellular (or mobile) coverage throughout campus.

Cellular coverage is overall very efficient throughout campus. With this being said, some building do not receive reception. [#2712132]

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Lot’s of buildings have terrible coverage. [#2712157]

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The internet (both UT-Open and eduroam) are iffy and it is rather annoying to have to use data when I should be receiving free, strong wi-fi. [#2712177]

-----

No coverage for Verizon near TB Arena/Ag campus [#2712181]

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Most of the buildings are no service should look into it. [#2712209]

-----

I never have service in the Student Center. This is a huge problem! [#2712217]

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I rarely have phone service on campus. I have sprint which i understand is a unreliable but it seems a little absurd how little coverage I have [#2712230]

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there are some levels on the buildings where no cellular data is present. like the food court in Student union [#2712259]

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I do not have phone service in Austin Peay building. [#2712315]

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I’m not sure if it is a Wifi issue or cellular service issue, but I often try to access internet and email walking between classes, and it frequently does not allow my pages to load or update. I have no wifi issues while in class. [#2712323]

-----

I have okay service everywhere on campus, except in my dorm room, where I cannot even make a phone call or send a text message, which is quite inconvenient when you need to make private phone calls because I have to do them in a public space and hope no one shows up to where I am located. [#2712328]

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Most of the buildings have very poor service. The newer dorms seem to have the worst service. [#2712336]

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I feel that some building cause cellular coverage to drop, but there is nothing that can fix that. [#2712343]

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Increase coverage in buildings such as Stokely where it is hard to receive any service from cellular data [#2712344]

-----

Haslam has horrible cellular service [#2712360]

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Some of the areas on the first level of SERF are a dead zone for both cell reception and wifi coverage. [#2712381]

-----

Maybe it’s just me, but I have terrible coverage in the student union on campus. I can’t wifi or data on any of my electronic devices in the student union, making it so I never even go. [#2712392]
No service in student Union [#2712424]

WiFi covers the entire school so I have never needed to use data. All ways get basic cellular access. [#2712444]

This is a serious problem. Even in most of the dorms there is very little cell service. Last year when I lived in Stokely, I have to facetime audio anyone I wanted to contact because calling did not work. Cell service does not work in HSS either which is right in the middle of campus. [#2712456]

Add service amplifiers to buildings throughout campus [#2712483]

Some buildings cause my phone to completely lose cellular coverage (i.e. Haslam Business) [#2712484]

My phone does not receive service in my dorm room (Fred D. Brown). [#2712553]

there is no service in the SU [#2712603]

This is also trash and y'all know it is [#2712648]

The newer buildings (UC, Stokely, Brown, etc.) do not have good cellular service. I cannot text at all in these buildings. [#2712711]

For the most part it seems to be covered well [#2712715]

There are still spots that do not offer coverage or are very spotty [#2712737]

Student union and some part of Buehler don’t have cell coverage [#2712813]

Sometime my phone drops calls in building, especially the business building. [#2712815]

Sprint coverage here is pretty terrible, but that’s not really UT’s fault! [#2712838]

Problem with cell service in basement classrooms [#2712871]

My phone wifi never works [#2712899]

basement and some buildings like WLS do not have cellular serve all the time... People cannot reach me by phone. [#2712912]

Sometimes cellular connection through wifi is not high enough and often lack on certain parts of campuses. Which I know our campus is a huge and that could be a difficulty to provide high speed wireless internet access through our phones but ut would be nice because laptops are forgotten some days when you need to accesses the web. [#2712957]

Almost every building I visit on campus throughout my day, I have minimal or zero cellular service. Having to walk outside every time I make a call is both inconvenient and time-wasting. I really wish I had at least some service, or even service in the lobbies of the buildings I frequent. [#2712963]
I do not get connection to the wifi on the upper floors of the library. [#2712992]

Some buildings do not receive cell service in the classroom or near the building which has caused me to drop calls and miss important texts. [#2712999]

Cell service is bad in places like Thompson Bowling and Neyland Stadium as well as inside the dorms [#2713044]

In many of the buildings around campus I lack cellular service. My service is through Verizon and within the Haslam building, I do not receive service. Additionally, this problem persists on buildings on the Hill, and in Dunford which is where my majors professors offices are. [#2713072]

Many buildings have terrible cell reception. [#2713080]

Some places, such as Neyland Stadium, don’t have cellular coverage. [#2713110]

Cell service in the Student Union and by Stokely is AWFUL. [#2713120]

Sometimes I have absolutely no service and it sucks [#2713162]

Some places on campus do not have service coverage at all, like the Student Union. [#2713166]

A lot of older buildings do not get good cellular service inside. New construction projects should allow good reception [#2713214]

Very bad coverage in Stokely. [#2713249]

I don’t know exactly how to fix the issue, but as an architecture student who spends 12 hours a day in the Art and Architecture building, I find it unacceptable that I have 1 bar in and around the building. [#2713255]

I don’t know how this could be fixed, but while using Verizon, my phone usually only has 2-4 bars throughout campus. [#2713261]

There are various buildings and areas on campus that don’t have phone service and I feel like it isn’t helpful and in some cases could be similar to a safety hazard if something were to happen and you are unable to call for help or anything. [#2713293]

Need more coverage overall, especially in older buildings [#2713351]

with att there are dead zones and dropped calls btwn hodges and ayers [#2713357]

There are multiple sections in the lower parts of buildings that little to no service is received. This is especially true in the student union dining areas [#2713409]

There is little to no cell phone service in the student union, no matter what carrier you have. [#2713425]
Cellular service is slow in some spots of campus. [#2713430]

Some areas I do not receive and cellular coverage. [#2713435]

Cell coverage is spotty, especially outside. More routers would be useful [#2713443]

One day my phone did not connect or update for half the day. Very frustrating. [#2713462]

The cellphone coverage throughout campus needs to be fixed. I can have wifi at the gym, though at the library I have to be on my data plan. [#2713465]

There is no cellular reception in the Student Union. [#2713471]

Cell service can be weak in the food court level of the SU. It can be difficult to carry on phone conversations and I have had dropped calls there before [#2713477]

VERY IMPORTANT [#2713561]

My phone rarely works in the building. I have to go outside to call clients. My service is T-Mobile. If someone calls me with a family emergency, I won't know about it. [#2713565]

Part of the problem is just me have terrible cellular coverage, but finding a way to have coverage be included within the UC and lower levels of the library would be great. [#2713568]

Additional cellular/mobile coverage in campus buildings (specifically Haslam and the library) [#2713581]

Cellular service for phone calls and text messages does not work in several buildings on campus, especially those with more floors. [#2713596]

The cell coverage is also not great. I've switched providers since being here and it has not helped. [#2713662]

Some rooms and lecture halls are underground or in another area where there is no signal. I wish somehow this could change. [#2713663]

Coverage overall sucks, have no idea what you can do about this. [#2713665]

The nursing building doesn't have good ATT mobile coverage. Some classrooms lose signal. [#2713727]

I have absolutely no cell coverage in many buildings. I thought initially it was due to how deep the building went but even in the University Center and have ZERO cell coverage as soon as I walk in the door. [#2713760]

Sometimes my connections get cut off because I am in a building with thick walls.... [#2713832]

Increase mobile coverage? [#2713888]

The science buildings have horrible cell services especially Walters Life Sciences. [#2713977]
The library and the student union never have service inside. [#2713980]

At times, I do not have cellular coverage. [#2714013]

So many dead spots in buildings and elsewhere on campus. And I want to have access to library movies off campus because next year I will not be living here. [#2714063]

I have Verizon and it does not work in stokley or near stokley [#2714080]

I work on the bottom floor of CCI where I usually have no cell service. I have to walk outside to receive service. [#2714100]

Sometimes the wifi just drops [#2714139]

The Wi-Fi is spotty at best. I also am connected to eduroam so I'm not sure why it is not good coverage. [#2714161]

I have most of my classes on the backside of the hill and the cellular coverage in most of those building is shoddy at best. [#2714162]

n/a [#2714183]

none [#2714197]

its hit or miss - especially in many buildings [#2714271]

I had a hard time getting adequate cellular service. Eventually, the problem was resolved. In some buildings like Haslam, the cell service is very spotty as well as in G2 and G4. [#2714291]

Neyland and Thompson Boling have no service [#2714472]

No. no cellular service near neyland stadium and inside Tickle engineering building. [#2714646]

Being in a cement block building there isn't always great reception on campus. The bigger problem is finding a private space to talk. [#2714663]

The cellphone service in the new UC is horrible. It's a new building, so you would think that the cellphone service would be good, but no. The service is terrible. If I need to call someone, I have to leave the building. [#2714709]

Service cuts out a lot of the times in the Student Unions and when I am walking to class on PedWalkway like going from router to router. [#2714721]

N/A [#2714786]

See above ^^^ [#2714797]
When the wifi fails which is inevitable it’s necessary to have cell service to still be able to connect to the internet [#2714805]

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The student union has no cell service at all, which is incredibly inconvenient. Not being able to receive text messages or anything else dependant on service makes me not want to go into the student union unless I absolutely need to. [#2714886]

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There are several dead zones around campus that make it an incredible inconvenience when I need to use my phone. Specifically AMB [#2714902]

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no service in certain buildings, especially Haslam Business [#2714913]

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Some buildings, particularly levels underground or in the side of a hill have little to no cell service [#2715010]

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Only service problems through my provider [#2715014]

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If I am ever on the phone in my dorm (Brown) the call drops multiple times (at least two) during almost every single call. When I am in Stokely I can't even make phone calls. It's really inconvenient. [#2715022]

-----

There is 0 cellular service in the Student Union [#2715040]

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Have of campus is a dead spot. [#2715048]

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I am on the AT&T network, and my cell phone service cuts out in the Student Union, a place you wouldn't expect to be unable to call anyone in. [#2715104]

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I don't know if it is fixable because it is usually on the bottom levels of big buildings that the network doesn't work. For example, 1st and second floor Haslam, SMC G2& G4, almost every floor of Hodges has finicky service [#2715121]

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The building I work in has very limited cellular coverage. I hope I am near a window but most of the time I run down a hallway to stand at the outside stairwell to send a text or attempt a phone call. [#2715124]

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Haslam College of Business does not have very good cellular coverage on the 1st floor, and even on some cases on the 2nd floor near Einstein Bagels. [#2715166]

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This is a necessity. [#2715213]

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Within the clinic in the veterinary school, I rarely have service and have to go to great lengths to find it. It would be very helpful when trying to call clients since they is a limited number of land line phones available. [#2715223]

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In the library and UC calls/texts don't go through. [#2715248]

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Cellular coverage inside the WLS building is spotty. [#2715260]

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In places like the Sports Complex and the Student Union, I am unable to get stable cell service or any at all (respectively). [#2715313]

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literally have no cell coverage in many buildings on campus...but specifically the newer buildings [#2715352]

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My cell does not work in the basement library room [#2715459]

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Better service in the union [#2715482]

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see above [#2715486]

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This is good [#2715496]

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Cellular signal boosters in buildings [#2715502]

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In brown hall and stockily alot if calls will drop and have no servce through at&t. It might help to have a cell phone booster so that I do not have to go outside to make calls. [#2715507]

-----

cell coverage in the student union particularly is really bad [#2715522]

-----

Having good cell service on campus is important. There are some areas on campus where service is nonexistent. [#2715528]

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Sending text messages from my office on the fourth floor of the COMM building is hit or miss... definitely can't use voice to text unless I stand close to a window, it works sometimes, not others... also struggle to pull up videos etc sent by students... [#2715614]

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I do not have coverage everywhere. It would be nice to have wi-fi coverage at the TREC and outside on campus whereas it seems to be few and far between. [#2715655]

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Unable to get coverage in and around student union [#2715658]

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It would be nice, but isn't the most necessary thing to improve on. [#2715669]

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I get absolutely no cell service in the student union. My phone has a Wifi calling feature, but without it i cannot make calls or send texts in the union. I recently switched from AT&T to TMobile, and there was no change. [#2715702]

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Cell phones lose coverage by the time you reach the food court in the Student Union building. It has improved from the past, but it is still touch and go. [#2715736]

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no cell service in the student union [#2715751]

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It is often not working outside of buildings. [#2715867]
Having Web sites and online services that are easy to use.
They need a UT official mybannerplus type website to help with class scheduling. [#2712157]
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yes but UT pages do not look good and informative than other school [#2712187]
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Quick links [#2712401]
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I am interested in the Research Computing Support. The OIT website is set up such that the most common requests (usually from undergrads) are front and center. I do not mind having to hunt for something I want. However, after spending too much of my time in a circular loop trying to find more information about the Research Computing Support, I gave up, because it is likely I will just have to call someone on the phone and have them help me personally. When I am working after hours (often), I would benefit from accessing scheduling services at OIT on my own without having to call someone. The website should be an adequate source of information for graduate students, too. [#2712488]
-----
Some services like on Canvas was so many option but professors don't use them all, so there's many steps to get to a simple information or file. [#2712628]
-----
Sometimes it is difficult to navigate online services because they seem tricky, so maybe have a tutorial in the beginning before accessing the services. Also, make sure the layout of the online services is easy to understand and is written out for the viewer so that they do not have to spend loads of time searching. [#2712629]
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It is extremely difficult to download software like SPSS. It took several hours and I had to redo several times. This process should not be so difficult. [#2712635]
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I love Canvas and OWL [#2712811]
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The IRIS system is confusing [#2713029]
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I feel that some UT websites require a lot of searching for relevant information. Access to the patient portal through the health website is not intuitive. Alternatively, most of the important links on my.utk (such as access to payment information for employees etc.) are very small links buried in a list of roughly 20 various links. [#2713195]
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Yes [#2713238]
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UTK's website is honestly very confusing. I do not know how to access important information from the main webpage. I have to go to links I have bookmarked in order to navigate anything with the ending .utk.edu Is there a way for students to access a portal from the main website? Then that portal has a list of necessary links? Links could be for My.UTK, housing, dining, etc. [#2713261]
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The housing sites, dining, and other sites in general are hard to use. It is hard to find key resources on these pages. [#2713355]
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The UTK website is not user friendly. It is very difficult to navigate. I had to email people to ask where to find information on the website. Agee clicking on the link they would send me, I still could not figure out how to get to that page on my own. [#2713404]
Generally, the UT website is well formatted. However, setting up advising appts for example is absolutely ridiculous. [#2713430]

Make websites that are more streamlined. They look nice, but are confusing to use. [#2713443]

The assignments are posted in too many different places which makes it confusing and I find myself checking five different spots to make sure I don't miss an assignment. And for example the zoologic reading list is not pisted on the assignments. [#2713462]

It is hard to navigate using grades first, I do not even know which websites are offered [#2713607]

N/A [#2713662]

It's alright just enteral improvements. [#2713665]

There are just too many pages. Half of them seen to go nowhere and have nothing, and they aren't logically linked to each other. The main page should be more directory like, guiding users to the right department page or service. [#2713830]

extremely difficult to find relevant information on most UT websites [#2713846]

Currently the Canvas app/services are a huge help to keeping up with classes/announcements. It would be nice if students could update their profile on canvas (adding contact info, profile pictures, etc), or there was a more consistent experience between classes. Occasionally the pages load to messages, or announcements, or just 'summaries', and sometimes classes have a syllabus link as opposed to a syllabus "download." The disjointedness makes navigation clunky and I often have to click around a page until I can find where something is "organized". [#2714011]

Department and access information. And UTK movies. [#2714063]

The library's home page has several areas that are clickable, but it is not obvious that they are clickable. For example, for the longest time after the library home page was redesigned, I did not know how to log in anymore. I didn't realize that the word "onesearch" was clickable, and that by clicking it I could access the sign in option. How about making this more noticeable, for starters? I can't be the only one this happened to. [#2714110]

There are broken links all over the UT site ever since the new home page [#2714232]

many UTK websites are outdated. I tried finding the stats helpdesk online and went all around campus to find them based on what the website told me. It sent me to the wrong building on the opposite side of campus [#2714271]

I have issues when trying to access information on the library site at times when trying to access electronic books or journals from a workstation at remote sites. I get ?connection reset by peer? even though I am logged into my UT account. [#2714290]

I just think it is important all University websites look and function the same way to increase user-friendliness. If all websites look the same, the user knows what to expect. It's also important UT's
websites are easy to use in order for all departments and offices to easily keep their website properly updated. I have seen some out-of-date content on multiple sites. [#2714543]

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Having class resources on multiple sites is frustrating and confusing. Neither VetNet nor Banner are very user friendly and it is often very difficult to find the one piece of information I need between all of the websites that the school uses. [#2714582]

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Using UT websites for research has been easier for me because our department has someone speak to us every semester about how to use the library’s website. I can imagine for some students that this would be on the more confusing side if no one has guided them through the process before. Maybe encourage professors to utilize librarians as guest speakers? [#2714590]

-----

I know this is OIT, but navigation on utk.edu is a little difficult. Having to scroll past the lead story is cumbersome and sometimes it is hard to find what I'm looking for. [#2714606]

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Canvas is not user friendly when trying to find course files. [#2714655]

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The OneSearch website is fairly straightforward. However, the recent improvements have taken time to adjust to. [#2714663]

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The instructions are no easy to find or follow. It's hard to find the programs that I need to download. Need more tutorials to each program [#2714694]

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Canvas is very complicated, and teachers use a wide variety of services; it's hard to keep track of it all [#2714738]

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N/A [#2714786]

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There's a lot on MyUTK that I still don't even know about. It's good to have but because there's so much its a little harder to use. [#2714902]

-----

I feel like most of the services/information that I go online to find is not readily-available. It's like xkcd.com/773. There's a lot of information there, but the stuff I'm looking for is always nested under three or four more links that I have to hit in the right order to find the page. Granted, I admit that the things that I look for aren't the generic "how to computer?" questions that often pop up in FAQs, but I really don't enjoy having to nest links upon links to find what I'm looking for. [#2714949]

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I have no suggestions [#2714967]

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downloading some of the computation programs are somewhat difficult with the licensing [#2715061]

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Some links don't work [#2715084]

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maybe have a link on my utk that provides all of these websites [#2715121]

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Very easy. Except for the UT library databases [#2715207]

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Maybe include instructions and tips and tricks on how to use some websites. [#2715213]
Provided these sites and services are secure. [#2715359]

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Why am I unable to log in to Hodges library account without searching for something on OneSearch? [#2715416]

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I still find it difficult to get to the myutk site, the class schedules & syllabi, and other sites from within the school's website. I have the pages bookmarked now, but navigation between different areas is not intuitive. The registration process seems a little chaotic with the necessary documents found in several different locations. Canvas works well. [#2715479]

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Again, less experience here... [#2715614]

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Sometimes UIs, namely for OneStop and MyUTK, can seem a bit overloaded with text, have unclear link names due to idiosyncratic schemes, or have their most important links buried at the bottom among a sea of other links. Perhaps this is more an issue with that division than OIT. [#2715831]

-----
Having online services that enhance the teaching and learning experience.
should be short effective and timely [#2712187]
-----
Distant learning, online classes [#2712401]
-----
I would prefer to not have online classes, I’m paying ridiculous amounts of money for this university so why do I have to have online classes? [#2712494]
-----
The Stats 201 Youtube page is a lifesaver! [#2712558]
-----
If this is about online homework then I believe that Mastering is a piece of shit. However, I do enjoy OWL-I feel I have learned more on it than Mastering [#2712811]
-----
Canvas does not have the necessary functionally for large classes with multiple lab sections. As a TA it was much more functional to have my own lab site with Blackboard than the group I currently have with Canvas. [#2713029]
-----
This is considered a top notch school. the online services should be nothing less than top notch as well. [#2713080]
-----
Setting up Canvas in a way that isn't so confusing with the time change involved between Nashville campus and Knoxville campus [#2713151]
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Law school has ten different websites for literally everything. It's a disorganized mess. [#2713155]
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No comment [#2713162]
-----
N/A [#2713443]
-----
I would like to have companion websites for all math, economics, science classes to self teach in addition to classes [#2713607]
-----
N/A [#2713662]
-----
I don't need this. [#2713665]
-----
More communication and exposure to what these tools are and would look like. [#2713749]
-----
The user experience is everything, so it is important to do everything we can to make services user-friendly! [#2713832]
-----
clickers dont work [#2713846]
-----
canvas sucks [#2714271]
-----
It may be lack of knowledge about these services, but this is something I am interested in and would like to be more knowledgable about, and have access to. [#2714629]
Canvas is not user friendly when trying to find course files. The UT website is also a nightmare to navigate. Google searches are faster than trying to do an internal search through the web page. [#2714655]

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Canvas is terrible. [#2714657]

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Online class to how use computer programs available or small tutorial videos. [#2714694]

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I don't even know what this means. [#2715047]

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Record lectures and integrate into canvas. [#2715061]

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I think more Remote classes rather than having to be at school would be preferred. [#2715168]

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Having a Mac adaptor in every classroom would be helpful. [#2715260]

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With everything moving to technology, like all of our textbooks and assignments, I think UT could have more online interactive portals. Modules can get tiring and boring after a while, but I'm sure there are other outlets for students online to learn. [#2715345]

-----

Making sure all teachers know how to use the canvas website is important. Some of my older teachers do not upload grades which makes it hard to gauge how I'm doing. [#2715350]

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Homework that give more feedback on problems would be great. If I don't know what I'm doing wrong and I can't figure it out, just telling me the problem is wrong seems a little useless. [#2715473]

-----

Having more teachers knowing and using response wear for clickers would be beneficial. It would also be nice to have a tutorial on OIT of how to set up a clicker and response wear. [#2715507]
**Having technology services that allow me to collaborate effectively with others.**

I think most people can find third party services that provide collaboration space ex. google, office, sharepoint, dropbox, groupme. This shouldn't be a priority for the University to provide. Although, what the university could do is offer suggestions and links to services students can use. [#2712133]

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There is no way to effectively communicate with students besides groupme. Maybe have a teacher implement a class groupme? [#2712230]

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Easy access to webinar [#2712401]

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I have group me and thats good enough. [#2712494]

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I think that this is important to developing students to be updated on technology. [#2712585]

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not sure [#2713044]

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Having a longer zoom session available to students in online programs. 40 minutes is not enough sometimes. Also allowing us to have recording privileges through zoom. [#2713151]

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Yes [#2713185]

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Most collaboration is done using outside technologies, groupme, google drives, etc. The school has done a good job of providing access to google drives. If there was an easier way to access classmates and start chat groups within the university software, and not in canvas, that would be great. [#2713214]

-----

Canvas organization of threads and announcements could be improved through providing more clarity. Threads get very long and it is often difficult to tell where the responses connect. It appears as a huge list and doesn't provide one with the ability to weed through the comments effectively. Perhaps a sorting function and/or a collapse/expand function? [#2713361]

-----

Professors need to be held accountable about submitting grades. They hold us to deadlines yet think its okay to never submit certain grades until the end of the course and sometimes not at all. [#2713430]

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They are good but could be easier to use. [#2713435]

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N/A [#2713443]

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I might just be unaware of the resources we have on campus, but I've never see this service offered on campus? I normally use GroupMe and group texts to collaborate with others. [#2713568]

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The only thing offered is canvas and that does not work that well [#2713607]

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Better communication about these tools that are available. [#2713749]

-----

As a graduate student, group projects require us to work around our class and teaching schedules. If there were premium apps where we could remotely collaborate that would make the projects easier to complete and run more smoothly. [#2713977]

-----
I personally don't know how to communicate with anyone other than through email and groupme which I feel like there should be an easier way through canvas or another way [#2714210]
-----
google drive is still the best option, but I don't want to give my students my personal email address so I am limited to how I can share files with them. google drive won't recognize my utk email address [#2714271]
-----
Qualtrics is extremely useful in my work as a graduate student. [#2714502]
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I have used Google docs/slides or excel with other classmates, but this was not initiated by any UT staff or personnel. [#2714663]
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N/A [#2714786]
-----
Would be nice [#2715014]
-----
Yes [#2715207]
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In some classes we have online discussion forums, but they aren't facilitated very well and are done on poor platforms to where it is awkward. [#2715345]
-----
All good. [#2715350]
-----
AND knowing what the limitations of those technology services are so I do not get caught off guard. [#2715359]
-----
Please increase communication and awareness of the available backup storage for UT students especially grad students. [#2715416]
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A UTK Gitlab server would be excellent for allowing students to host private projects. Perhaps adding in CI? [#2715515]
-----
Haven't had to use this so can't speak to it. [#2715614]
-----
Zoom lags and most people have trouble installing it. Maybe get a web browser based one? Sharepoint works though. [#2715658]
-----
If this is referring to Canvas, it's extremely hard to use because it takes multiple links to get to and every classroom is organized differently and needs different tabs so information I need for specific classes is under random tabs on the website because the teachers either don't have the tab they need or can't find it. Canvas is hard to use [#2715662]
**Having systems that provide timely access to data that informs decision-making.**

I am generally very happy with OIT systems at UTK. [#2712487]
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Never had a problem, so all is good. [#2712558]
-----
N/a [#2713008]
-----
Yes [#2713238]
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Email and canvas provide me the information I need when I need it. [#2713356]
-----
Canvas is good but needs to be updated by professors more often. [#2713435]
-----
N/A [#2713662]
-----
Some sort of alert system. [#2713665]
-----
don't get class schedules released soon enough [#2713846]
-----
movies [#2714063]
-----
A way in canvas to where professors can upload scanned versions of exams. This would let us all better understand what we did right or wrong. In classes where professors aren't timely on returning papers it would be a huge improvement. [#2714678]
-----
N/A [#2714805]
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I find that it takes too long to find data and things in the library or its website for it to be considered "timely". That's all. [#2714949]
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As the cellular service/wifi is spotty in WLS, it is hard to access journal articles/webistes needed to do research. [#2715260]
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N/A [#2715350]
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Having more details online about fees and how they are calculated would help very much. [#2715416]
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The calendar feature in canvas is very nice. I wish that it would have an option to show all events rather than just assignments. Showing university events on canvas would be nice too but I can see where it would get overwhelming. [#2715507]
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i dislike that myUTK does not tell you when a class time changes or a class is moved [#2715522]
-----
Qualtrics on campus support often takes a week to schedule. The last time I requested help there was no response to my email request. Qualtrics Inc support is always available but they always seem too busy to help for very long. More techs should be available to assist students in using Qualtrics. SurveyMonkey seems to be a better platform. [#2715654]
I have no idea what this question is referring to- define "systems"- it's too vague to answer. This could refer to Banner, or the text alert system, or a number of other things. [#2715762]

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

Many older classrooms on campus need to be updated. One major issue that I have come across in classes that I have taken as well as ones I have taught is the lack of available power outlets. With more and more students needing to use computers in classes, there needs to be more outlets to allow people to charge their computers. [#2712174]

-----

There are not enough open spaces for group projects/meetings to be held, whether it's in the library or at other buildings on campus - most buildings lock at a certain hour, and then we are forced to find an open room in Hodges and wait until someone kicks us out. [#2712177]

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Training for teachers is again so important. As is overall maintenance and just keeping the technology working. [#2712178]

-----

satisfactory so far [#2712187]

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My department's building(s), which were Pasqua and now ESA, don't have any student meeting spaces to meet up and do homework. We just need to get lucky and hope a classroom is open. [#2712234]

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There are a lot of classrooms that do have very old projectors. Some classrooms do not even have HDMI connectors for projectors. [#2712309]

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All classes equipped with smart ink and so on [#2712401]

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I prefer to allow the professors to do what they think is best. [#2712444]

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There are not many of these available. I bring my own computer to class everyday. However, the wifi doesn't always work or I do not have cell service to answer clicker questions in the majority of the buildings on campus. [#2712456]

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There are a lot of tech issues/glitches with using technology in the classrooms. [#2712635]

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I had to buy a USB adapter with my own money because the classroom I teach in only has a VGA adapter. [#2712639]

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The technology currently available in the Arts + Architecture building is limited. I believe technology such as AR could be implemented into the lecture spaces to convey ideas concepts related to design. [#2712699]

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The library study rooms get filled very quickly in the evening, so providing more options, such as the Student Union have hours open later for study space and food access. [#2712815]

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Some class rooms have a much lower degree of technology access. [#2713044]

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More places for charging computers [#2713162]

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This is important, please fix the Jesse Harris Building and update the computers. Also, add another printer. [#2713185]

-----
Meeting spaces are hard to find. Having more study rooms or group meeting areas would be nice. [#2713214]

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Yes, but sometimes I will reserve a room and it doesn’t come in the system. So I’ve waited hours for a room, that I wasn’t able to get. [#2713238]

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Every time me and my friends need to meet, the gathering spaces in Pendergrass or Hodges are typically filled. [#2713261]

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N/A [#2713443]

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Use of programs outside of library would be nice. Student access codes or more programs on more university owned computers. [#2713513]

-----

There is scarce space for rounds to begin with, and when one is found very there is rarely a computer in the room and it’s usually away in the corner. Faculty often rely on pulling up images on their cell phones when needed and passing it around. Very inefficient way to learn. [#2713565]

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They are full during peak hours [#2713607]

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The classrooms are cramped and not effective spaces. [#2713662]

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Technology in many of the classrooms I have used is not up to date. Many rooms do not have the capability to connect via HDMI cord to projection systems and only have RVG cord access. It is nearly impossible to buy a new laptop with an RVG at this point, so users have to buy adapters to use out of date technology. [#2713664]

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I believe we need more spaces and with ability to reserve rooms online. [#2713749]

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I think it is inconsistent across campus, but it’s honestly not a huge deal to me (I am a graduate teaching associate). Teaching in some classrooms is definitely better than others, but at the same time, I think we’re very fortunate to be able to have safe, accessible places to teach and learn so it’s never been a huge frustration of mine to have to teach in classrooms that might have less technology. [#2713833]

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clickers and projectors dont work often [#2713846]

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The system for booking rooms is highly inefficient and reduces learning time having to deal with technology issues. [#2713866]

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There are minimal meeting places on campus that have the technology to connect lap tops and iPads. [#2713977]

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The technology in some of the older classrooms (e.g., the Panhellenic building) is overpowered by the loudness of the heating & cooling system, or whatever it is in those rooms that makes it so loud we cannot even hear a speaker in the room. It’s hard to appreciate and make use of the technology in classrooms that aren’t conducive to the use of technology. Nothing is enhanced in these classrooms, except for the noise. [#2714110]
The computers in the study rooms in Haslam never work. Also I would like to be able to reserve study rooms further in advance than 1 week. [#2714161]

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The AV connections in Haslam and in the library are outdated and often don’t work even with the right adapters. They could be upgraded to wireless display capability with minimal effort and cost. My flatscreen at home has this feature built in, as do most laptops, and it works great. An upgrade adapter such as the one below would cost less than $50 per display. It could be attached with an antitheft device if you are concerned about people stealing them. https://www.amazon.com/Microsoft-P3Q-00001-Wireless-Display-Adapter/dp/B01AZC3J3M/ref=sr_1_3?ie=UTF8&qid=1519939150&sr=8-3&keywords=wireless+display+adapter [#2714254]

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finding and accessing meeting spaces is a challenge. even when i find and reserve a team room in haslam, it often won’t recognize my badge to let me in. there have been many times when i find an empty, available team room but i still can't get access - the system outside the room won't let me reserve anything even when available [#2714271]

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Most of the classrooms in the HPER building have older or less advanced technology than many other buildings on campus. [#2714328]

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Not all classrooms are completely updated with technology. It would be nice to have access to the full suite of technology in each classroom. [#2714329]

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Every year, I always have one professor who has trouble getting their videos to play (visuals and audios) because they have to finagle with their laptop and the podium's cords. OIT is expeditious when it comes to sending someone to help, but maybe there could be a brief video showing instructors how to get a video to play to avoid the delay? [#2714590]

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Quite often I'm in classrooms where the projector only works half the time. [#2714655]

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There is more space that when I first started, but space is not private. [#2714663]

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Some rooms have it, but does not have a tutorial to how use it. you always need someone to set up, and it usually take a considerable time and effort. [#2714694]

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N/A [#2714805]

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a lot of classrooms only have whiteboards?? [#2715047]

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Yes, this is not available in all classrooms or meeting spaces! Take time to walk around to all the facilities on campus and bring them up to the 21st century...please! [#2715124]

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The classes that I have been taking do not require technology. But the ones that I have taken that did require it seemed to help the learning experience. [#2715168]

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One time I needed my computer fixed and I was told that it was going to take like 5 days to fix it so I had to figure something else out! [#2715213]

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I wish the technology in the rooms in Haslam was updated to where you could airplay from an Apple laptop or the technology was at least more user friendly. [#2715345]
Zoom meeting spaces have been easy to use and reliable. It has been tricky when trying to problem solve with Zoom to get assistance. Whenever I have called OIT, no one knows how to trouble shoot Zoom. They refer me to the Zoom customer service people who also do not know how to troubleshoot Zoom. [#2715359]

Can you please simplify use of AV especially in ESA 400? It was difficult to make it work in Fall 2017. Simpler instructions for connecting and troubleshooting may help. [#2715416]

check out study rooms in the library should not be limited to hour blocks. It would be beneficial to all students to reserve rooms by fifteen minutes. For example, I needed a room from 2:30 to 3:15 but had to reserve the room from 2 to 4. Another student could have used the space from 2-2:30 or 3:15 to 4. [#2715444]

MacBook availability in classes [#2715482]

the humanities building seems somewhat lacking in this regard in comparison to others (Haslam) [#2715486]

Allow students to reserve more than two hour blocks for rooms, if possible. [#2715586]

I'm not sure this is an OIT issue, it may be an issue specific to the college or school that "manages" the classroom... for example in Comm 314, the technology in that room is not as good as some of the rooms in HSS or is it HHS (the building that has the Tower attached)... 314 has great technology... when it works which is not often... at least not to its potential. [#2715614]

Hard to get a study room in library if you do not do it far in advance. [#2715658]
Getting timely resolution of technology problems that I am experiencing.

I am rather impatient, but I do receive most email responses within 24 or so hours - unless it is an issue that occurs on the weekend. [#2712177]

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As I said above, it took around 2 weeks for me to get MatLab from the university when it was required for a class I was taking [#2712336]

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I feel the IT staff is not trained well enough to handle certain bizarre and uncommon situations. [#2712434]

-----

Sometimes the problems I have require me to go in to a building during business hours, which can be difficult. But I love how many services are available through remote connection and a phone call. [#2712488]

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I dropped off my laptop at Voltech for them to install software, not only did it take a 3 days longer than the promised few hours, but no one notified me when my laptop was ready, so I waited another 2 days before I finally came to pick it up. [#2712553]

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When I have had several issues, I have been told they are working on it/there is nothing they can do. [#2712635]

-----

Clone Kerry? But seriously, it's been pretty great in terms of wait times. [#2712863]

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Timeliness is a huge issue I have experienced, as I understand that everyone is busy but as students our work and success is put on hold when technology issues are not being resolved. I understand it can be difficult when there are multiple issues but spread out the team and work through each problem as it comes so you do not get behind. [#2712916]

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There is an incredible delay in response [#2713080]

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I have been getting spam emails from the mail department saying that I have a package available for the past 10 months (dating back to last school year.) Even after confirming that I have no package, I keep getting spammed at least 5 times a week informing me of the same package. There is no way to unsubscribe from this email and I have been unable to receive any help resolving this issue. [#2713110]

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I was told that they didn't know what the problem was and to just wait it out while my data runs out :) [#2713162]

-----

I have never utilized this service. [#2713195]

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They have helped me before with a netid change and it was not very timely. [#2713356]

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In the last month, I was completely logged out of my netid entirely. This restricted my access to canvas, my email, and even printing and library computers. I also could not access the UTopen wifi last week, even though my devices were registered. [#2713382]

-----

My friend was recently locked out of her email and had a group project due the next day where the information was stored in her email. If they could answer her phone call, why couldn't they help fix her problem? [#2713429]
-----
Tech staff response time could be better. [#2713443]
-----
I've emailed OIT before and have received no email back, or received a wrong answer that doesn't resolve itself. [#2713632]
-----
I had to wait an entire week to get my computer reconnected to the wifi. [#2713662]
-----
Have a person on call. [#2713665]
-----
OIT doesn't know how to fix the problem 50% of the time I have to go there. [#2713812]
-----
I want to be able to connect my wireless printer to the UTK wi-fi . . . . . so I can print things remotely, have ink cartridges automatically ordered, etc. when I called OIT about how to do this, they highly discouraged it. I still want to do it! [#2714042]
-----
N/A [#2714063]
-----
In a university of this size and caliber, I would never expect to be told by OIT that there is no one available to answer my question and that I will have to wait until Monday morning for assistance. This is completely unacceptable. [#2714110]
-----
I have not had a problem getting any technology problems resolved. [#2714663]
-----
I've never had to use this. [#2714709]
-----
. [#2714739]
-----
Long lines sometimes for OIT. [#2714797]
-----
Most of my tech issues come from the NE computing cluster not working. That may or may not be OIT's problem. But I recently had an issue that basically stopped my research cold, and it took over a week to resolve the problem. That is super slow. [#2714949]
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Wifi has been weird for two weeks [#2715089]
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maybe a 24/7 OIT person to chat with? that is probably unrealistic- but maybe an online chat person [#2715121]
-----
why dont you guys repair non-apple laptops???? [#2715486]
-----
I was not contacted when my computer was fixed until I called the Apple Store for an update on my computer, and then I was notified that it was ready. [#2715496]
-----
OIT sometimes can take days to help with a tech issue [#2715658]
Technology support staff who have the knowledge to answer my questions.

Some of the people in the library do not know how to answer my technology questions [#2712305]

OIT does not always know what to do when I ask about software. That makes it very difficult when they are supposed to be there to help. Also it took me like 2 weeks to get MatLab from the university when it was required for a class [#2712336]

Some employees are more helpful than others, and I appreciate if someone helping me (and does not know the answer to my questions) asks someone more senior who is likely to know. [#2712488]

Never had a problem, so all is good. [#2712558]

I told OIT that my router wasnt working and that I have issues with wifi in my room but nowhere else on campus and I was told that what I was experiencing wasn't happening and that I was wrong. It obviously is happening and is still happening but I don't want to deal with OIT because they're retarded. [#2712791]

I have had trouble in the past getting people to actually be able to fix problems [#2713080]

They couldn't help me when I asked because they didn't know how to fix the problem. [#2713162]

Yes ! [#2713238]

Staff in the north and south commons at Hodges do not have adequate knowledge to help me with the technology issues I have experienced. [#2713382]

N/A [#2713443]

Just make sure everyone is properly trained. [#2713536]

The one time I asked, it took me 30 minutes to figure out how to print color because, instead of helping me, they just told me what to do. I believe taking the time to actually show clientele would greatly be of help. [#2713632]

The staff are unable to fix my wifi problems. [#2713662]

Normally they are thorough and helpful, but on occasion they tell me things that go over my head. [#2713980]

I recently found out (suddenly) on a Sunday that my statistics software license (through UTK) had expired. I had no prior warning of this, and I had a statistical project due that night at midnight. I called OIT and was told that there was no one available who could walk me through the steps of renewing the software license, and that there would not be anyone available in the OIT offices to help me until Monday morning. That is completely unacceptable. I pay technology fees every semester, and I expect to have technology available and fully supported every day of each semester. I do not think it is asking too much for there to be at least one person available at all times who could answer such questions. [#2714110]

most are good but some take a while to respond [#2714271]
My answers have always been quickly answered. [#2714663]

I've never had to use this. [#2714709]

It's incredibly important to have staff that can identify a problem I'm having with my technology and point me in the right direction for fixing it. Often times the communication between the staff and myself is completely lacking as the staff will make one or two tiny changes and say it SHOULD work, not necessarily that it will. [#2714902]

Apparently, according to my professors, the OIT Office does not respond timely or at times at all to inquiries. [#2714916]

There are only two persons on staff at the university that have the capacity to answer my tech support questions. I deal almost exclusively with the NE computing cluster, and when something goes wrong with it, there are only two staff members that might be able to help me with its resolution. If they are busy and/or on travel, than I don't get a timely response. [#2714949]

Would also be nice but I do not have a lot of technical problems [#2715014]

I would suggest getting more support staff. When I go to get help with my technology, there is always a line of at least 5 people, which I cannot wait in. I then have to try and fix the problem myself. If there were more support staff available, then the line would move faster, allowing more students to get help. [#2715152]

They are super nice! [#2715213]

I often ran into people at IT who wouldn't know how to fix an issue with my Wi-Fi or connecting to various sites required by my classes. [#2715361]

oit is great. However, other library workers seems clueless when assisting me on a library computer [#2715444]

I need staff who can patiently answer questions and help with program installation like SPSS. [#2715459]

My computer got the hard drive wiped for no reason. The problem was software, nothing to do with my hard drive! [#2715496]

I had an issue downloading and installing a program (SPSS) for a stats class where I was sent to three different people in different IT support desk locations, including 2 different buildings.... [#2715516]

I called OIT for cable help a few nights ago because the channels on my tv were different than what the UTK Channel guide has listed. I explained my problem to them and they simply responded with, "we don't take cable questions during this hour", and hung up. [#2715662]
Some of the technology support people are just college kids who look up solutions online. I can do that. [#2715669]

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in all realms including helping me to access class material on canvas, ect. [#2715751]

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Receiving communications regarding technology services that I can understand.

I get a lot of spam that looks like UT OIT in my main inbox [#2712181]
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More general emails informations from OIT [#2712401]
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Sometimes a lot of important details is left out in the software installation guidelines. Please try to include some more details in the software installation guidelines. Some details may appear minor but are necessary. [#2712487]
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It is helpful when someone explains technology terms or instructions in a simpler, "dumbed-down" manner and to just remember to do that, and ask questions if that made sense or to re-explain in another way. [#2712629]
-----

NO emails about Internet outage. I had to reschedule where I worked based on this problem, and wasted valuable time trying to deal with this just because I didn't know what was going on. [#2712635]
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The communications need to be simple and straight-forward for all levels of technology familiarity. [#2712871]
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Most are understandable [#2713044]
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it would be nice to have improvements/update in technology services communicated via email [#2713154]
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This survey was confusing [#2713162]
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The network registration problems that went on for about a week were never explained in an email or communication from OIT. [#2713166]
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Would love it if OIT more periodically sent out emails about outages. [#2713258]
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N/A [#2713443]
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When talking about technology to the general populace, it's better to use "lamen's language". [#2713568]
-----

N/A [#2713662]
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The explanation of certain technology features such as WiFi connectivity (in particular for connecting multiple devices to Eduroam via Android OS) and the explanation of the VPN and it's services and getting it up-and-running are somewhat lacking, and seem to be in need of an overhaul/update. [#2714011]
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n/a [#2714063]
-----

I've never had to use this. [#2714709]
-----

. [#2714739]
N/A [#2714805]

Just make sure to put instructors in terms for people who are bad at technology, like myself. [#2714916]

Tech staff is awesome [#2714936]

I wish these services were offered in the locations we use them in - i.e., host a workshop in a classroom not just in Greeve Hall. [#2715124]

Sometimes when I contact IT via phone or email, it takes days before someone can resolve the issue or I get forwarded to different departments. [#2715361]

It would be better to send OIT newsletters to everyone rather than only those that subscribe. Or increase awareness of OIT services some other way. [#2715416]
Getting access to training or other self-help information that increases my effectiveness with technology.

Having training more often and accessible [#2712401]
-----
I wish OIT would offer more classes on ACF and R statistical program, etc. [#2712488]
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Can add videos of those training courses online so that I can watch online. [#2712519]
-----
online tutorials would be beneficial [#2712715]
-----
I live two hours from campus and often take classes online and at night. I need better tech support in the evenings and more options for training that do not require me to be on campus. [#2712871]
-----
This is probably more of a failure on my part, but I have no idea where to look for that kind of stuff. OIT website maybe?? I'd love to finally put linux on my spare laptop and am having some issues, but I'd also like to learn about it as I go instead of handing it off to someone to work on (just a specific example). [#2713090]
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It would be nice to have training documents on classroom technology and/or troubleshooting documents when classroom technology is not working. [#2713154]
-----
Sometimes confusing [#2713162]
-----
Need more ppl who know what they are doing so they can provide useful info to those who don?t know . [#2713238]
-----
The wifi cover in first floor of Tickle Building is not good. The cellular signal in room 324 of Tickle Building is not good. [#2713286]
-----
I don't think I have ever received any information concerning classes that would do the above. [#2713335]
-----
This survey overall is very bland and generic. Examples should be given. [#2713430]
-----
N/A [#2713443]
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All workshops I've attended have been just introductions to the material. [#2713641]
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N/A [#2713662]
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No offense but this survey is silly, why is there a "desired" category? Of course everyone will say 9 on everything. We're paying so much money to be here why would we desire any less than fully functioning tools? That's like saying "what is your desired grade in each class you're taking" A. A in all of them. [#2713877]
-----
If more tutorials and self-help modules were available, we would not require over the phone assistance. [#2713977]
I know the services are out there, but honestly don't have the time to go to the workshops. I'd prefer videos or emails I can review on my own time. [#2714425]

-----

I have only received a handful of emails regarding training or self-help information in the past 3 years. [#2714663]

-----

Need real training, with tutorial videos and text to follow and it have to be easy to find and inform the students that it exist. [#2714694]

-----

I've never had to use this. [#2714709]

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I am not aware of any training opportunities for improving my effectiveness with technology. [#2714763]

-----

N/A [#2714805]

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It would be nice to have workshops covering the ACF, and software available to students (i.e., Matlab, and EndNote). [#2714847]

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I would love to be able to access more things through UTK that would help my academics [#2715014]

-----

I don't know where to look for training or how to improve my technological skills. [#2715248]

-----

I think you guys are doing GREAT with all of this module (re: support, resolution, training.) Top-notch. [#2715298]

-----

I think it's there, I think I struggle to find the time to take advantage of it since I commute long distance to campus. [#2715614]

-----

Computer classes are not often enough for intermediate level microsoft windows and office programs. Qualtrics workshops are limited and too fast paced to address individual applications and needs [#2715654]

-----

Most of the times I call OIT with a question or concern, the staff doesn't respond in a helpful way. [#2715662]

-----
LiveOnline@UT (Zoom) virtual classroom environment support

nothing [#2712187]

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Zoom is difficult to use, and I do not think that it is used effectively [#2712217]

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I don’t even know what virtual classroom environment support is [#2712621]

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I tend to not ask questions because I am put off by having to send a message to a general OIT message account instead of knowing my question goes to directly to a person who works directly with Zoom. [#2712639]

-----

Good program but only for online classes I prefer Skype. [#2713435]

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I hate online classes in general. I do like that you can see real people though [#2713572]

-----

Zoom is fantastic! I especially like the breakout rooms available in the synchronous classes. [#2714099]

-----

I didn’t know this service was offered, and don’t know exactly what it is. [#2714425]

-----

Zoom is okay, but not my favorite. [#2714709]

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haven’t had a class that uses this but having it available in classes would be great [#2715061]

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It is not available in all classrooms, especially when classrooms or laboratories are in the bottom of buildings. Therefore it makes it difficult as a student to obtain course material when class was missed or as an instructor to engage those that are remote. [#2715124]

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Have not had a class that used this. [#2715168]

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Zoom times out frequently before session is finished [#2715310]

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Zoom is good, but it kept dropping when I was in a meeting with the Dean so we had to resort to phone conversation. [#2715459]

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n [#2715470]

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Somehow allow me to combine my school gmail with my personal gmail so I don’t have to log out and log in all the time, switching between the two [#2712199]

My gmail account has been messed up the entire time that I’ve been a student here. All of my UTK related emails are sent to the alecgard@ut.utm.edu email that I used for dual enrollment in high school. This causes me a lot of problems and although I’ve tried to get this resolved in the past, I’ve had to make do as nobody has been able to figure this out without possibly messing up some accounts and information tied to the current email. [#2712293]

It is difficult to access email on a cell phone-you have to go through an additional page. [#2712635]

I love GMail & Inbox. I wish it was available for non-students, as I manage a club email account and have to use Office365. [#2712942]

gmail should be available to everyone, it's better than Office365 [#2713029]

sometimes office 365 email loses connection with gmail [#2713095]

Improve support for IMAP/SMTP clients, instead of assuming that everyone uses webmail [#2713377]

Sometimes I have unsubscribed from email addresses yet still received emails. [#2713429]

This is decent, but professors aren't really always good about responding. [#2713430]

N/A [#2713662]

I wish there was a way to keep my email after I graduate. Besides that I have no other qualms with the email service. [#2713688]

Sending big files like posters is sometimes problematic. Once it never made it to the recipient, but also said it sent. [#2713780]

won't load new mail quickly enough/have to dig around excessively for info (search function is bad) [#2713846]

While the availability of Google/Microsoft business services like Office365/Gmail are nice, there are several options within these services which are not useful as a result of a lack of cross-compatibility. Looking up email addresses, calendar/contact information, and confusion about "branding" of Office365 vs. Outlook vs. "Volmail" are very confusing. [#2714011]

I use Office365. There are multiple steps to login each time, especially from a computer I have never used for email access. It would be great to have easy access to email and Canvas from the UTK homepage. [#2714099]

Don't make me change my password so much [#2714139]

none [#2714197]
in my personal experience, I cannot use Gmail for my VolMail account. But, office365 always works for me and is super convenient. [#2714487]

Sometimes Office365 is just rebellious. OIT is quick to fix any issues I have, but I don't know how they could make Outlook better. I feel like that's out of OIT's scope. [#2714590]

Email has improved lately, but it's had some real rough times what with staying connected, loading things I needed, making me sign in eleven million times... [#2714949]

Photoshop! [#2715111]

I hate how easy you get spammed. I feel like I am always sending emails to abuse@utk.edu [#2715124]

Seems adequate [#2715176]

Very well done for gmail [#2715207]

annoying timely pop-ups every time I log on. Gmail and 365 need to be more compatible to each other [#2715444]

Office365 does not perform at the same level as regular office (like Excel, for example) [#2715486]

Has its glitches but overall fine. [#2715614]
**Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)**

There are too many systems that are not cleanly integrated. [#2712133]

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better to be attractive and lot of times can be in categorices rather tha having in different pages [#2712187]

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These seem outdated. But still function well enough [#2712196]

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All of those besides MyUTK are confusing and complicated. Also wish that someone taught us benefits of them. [#2712230]

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MyUTK is not very user-friendly. I have difficulty finding what I need and often have to click through several places to get to information. I also don't like that I often have to log in multiple times to use different services from the MyUTK site. As a law student, I have to use two different portals and would prefer to have all of my information in one place. [#2712581]

-----

DARS is hard to understand, there is so many tabs which is really hard to understand without help. [#2712628]

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Registering for classes is a pain if you only know the class number (gen eds) [#2712672]

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DARS can be very vague and confusing. Banner is also a very slow way to sign up for classes. MyUTK and gradesfirst are great programs, I love the way they work. [#2713044]

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See comment above. [#2713195]

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The class registration webpages (DARS, studnt records, etc) are difficult to understand and navigate. [#2713261]

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The organization of the banner, MyUTK, etc. services is non-intuitive. I always end up clicking around seemingly relevant links until I find what I'm looking for. There's got to be a way to organize those resources in a more logical manner and/or allow them to connect/communicate with each other more effectively. [#2713379]

-----

These service are not clunky or useless, but they are far from intuitive. I think that keeps many students from understanding the wealth of information they provide. [#2713396]

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I feel like class registration could be made easier and smoother. [#2713404]

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Complicated system difficult to make appointments and understand the dars reports. [#2713435]

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Update the website used to register for classes. It's not user friendly at all. [#2713443]

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Sometimes, DARS can be hard to understand, especially as you get up into your major course requirements. I think education on how to read DARS, as well as making it more student and advisor friendly, would be a good path for the future. [#2713568]
Higher system capabilities for registration. Many times, the website will crash or take an extensive amount of time to load. [#2713581]
-----
I believe a more friendly interface would allow for students to more easily grasp the information presented to them. [#2713632]
-----
Banner functions like software from years ago. As a graduate student, I have been enrolled at other institutions that allow the capability to save classes prior to registering and allow you to use the back button on a browser without canceling the class search. Update the software for better student use. [#2713664]
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I have no suggestions on how to make this a 9, but I also do not have any complaints. [#2713688]
-----
Banner is really confusing for first time users and the way classes appears makes it hard to read [2713809]
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It's really hard to register for classes now--a system that showed your schedule in a graphic calendar form (I know a lot of schools do this--my undergrad institution had it) would be much better. [#2713843]
-----
Banner/MyUTK may be one of the most confusing information systems I've ever used. There are multiple links which direct to the same thing, other commonly used links are hidden in strange places, and accessing specific information (like information about a specific student/class/academic session) requires navigating through a menu on one page, to change settings, and then navigating back to another page to update with the settings change from the other page. It's horrendous. [#2714011]
-----
The Banner is a large improvement to course selection. It is not as efficient at times as there is not an easy way to view multiple tabs of courses at the same time for comparison. Also, more keyboard shortcuts would be preferable. [#2714013]
-----
Overall, the systems are a little confusing to navigate at first and especially with class registration when looking at multiple course section and departments the system seems to have trouble clearing itself for new searches, and it is not possible to go back and open another offering from a department page after you click one course you have to re-search the entire record just to register or open information about another course in the same department. [#2714033]
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these need a little work. But I would settle for more access to the ... MOVIES [#2714063]
-----
There is a lot of information to weed through on MyUTK. There are almost always important messages at the top of the main screen, but they rarely change. This makes noticing NEW actual important messages hard to notice. [#2714099]
-----
none [#2714197]
-----
Banner and myUTK are not user friendly and it is often difficult to find what I need on those websites. [#2714582]
-----
This works really well for me. [#2714655]
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I have not had a problem with these UTK websites; however, the graduation information could be condensed. [#2714663]
-----
Hard to use, you have to go in several links to finally get where you want. It's hard to find class, and don't have enough details about the classes, specially for grad class courses. [#2714694]
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Banner and DARS is not up to date for all student programs, like the UT Law 3+3 program. It doesn't work with the curriculum and causes issue. Should take into account all the programs. [#2714738]
-----
No problems here [#2714797]
-----
N/A [#2714805]
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I realize it might not be possible, but running a DARS is a little complicated, especially with multiple majors or minors. It would be nice if it were a little more straightforward. [#2714876]
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It often is really slow and will not let you select a course after already looking in another section without starting all over [#2714936]
-----
The following Student Information Systems and Online Class Registration are difficult to understand; Banner, DARS, MyUTK, Gradesfirst. Interfaces of the previously mentioned should be redesigned for easier to understand. [#2715026]
-----
It is kind of hard to know what each of those does and which ones handle what [#2715121]
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Grades First is annoying [#2715123]
-----
Banner causes problems for me when I try to register for classes. I constantly have to click refresh and then confirm that I want to refresh instead of being able to easily switch back and forth between the add/drop classes screen and the search for classes screen. I also have issues with GradesFirst when trying to schedule an advising appointment, but this is my advisor's fault for not having meetings available until it is time to register for classes despite the fact that I would like to meet with her to get answers to questions since she ignores my emails. DARS has also created some problems for me. I have run the audit report and then the report has had overlapping text, making some spots unable to read. [#2715152]
-----
I know there's no panacea for CAS's, but I had to change my name in 5 or 6 places when I got divorced. It was a really important thing for me, my identity as a professional in training at the University. So the fact that systems didn't crosswalk was "really" frustrating. :) And --not sure if this applies here-- the usability of IRis is a nightmare on steroids. [#2715298]
-----
There should be more quick links for commonly accessed things in myutk. For example, DARS search should be on the front page. Instead of having to click 2 or 3 pages to find what I am looking for. [#2715341]
-----
Gradesfirst with advising needs to be handled better, especially for Haslam. No one could ever find a time to sign up and they would all get taken :( DARS was always hard to find and read, wish this had been a little more user friendly. [#2715345]
When I first came to UT, I found it frustrating to keep up with the different websites for UT and my classes. [#2715361]

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My account will not let me register for classes. It continues to give an error despite many calls and requires Noelle to register me [#2715427]

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n [#2715470]

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The webpage to register for classes is not efficient, it takes to time to search for the major and the format of the classes list is not easy to visualize. If we click in one class and we want to go back to keep searching the system does not allow, we have to start all over again. [#2715499]

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It is difficult to navigate MyUTK to find financial information specifics and where to go for tax information. [#2715516]

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again, if there were notifications for changes to classes besides just "instructor change" that would be great. Also if DARS and banner would talk to each other [#2715522]

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For my purposes it is fine... it is a bit of a pain when you can't jump around and have to come back out to a main page, etc. to search another class, etc. [#2715514]

-----

Gradesfirst is outdated so the website isn't easy to use [#2715662]

-----

Maybe something could be done to make it a tad nicer, but it is good as is. [#2715669]

-----

Can be really complicated and hard to use [#2715702]

-----

MyUTK and included services could be improved with more streamlined and clearly navigable systems for class registration, instructor grade entry, and Early Alert. [#2715735]

-----

It would be nice to have a clearer system to show grades and academic standing. [#2715736]

-----

Class day is not clear. It is not easy to find classes. [#2715867]
**Online@UT (Canvas)**

Some instructors do not use the canvas effectively. [#2712168]

Canvas makes it difficult for students to email all classmates at once. This is especially a problem for graduate level classes where certain classes, e.g. journal clubs, where these types of emails are regularly sent out. [#2712174]

More, better, and consistent training for teachers. Maybe a different service is needed? But it's always a guessing game if a teacher will use canvas, how well they will use canvas, or if I'll be checking multiple sites to get assignments and turn in work. Some consistency would be nice. [#2712178]

To improve this system the course instructors need to know how to better operate it [#2712196]

Canvas is horrible. Blackboard was easier to use and very straightforward. Canvas has to many links and groups it is hard to find what you need. Also, teachers can’t operate it half the time. At least educate them so students don’t suffer. Needs to be more tablet/computer friendly it is strictly computer but some people use tablets [#2712209]

I think that blackboard was better. Canvas is buggy [#2712230]

Tests via canvas seem very disorganized. Always have problems [#2712336]

I have noticed that Canvas is much more difficult than Blackboard regarding online grading submissions specifically checking for plagiarism. [#2712500]

Sending teachers to a Canvas training session. [#2712717]

better than blackboard [#2712785]

Professors should have better Canvas training [#2713080]

Most of the issues with Canvas stem from professors. They don’t appear adequately trained to operate Canvas effectively. Maybe enhanced staff training could help. As professors gain more experience, I expect this will be less of an issue. [#2713101]

There is way too much variation in how professors set up their classes. I totally understand the importance of giving faculty some flexibility, but it’s really frustrating when the homework for one class is under Assignments and the homework for another is under Modules, and the syllabus is NEVER where it’s supposed to be. [#2713173]

Canvas is a little confusing to navigate. There are announcements located all over the screen. When you go into a specific course, announcements and assignments still appear from other courses on the screen. It gets too complicated. Needs to be simplified. [#2713214]

Not sure if this is at the UT level, but Canvas seems to operate slowly for UT. Decreasing loading times would be nice. [#2713258]

I don’t think teachers are equally well versed in how Canvas works, so some classes use the feature available more effectively than others. Some teachers seem not to know how to use Canvas at all, which
leads to a confusing and hard to navigate class page. Perhaps they could take a "class" to learn how to use some of the features available on Canvas? [#2713265]
-----
A good service. [#2713356]
-----
Not all professors use canvas. [#2713430]
-----
N/A [#2713443]
-----
I don't know what's wrong with it, it could still be better. I liked Blackboard more. [#2713572]
-----
Professors need more training with how to work and organize [#2713730]
-----
It just seems disorganized to me, which could be a professor problem. [#2713780]
-----
The "files" tab is really unorganized across all of my classes (better able to find things under modules) and most of my professors still say they don't know how to use it. [#2713809]
-----
Teach the professors how to actually use it. Teachers not being able to use canvas is the biggest problem with Canvas. [#2713812]
-----
As a TA I wish I could upload bigger data files, like powerpoints [#2713843]
-----
profs have no clue how to use it [#2713846]
-----
alerts for assignments that are about to close [#2713984]
-----
Not sure if it is instructor error but we have had issues with assignments disappearing, or not "being live" and some integration issues with coursework. It seems like things are improving overall, but that is what has held this area back for me personally. [#2714033]
-----
I want to be able to connect my wireless printer to the UTK wi-fi . . . . . . so I can print things remotely, have ink cartridges automatically ordered, etc. when I called OIT about how to do this, they highly discouraged it. I still want to do it! [#2714042]
-----
Canvas is much better than other online grading systems I have used in the past. It is difficult to find the Canvas login page when using a new computer. It would be great to have easy access to email and Canvas from the UTK homepage. [#2714099]
-----
Why is it not a universal thing from one online class to another that attachments are an option in Canvas under the discussion board? In every class I've had for the last 3 semesters, the instructors do not seem to know that "attachments" is an option that they have to add on, and then we get into a discussion board, and I want to attach an article for sharing with the class...and I realize I don't have that option because it was never added by the instructor. Can this not just be something that is made universally available in discussion boards? It would help a LOT. [#2714110]
-----
none [#2714197]
-----
Professors don't know how to use canvas yet so it's very confusing to the students because we don't know where to find materials or different things we need for class because the professors don't know.

-----
i hate it

-----
Not always used. When it is it works very well

-----
Canvas needs a better user interface. It's just not intuitive. I am in an online program, and I spend too much of my time searching for files on Canvas. There's too many places for files to be, and professors each do it their own way, so there's not enough consistency in knowing where to look for something.

-----
The main problems are getting professors to use this website preferentially and storage space.

-----
I hate canvas. There is no organization and I feel there is not enough time to expect my professors to have to organize every tab and put files into different categories. This means everything gets dumped in the same place or there is no way to tell what is where when you are looking for specific files. At least in Bb everything was in the same place for every class.

-----
Canvas is frustrating if we need to upload photos. Please make this easier to use.

-----
I know that this isn't in y'all's hands, but the app is awful. When you get a notification and click on it, it takes you to the home page and not to what the notification was about (i.e., announcement, assignment update, grade, etc.). Online as a whole is okay, just sometimes can be confusing as I'm still adjusting from starting out with blackboard.

-----
Maybe I'm just old and callous and set in my ways, but I do not like canvas. 90% of what I hate about it is its inability to let me easily preview documents posted without downloading them. I really liked the way blackboard let me do that. The preview window in canvas is kind of terrible. It's small and you can't change its size.

-----
Many teachers opt out of using it or don't use it correctly which causes a lot of disconnect in my ability to keep track of all of my assignments. Some use their own website that doesn't notify us if something is added or when grades are put up. It is very frustrating to have this good service that allows us to have a total overview of all of our classes and assignments in one place but to have some not using it making it very easy to forget or lose track of what's going on in the class. Also some teachers don't put their files on Canvas because they say there isn't enough storage room. So maybe ether show them a better way of putting files on there so they can put them all on there or add more available storage.

-----
It sucks

-----
It just glitches sometimes and isn't user friendly, but I think it is getting better

-----
Canvas has had many problems for me including not properly syncing with other sources used by my instructors (McGraw Hill, Pearson). At one point, my grades weren't reported at all in Canvas and I had to contact the other source support system to retrieve my grades. In addition to this, there have been final grade calculations that I have had problems with. This may have been at the instructor's fault.
Explain to professors how they can better utilize canvas. [#2715221]
-----
Still not sure how to separate large lecture courses that have multiple lab sections so that each TA can access or create columns for individuals grades. [#2715260]
-----
zhuang32@vols.utk.edu [#2715336]
-----
Liked blackboard much better. Less clunky. To go to my grades I click one link. I like that. To find what I want I have to click through multiple pages. [#2715341]
-----
Have all of the professors utilize the resource. Some do not post anything on it throughout the semester. Also it would be nice to see the exam dates on the calendar. [#2715412]
-----
mostly it seems as though everyone is still trying to learn this, as it is new. [#2715444]
-----
connection to Volmail isn't as streamlined as it was with blackboard [#2715486]
-----
Sometimes the access to certain application (specially Origin) is not possible, an error appears. Saving data is also difficult because it appears a message than the disk is full. [#2715499]
-----
It would be nice to have a set way for teacher to use canvas and have them know more about it. Alot of my teachers used it differently and make things hard to find and difficult to know exactly what they were expecting. [#2715507]
-----
Canvas is not very user friendly. Even watching the tutorials does not help. Also, the professors can only upload a certain amount of material before it says the class's data limit is taken up. This poses a problem for us students because the professors cannot put up information that will help us. They can only put up what is necessary. [#2715528]
-----
A lot of this is user based... as in finding the time to take a tutorial and learn how to use all the things Canvas is capable of doing... many faculty just give up and don't use it at all which is a disservice to students who are used to being able to find information electronically. I hope to become more proficient with Canvas for the fall semester. [#2715614]
-----
Canvas is too hard for students and teachers to use [#2715662]
-----
This is a complicated system. Until recently I did not use it on a regular basis, but since I have learned how to access a couple of reports it has opened me up to more of what I can accomplish. I sat through a training class several years ago but there were people in the class that were more advanced and I could not keep up. This would be nice but I really just care about the movies. [#2714063]
UT System Services - ANDI

I can add a record to a scholarship as the stewardee, but I would also like to be able to see on the person's record which scholarships of which they are the stewardee. I don't know what these things are, but I would like to watch UTK library movies off campus. [#2714063]

.....
**File Storage (TStorage, OneDrive, GoogleDrive)**

Unlimited storage for students and faculty on DropBox would be fantastic. [#2712174]

-----

I think having more clear instruction or information regarding how to use these system more effectively and to their fullest would be helpful! [#2712180]

-----

I appreciate the amount of storage we are given, however it is unclear what will happen to the files stored after I am no longer a student [#2712217]

-----

OneDrive is worthless and there needs to be faculty to student teaching on cloud file storage [#2712230]

-----

The students that I had class with and now teach tend not to know about online storage options. [#2712639]

-----

More space available. I use googledrive heavily and have run out of space before and had to result to my personal drive. [#2713120]

-----

Need more storage space! [#2713238]

-----

We have access to file storage? [#2713462]

-----

pretty important [#2713561]

-----

Storage on Dropbox [#2713671]

-----

There are a good selection of movies but I do not have enough time to watch them all, I would really love to be able to access them off campus. [#2714063]

-----

I do not have any understanding about what these are and how they are available to me. This has never been explained. It would be nice if someone did explain it so I could be making use of them. [#2714110]

-----

none [#2714197]

-----

I know I have access to google drive through my vols.utk.edu email, if there is another service I was unaware. [#2714425]

-----

I rarely use this [#2714590]

-----

I have never received a tutorial or more information regarding file storage. However, I have not had a problem with this. [#2714663]

-----

I have no idea what this is. [#2714709]

-----

My Tstorage does not work so I always have to use my own computer because I can not trust the Tstorage for UT [#2714721]

-----

There isn't a way to store lots of data for my classss online [#2714936]
concerns with this primarily relate IRB personnel [#2714971]

Better, more secure options. [#2715107]

What is TStorage??? Goggledrive is convient [#2715207]

OneDrive operates very slowly when using the Excel application. There are several glitches and extremely long loading periods which make it very annoying if not impossible to use. With OneDrive being so commonly used, I think OIT seriously needs to do something about these bugs. GoogleDrive has never given me problems, and if it was up to me, I would go this route whenever I needed to utilize an online file storage software. As for TStorage, I've never used nor heard of that. [#2715287]

Please improve awareness especially among grad students [#2715416]

dropbox [#2715453]

I do research that requires me to store a lot of data which includes massive video files. IT helped set up another drive for me to use. I would like to have more storage. [#2715565]

I've never even heard of TStorage or OneDrive [#2715662]
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)

7.0543 (n=920)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

7.0502 (n=917)
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)**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Adequacy Gap Score</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>0.20</td>
<td>298</td>
<td>0.02</td>
</tr>
<tr>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>0.37</td>
<td>251</td>
<td>0.00</td>
</tr>
<tr>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>0.41</td>
<td>258</td>
<td>0.00</td>
</tr>
<tr>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>0.35</td>
<td>254</td>
<td>0.00</td>
</tr>
<tr>
<td>LiveOnline@UT (Zoom) virtual classroom environment support</td>
<td>0.34</td>
<td>142</td>
<td>0.03</td>
</tr>
</tbody>
</table>

**Negative Perceptions (Adequacy Gap Score < 0)**

<table>
<thead>
<tr>
<th>Service Description</th>
<th>Adequacy Gap Score</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>-0.20</td>
<td>289</td>
<td>0.05</td>
</tr>
<tr>
<td>Having Web sites and online services that are easy to use.</td>
<td>-0.39</td>
<td>276</td>
<td>0.00</td>
</tr>
<tr>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>-0.54</td>
<td>251</td>
<td>0.00</td>
</tr>
<tr>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)</td>
<td>-0.48</td>
<td>202</td>
<td>0.00</td>
</tr>
<tr>
<td>Online@UT (Canvas)</td>
<td>-0.58</td>
<td>223</td>
<td>0.00</td>
</tr>
<tr>
<td>UT System Services - IRIS</td>
<td>-0.68</td>
<td>151</td>
<td>0.00</td>
</tr>
<tr>
<td>UT System Services - Cayuse SP/424</td>
<td>-0.71</td>
<td>90</td>
<td>0.00</td>
</tr>
</tbody>
</table>
Results for UniversityRole In ('Faculty')

Below are the charts for this view of the survey data.
Data Tables for University Role in ('Faculty')

For each IT service outcome the statistical mean, standard deviation, N (number of observations), and P are presented. P represents a two-tailed p-value for a null hypothesis \( H_0: \text{Adequacy Gap Score} = 0 \). Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.94</td>
<td>8.89</td>
<td>7.95</td>
<td>0.00</td>
<td>-0.94</td>
<td>299</td>
<td>0.97</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.77</td>
<td>8.84</td>
<td>7.97</td>
<td>0.20</td>
<td>-0.86</td>
<td>298</td>
<td>0.02</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.63</td>
<td>8.70</td>
<td>7.43</td>
<td>-0.20</td>
<td>1.27</td>
<td>289</td>
<td>0.05</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.36</td>
<td>8.46</td>
<td>7.35</td>
<td>0.00</td>
<td>1.11</td>
<td>283</td>
<td>0.98</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>7.35</td>
<td>8.63</td>
<td>6.96</td>
<td>-0.39</td>
<td>1.84</td>
<td>276</td>
<td>0.00</td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>7.14</td>
<td>8.38</td>
<td>7.05</td>
<td>-0.12</td>
<td>1.37</td>
<td>249</td>
<td>0.35</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>7.02</td>
<td>8.25</td>
<td>7.35</td>
<td>0.37</td>
<td>0.86</td>
<td>251</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.17</td>
<td>8.36</td>
<td>7.13</td>
<td>-0.04</td>
<td>1.23</td>
<td>212</td>
<td>0.73</td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience</td>
<td>7.35</td>
<td>8.54</td>
<td>6.81</td>
<td>-0.54</td>
<td>1.73</td>
<td>251</td>
<td>0.00</td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis \( H_0: \text{Adequacy Gap Score} = 0 \); Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
## Support and Training

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>7.70</td>
<td>8.80</td>
<td>7.87</td>
<td>0.17</td>
<td>-0.93</td>
<td>266</td>
<td>0.10</td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>7.84</td>
<td>8.84</td>
<td>7.98</td>
<td>0.14</td>
<td>-0.86</td>
<td>269</td>
<td>0.19</td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>7.10</td>
<td>8.31</td>
<td>7.51</td>
<td>0.41</td>
<td>-0.80</td>
<td>258</td>
<td>0.00</td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>6.89</td>
<td>8.20</td>
<td>7.24</td>
<td>0.35</td>
<td>-0.96</td>
<td>254</td>
<td>0.00</td>
</tr>
</tbody>
</table>

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

## Other Important Information Technology Services

**Assesses other important IT service outcomes on campus**

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Customized help with developing course materials and lectures for online teaching. Self-reported faculty only.</td>
<td>6.77</td>
<td>8.18</td>
<td>6.56</td>
<td>0.21</td>
<td>1.62</td>
<td>132</td>
<td>0.31</td>
</tr>
<tr>
<td>15</td>
<td>LiveOnline@UT (Zoom) virtual classroom environment support Self-reported faculty, students, staff, not declared only.</td>
<td>7.35</td>
<td>8.49</td>
<td>7.69</td>
<td>0.34</td>
<td>0.80</td>
<td>142</td>
<td>0.03</td>
</tr>
<tr>
<td>16</td>
<td>Official University Email - Office365, Gmail (available to Students only) Self-reported faculty, students, staff, not declared only.</td>
<td>7.87</td>
<td>8.74</td>
<td>7.81</td>
<td>-0.06</td>
<td>0.93</td>
<td>217</td>
<td>0.60</td>
</tr>
<tr>
<td>17</td>
<td>Student Information Systems and Online Class Registration Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty, students, staff, not declared only.</td>
<td>7.50</td>
<td>8.62</td>
<td>7.02</td>
<td>-0.48</td>
<td>1.59</td>
<td>202</td>
<td>0.00</td>
</tr>
<tr>
<td>18</td>
<td>Online@UT (Canvas) Self-reported faculty, students, staff only.</td>
<td>7.48</td>
<td>8.59</td>
<td>6.90</td>
<td>-0.58</td>
<td>1.70</td>
<td>223</td>
<td>0.00</td>
</tr>
<tr>
<td>19</td>
<td>UT System Services - IRIS Self-reported faculty, staff only.</td>
<td>7.01</td>
<td>8.38</td>
<td>6.33</td>
<td>-0.68</td>
<td>2.05</td>
<td>151</td>
<td>0.00</td>
</tr>
<tr>
<td>20</td>
<td>UT System Services - ANDI Self-reported faculty, staff only.</td>
<td>6.71</td>
<td>7.68</td>
<td>6.76</td>
<td>0.05</td>
<td>-0.92</td>
<td>38</td>
<td>0.85</td>
</tr>
<tr>
<td>21</td>
<td>UT System Services - Cayuse SP/424 Self-reported faculty, staff only.</td>
<td>6.99</td>
<td>8.18</td>
<td>6.28</td>
<td>-0.71</td>
<td>1.90</td>
<td>90</td>
<td>0.00</td>
</tr>
<tr>
<td>22</td>
<td>File Storage (TStorage, OneDrive, GoogleDrive) Self-reported faculty, students, staff, not declared only.</td>
<td>7.32</td>
<td>8.53</td>
<td>7.28</td>
<td>-0.03</td>
<td>1.25</td>
<td>202</td>
<td>0.81</td>
</tr>
</tbody>
</table>

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

"OIT Satisfaction Survey 2018" : Findings for UniversityRole In ('Faculty') : Data Tables
Generated on Wednesday, March 14, 2018
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Suggestions from UniversityRole In ('Faculty')

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

Doesn't always work well in some buildings on campus [#2712265]

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Wireless connectivity in the Jessie Harris Building is still sub-optimal. We need stronger signals in our conference rooms and offices. [#2712266]

-----

Same as above. [#2712506]

-----

that would be great [#2712534]

-----

active directory appears to be slowing my computer substantially. [#2713231]

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Quality of WiFi available on campus could be vastly improved. It is often slow and inaccessible [#2713466]

-----

The wi-fi on both my iPad and phone goes in and out frequently between buildings. [#2713633]

-----

I've had problems with spotty Internet service in HSS that causes problems with classroom technology. [#2713943]

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I often experience significant weight time when accessing network from a change in classroom to the office. I keep trying and eventually get there, which is a positive aspect. [#2714001]

-----

A must since everything we do requires it. [#2714129]

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Band width and speed at UTMC is very limited as is working interface with UT OIT. [#2714965]

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Wireless Eduroam access is spotty in HPER. [#2714989]

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So far everything is good for me [#2715521]

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Having an Internet service that provides adequate capacity or speed.

I would love this, but it is often very slow [#2712240]

-----

This is also essential for my work. [#2712506]

-----

each day, when I load the banner stuff, the computer runs very slowly for about 30 minutes, while it loads all the crap that OIT (I guess) is sending via the "active directory". I knew this day would come, since all my company colleagues have to put up with this same limitations, etc.... computer folks believe they must have centralized command and control of all computers, but you know some folks are figure out work arounds, etc... it seems the more OIT gets involved, the slower the internet gets... really.... [#2713231]

-----

nothing [#2713398]

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The students taking quiz/tests online can be problematic especially with the use of Lockdown Browser because the quiz/test requires gaining access to the video which is only allowed up to 500 MB. Most of the videos are over 500 MB. This requires the amount of time to compress the videos. [#2713682]

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OK. [#2714801]

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If classrooms expect to use wireless systems, then coverage should be adequate to support all students on line at the same time. [#2715195]

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Pretty good. [#2715458]
**Having an Internet service that provides adequate Wi-Fi coverage.**

I’m not sure how to fix it but I find walking around the library that I drop off in some places then pick back up - not sure if this is just in this building or if everywhere on campus - and it could be that some of the staff areas of the library need better wifi coverage as I generally don't have this issue much in the public areas [#2711768]

-----

My Internet goes in and out. [#2712240]

-----

Wireless connectivity in the Jessie Harris Building is still sub-optimal. We need stronger signals in our conference rooms and offices. [#2712266]

-----

wifi is non existing in certain buildings on campus, I cannot teach in some rooms because the connection fails example Haslam downstairs [#2712534]

-----

WiFi is still spotty in some of the buildings. Need better coverage outside of buildings. [#2712617]

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I would like WIFI coverage outside of buildings on campus like a blanket. [#2712692]

-----

Drop wi-fi quite a bit around Pendergrass Library and in the Vet School. [#2712881]

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The honors seminar room in the Baker center can be a bit dodgy [#2713204]

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dead zones in haslam and in new University Center (outside Apple store!) [#2713297]

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Internet access is inconsistent a [#2713439]

-----

The wi-fi on both my iPad and phone goes in and out frequently between buildings. [#2713633]

-----

There isn't any Wi-Fi outside of buildings. This is a huge campus with a lot of pedestrian focused transport. There should be Wi-Fi in and around the campus and its outdoor areas for study outdoors and better network reliability when moving about. [#2713646]

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Sometimes access is not there. This has to be stable over time. [#2713817]

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WiFi coverage is spotty on-campus especially when there are a lot of people. [#2713823]

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Parts of Campus have dead spots with no internet service [#2713827]

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I constantly have trouble getting wi-fi to work on my phone. [#2713850]

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Wi-Fi coverage across campus can be spotty; within and around Haslam (SMC, HBB) it is fine. [#2714129]

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Needs better coverage in outdoor spaces. [#2714190]

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Doing fine. [#2714801]

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wi-fi is iffy in some campus locations [#2715090]
sometimes in classrooms in evening classes wifi is very slow [#2715303]

I am constantly losing Wi-Fi between buildings on Campus. [#2715318]
Having adequate cellular (or mobile) coverage throughout campus.

In the veterinary school, coverage is very limited for networks outside of Verizon. Understand that's because of the contract we have with them. [#2711635]

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I have trouble with my phone I campus. Sometimes it is not connecting to WiFi [#2712240]

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Within stairwells [#2712383]

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are you kidding? where do we HAVE cellular coverage in classes besides HSS? I cannot do certain activities with students because there is no cellular coverage [#2712534]

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AMB does not have basement cell service [#2712535]

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Sometimes week in buildings such as WLS [#2712579]

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My AT&T coverage is spotty on campus; can't always get a good signal in the Burchfiel Geography Building, where I am most of the time. [#2712697]

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There are places in the buildings I visit frequently that don't have cell phone coverage, which seems odd. [#2712723]

-----

Help and training in developing apps for mobile use for Research, Extension and Teaching Faculty. Faster resolution of IT issues Help in developing web pages and IT support for faculty [#2712826]

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Cell phones go in and out, especially in buildings with large electronics or lead shielding. [#2713010]

-----

Several buildings and rooms on campus have limited or no wifi coverage [#2713439]

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No coverage in bottom floor of HBB. [#2713617]

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This is a huge problem especially in certain places! [#2713823]

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There are several buildings on campus where services is weak. There should be an easy way for people to report frequently dropped calls so OIT can be aware of where additional equipment is needed. [#2713922]

-----

In most places reception is fine. However, in come classrooms (G2) coverage is often questionable (which means if there is an emergency, I may not have phone connection and to my knowledge there is no other emergency communication method). [#2714129]

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Cellular service in building such as the student center are spotty. [#2714190]

-----

Incredibly important. There should be NO dead zones, especially considering potential problems that could require immediate communication. Instructor workstation comm access is not sufficient. Some classrooms and and building areas have poor to no coverage (e.g., Haslam Business Building, Stokely Management Center) which is potentially problematic. [#2714419]

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Apparently, a need exists to fund the hardware to provide cellular service in our new buildings, or they are "cell service deserts" [#2714483]
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Eliminate dropping calls. [#2714801]
-----
I find that many buildings on campus do not have cell service. [#2714950]
-----
I don't seem to be able to have cell phone coverage in the Union. [#2715081]
-----
I hardly get cell phone service in my office (JDT building). [#2715110]
-----
general just average service all around campus [#2715318]
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Need to be able to use phone in the basement of Haslam [#2715598]
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**Having Web sites and online services that are easy to use.**

Some things are getting harder and harder to find - not always intuitive; sometimes have to hunt around a while. [#2711533]

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Sharepoint is an eyesore. [#2711635]

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The fact that faculty do not receive updates to student class rolls and that secondary platforms (like Canvas or Blackboard) do not update when students withdraw from courses is dumb. We had this 15 years ago at my prior institution. In addition, the Banner system is cumbersome... The new “productivity tracking platform” -- Elements -- this is a colossal waste of time and effort. The 'box by box' data entry makes entering anything absolute torture, and the minutiae (level of detail) is worthless. [#2711795]

-----

I don't care for the visual or structural nature of utk.edu [#2712262]

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OIT webpages are difficult to navigate and the various divisions of OIT are hidden from the public. OIT divisions are missing from the university A-Z listings and are next to impossible to locate. [#2712362]

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Certain services we use are cumbersome, including IRIS and iMEDRIS. This is not purely a "technology" issue, but is also a content/organization/delivery issue. [#2712414]

-----

so many different web sites with different templates, different browser requirements - ugh! [#2712617]

-----

UTK home website -- front page stories can go away... take me directly to MY UTK... also, library link needs to be on the main navigation page. [#2712704]

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what an awful website at ut- terrible searchability, not intuitively obvious [#2713010]

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The website for annual review is very poorly written. [#2713073]

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After its reconfiguration, the UTK home page has become less convenient to use. Almost every time I have to scroll to the bottom of the page, which even on my large screen does not show completely; those links were previously accessible at the top of the page. Also, there are too many obsolete/dead links within the system [#2713100]

-----

UTIA web-sites are difficult to update and change. [#2713244]

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The utk website is confusing and difficult to use. It's challenging to find things and the search features aren't very robust. Make key information easier to find. Don't use giant photos that I have to scroll past to get to any actual content. [#2713311]

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yes important [#2713333]

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Search of UTK website is ineffective--Google Search algorithm is not a good match. [#2713478]

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Very few of the universities web pages seem like they have been customized by the individual departments. While there's a consistency to all the sites, it's often difficult to find the correct information. [#2713521]
the services i need are not under the same password, or in the same place [#2713779]

-----

The university website is impossible to use without scrolling and then clicking through at least 3 screens to find anything. The search function is abysmal. The old website was MUCH better (bars across the top for the pages we need/use the most). I have tried several browsers, but the problem is really the difficulty accessing the things we need everyday. [#2713874]

-----

for older faculty, learning the basics of outlook, CANVAS, MS Office can be challenging & daunting. It would be helpful to have a section on the OIT help desk online site that is labelled: Points of Contact for computer technology dummies. under this section list POCs . might also include POCs for specific issues. [#2713889]

-----

This may not be OIT’s domain, but the choice to overhaul all UTK websites with a mobile based design interface is abysmal. Websites that were once functional are now horrendous from a user-experience standpoint. I'm embarrassed to share pages with colleagues outside the University. [#2713935]

-----

Finding information online has been more difficult compared to the previous format. Selecting topics based on A-Z does not always lead to productive outcomes because I often do not know what letter will lead to the desired site. [#2714001]

-----

Kill irb Web site and elements first. Publicly shame administrator responsible before firing them. They probably got raises. [#2714276]

-----

The UTK main page needs to be easily usable by all devices and not just cell phones or other small-screen devices. Having to scroll to the bottom when using a computer to get to the Search window is daft. Other issues exist with the current version of the “new template” for UTK webpages, which again are not only an OIT issue but also a UTK Communications issue. [#2714483]

-----

The unix and linux account setup needs to be accompanied with video/screencast tutorials so that the students can use these services. There is no standard tool for faculty to develop websites, there should be! The unix account interfaces are really bad, with a little bit of user testing that GUI can be improved a lot! [#2714747]

-----

IRIS is difficult to use [#2714989]

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It is not uncommon to find UT websites that are out of date, sometimes with information that is no longer valid, or with broken links. The “Search” function of the UT website returns many documents with low relevance or cached pages with information that is incorrect, but does not return relevant websites. Some offices and programs have changed names over the years, but searches using the older terminology returns cached, out of date websites. For instance: in the past 10 years, we have renamed “motor pool” to “transportation services” and now “fleet management”. It is nearly impossible to find the fleet management web page unless you remember the new name. A few years ago, the safety office changed the name to “compliance” and a search for “safety office” returned cached pages with out of date phone numbers an no relevant results (they have since put safety back in the name). This is really frustrating, and wastes a great deal of time searching for things. I appreciate that we are always improving and updating services, but please remember that most of us will use a handful of sites and services on a regular basis, but use others infrequently. We get notices of updates, but I am so inundated with these that I need to rely on the search function that currently works poorly. Office 365 is horrible and frustrating, both to faculty and students. It sounds good in theory for collaboration, but nobody can get it to work properly. Google drive arrived recently with the promise of unlimited storage, until I kept getting notices that is was full, and now appears to be leaving? Sharepoint: I like it for
collaboration, but I know others don't. Needed: A public website about my lab that I can update myself.
The good: OIT website, Canvas, Lynda, software options, data storage, MyUTK [#2715219]

some websites are not easy to negotiate at all [#2715303]

Myutk, IRIS, etc are pretty clunky. [#2715394]

I find the new web site more difficult to navigate. It is hard to find things if you don't know where they are. [#2715424]

The uniform template is a hobble in CAS and within the system. It's hard to tell when you move to another site and that confuses searches. [#2715458]

Doing much better - some are outdated. [#2715544]

If you keep changing the services and offerings, it makes it difficult to take advantage of them, even with training. [#2715602]

Access to Apps.utk.edu does not work well. Maybe a higher number of licenses could solve this issue (especially for SigmaPro) [#2715731]

The UTK web site used to be easy to navigate. The search engine used to provide useful results when the site itself didn't provide links that were easy to find. This re-design of UTK's that has been in effect for the last couple of years is pretty, but terrible to navigate. I've sent in suggestions to provide, for example, important links in the A-Z index to no avail. One particularly stupid example is the continued refusal to provide a link to exam schedules under the word "exam." Some of the difficulty does lie with individual department web pages, but the biggest problem is still with the UTK home page. [#2715749]
**Having online services that enhance the teaching and learning experience.**

Ditch Canvas. Awful grading tools; overly complex in terms of assignments-files-grades. The only apparent feature that exceeds Blackboard is the ability to upload and share content...which as far as I know is not being widely used. [#2711795]

-----

I find Canvas quite frustrating. It is not easy to figure out how to do things from the website itself, the help function is pretty useless, and the only decent source of information is crowdsourced websites. Whoever operates this software should put together a better guide, and they should test this out with real users to make it more intuitive to use. [#2712266]

-----

Constant changes to our classroom management systems takes away from teaching prep time. Canvas is fine, but please do not make dramatic changes within a short period of time. [#2712266]

-----

The email system works well (kudos for that!!). However, I interpret this question as referring, in part, to platforms like Canvas. It's hard to believe that OIT could subject the University to a more poorly designed platform than Banner, but you have. Canvas is a huge time suck and does NOT meet my classroom needs. Clearly, the adoption process was flawed, which means OIT has no idea what the campus needs in a course/learning management system. [#2712362]

-----

wonderful, which ones? I use Zoom, love it [#2712534]

-----

Some type of year-round canvas access should be allowed for clinical students (ie. Vet school). We have lots of learning and educational things on there but student access is a major problem. [#2712713]

-----

Blackboard was not perfect, but it was superior in many ways to Canvas [#2713100]

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Frankly, Canvas is bad. In some ways worse than Blackboard. More space for files needed. Easier interface needed. Ability to interface with clicker software needs to be more intuitive. [#2713153]

-----

still some growing pains with Canvas and turning point. Seems there are some outstanding integration issues and weird jury rigged fixes to make everything play nice. This goes for banner integration as well [#2713204]

-----

NA [#2713330]

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not so sure if important [#2713333]

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Canvas only allows limited amount of materials to be uploaded, which terribly restricts my teaching. When I request more space on my Canvas site, I am accused by OIT of abusing the system. I am asked to use OneDrive to share large documents, but OneDrive hardly ever works and, if it works at all, only does so after taking an hour to upload a document. Only Canvas actually works for sharing documents, but I am terribly restricted in using it. [#2713466]

-----

I don't know what you're referring to by "online services." [#2713478]

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I'm a new user of Canvas, so I still have a lot to learn... for example, I haven't used the online quiz function yet. UTK offers training for Canvas, which I think is really great! One possible improvement would be to record the training sessions for people who can't make it to the sessions, or to watch the videos when we can't remember how to do certain things in Canvas. [#2713605]
The switch from blackboard was unnecessary and added time to course construction and management for those of us who were used to Blackboard. Canvas is fine but not a real improvement for the investment in time that it took to learn a new program. [#2713633]

I didn't think something could be worse than Blackboard, but wow, Canvas is awful. It's more difficult to send messages, the grading interface is a disaster (no grades in gradebook without creating an assignment??), and uploading digital articles is still a pain. [#2713935]

Lynda.com is something I used frequently. [#2714129]

Don't know what services are available. [#2714190]

Not sure what you mean by this question so didn't answer. Sorry. [#2714989]

We recently switched to Canvas. So part of the answer is a learning curve for me and part of it is for the system chosen. There is a need for a variety of items on Canvas to be more user friendly - I have submitted these suggestions. There is a need for some color and use of pictures to enhance the online learning experience. A simple example is the grades/gradebook need to have each student line color vary to ensure one is entering a grade for the correct student. Additionally, I am co-teaching with a faculty from another institution who has used Canvas and shared that some of the features are "turned off" for us here at UTK - I am unclear why this is done? Thank you, [#2715113]
**Having technology services that allow me to collaborate effectively with others.**

As far as I am aware, the University abandoned any centralized teleconferencing/videoconferencing platform...which makes it more difficult to collaborate. [#2711795]

-----
The sharepoint access to shared Word documents is helpful, but I could really use something with better version control as my collaborators and I work together on documents. Better shared reference library technology would also be helpful (somethign EndNote doesn't do very well) [#2712231]

-----
The phones do not have all of the college contacts listed. Additionally, emails in phones are frequently incorrect. If have email pulled up on phone, cannot search directory and essentially cannot send an email to a new person. [#2712713]

-----
We need to keep Qualtrics. Many faculty and students use this software for research as well as in collaboration with other institutions. If our peer institutions and aspiring institutions use this software it is a bit ridiculous that UT can't find the money to keep this valuable software [#2712714]

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It is extremely frustrating not to have a mechanism to share files securely with people at other institutions. [#2712743]

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Synthesizing systems and not simply adding them without training. For example, I suddenly began receiving key requests and access requests requiring approval online. Another example is the facilities services notifications for project approvals which I began to receive without wanting or requesting or understanding exactly how to approve it. And yet another example is that I started receiving email notifications every time office staff place a Staples order or a paper order or something. I already approve those expenses with the procurement card so I don't understand the redundancy. [#2712812]

-----
Please continue helping ZOOM functionality to improve. [#2713478]

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I have found my own work arounds, but it would be nice to have friendlier technology [#2714704]

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extremely important [#2714798]

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I have lots of zoom connectivity issues with unstable connections, but that is probably due to others' wifi capacities and perhaps there is nothing that can be done? [#2714989]

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I use Dropbox for collaboration with colleagues at UTK and at other universities, yet the university does not support Dropbox. Please support Dropbox. [#2715110]

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I don't feel like we have anything available at this time to do this. [#2715318]

-----
Zoom is a great technology for class interaction, but it is very poor for collaborating with colleagues around the country in webinar format. Also, not having the ability to provide callers with toll-free numbers (even at my expense) is frustrating. I interact regularly with colleagues around the country at universities or state/local agencies. We are used to platforms such as Adobe Connect and Webex (Citrix), which allow much more organizer control in how people join meetings and interact with speakers. We have tried to use Zoom for these regular webinars and it is just completely problematic for a setting in which we have a speaker presenting slides and we want to mute everyone during the presentation...we do not want everyone to be able to see each other...etc. Strongly suggest considering investing in an alternate technology - even if faculty or departments have to pay a small fee to use. [#2715759]

-----
Microsoft is clunky to use and not intuitive. There must be a better option to work collaborative or perhaps more education on how to effectively use what is available [#2716533]

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Having systems that provide timely access to data that informs decision-making.
As a faculty member - I have no data on student’s performance in other courses, test results, history. Maybe some of this is impossible with privacy laws? [#2711635]
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I chose N/A because I am not exactly sure what is meant by this question. [#2712414]
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Does this mean something like Elements? If yes, would like to see more collaboration between OIT, UT Libraries, and leadership. [#2712652]
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I have a hard time finding all sorts of numbers, or need to do a lot of repetitive actions to generate them. [#2712723]
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hard to find some critical websites such as the new course eval system (not sais but campuslabs -- hard to find) I do like the one sign-in hub [#2713297]
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The ADMIT system is really bad. UI is very challenging. [#2713478]
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Data is currently well protected from faculty examination. [#2713522]
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This issue is really not an OIT issue. OIT appears to work with data providers to get the data up in a manner (e.g., Graduate Blueprint) that is effective. UTK is still working to identify key data, get it organized and make it available. [#2714483]
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very important [#2714798]
-----
I don't know what you mean by this. [#2714989]
-----
Data on graduate and undergraduate enrollment by department, major and standing, minority enrollment %, retention rates, graduation rate. These are needed to plan future course offerings and space needs, and some of this data is needed for grant applications. It is currently very difficult or impossible to get some of this data. This should be a high priority. [#2715219]
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I would like to see more budget transparency. [#2715458]
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The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

There appears to be a shift to smart classrooms, which is fine, but the concomitant removal of whiteboards/chalkboards is a true travesty, especially in engineering and science where detailed derivations of complex phenomena is essential to the transmission of content. [#2711795]

Not every classroom has up to date projection technology--I know so 2000s. But I am teaching in a classroom with a key switch to roll down the screen, a button that sometimes connects my computer on the wall, and no audio [#2711879]

The technology at UT is awful. The rooms do not have adequate and up-to-date technology. Every day is a crap shoot. [#2712240]

I think every single space should be "smart" [#2712262]

Often the equipment in the classes (sound, smart podium) doesn't work properly [#2712265]

There are several classrooms in BEC that do not have adequate technology just to project and provide audio. [#2712311]

The classroom I teach in has a smart board. However, there are no manuals about how to use it. I therefore have never used it. Easy access to information about how to use the technology should be provided (it should be easy to find such info on the OIT website). For example, an online list of classrooms with the technology available and how to use it. Otherwise, I believe it was a waste of money to install these smartboards without letting instructors know how to use them. [#2712356]

Multiple classrooms have issues with the sound controls not working correctly. This should be like muting and unmuting your TV at home - it always works. In our classrooms, you have to hit mute and unmute dozens of times, switch the inputs and even restart the projection system to just get the sound to turn on. Unacceptable! [#2712362]

Based on my teaching/learning needs, and that students typically bring their "technology" with them (e.g., laptops, tablets), this is not a big priority area for me. [#2712414]

The classrooms in HSS were designed by language teachers and the language teachers are now not placed in these rooms, but rather in other buildings on campus that are not suitable for foreign language teaching. We want our classrooms back. [#2712535]

Need document projectors in more classrooms, including small ones [#2712579]

classrooms on the ag campus are started to look pretty dated, seating is awful, technology is marginal [#2712617]

I *really* don't like the SMART boards. I run Linux laptops, and using the SMART boards requires a pile of Windows installs, so I can't use them. I also don't see why the boards can't simply act as virtual whiteboards "without" some external PC. They have only been frustrating to me, and they seem like a waste of money. [#2712697]

Projectors in all rounds rooms at vet school. [#2712713]
have you stepped into Bailey in a while? Outdated technology, broken chairs/desks, dirty carpets, projectors that are always on the fritz....it's embarrassing [#2712714]

need to update some of the equipment in older buildings, too many options for connections in some rooms, it is confusing to have different connections and settings, can we decide on one or two? [#2712793]

There are a number of instances when the computer, sound, projector, smart board, or other elements simply do not work how they should. This is at best counter-productive, and at worst a complete distraction to the class, which can be troublesome. [#2712852]

More meeting rooms in the vet hospital [#2712881]

The main issue here is that there's no standard set up and rarely, if ever, any directions available on how to quickly hook up or troubleshoot. It's different for most rooms I've used and there's no guarantee that the correct equipment or cables will be there. Often they are provided initially but disappear during the semester. [#2713050]

The CYNAP system is unnecessarily complex to use for those who just want basic services. A simple "system reset" button might help. Conversely, the basic service offered in another classroom where I teach has not been upgraded in over 10 years, so that it still offers substandard sound, and VGA as the only connection - no longer supported on my newer laptop. If there is a route to request upgrades to a classroom, it should be publicized. [#2713100]

Most classrooms have technology. It varies widely depending on the classroom. There needs to be instructions for use. [#2713123]

The classrooms I teach in were "improved". In the process, aspects of the technology were removed that I found helpful for teaching. These classrooms are now less useful to me. In particular, the ability to draw on powerpoint slides was critical. This was removed. [#2713153]

Some rooms on CASNR campus are pretty dated, so much so there is no hdmi input. The baker center big room also did not even have hdmi capabilities when I used it last fall... [#2713204]

tech works 50% of the time [#2713330]

yes important [#2713333]

So few classrooms have built-in computers. The smartboards are useless; we really need built-in equipment. [#2713466]

I teach a GIS course and it has been difficult to find a class on campus with the adequate technology (20 computers with ArcGIS installed). I used a classroom in Geography, but there are so many courses taught in that classroom that the availability of the room is very limited. Scheduling my course for next fall has been really tricky. If you have suggestions, please contact me at mpapes@utk.edu More generally, I am surprised that most classrooms do not have an instructor's computer. Instructors have to bring their own laptop to class and connect to the projector. This takes a couple to a few minutes and sometimes we don't have that time between classes. At my previous institution (Oklahoma State U.), all classrooms were equipped with a computer for the instructor. All I had to do was load the lecture...
powerpoint and start teaching. It would be great if more classrooms here at UTK would have a computer for the instructor. I understand that it is a major investment (UTK campus is larger than OSU campus) and that it might not be cost effective. [#2713605]

Classrooms are extremely unequal in their technology. I went to meet with OIT on how to help expand the use of technology in my large lecture class, and got excited about an option, then realized it wasn't available where I was teaching the class (Alumni Memorial Building). I think things should be more equal between classrooms. We can not plan to do something and then realize we do not have the same resources as we did the previous semester. [#2713802]

More rooms with active learning. [#2713817]

Unfortunately there are times I have to meet with students in certain rooms that do not have technology set up and must improvise. Sometimes we do not have time to worry about dragging in portable equipment and setting up then take down to return and sometimes OIT people are out of office busy. So has been an issue. [#2713863]

It really helps to be able to text someone to come into the classroom. [#2713874]

my responses are selectively NA as I am now Emeritus and no longer occupy the classroom [#2713878]

not enough rooms on campus with smart tablet interface & room size to support 180 students for a 3 hour lecture [#2713889]

We should spend more funds keeping classroom technology up to date. [#2713922]

Dated equipment in HSS [#2713934]

I often use blu-ray/DVD players -- can't tell you how many times I've been to a classroom or teaching space (e.g., in the library) and the remote control is missing. The touchscreen interfaces are NOT A SUBSTITUTE for a remote. In my experience they often don't even fully function as a means of controlling these players. [#2713935]

Problems with technology in the classroom has decreased recently but was problematic for a while. The upside was that when I called for assistance, it was immediately forthcoming. [#2714001]

Being able to capture classes in SMC and AMB would be beneficial. [#2714129]

The classrooms in Henson Hall are largely outdated in terms of technological support. There is one room that is enhanced, but the others are not. For instance, none of the podiums have HDMI ports, and to use the projector we have to find HDMI to VGA adapters which seems small, but becomes cumbersome as each room is a little different, thus requiring multiple adapters for different functions. I tend to carry a briefcase that functions as a mobile tech support office in order to effectively utilize something as basic as Powerpoint for my presentations. [#2714145]

Why don't we have networked computers that are in each classroom that allows us to login? [#2714190]

Way too many rooms without document cameras. We have no control over what buildings we teach in. I have taught in more than 10 different buildings from the Hill to the Ag campus. The variety of layouts and
tools varies so much from room to room/building to building and on several occasions I have had to completely redesign the course based on the classroom I have been assigned. [#2714275]

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This has to do with the building where I work - it is older and there are few spaces for collaboration [#2714428]

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My issue is more with classroom availability than with technology in the classrooms, which is fine. [#2714989]

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Many rooms need updating or have technology that frequently doesn't seem to work -- for example one of my classrooms won't connect via the HDMI cable (you just get static) one some days, and then others it works fine [#2715046]

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This has been in progress to improve. We still need embedded cameras and speakers for some of our rooms in CON to operate Zoom well. We use Zoom routinely for meetings and for teaching. Still needed in room 138 and 226. Unclear if possible in room 201. [#2715113]

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Develop more computer-based classrooms and install industry-standard software on them, such as the Adobe Creative Cloud. [#2715133]

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Throughout summer and fall 2017, I had multiple barriers to using classroom technology (e.g., sound did not work on projection system). My colleagues experienced similar. I submitted work orders, but no one ever responded to them. It very much impacted my teaching. [#2715158]

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BEC still has classrooms that are not up to date. I was assigned a classroom in claxton and there was no audio cord for the projector [#2715303]

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We stay about 10 years behind in the classroom. [#2715394]

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There are classrooms in the College of Nursing where using technology for lectures and zoom at the same time is very difficult. One classroom won't even go into slide presentation mode. [#2715424]

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My son's school had Bluetooth and could project a student's screen. Why can't we do that? And why are we still on dongles and adaptors? [#2715458]

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Put laminated directions on the podiums in classrooms when there is new technology to assist us with making adjustments [#2715598]

-----
I teach in Haslam. When we built the new building we spent a ton of money on podium computers and presentation systems. They work great for displaying powerpoint. But the resolution of the touch screen is so terrible that you can't use it as a white board, or even reliably write annotations that are readable. I've had to use a laptop that has a pen-enabled touch screen for this purpose in class ever since the building was finished. But now, OIT didn't include a pen-enabled option in the faculty refresh computer options this year, so I'm stuck with having to continue to use a 5-year old laptop for the next 5 years to teach in the building. My gripe isn't so much with the podium displays--they really should be replaced with something that has decent resolution so it can be used effectively. My gripe is with OIT and the faculty refresh options this year. I've had a pen-enabled laptop provided by OIT (and upgraded by my department) for 10 years now and this is the first year I couldn't get what I needed because of some stupid bureaucratic decision. This has really irritated me and interferes with my ability to do my job. [#2715749]
Many classrooms have outdated technology or the bare minimum (projector). Those are fine but more meeting spaces around campus that allow interaction between in-class students and remote students would be nice - at least one in each building. [#2715759]
Getting timely resolution of technology problems that I am experiencing.

Support for Canvas is poor. Period. All of my questions simply get passed through from OIT to the company, which makes me wonder why the University picked a product it is understaffed or/and ill-equipped to support. [#2711795]

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I don’t really know about OIT response time. We have someone in the department to help us. Any delay once class starts makes it likely that I will have to cancel class. [#2712265]

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I am consistently impressed by the speed with which OIT help desk responds to and ultimately resolves my issues. [#2712414]

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I have had good experiences using the phone help. [#2712506]

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hmm, they try [#2712534]

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faculty in my college (CEHHS) should be allowed to submit a help ticket when seeking assistance. waiting around for our local person isn’t always timely [#2712714]

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OIT helpdesk support has improved a lot in the past few years. Please continue working to give the helpdesk support people a feeling of ownership for resolving issues, not only grading them on quantity of cases resolved. [#2712723]

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When students (working in HCB) are sent and they have not considered how to address the problem, they can take a REALLY long time Googling possible solutions and talking about how much they don’t know a particular system. I don’t understand why some of the standard issues (like Mac printer connections) haven’t had processes developed. The knowledge seems to be person-specific rather than across the organization. Perhaps for standard issues, everyone who goes to an office will know those processes. [#2712812]

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Need apple knowledgeable staff. [#2712951]

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OIT should be very proud of the HelpDesk service. I’ve used it many times and am always impressed by how quickly I receive a preliminary response and resolution to my issue. [#2713478]

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weekend service hours [#2713779]

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Working with students in OIT labs, I’ve encountered problems where computers have shut down on their own, erasing their work. I have 30+ years of experience with Macs, and I’ve witnessed this with my own eyes. Calling OIT for help in rescuing these files, I was told -- “It will be a few days before we an get over there.” Days? It would be helpful if the students working in OIT labs had even 1% of interest in their job. Their response to anything is, “I don’t know.” At least that’s the case in the A+A building. [#2713935]

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Have a better/expanded set of FAQs [#2714040]

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OIT is very good at solving / fixing problems that they can, some tools and applications are beyond their control! [#2714747]

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Doing well. [#2714801]
INCREDIBLE service and response!! [#2715113]

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Support should be available to prevent the problem in the first place. It should not take half a day to 1. Have a problem, 2. call it in, 3. have someone call back while I am in class, 4. have to go through the system to get them again... [#2715195]

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Most things are really quick, a small percentage of things take a very long time. [#2715219]

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The online chat option is excellent. I started a ticket which was then passed off to a phone conversation seamlessly. Excellent work [#2715360]

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Pretty good. [#2715458]

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You all have resolved my issues quickly and effectively EVERY TIME. Thanks for that. [#2715484]

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Need support in real time when technology problems are interfering with the ability to teach the class. [#2715598]

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For the most part, the service is great and timely. My concern is that I spend a lot of time bothering the IT staff for basic things like updating university-provided software when that is something that I can easily deal with myself. [#2715759]

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Technology support staff who have the knowledge to answer my questions.
FANTASTIC. Always first rate (and I call a lot) [#2712240]
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OK. I've called several times with the same problem but each time the 'fix' is different. Unfortunately, the problem isn't something I can fix myself but each time when I try to explain the tech person insists on doing something that I know didn't work in the past. [#2712437]
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some are VERY knowledgable at OIT, but some really are not [#2712534]
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OIT Rocks when it comes to fixing problems!!!! [#2712665]
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We should not have Mac products if we do not have adequate staff to support the technology. [#2712749]
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For some reason it seems there are more Apple than PC experts among the staff. When I call OIT helpline I usually get someone with no PC expertise [#2712793]
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Need apple knowledgeable support staff. [#2712951]
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We have a great group at the vet school, but we are confused as to which requests go to main campus and which through our internal group. [#2713010]
-----
Not comfortable answering. [#2713233]
-----
I'm always impressed by the knowledge and skill of OIT staff. [#2713478]
-----
Availability of local technical support (Ag Campus) needs improvement [#2713827]
-----
OIT excels in most of these areas, but I've had consistent problems with Turning Technologies (clickers) operations and support. The staff is kind and tries to be helpful, but solutions they offer don't always solve problems. I've had difficulty getting timely support with clicker issues and continue to have unresolved problems. [#2713943]
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Get more knowledgeable people in Research Consulting, especially in terms of causal inference methods. [#2713992]
-----
Doing well. [#2714801]
-----
INCREDIBLE support. If person speaking with doesn't have the knowledge, very quickly they find out who does. [#2715113]
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Knowledge is excellent. Staff is very helpful [#2715360]
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More Mac techs! [#2715458]
Receiving communications regarding technology services that I can understand.

I have attended two CYNAP workshops. The platform didn't work for any of the demonstrations, which is the first problem - why was so much money spent on a platform with questionable purpose? Secondly, the person running the workshop had to be stopped constantly by attendees because none of us could understand what she was talking about - not enough English, and way too much IT lingo! [#2712362]

-----

we get those [#2712534]

-----

HCB has improved significantly in regards to sending understandable communication rather than forwarding something from the OIT list serve. But messages regarding how to do things like enter attendance, Title IX data, etc. are incredibly confusing at times. Even the announcement about Banner 9 was a bit fuzzy for faculty. [#2712812]

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Multiple alternatives advertising and announcing upcoming tech courses. Access to technology courses offered 4 times a year at variable hours. Although I may be confusing the issue, it is my desire that courses that are offered are free to faculty and support staff. This response is applicable to all areas under consideration. [#2713179]

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so, OIT tells us not to respond to email messages, and then sends us email messages that we are supposed to reply to. I am not even sure this survey is from OIT!!! [#2713231]

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my emails can’t be read by OIT - they always get reported back to me as blank [#2713330]

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yes [#2714798]

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Doing well. [#2714801]

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The weekly email moving to Monday was an excellent change. I am more likely to read it. [#2715360]

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

Love lynda! [#2711635]

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Training should be available online (online modules / videos) because the training sessions OIT organizes are always during class time. [#2712356]

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For on-campus students, training choices/availability is excellent. However, as my program has a large contingent of remote (off-campus) distance learners, there are not online counterparts to several of the OIT training opportunities (e.g., SPSS and other data analysis workshops) beyond Lynda and other non-OIT staff led initiatives. [#2712414]

-----

we get that [#2712534]

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*more online training available *handouts and resources for every software package should be available *OIT staff should be able to support many types of software....especially those widely used in our research fields (we all don't use R!) *workshops taught by trained staff...and not just graduate students [#2712714]

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OIT staff is not familiar with apple and thus, trainings are worthless because they can't help. [#2712951]

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i remain confused about how to use google and onedrive backups even after attending an OIT course about it ... [#2713297]

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NA [#2713330]

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Staff is terrific BUT since this is a critical need for all faculty it would be great if there were more staff available for training and specialized support. [#2713439]

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Increased support for instructional/course design would be welcome. [#2713478]

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Never ever ever ever again use the awful video-based training for IT security. Let us read a document, even if we must take a quiz on its contents. The video structure is insulting and time-wasting, not to mention simply awful in quality on every level. [#2713522]

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Keep Lynda.com it is so helpful [#2713541]

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It would be great if OIT would send a weekly newsletter with training offered, technology news, etc [#2713605]

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i don't know where to get training [#2713779]

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need to dumb this down. need to include in FAQs the availability of classes & a POC to address issues [#2713889]

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I use Office Notebook for classes, and OIT has made it clear it will NOT help me with this application. [#2713934]

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The FAQ pages for Canvas always seem very limited. It would be great to expand those. [#2714040]
-----
Don't know what services are available. [#2714190]
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IT Weekly is a big help. I just need to be more aware of training opportunities. [#2714262]
-----
Doing fine. [#2714801]
-----
I need help with setting up and maintaining my lab website. OIT an UT do not provide this. Training in this area should be made available to faculty with such needs. [#2714810]
-----
**Customized help with developing course materials and lectures for online teaching.**

I am not aware of the extent of offerings (or availability), so perception of services is not so much reflection of quality/extent, but my lack of familiarity with services available (which is not solely an OIT issue, but also my own for not seeking out such information). [#2712414]

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a lot of confusion about whom to ask for help [#2712617]

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you talk about wanting more programs to be online yet you offer little to no resources to do this. How can a program develop an online degree program without adequate support? [#2712714]

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no clear place to help move courses online. [#2713297]

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This would be very, very valuable provided I, as a client, have an opportunity to read and prepare prior to a meeting. [#2713391]

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This assistance would be welcome, but I don't have time to pursue it and have not really been aware of any outreach to provide support over the past many years I've been on UTK faculty. [#2713478]

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again have an easily readable page on OIT homepage that directs me to the expert regarding MS Office product use (specifically PPT & WORD) add Google Documents to this list as well [#2713889]

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Don't know what services are available. [#2714190]

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very important [#2714798]

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The help might be there, but I don't know how to access it. [#2715394]
LiveOnline@UT (Zoom) virtual classroom environment support

I seriously can't believe that you will not allow someone to submit their responses unless they have completed a certain percentage of items. This violates ethical code. We should have the right to refuse to answer any questions. I have 85% completed and it won't let me submit so I guess I have to enter fake data so I can be done with this ridiculous excuse for a survey [#2712714]

-----

make it clear that we must log onto Zoom through UTK. I was facilitating a 2-hour class and had logged in from the application on my desktop. After 40-45 minutes I had to either pay or create a new meeting through UTK. I'd also love to see the starting page more clearly set. Join a Meeting, Start a Meeting or Create/Edit Account are the 3 options. I don't want to start a meeting, often I want to schedule a meeting. It is really counter-intuitive to have to go through create/edit account to do so. I'm not editing my account, I'm scheduling a meeting. [#2712812]

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zoom is a fantastic easy to use technology. All my international friends with whom i conduct research love the stability, clarity and ability to record and share documents... [#2713297]

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ZOOM functionality is improving. [#2713478]

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While I have not personally used Zoom to initiate a collaboration, I have watched others and the implementation has not always gone well. These situations are typically real-time and high stress, so Zoom needs to be incredibly robust and allow somehow for users with different skill levels and degrees of preparation. [#2714483]

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LOVE ZOOM!!!! Would be further improved if users could all edit a document on the shared screen at the same time. [#2715113]

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More powerful microphones, or portable microphones that can be easily passed around to the speaker in a meeting/event. As an online participant you cannot hear most of the time. . [#2715360]

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Some interface problems with computers in some classrooms. [#2715424]

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As classroom support - it does pretty well. As webinar/meeting support - it lacks. See previous comments. [#2715759]

-----
Official University Email - Office365, Gmail (available to Students only)

I think gmail has better spam/malware filtering than Office365? My Office365 account forward to gmail and I rarely see any phishing or malware emails vs some of my colleagues that receive in regularly on the Office accounts? Not sure this is true or not...maybe I'm not recognizing them. [#2711635]

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Outlook is not great. [#2712240]

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Why does stuff from particular email addresses repeatedly get put into quarantine folders, even after I have repeatedly clicked the link to indicate that it is not junk mail? Nothing seems to work to stop this, and it is cumbersome to have to release each things individually. [#2712265]

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Please develop a faculty and staff gmail platform. I am tired of all the limitations of outlook. I would like to be able to search the entirety of my email without having to go to the sent folder. I would like full conversations to be accessible, and not have to click "view reply". I would like the interface to be more intuitive and aesthetically pleasing. I would like gmail. [#2712333]

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This is essential for communication. [#2712506]

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I hate it clusters all the mail unfriendly hard to go through I use outlook [#2712534]

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Why do faculty members need to use Office 365? I've been using it for years and still find it clunky and not infrequently confusing. I would much prefer to have the Gmail option that the students get. [#2712723]

-----

As a faculty, having Gmail available as an email provider would be excellent. [#2712852]

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The client on my desktop is ok, recent changes have made it less easy to search efficiently, however. The remote interface is cumbersome to use - particularly tough when there is an ongoing exchange of messages with another person. [#2713100]

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Office 365 is difficult to use and not user friendly. No one likes it, Microsoft is terrible. I am not an IT expert so I cannot recommend a better one, but there must be better systems out there. [#2713233]

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Faculty and staff need to be able to use gmail. Office365 is not an adequate substitute. [#2713311]

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I hate office 365 [#2713330]

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Office 365 is clunky, [#2713684]

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Faculty need access to Gmail. [#2713922]

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Sometimes my own students' emails are flagged as spam. That should *never* happen! [#2713935]

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I don't use the Office 365 system. It's too confusing. I use Gmail, and have all UTK mail roll to that account [#2714095]

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I have a personal gmail account and being able to access google drive or someone on campus sending me google docs, I have limited access and then it limits me getting into my personal account and messes with my passwords. Wish we could use all gmail. [#2714613]

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Very Good. [#2714801]

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I think the “Group” option in Office 365 is confusing because it does not send directly to the inbox as well as the group setting. [#2714950]

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I keep losing access to gmail, even when other websites are working perfectly, so I know it is not an internet issue. [#2714989]

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Spam filters and approved senders feature is not accurate - perhaps this is controlled by our local administrators, but desired senders seem to be blocked and sent to spam and spam mail gets through even though desired senders have been added to the approved list [#2715094]

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I am a faculty member and would prefer to use Gmail to manage my email. [#2715110]

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Need to work on interface with Apple products, especially IOS devices [#2715424]

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Improve email syncing capability for those who leave and return to campus regularly. [#2715598]

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Expand gmail to faculty and staff [#2716533]

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**Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)**

There are too many different ways to get to too many different versions of the same information (multiple advising views, catalog views, class enrollment views, etc.) so that it makes it very difficult to remember how to get to the information I found last time about a student, major requirement, etc. [#2712231]

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Also not easy to navigate. We have technology to build drones and we can not navigate these systems easily. Banner is like a foreign language. MyUTK is not easy to get into. And the worst of all time is the one for attendance verification. These things waste valuable time (and not just for me). [#2712240]

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It seems that one can no longer look up any student in Grades First. If I am not officially assigned as an advisor, I can't get access to their records and leave notes about advising, and if a student is not currently enrolled yet (frequently why they are coming to see me), it is the same. Grades First isn't very easy to use, in my opinion, so I am using it less and less. [#2712265]

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Please reach out to Departments to identify our needs. Banner is designed for courses consisting of individual sections. We should be able to make changes/edits in courses - change capacities, add instructors, etc for entire courses and not have to change 40 sections one at a time. [#2712362]

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ugh, so difficult [#2712534]

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Banner is nothing but a bunch of garbage. It is difficult to use. Does not always work like it is suppose too, and it is next to impossible to determine when it is you making the mistake or the system making a mistake. [#2712665]

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There are way too many keystrokes necessary to get what one needs in these systems. While this is not specific to students, there is really nowhere else to put it: Elements is duplicative and does not even talk to other systems of campus that should automatically import information (e.g., K@TE). [#2712743]

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Photo roster is very cumbersum. I just want a list of names [#2712890]

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The interfaces and layout of these keep changing. This makes it difficult to use them efficiently. Additionally, DARS access should be automatic if already logged into MyUTK. Advising a student and having to do multiple logins is a waste. If one already has access to a protected data site that is replicated elsewhere, one login. [#2713153]

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utrack and banner have messed up my advising/student privileges and I have tried many times to get the permissions, don't have time to fool with this anymore [#2713204]

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finally banner getting connected to our netid... always had to have my password reset (ridiculous and time consuming process). how do all these things connect? Need a clear heuristic about what different systems do, how to access, and for what purpose. [#2713297]

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not intuative [#2713330]

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The systems do not let me see which sections have already been processed. [#2713466]

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MyUTK interface is very clunky and difficult to use. [#2713478]
Many systems, much to learn... If we would have a more centralized way of managing all this information, it could be better (alternatively, the system could become too complex...). [#2713605]
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This software is just not very intuitive and requires too many steps to access information. Also, it shouldn't be spread out across 4 different programs. There should be a single place that these various necessary tools can be easily accessed. [#2713633]
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When looking at advisees for a given semester there should be a link for every student to generate dars report. Currently, generating dars report for my advisees is cumbersome because I have to gather their student id and go to generating dars tab. [#2713817]
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These systems should be consolidated and modernized. Why do we need a separate password for Banner? [#2713922]
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Small thing, but I would love to see the CRN and course number listed in My Schedule on MyUTK, so that I don't have to click on a course to check. This doesn't matter as much when my courses are in the right order both on My Schedule and on the registrar list that appears (with the number of students enrolled, crn, section #, etc.) when I click on one of the classes. But sometimes the order on the Schedule doesn't follow the order of the day or the order of the courses listed with CRNs/Section#s/Total enrolled. [#2714148]
-----
These services are sometimes very slow to respond or logout quickly (indeterminate amount of time) which causes problems. I also notice with MyUTK the consistency of login can be problematic in that the system seems to think a logout has occurred when it hasn't and has difficulty restarting (in the browser) and will not automatically go to login (CAS) leaving the user in limbo as to how to log back in. [#2714419]
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DARS is often down or incorrect in its reporting of student data. [#2714950]
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I find these services to be very confusing, bulky to work with rather than intuitive. [#2715113]
-----
Generally works well for the most part. The schedule builder doesn't work very well. Some of the menus aren't intuitive. It would be nice if things (attendance, course rolls, grade entry) were a little more integrated [#2715219]
-----
I have a hard time finding what I'm looking for [#2715318]
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These systems seem bulky and very hard to navigate. I don't understand why they aren't better integrated at this point. Gradesfirst in particular is hard to use if you are trying to report on attendance for retention. [#2715458]
-----
Most of these systems seem antiquated and cumbersome to use. Also frustrating to get asked for the same info multiple times (Gradefirst, Athletic, Attendance) [#2715544]
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Some things that could be electronic through these systems are still paper based. Like grade changes. [#2715759]
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Online@UT (Canvas)

See prior comments. Canvas needs to be dropped. [#2711795]
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Still trying to come to grips with Canvas. [#2712240]
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Dear Lord. Canvas is just awful. Bare bones, hard to navigate, help is awful, terribly laid out web pages, not nearly the options and services as we had with Blackboard. Even students who once had Blackboard are complaining. [#2712354]
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Granted, Blackboard was a bit clunky, but OIT cut the legs out of every Department that has courses composed of multiple sections and with multiple instructors. We have lost crucial functionality that we can not recover. The multi-semester learning curve should have disqualified Canvas from consideration - clearly, OIT is not concerned with the amount of time and effort that the faculty and staff have to waste on labor-intensive work-arounds. Technology is supposed to make us more productive - OIT does not make me more productive. [#2712362]
-----

Get rid of Canvas. Worst online teaching tool ever. Bb was just fine and intuitive. I've stopped using an online classroom altogether. Canvas is a pain and not intuitive. I've used four other course management systems - Canvas is the worst. I don't even want to bother with it - so please don't have anyone call or contact me offering me help. I have no desire to mess with it. I've spent too much time on it already when it first came out. Forget it. [#2712437]
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I need more expanded capacity to place large files, f.ex.pictures [#2712458]
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I'm happy with the technology team's services. They are always helpful with solving any technology issues that I have. [#2712475]
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it falls short in many ways. Blackboard offered private sites that could reach out and communicate to all sections of a program, Canvas does not; Canvas language option is incorrect so cannot be used; attendance roll is recorded on an Excel file that is impossible to read, and the statistics Canvas provides are none existing; [#2712534]
-----

Canvas is a horrible classroom management platform. My students complain heavily about it. Regardless of how much I try to crosslink materials so they are visible, Canvas stacks and hides them into folders. Blackboard was so much more transparent even if it wasn't as flexible. Students say that their teachers all use Canvas differently and they cannot keep up with it. [#2712535]
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More workshops... [#2712704]
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Would love to have better student access (clinical students at vet school). Would love more support for faculty who want to do more with canvas (ie formatting that requires code) [#2712713]
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Canvas is a big step in the right direction -- and a world beyond Blackboard. [#2712723]
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Have a way to find out "how to" do simple things (which I can't figure out after trying online) without having to call the general OIT line 974-9900. [#2712812]
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Does not sync with Banner - students who drop are still listed on Canvas. The Canvas ID numbers don't match with the 6 digit number students have so it is impossible to upload grades by ID which what students put on scantrons in 300 person classes [#2712890]
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Wish there was a better Canvas for Dummies link. Not intuitively obvious how to use this, and don't have time to learn. [#2713010]
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I loathe Canvas for humanities classes. Please replace it. Even Blackboard was better. [#2713073]
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Blackboard had flaws, but far fewer than Canvas, which is unintuitive, prone to making errors, and unable to do some of the basic operations that were routine in Blackboard. [#2713100]
-----
Canvas has a preset space avail for each course. This can not be increased. This presents a problem because faculty are not all aware of how to post on one drive from office 365. Canvas overall is cumbersome there are files, pages, and modules. When opening a course site with several faculty there are endless lists of files posted. I feel for the students trying to figure out what they need for a class period. [#2713123]
-----
Overall I really like the Canvas system - it has great flexibility and is easy to use. The one annoying issue I have is related to how the system currently handles a course with a large single lecture and multiple labs. I would like to have a large combined lecture Canvas site with completely separate sections for labs that can be used by the TAs to enter their grades. As it is now... I have combined (cross-listed) my course into a single course where I post all of the lecture materials. However, it is difficult for the lab TAs to use because they have different schedules and different grading schemes. If one TA adds columns for grades, all of the students see that and it is very confusing. After talking to Rosie Sasso gave up and decided not to use it for entering individual lab grades. If UT could create entirely separate Canvas courses for the lecture and lab (similar to what could be done with BB) it would be a big help!! Thanks!! [#2713182]
-----
I don't see any benefit from the change to Canvas from Blackboard. [#2713227]
-----
Each Canvas site for a class needs to allow for more data to be uploaded [#2713466]
-----
Canvas is pretty good, but we received preliminary training and little subsequent support. [#2713478]
-----
utk.edu is not a user-friendly website--I can find the info more easily by using Google to search I would like to be able to easily find online help with using BANNER--I don't always have time to attend sessions [#2713578]
-----
The switch from blackboard was unnecessary and added time to course construction and management for those of us who were used to Blackboard. Canvas is fine but not a real improvement for the investment in time that it took to learn a new program. [#2713633]
-----
The interface is modern and up to date. I don't get enough use out of it though personally. [#2713646]
-----
Absurd, requires too many steps, tons of useless features [#2713684]
-----
I am not sure there are ways to improve the awkward aspects of this software. However it would be nice if it were more intuitive. [#2713823]
Return to Blackboard, which is more user friendly! [#2713827]

-----

CANVAS does not support my teaching material or objectives. It is obviously designed to encourage online course development. I think the Office 365 applications should be an option, for which I would appreciate some support. I have been told that support is not an option for these applications. [#2713934]

-----

I made a comment on this earlier. Here it is again: I didn't think something could be worse than Blackboard, but wow, Canvas is awful. It's more difficult to send messages, the grading interface is a disaster (no grades in gradebook without creating an assignment??), and uploading digital articles is still a pain. [#2713935]

-----

I like Canvas. But I don't like the inability to control the gradebook. I post lots of assignments to indicate reading preparation for a given day's class, but I don't need those to show up in Gradbook. My gradebook is a mess, and I don't know how to make it more user friendly. [#2714095]

-----

The amount of online storage space for materials per class is pitifully small. I cannot post articles or lectures easily in large numbers, because there isn't enough space. [#2714262]

-----

I can't stand the grade book. It functions poorly, constantly reorders the columns in seemingly random ways and is not user friendly for organizing grades of written work. The calendar is also a mess. You can't show there is a written assignment without create an assignment in the grade book with settings that do not match your instructions to the students. [#2714275]

-----

Allow alphanumeric entry directly into the gradebook. Allow synchronous exchange with students (from faculty) and between students (on teams). [#2714419]

-----

The problem is that Canvas is a clunky piece of software--lots of bells and whistle that are rarely needed, but often counterintuitive in basic functions/operations. Not much OIT can do about it. [#2714423]

-----

Works great, I like it better than blackboard. [#2714704]

-----

It is just fine. [#2714801]

-----

Actually have information about how the system works BEFORE implementation! That would be nice. [#2714946]

-----

The plagiarism-checking feature of Canvas is vastly inferior to SafeAssign in Blackboard. It is harder to use effectively, takes much more time, and overall leads to a great deal of frustration. [#2714996]

-----

Plagiarism detection is poor, so replacing or improving this element of Canvas -- you are not given relevant information about matches from internal databases regarding the source; it doesn't actually run every paper at times (some assignments have as many as 5-6 papers that just don't produce similarity scores It would also help to have a journaling function -- similar to what was in Blackboard -- that is native to Canvas so you don't have to add other places or technologies that students have to use if you want to make use of something like that [#2715046]
Storage capacity is unexpectedly small as compared to that available when using Blackboard - with lots of lecture material to upload space for all instructors became a problem despite conversion to .pdf format and compressing files, etc. [#2715094]

-----

Voice thread is essential for our program. I think OIT should provide that with Canvas, rather than having the dept pay for the license [#2715303]

-----

Quizzes are more difficult to edit (can't do offline easily). When editing online questions aren't numbered so it's hard to find what a student is asking about. The grade book doesn't let you create calculated columns. [#2715424]

-----

When communicating with students through Canvas email we need to be able to attach documents for students. [#2715598]

-----

More help with using the various features [#2715602]

-----

After a year of using Canvas, I'm just not a big fan. Its default organization is not intuitive, and it is way too much work to customize it. At least for me, its discussion board feature is terrible compared to Blackboard's. I find the threading way to elementary for real life usage. I see that it is a visually appealing package but in real life usage it isn't particularly usable or intuitive. [#2715749]

-----

Maybe offering more training to faculty. It has a lot of power and I barely scratch the surface. Also, I experience a lot of difficulty with user error because I have to figure things out on my own. [#2715759]

-----
**UT System Services - IRIS**

The website is incredibly difficult to navigate intuitively unless you have explicit instructions. [#2711635]

-----

Always a problem. Does not work as it should. I have had problems since I arrived. [#2712240]

-----

The IRIS system is terrible. Especially for IRB, but really for all of it. Absolutely terrible. It feels like we are operating in the 1990's. Staff are wonderful about giving support, this is a software platform issue, not a personnel issue, but it directly impacts service. [#2712333]

-----

The IRIS website is dated and not very user friendly. It is difficult for example to view pay slips on a cellphone. [#2712356]

-----

Better interface that is more intuitive. [#2712383]

-----

Ugh, I dislike it (not as much as iMedris, but a close second. It is not intuitive. [#2712414]

-----

Strange UI/UX with this system. Often shows with tiny fonts, uses screen area poorly. [#2712697]

-----

This system is so confusing. I never know if I’m approving the right thing. There is not an easy way to dispute discrepancies. [#2712713]

-----

Interface is very slow and not very user-friendly [#2712793]

-----

when something new is being implemented (for example my department recently began having to approve IRIS ledgers electronically) have some sort of training or a document to clarify purpose and best practices/process [#2712812]

-----

Have apple friendly services. [#2712951]

-----

still seems confusing and not intuitive [#2713204]

-----

IRIS is awkward and not very user friendly. [#2713244]

-----

ridiculously hard to use. [#2713297]

-----

Still learning my way in IRIS. Doesn’t seem very intuitive to me, but I don’t use it often (just once a month), so that could be the reason why I find it cumbersome. [#2713605]

-----

The UI needs to be updated badly! It is very difficult to navigate. I find it difficult to navigate because of the lack of contrast in options in regards to color. There should be an intelligent search for different services. The menu navigation is needlessly complex. [#2713646]

-----

terrible system, very user unfriendly, overly complex [#2713779]

-----

Ranks among the most outdated, poorly designed websites I’ve used in the last 5 years. [#2713935]

-----

Something less like DOS! And with commands that aren’t greek! [#2714541]
the iris system is a bit clunky - not user friendly or intuitive at all! [#2714704]
-----
Really clunky and difficult to navigate. Not at all intuitive. [#2714989]
-----
Just everything! Fortunately, I rarely need to use it. [#2715219]
-----
I have a hard time accessing this website on my phone, support here would be helpful [#2715318]
-----
User interface is a bit clunky [#2715424]
-----
There are issues with logging in, which kicks you off saying that you were just logged out. Every time I log into IRIS, I have to go through the log in process at least 3 times before I can actually get onto the site. If this could be improved I think this would be very valuable. [#2715724]
-----
Still not very user friendly in terms of definitions and help on each page. Also, graduate students who help with these applications do not have access to the same level of use as faculty. Which is problematic when they have been tasked with submitting the proposals. [#2715759]
-----
As an occasional user of IRIS, every time I interact with it, it seems overly complicated, confusing and full of terminology that it never explains. [#2715845]
-----
UT System Services - ANDI

It is very cumbersome to update our personal information and updating it on IRIS doesn't seem to populate to all the different servers and systems. [#2713922]
UT System Services - Cayuse SP/424

This system is awful for PIs. It does nothing to help with grant submission and management. Another true waste. [#2711795]

-----

When I am working through menus to approve or edit a grant submission, I often can't find the right series of things to click on to get to what I am looking for. So, I may just miss reviewing some aspect (biosafety, etc.) [#2712231]

-----

Cayuse is confusing. I can never figure out if I have used it correctly. [#2712240]

-----

It seems to be down a lot more than some of the other services [#2712617]

-----

Could this system be any more obscure and old-fashioned? Probably. But it's still very obscure and old-fashioned. [#2712723]

-----

The interface is not intuitive [#2713291]

-----

At least last time I used this system it was clunky and an unnecessary extra step in the already time-consuming process of applying for funding. [#2713633]

-----

The problems here reside with Cayuse. OIT delivery of CAYUSE is fine. [#2714483]

-----

Always out! [#2714810]

-----

cayuse is very slow when trying to view/download attachments [#2714878]

-----

Cayuse is a bit clunky. [#2715110]

-----

It is hard to use. [#2715394]

-----

Very good [#2715521]

-----
**File Storage (TStorage, OneDrive, GoogleDrive)**

So far, none of these solutions have as much portability and reliability as Dropbox. The web interfaces are a bit opaque. [#2711635]

-----

OneDrive should be nice to consistently be able to share files with students in my lab, but it often seems slow and difficult to use. With the large amounts of data now generated by many areas of research, it would also be very beneficial to have university recommended/supported methods for large data (~10s of Tb) storage. [#2712231]

-----

OneDrive seems inconsistent. It would be nice if we had an alternative like Box or Dropbox. [#2712697]

-----

My t-storage is fully daily- need more space [#2712713]

-----

I do not know these were available or have received training on how to use them [#2712793]

-----

Include drop box in the supported storage options. The others do not work well. [#2712951]

-----

I just bought a ~$6000 NAS system for my lab, as there is not a good system on campus for terabytes of data storage. This is unbelievable to me, in this age of data acquisition and storage. How does UT expect the labs to perform cutting-edge research and compete for funding with inadequate data storage systems? The system I bought might last me couple years, at the most. This is a pressing concern for many of the faculty in my department. [#2712982]

-----

Google drive capacity is AMAZING!!! [#2713204]

-----

see prior comment… i even attended a course on this and still totally confused how to use... which is going to cause me problems at some point. It needs to be CLEARLY presented [#2713297]

-----

difficult to access [#2713330]

-----

Having SO MANY options/platforms for storage is challenging. OneDrive vs. Sharepoint vs. Google Drive--it's too much and too complicated. [#2713478]

-----

More shared driver space would be nice. I do utilize the OneDrive but it is not perfect. [#2713551]

-----

I have found one drive pretty clunky so I just use dropbox. [#2713802]

-----

have a directions to use document that includes screen shots of actions to take for each storage system [#2713889]

-----

I have paid myself for GoogleDrive storage. [#2713934]

-----

This is probably my own faulty because I have not taken a class on how to use GoogleDrive but based on what I have learned on my own, I find it not user-friendly at time. [#2714001]

-----

Training on the capabilities of these and how they function. [#2714190]
I use external server providers because UT does not [provide enough storage space for my research materials at a reasonable cost. [#2714262]

-----

We need more access and advice on data storage; modern research generates large amounts of data storage. I can not figure out what services are available, too much technical language. A few workshops for faculty without technical expertise in this area would be helpful. [#2714810]

-----

have had some issues with onedrive and Word. Also with onedrive not updating without prompting. [#2714878]

-----

Dropbox please! [#2715110]

-----

I have used OneDrive, and it doesn't refresh between devices very well. [#2715394]

-----

love Onedrive [#2715424]

-----

Too many options [#2715544]

-----

Just need to submit a complaint about the way the network updates occurred over Christmas break. Everything ended up being recovered - and now all of my files have been moved to OneDrive. But a big move like this needs to be better planned/thought out by OIT, and you need to have a better idea about what actual impacts it will have on your users. You should also have users prepared better for possible impacts - emails that say there should be minimal disruption are not helpful when in fact it was a HUGE disruption for many people in my department. Also probably not a good idea to do something like this when folks are gone for break - and then come back to this new, big change right before classes start. Really created quite a few problems for myself and many of my colleagues. Also don't think that central OIT prepared college-level OIT staff very well for this. [#2715759]

-----
Additional Questions for UniversityRole In ('Faculty')

The project coordinators for University of Tennessee - Knoxville included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.2811 (n=281)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

6.8327 (n=281)

-----
Key Findings for University Role In ('Staff')

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

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that operates reliably. Adequacy Gap Score = 0.26; N = 857; P = 0.00</td>
<td>Having adequate cellular (or mobile) coverage throughout campus. Adequacy Gap Score = -0.17; N = 821; P = 0.01</td>
</tr>
<tr>
<td>Having an Internet service that provides adequate capacity or speed. Adequacy Gap Score = 0.38; N = 842; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having online services that enhance the teaching and learning experience. Adequacy Gap Score = 0.29; N = 512; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Having technology services that allow me to collaborate effectively with others. Adequacy Gap Score = 0.28; N = 741; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution of technology problems that I am experiencing. Adequacy Gap Score = 0.31; N = 792; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Technology support staff who have the knowledge to answer my questions. Adequacy Gap Score = 0.25; N = 777; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Receiving communications regarding technology services that I can understand. Adequacy Gap Score = 0.45; N = 773; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that increases my effectiveness with technology. Adequacy Gap Score = 0.41; N = 760; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>LiveOnline@UT (Zoom) virtual classroom environment support Adequacy Gap Score = 0.47; N = 291; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Official University Email - Office365, Gmail (available to Students only) Adequacy Gap Score = 0.27; N = 595; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>Online@UT (Canvas) Adequacy Gap Score = 0.39; N = 251; P = 0.00</td>
<td></td>
</tr>
<tr>
<td>UT System Services - ANDI Adequacy Gap Score = 0.38; N = 149; P = 0.01</td>
<td></td>
</tr>
<tr>
<td>File Storage (TStorage, OneDrive, GoogleDrive) Adequacy Gap Score = 0.37; N = 566; P = 0.00</td>
<td></td>
</tr>
</tbody>
</table>
Results for UniversityRole In ('Staff')

Below are the charts for this view of the survey data.
Data Tables for University Role 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 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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>Mean</td>
<td>7.78</td>
<td>8.80</td>
<td>8.04</td>
<td>0.26</td>
<td>0.76</td>
<td>857</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.30</td>
<td>0.56</td>
<td>1.16</td>
<td>1.36</td>
<td>1.11</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>Mean</td>
<td>7.69</td>
<td>8.78</td>
<td>8.08</td>
<td>0.38</td>
<td>0.70</td>
<td>842</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.32</td>
<td>0.57</td>
<td>1.09</td>
<td>1.36</td>
<td>1.06</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>Mean</td>
<td>7.45</td>
<td>8.63</td>
<td>7.56</td>
<td>0.11</td>
<td>1.07</td>
<td>827</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.47</td>
<td>0.79</td>
<td>1.47</td>
<td>1.74</td>
<td>1.50</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>Mean</td>
<td>7.58</td>
<td>8.64</td>
<td>7.41</td>
<td>0.17</td>
<td>1.23</td>
<td>821</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.57</td>
<td>0.85</td>
<td>1.68</td>
<td>1.67</td>
<td>1.68</td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>7.33</td>
<td>8.59</td>
<td>7.40</td>
<td>0.07</td>
<td>1.19</td>
<td>801</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.37</td>
<td>0.73</td>
<td>1.31</td>
<td>1.53</td>
<td>1.34</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean</td>
<td>7.10</td>
<td>8.30</td>
<td>7.38</td>
<td>0.29</td>
<td>0.91</td>
<td>512</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.60</td>
<td>1.12</td>
<td>1.41</td>
<td>1.50</td>
<td>1.31</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>Mean</td>
<td>7.35</td>
<td>8.47</td>
<td>7.63</td>
<td>0.28</td>
<td>0.84</td>
<td>741</td>
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<td></td>
<td></td>
<td>Dev</td>
<td>1.46</td>
<td>0.90</td>
<td>1.31</td>
<td>1.42</td>
<td>1.22</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>Mean</td>
<td>7.44</td>
<td>8.53</td>
<td>7.49</td>
<td>0.05</td>
<td>1.04</td>
<td>689</td>
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<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.43</td>
<td>0.88</td>
<td>1.44</td>
<td>1.54</td>
<td>1.35</td>
<td></td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>Mean</td>
<td>7.16</td>
<td>8.34</td>
<td>7.28</td>
<td>0.10</td>
<td>1.07</td>
<td>507</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.70</td>
<td>1.27</td>
<td>1.58</td>
<td>1.74</td>
<td>1.53</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
Support and Training
Tell us about your experiences with those supporting your use of technology services

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>Mean</td>
<td>7.59</td>
<td>8.71</td>
<td>7.90</td>
<td>0.31</td>
<td>-0.81</td>
<td>792</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.29</td>
<td>0.66</td>
<td>1.31</td>
<td>1.48</td>
<td>1.27</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>Mean</td>
<td>7.72</td>
<td>8.73</td>
<td>7.98</td>
<td>0.25</td>
<td>-0.75</td>
<td>777</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.26</td>
<td>0.66</td>
<td>1.22</td>
<td>1.35</td>
<td>1.18</td>
<td></td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>Mean</td>
<td>7.30</td>
<td>8.46</td>
<td>7.75</td>
<td>0.45</td>
<td>-0.72</td>
<td>773</td>
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<td></td>
<td></td>
<td>Dev</td>
<td>1.53</td>
<td>0.98</td>
<td>1.30</td>
<td>1.44</td>
<td>1.19</td>
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<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>Mean</td>
<td>7.15</td>
<td>8.37</td>
<td>7.56</td>
<td>0.41</td>
<td>-0.81</td>
<td>760</td>
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<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.59</td>
<td>1.07</td>
<td>1.46</td>
<td>1.66</td>
<td>1.41</td>
<td></td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Customized help with developing course materials and lectures for online teaching. Self-reported faculty only.</td>
<td>Mean</td>
<td>0.00</td>
<td>0.00</td>
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<td>0.00</td>
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<td></td>
<td>Dev</td>
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<tr>
<td>15</td>
<td>LiveOnline@UT (Zoom) virtual classroom environment support</td>
<td>Mean</td>
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<td>8.37</td>
<td>7.56</td>
<td>0.41</td>
<td>-0.81</td>
<td>760</td>
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<td></td>
<td>Dev</td>
<td>1.59</td>
<td>1.07</td>
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<tr>
<td>16</td>
<td>Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) Self-reported faculty. students, staff, not declared only.</td>
<td>Mean</td>
<td>7.20</td>
<td>8.66</td>
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<tr>
<td>17</td>
<td>Official University Email - Office365, Gmail (available to Students only) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>7.34</td>
<td>8.39</td>
<td>7.32</td>
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<tr>
<td>18</td>
<td>Online@UT (Canvas) Self-reported faculty, students, staff only.</td>
<td>Mean</td>
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<td>7.25</td>
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<td>19</td>
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<td>7.41</td>
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<td>20</td>
<td>UT System Services - ANDI Self-reported faculty, staff only.</td>
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<td>7.70</td>
<td>6.97</td>
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<td>21</td>
<td>UT System Services - Cayuse SP/424 Self-reported faculty, staff only.</td>
<td>Mean</td>
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<td>7.84</td>
<td>6.66</td>
<td>0.07</td>
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<td>2.17</td>
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<tr>
<td>22</td>
<td>File Storage (TStorage, OneDrive, GoogleDrive) Self-reported faculty, students, staff, not declared only.</td>
<td>Mean</td>
<td>7.34</td>
<td>8.46</td>
<td>7.71</td>
<td>0.37</td>
<td>-0.76</td>
<td>566</td>
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<td></td>
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<td>Dev</td>
<td>1.65</td>
<td>1.12</td>
<td>1.55</td>
<td>1.55</td>
<td>1.30</td>
<td></td>
</tr>
</tbody>
</table>

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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.**

The wi-fi (eduroam) doesn't always seem to work consistently. It drops a lot, and I often have trouble connecting back to it via my phone once I've lost it. Of course, a quick call to OIT helps me resolve this issue, but it's not easily done without that phone call because I'm not a skilled tech whizz, and it would just be nice if the wifi had less issues dropping out or being slow when I'm on the boundaries of campus or walking through dead spots. [#2711526]

-----

WiFi was down for a bit one time (last week). I don't know what could be done to improve the matter because I don't understand the cause of the problem [#2711604]

-----

Wi-Fi does not work reliably anywhere I need to work. Ethernet is more reliable, but not without its moments [#2711616]

-----

Not sure how to improve this, but there is often a delay in calling up a program or programs "hang"... (Adobe, Word, Excell). Often I cannot login (screen won't "wake-up" in response to keyboard/mouse). Trouble with mapping to Google drive. There are two ways and neither stays connected for very long. [#2712248]

-----

Spotty [#2712301]

-----

Don't know if this applies here, but when I sign on each day, it does not default to the more secure eduroam, so I have to remember to select that so that I am not using the public route. I sometimes forget. [#2712703]

-----

Nope. [#2712719]

-----

It is virtually impossible to do my job without internet access. [#2712755]

-----

Still dead spots across campus; I don't know the "how" behind what it takes to fix the problem, but it would be great to get service in all levels of all buildings (student union is an example). [#2712914]

-----

Wi-fi is spotty and finicky. For instance, I've recently received messages telling me I have to register my device. When I go through the steps again, I'm told it's registered... and so I can't get into it because it sees my device as unregistered. [#2712943]

-----

Eduroam hasn't been working consistently for various people and the OIT helpdesk has been unable to help. [#2712945]

-----

See question above. [#2713026]

-----

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid. [#2713027]

-----

I'm not sure this needs to improve other than to keep the service at its current level or better going forward. [#2713134]

-----

n/a [#2713253]
HPER gym 202b has no to poor WIFI connection. Over 108 students use this space a daily and would like a better/strong WIFI connection. [#2713276]

-----
eduroam seems more reliable now than WiFi has been in past years, except for DNS blip last week. [#2713305]

-----
When a rougher goes out on a non-weekday, have an easier way to get a hold of a technician to fix the problem. I emailed OIT about the problem as directed from the website, from my wired in computer, that the WiFi service was out in my building and it took 3 weeks to get a reply that the service had been fixed. I had, the following Monday after the service went out, asked the building maintenance personnel to find the right person to come fix the rougher that had gone out, and they fixed it within an hour. [#2713634]

-----
My job requires internet access at all times, and when it goes out it can sometimes take longer than preferred for it to be restored. [#2713655]

-----
Everything we do today is on the computer. It must be reliable. [#2713681]

-----
Wireless access is a bit spotty at times but very good usually. Wireless access during games is horrendous. [#2713712]

-----
Mobile Devices have trouble maintaining internet connectivity while moving building to building, even when receiving wifi signal [#2713752]

-----
Eliminate "dead spots" within the buildings [#2713785]

-----
Need at all times. [#2713808]

-----
Recently there have been issues with Eduroam that causes issues logging on to computers using the necessary security, etc. [#2714264]

-----
dont know [#2714342]

-----
UT website page load time is more often than not slow. [#2714493]

-----
Update the equipment and cabling to the rooms [#2714509]

-----
My job requires me to travel quite a bit. Having secure and reliable internet service on the road (not relying on hotel wi-fi) would be a benefit. [#2714812]

-----
On-Demand... Now now now generation... gotta feed the wookie all the time. [#2714894]

-----
Internet speed seems a bit slower than in the past year. [#2714909]

-----
Very important [#2714918]

-----
I expect each morning that I won't have to enter my NetID and Password to connect to eduroam. It is frustrating that there is no consistency and more often than not that I have to manually connect to the internet on a university-owned computer. [#2714948]

-----
The exception would be using Medicat. [#2715144]

-----
Fix the ongoing DNS/DHCP issues! [#2715274]

-----
Mine glitches out frequently throughout the day, may be our server/may be our internet, not sure which. [#2715308]

-----
MAKING SURE THAT DEPTS USING THE INTERNET ARE USING THE REQUIRED EQUIPMENT THAT OIT HAS SUGGESTED AND RECOMMENDED AND NOT EQUIPMENT BROUGHT FROM HOME! [#2715338]

-----
NA [#2715726]

-----
Kronos depends on the internet, and its reliability is very important to me since clocking in and out is how I get paid. Sometimes Kronos isn't consistent in the time it keeps. I set my watch by Kronos to help prevent any problems, but occasionally Kronos doesn't consistently keep time. It is not frequent (maybe once every couple months, but it is bad when it happens. Recently it clocked me in ten minutes earlier that my watch, then five minutes early out for lunch, then on time returning from lunch, and on time leaving for the day. All in the same day! Others in my department had problems that day, so I know it wasn't isolated to me. It is also frustrating when it is slow to get an internet connection so I can log into Kronos. I know these might seem nit-picky, but this is how I get paid, and that is very important to me. If I didn't pay close attention and have these problems corrected by my supervisor, it could lead to problems with my time/money. [#2715730]

-----
most important in all UT buildings [#2715775]

-----
I think operates reliably is pretty high for on campus. [#2715828]
Having an Internet service that provides adequate capacity or speed.
sometimes websites load slowly. Not sure if this is an OIT issue or something that can’t be controlled. [#2711526]
-----
I would like to know why, when we have an Internet2 pipeline, that we aren’t seeing the kinds of speeds I see when I visit family who live in a Google Gigabit community? [#2711616]
-----
As a video production teacher and Video Production specialist for the School of Journalism and Electronic Media, both capacity and speed are of the utmost importance. I deal with terabytes of data and I don’t have all day to wait for transfers. Though I’m savvy enough to know that UT’s infrastructure is top of the line, we should keep pushing that line higher and higher. [#2712134]
-----
I am currently working in Blount Hall, and the speed seems slower than other places on campus. [#2712270]
-----
Wait for Firefox to come up is entirely too long [#2712301]
-----
In our office we have issues with computers running slowly, which may be related to the H: Drive. [#2712479]
-----
Occasional problems with device registrations on NetReg. Have had to un-register and re-register devices, have also had DNS errors that prevented registration. [#2712557]
-----
there are times in Dougherty that you cannot check your email because the internet is so slow. [#2712561]
-----
Medicat ALWAYS slows down in the afternoons... slows down progress of seeing pts in a timely manner [#2712641]
-----
Seems fast and furious, A+ [#2712649]
-----
Move to 1GB, which I believe is happening [#2712681]
-----
The server is slow to connect via outlook and lags and sometimes crashes when using IRIS [#2712724]
-----
Our internet in Communications Building is sometimes unbearably slow. [#2712845]
-----
Speed depends entirely upon location on campus. [#2712943]
-----
Internet in AHT is sporadic with regard to speed. [#2713026]
-----
In the last couple of weeks the wireless internet on campus has been useless. It won’t maintain connection and the speeds are horrid. [#2713027]
-----
In the afternoons, the systems slow or seem to lockup. [#2713061]
-----
It isn't terribly often that this is an issue & I can't reliably state that it definitely the internet service & not the program or the machine itself that is the problem, but slow downs (bottlenecking) do happen from time to time. [#2713134]
-----
n/a [#2713253]
-----
We live in a fast paced society, if its not fast, we don't want it. [#2713681]
-----
Often my devices must be moved to another network, or restarted so a network will work. Speed is a HUGE issue during peak times like game day (football), and orientation. [#2713783]
-----
Service slows to a crawl in the afternoons. We also have issues when it rains. Add additional service receptors. [#2714146]
-----
Update the equipment and cabling to the rooms. [#2714509]
-----
Internet slows down considerably at certain times - I'm sure it is because of high usage. [#2714642]
-----
Is there ever enough? [#2714894]
-----
I work in Cataloging and it is very frustrating when the system is slow. [#2714918]
-----
Increase download speeds, please [#2715085]
-----
The exception would be use of Medicat. [#2715144]
-----
It is excrutiatingly slow - internet. [#2715421]
-----
NA [#2715726]
-----
n/a [#2715775]
Having an Internet service that provides adequate Wi-Fi coverage.

I want to be able to use the WiFi from my car in the parking lot. [#2711604]

-----

Wi-Fi does not work reliably anywhere I need to work. [#2711616]

-----

I am frustrated at times (once a week) when service gets cuts from my mobile/laptop devices while still in the building [#2711720]

-----

Our classroom has trouble with Wi-Fi coverage dropping. [#2712225]

-----

Wi-Fi can fluctuate when talking around campus. [#2712257]

-----

I wish the Wi-Fi covered outside spaces. [#2712270]

-----

Wi-Fi is spotty at best [#2712301]

-----

I have Wi-Fi in my office (for phone use), but when I step out of the office into another part of the building - it is nonexistent or sketchy [#2712355]

-----

I do not feel like I can categorize the Wi-Fi on campus as adequate/reliable, or even close to adequate/reliable. [#2712422]

-----

Lori Epperson is great!!! [#2712452]

-----

provide more outdoor coverage. [#2712486]

-----

It CAN be spotty, but for the most part is okay. [#2712516]

-----

I often lose wi-fi services on my phone while walking through campus and have to switch to data if I want to use apps or send messages. [#2712595]

-----

There are parts of the building in which I don't have good coverage; this could be improved but overall I find the coverage adequate. [#2712649]

-----

Some areas have little to no coverage and the coverage it has is very slow and weak. I have noticed this in a few buildings. The concrete and steel in the walls and floors/ceilings provide a great barrier for blocking signals. Some areas could do with more access points. [#2712660]

-----

Not just inside of buildings, there are times this information needs to be accessed before entering or in route. [#2712678]

-----

I feel the growing pains of the wireless network coverage. My statements are based on perception / experience over known facts since most things happen behind the curtain. It seems that staying connected to the wireless network is really difficult, especially EDUROAM. The user-prompt wording is confusing as to when to use the full email address and when not to, so the trial by error method is frustrating to users. "Enter you email address" would help, instead of "Username" in the Eduroam prompt. Frequently, the network jumps from Eduroam to Open without notice or prompt. Not being on
Eduroam seems to interfere with logging into other shared resources and it is not transparent or clear if this is true and if so, to which resources. [#2712681]

-----

Thompson Boling is a nightmare. Very poor service. [#2712696]

-----

Wi-Fi is spotty in several buildings on campus. We installed a wireless projector and later had to have it hard-wired due to instability of Wi-Fi [#2712710]

-----

TERIBLE. Many places have ZERO service [#2712719]

-----

Wi-Fi still spotty inside some buildings on Ag Campus [#2712738]

-----

The Wi-Fi and the cell phone does not work in my office I have to go out of the office to have access to them. [#2712770]

-----

Wifi often times goes out in our building. [#2712845]

-----

Sometimes it is very confusing when I go to another campus to get onto the WiFi. [#2712925]

-----

Wi-fi is spotty and finicky. For instance, I've recently received messages telling me I have to register my device. When I go through the steps again, I'm told it's registered... and so I can't get into it because it sees my device as unregistered. [#2712943]

-----

Some areas of campus still don't have strong wireless signals [#2712945]

-----

Some buildings on campus (such as the rooms in the stadium) still do not have good access. [#2712996]

-----

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid. [#2713027]

-----

Sometimes my zoom calls are disconnected multiple times during a call. I don't know what would help this. [#2713046]

-----

I would love to be able to connect to Wi-Fi & count on it to be basically as reliable as a wired connection at the very least inside buildings & preferably anywhere on campus. There are a lot of handoffs that get dropped currently, as well as if I try working on Wi-Fi in my office the connection is on & off the entire day. [#2713134]

-----

Improve Wifi availability in some buildings on campus, such as HPER. [#2713167]

-----

n/a [#2713253]

-----

I can only access UT Open. OIT has assisted in connecting to eduroam twice, but I am not able to connect on a regular basis. I primarily work with wired internet. It is not unusual for people in our building to lose wireless connection at inconvenient times such as when conducting online calls or meetings. [#2713279]

-----
Some of us use tools that are cloud driven and may need regular Wi-Fi to operate seamlessly.

Cellular coverage throughout campus is spotty and can be necessary to performing everyday job functions.

We work on our phones constantly and are outdoors quite a bit. Wi-fi is critical.

Service is clearly throttled/block in some fashion in Mabel's cafeteria on the ag campus.

The wifi at my house is much better - seems like wifi at a workplace would be better.

Some outdoor wireless lacks the coverage area I would like. Improvements for this portion of wireless would be helpful.

Issues with my Starbucks app in the student union.

Wi-fi in the area I'm located in is atrocious. (Student Services)

Connectivity problems moving building to building.

Internet service is TERRIBLE during Game Days. I do marketing, and my job is to post on social media and our website, and that is often nearly impossible because the Wi-Fi is terrible, and the network is clogged with too many users. If employees had a particular network they could use during peak times, that was fast and reliable, that would be most beneficial!

I work at UT Gardens on the Ag Campus and we do not have adequate Wi-Fi coverage out in the garden.

Wi-Fi cuts out to often. Dead areas or is lost suddenly.

eduroom does not provide reliable Wi-Fi coverage for cell phones.

There are many areas where I have to turn wifi off because it is too slow to work. This is specific to classroom buildings.

I don't use WiFi on campus much, but when I do I sometimes have trouble connecting to eduroam. In addition, the WiFi coverage where I mostly am (UT library) can be spotty at times.

The ut-open and eduroom wi-fi networks are not reliable. They're constantly knocking you offline.

I worry about privacy and security of UTK WiFi.

Wireless EDUROAM is spotty at best.
There are a few places where wifi coverage is spotty -- even within some buildings. However, I don't consider this a major problem. Cell service is also spotty, and of course, you have no control over that. [#2714159]

(What is “adequate?) (Does the Internet provide Wi-Fi?) This question is odd. Wi-Fi should be available throughout campus, and it appears that OIT is doing a great job of that. [#2714218]

I've had issues in HSS when trying to connect to Gmail services where my presentations are stored. I do not receive the necessary texts or phone calls to be able to log on. It's very frustrating and causes issues delivering the presentation. [#2714264]

Internet through Wi-Fi is spotty [#2714272]

I need to maintain Wi-Fi services across the entire campus. I don't like losing service when I go to the bottom floor of buildings on in 4th/5th floor conference rooms. [#2714274]

I appreciate the feedback mechanism for interior spaces. Outdoor coverage is still lacking. [#2714498]

Portions of the Student Services Building have poor wifi coverage, despite being within 30 feet of a router mounted in the ceiling. [#2714501]

Wi-Fi is spotty on the hill, especially outdoors. [#2714505]

Increase WI-FI to all of campus. [#2714509]

wifi in outdoor spaces is sorely needed [#2714621]

Lower levels of buildings have spotty wifi. [#2714631]

It would be great to have more coverage in buildings like the McClung Museum and some of the older engineering building basements as well as open areas around campus. [#2714697]

WI-FI is not equal around campus and where I work doesn't have good wifi at all. This needs to be fixed. [#2714716]

Wi-Fi in many places on campus is fine, but that recent multi-day outage, without much in the way of communication about it, was very disruptive. [#2714717]

Wifi during events is abysmal. As someone who is required to work special events on campus this needs to be greatly improved. #football [#2714764]

We need more exterior areas to access wifi [#2714841]

Is there ever enough? [#2714894]

Staff should have WiFi access anywhere within the confines of the campus, including facilities such as our entertainment and athletic venues. [#2714948]
Sometimes WiFi disconnects when moving from building to building. It would be great if the services would continue as long as you are in the campus perimeter. [#2715086]

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We do not have UT Wi-Fi in my building. [#2715117]

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No wi-fi at all in my office. Would be awesome if we had it considering I work on a laptop alot [#2715308]

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Too many dead spots in coverage - at the end of a building - in the lower/basement hallways or offices - odd conference rooms. Need to depend on coverage for accessibility for responsiveness and meetings but unable to do so. [#2715383]

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Is there any way to improve wifi coverage when walking across campus? This may not be possible, but thought I would ask. [#2715550]

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WiFi often seems spotty in campus buildings. [#2715609]

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NA [#2715726]

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The wi-fi inside Fleet Management is low/sub-par. It would be awesome if there were a stronger signal inside our building. [#2715755]

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Reported above [#2715775]

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This could be improved. There are some dead zones even within my building. [#2715828]

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

some buildings have coverage issues [#2711528]

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Some places on campus are dead zones for cellphone coverage. [#2711556]

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My office is below ground and any non-wifi cellular service is not available or one bar. [#2711571]

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Where do I even begin here? AT&T service on campus is abominable, both cell and wireless. Thank heavens for Apple's Continuity and my Ethernet connection, or I would never be able to receive calls! [#2711616]

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I usually turn my wifi off when walking across campus to eliminate frustration. [#2711720]

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There are way too many deadspots in communications building. [#2712134]

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There are dead zones on campus where I completely lose service. [#2712225]

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Especially in emergencies - cellphone coverage is the new minimum "norm"... we have "new" buildings that do not have cellphone access on certain floors. This is deemed acceptable because because there are landlines in labs... which cannot be used if there is a chemical release/ dangerous condition in the lab or if a lab door is locked... This is a State institution. We should have cell phone coverage throughout the buildings. [#2712248]

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There are still places on campus where cell phones don't work. [#2712270]

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Currently NO SERVICE at all in location. Not acceptable [#2712301]

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I do not feel like I can categorize the cell coverage on campus as adequate. [#2712422]

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Verizon wireless reception on the back side of the hill is spotty at best [#2712439]

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We have zero cell phone service in our department. You have to walk down a hallway and almost outside before getting any coverage. Since I'm sure it is because of the large building, I'm not really sure how to suggest a fix. [#2712464]

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improve cellular signal at events, most notably football games. [#2712486]

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do I really need to explain this [#2712518]

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There seems to be a dead spot on the pedestrian walkway where i cannot access my email or internet on my phone, from the area around the big metal statue to the road (Clarence Brown theatre side). [#2712522]

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This is obviously very important to me and our campus community, especially in light of recent events; being able to contact people or emergency services in times of crisis is crucial. [#2712595]

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I know this is a function of location- some building floors being underground or constructed from thick materials- but there are a number of classes and locations where service is poor. [#2712631]
Overall, service is wonderful! I have trouble accessing mobile service inside the new Stokely Dining Hall, though. It would be nice to have there, as it's a good space for working lunches. [#2712644]

we have no cell service in our building - Student Union lower floors and spotty service on the upper floors. [#2712661]

Coverage in the Andy Holt Bldg P1 area is terrible. Also, in the Comm Bldg, floors 1 and 2 require that users head to the sunlit areas in order to send/receive a text or call. Of course, the most interior areas are the worst - those underground and away from the sunlight have no coverage at all. [#2712681]

No cell service in the lower 2 or 3 floors of many buildings. [#2712710]

Nope [#2712719]

sometimes cell service is spotty in my building [#2712755]

In a lot of buildings and certain places on campus there is NO cell service. [#2712783]

Student union has NO cell service and is needed but most vistors and staff on daily basis [#2712848]

Limited [#2712894]

garages appear to be dead spots, and it would be helpful to have cell coverage to prepare for a meeting before going into the building. [#2712939]

Lots of dead spaces, particularly in buildings that are not on level ground (student center, Haslam, Stokley, library, etc.) [#2712943]

Thompson Boling and Neyland do not [#2712945]

In the last couple of weeks the wireless internet on campus has been useless. It won't maintain connection and the speeds are horrid. [#2713027]

There are places in our office, the 2nd floor of the Student Union Building, that drop calls and you can't send texts from your cell phone. That coverage should be available everywhere. [#2713051]

Buildings with lower ground levels, do not receive cellular signal. [#2713061]

Seems to be good coverage for Verizon. [#2713085]

Much like Wi-Fi, I'd love to have coverage basically anywhere on campus. There's a LOT of work to be done to get there [#2713134]

Verizon mobile service is bad in my office in SSB. [#2713241]

Please have coverage in the Student Union! [#2713304]
Cellular service in the student union is poor; also in some of the parking garages. [#2713368]
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Much of the lower level Communications building still has little to no cell coverage?granted that it's challenging since it's mostly below grade, but it would be great if some kind of signal boosters could extend coverage. [#2713370]
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Some areas where safety may be a concern. Basements, some floors of some buildings JIAM have poor service. [#2713421]
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This is imperative and should be modus operatus 1. [#2713490]
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Cellular/mobile coverage is very spotty in my building. This is incredibly frustrating on a daily basis. [#2713516]
-----
good mobile service but OIT cant do anything about the building construction or cellular provider. [#2713639]
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Cellular coverage throughout campus is spotty, especially in older buildings or buildings that are largely concrete or near Neyland Stadium. [#2713655]
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having Verizon coverage to the west side and inside the Clarence Brown theater basements is difficult. [#2713660]
-----
It is very disappointing to go from building to building and lose service. I worry about an emergency or criminal episode impacting me and not receiving an update because of no service. [#2713702]
-----
Some buildings, especially new buildings, have limited mobile coverage. [#2713718]
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Cell service in some of the new buildings is non-existant [#2713720]
-----
Cell phone coverage has decreased due to the increased construction blocking tower signals. [#2713751]
-----
There is no mobile service in the Student Union (phase I). We have repeated requested repeaters, or other options, but we feel nobody cares because the problem has not been resolved. Some employees have missed emergency calls from family members because their cell won't receive calls in the building, and they can't be located. [#2713783]
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Too many dead spots within the offices/buildings. Needs attention! [#2713785]
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I work in the sub-basement of the HPER building so there may not be much you can do, but my cell phone doesn't work well at all down there. [#2713795]
-----
Calls often sound far away or lost. [#2713808]
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It is very difficult when cellular phone and texting capabilities are absent in buildings like Walters. This involves my leaving an area to go outside and contact someone in my office on UTIA campus to provide me information over the phone before returning inside Walters. [#2713820]
Need to add this to the Student Union Building [#2713831]
-----
I do not know how this could be improved. I get no cellular service inside my office and minimal
signal/service inside the building I work in. [#2713854]
-----
The Student Union has almost zero cell service on the bottom two levels. If you are not connected to
Wifi then you will not even receive a text, and the texts that can come through are only iMessage texts.
The building has been around for three years now and still there is inadequate service. Unacceptable. [#2713915]
-----
Coverage needs to be better in sporting arenas [#2713921]
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The internet strength, coverage, reliability is generally quite good, which is my expectation. There a few
cell phone cool spots on campus, that could be better. [#2713942]
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On campus coverage is excellent. Our lab is located in the middlebrook building, which has a number of
cell coverage dead spaces. [#2713973]
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I'm on Verizon and I cannot get cell service in my office. I'm not sure how you extend coverage inside
buildings. [#2713998]
-----
Improve cellular service in the parking garages. We park in the ground floor and access is spotty. [#2714146]
-----
I don't get cell service, or barely (and with drops) in my office. Mind boggling. [#2714159]
-----
some areas on campus does not pick up on wifi with certain phones. If that area was to improve, it
would be great. [#2714164]
-----
This is mainly an issue inside newer buildings, or in locations where newer buildings with their
energy-efficient materials create "shadows" which decrease signal strength in locations where it was
previously acceptable. [#2714175]
-----
There are too many buildings on campus with poor cell phone reception, such as Brown Hall and
Stokely Hall. Cell reception is also poor in Presidential Court [#2714188]
-----
(What is "adequate"?) Many areas on campus have little to no cell coverage. I don't know how to make
cell towers reach behind concrete reinforced walls/floor/ceilings, but if you ran a campaign to ask people
to report "dead spots" like you have with wi-fi, that might help you identify the areas, and then work with
cell phone tower companies to improve service? Specifically, areas relegated to maintenance, stairwells,
parking garages, and basements are frequently "no service" areas. Should there be an emergency,
those areas don't have land lines, and calling for help can be difficult. [#2714218]
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I've had issues in HSS when trying to connect to Gmail services where my presentations are stored. I
do not receive the necessary texts or phone calls to be able to log on. It's very frustrating and causes
issues delivering the presentation. [#2714264]
-----
Phone connections seem to be weaker than expected on a campus. [#2714490]
I'm not sure what can be done about this, certain floors of buildings have almost no cellular coverage. [#2714505]

This would help me communicate with staff if it were available in all buildings. [#2714510]

basement coverage, and more throughput on gameday [#2714621]

We are not on campus. We are at the UT Arboretum in Oak Ridge. Terrible mobile service. We seem to be stuck with AT&T. Not happy. [#2714624]

Some of the older buildings still have problems, especially in the lower levels. [#2714631]

Several carriers have diminished coverage in parts of some buildings. [#2714642]

I know it's difficult to get good cell service in basements and newer buildings. But Haslam Business in the 100-level classrooms has terrible cell service. [#2714697]

Same as the wifi info above. [#2714716]

mobile service in student union is often unavailable [#2714729]

See above! [#2714764]

There are many areas around campus (especially parking lots) where cellular service and web connectivity are low. [#2714776]

New construction without adequate coverage seems like a mistake. [#2714830]

While in the building I work in (HMC) it cellular data is very poor [#2714852]

just a comment, not sure what to suggest...there are several areas where I have no or low signal (SERF, Student Center). I have AT&T. [#2714864]

in dorms and stadium, cell phone reception very weak. [#2714891]

Not sure how OIT could fix this. [#2714894]

Certain dead zones in building where cellphone service is spotty. [#2714909]

There are many spaces in the library where I cannot get coverage. I have Verizon and in my new space in room 209 at Hodges, I cannot get cell phone service. [#2714918]

Need cell service in lower level of Student Union building. [#2714922]

yes [#2715024]

I work in a leased facility off campus. [#2715117]

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I have found my cellular coverage decrease this year. [#2715198]

There is no cell service in the Student Union bldg. [#2715226]

bad service inside the football stadium [#2715257]

There are dead zones in my work area [#2715296]

SOME BLDGS HAVE POOR RECEPTION IN AREAS OF THE BLDG THAT NEEDS TO HAVE ENHANCED RECEPTION AVAILABLE [#2715338]

There are certain blind spots throughout campus due to the campus layout. [#2715348]

I have terrible service in my office. I have to put my phone on airplane mode in order to keep the battery from draining. I had to change service providers because Verizon - our campus partner - has terrible service at TBA, Circle Park and Student Services. [#2715422]

Cell service doesn't work well in concrete buildings like bottom floors of HBB [#2715445]

Phone will not work in Plant Biotech Building or Ellington Plant Science Building too often. [#2715460]

My office is in the CAPS Outreach Center in the sub-basement of the HYPER building. My cell service is very spotty at best depending on the day. I understand there is probably nothing to be done. [#2715548]

Many people have issues with cell service in the new residence halls - you would think brand new buildings would be better equipped and no issues. [#2715553]

i do not have good service in my office, i have to go to a different location. [#2715607]

There are places on campus where my cell coverage cuts out. [#2715609]

There are areas on campus especially in buildings that have basements that if the wi-fi could work better in some buildings then the mobile (cellular) service could be better on the wi-fi calling. [#2715635]

NA [#2715726]

In the Middlebrook warehouse, cell coverage can be iffy to nonexistent. [#2715730]

Install repeaters or more towers [#2715775]

1. Expand the DAS to more building on campus. 2. Include the infrastructure for the DAS when planning the building due to the Low-E glass, metal studs, brick, and stone. I would think the DAS would be seen as a life-safety system since most rooms do not have phones. [#2715824]
**Having Web sites and online services that are easy to use.**

I don't like the sidebar on the main OIT website, where it says "I want to..." and "Are you new?". I think there should be categories on the sidebar which the individual services can be sorted into. I don't like having to scroll through all services to find something that isn't in the top services list. [#2711604]

The Knowledgebase is impossible to navigate, even with the help of Google! It always takes me forever to find something as simple as the software distribution site. You should have some readily-available quick links to the things that get used/accessed often. [#2711616]

Many departments on campus have their own websites. Many are easy to navigate, some are very difficult. I would suggest one department having oversight over the quality of all UTK websites. [#2712225]

OIT's site is huge and confusing. The search function does not return desired results. I do better with a google search of the site. [#2712270]

Services are greatly antiquated [#2712301]

Working on the Ag Campus and trying to use the UTK website on Explorer - one would think "Ah - no problem". Doesn't work and makes absolutely NO sense. Have to use Chrome or FireFox to access UTK's websites. That is TOTAL unexceptable! [#2712355]

Need to hire individual that are knowable in IT. [#2712518]

some sites are easier to navigate than others. I always have to scroll down to find what i need on the front page (utk.edu) [#2712522]

Having the University of Tennessee branding is wonderful, but not having a standard for each department for placement of information and what is required on each page makes it very difficult to find information. I have never seen a website that is harder to navigate than the UTK website. [#2712561]

I strongly dislike the the UTK website. I don't feel that it is user friendly. [#2712564]

Web pages should be easy to navigate and informative and the entire UT Knoxville website is difficult. keep it simple and easy and it will work so much better. [#2712660]

Sometimes, particularly with the Treasurer's office and HR websites, it is rather difficult to find specific information. It isn't organized in a particularly intuitive way and some things that I would think should be on the main site are three and four links in. This has definitely gotten better in the last year or two, but could still use some attention. From my perspective. Additionally, policy updates can be a bit odd. We'll receive a link to the updated policy, but the main policy page won't be updated for months. In the intervening time, it's pretty easy to lose that initial email. [#2712706]

The university has many broken links and websites that are not easy to navigate. Common forms are not easily located and should be able to be found with a search of the UTK site. [#2712710]

Laughable [#2712719]
The new web interface is not always intuitive. This is problematic in that it wastes time. I have been here through the website change and still don't know how to find what I'm looking. Page search or department related searches might help instead of UT wide searches [#2712724]

Several of the new UTK web pages are clunky to navigate [#2712755]

There are so many webpages with important information, yet it is sometimes difficult to find who to contact regarding the information. [#2712773]

With the new university websites, it is hard to find things now. You used to just have type in what you wanted and it popped right up. Now, it never takes you to the homepage for your search. You have to sort through all kinds of websites to find what you want. I liked the old search better. [#2712807]

The search field on the main UTK website is a bear to use ... if one types in "Clarence Brown Theatre", it would be great if the first item in the list of return options is the actual, current CBT website and not an article from the Alumnus from 2014. I often have to search on Google to find pages or information within our own utk.edu site. [#2712914]

The search function on the UT websites is awful. It pulls up all kinds of old articles, directories, etc. [#2712925]

Better organization and a better index of services are both needed. [#2712943]

There are times when I have to ask another staff member where to go in order to get certain information. I'm not sure that it is staff friendly. [#2713066]

I think that some departments, such as Parking Services, could benefit from having online services (not just request forms). I also feel that the online application system for graduate school is not user-friendly. A different portal might work better. [#2713163]

Have all departmental sites have a "search this page" box. [#2713207]

The Archibus system is cumbersome and not user friendly- needs an overhaul. It is confusing, fails each time I use it, requiring me to call Facilities for support. This is the only UTK online service that I find needs major help. [#2713220]

Finding information from the HR website is difficult. The "new" format for UTK webpages is obviously geared toward students/prospective students (i.e. marketing) - pretty, flashy. It is difficult to find information among all the glitter. [#2713241]

sometimes websites are difficult to navigate.......hard to find things.... [#2713267]

No comment [#2713448]

Most service sites will not work using MS Explorer [#2713639]

I don't need all the pictures and "flash", I need quick easy way to find the links to the information I am searching for. It may not be glamorous, but site "indexes" or a good search feature are really important.
Information on the web pages need to be current up to date, at least this year; 3 or 4 year information doesn't really help. [#2713706]

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Every area of the university has drastically different webpage design. The search function is poor and I end up googling every page. Because of this I also frequently go to old versions of university web pages that are still accessible and have not been taken down. Please clean up the old pages [#2713752]

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The online Marketplace seems outdated and often has issues. [#2713792]

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The search engine used by the university is not very "friendly". Better results can be obtained by using google advanced search (entering "utk" as the domain). [#2713814]

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A-Z Index is very difficult to navigate. I have to know where to look before I can find what I need. It takes a lot of guessing and dead ends to narrow down the search and find the right location. It would be great to have a search feature for specifics that leads to the location. [#2713822]

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The UT Google search seems to not work as well as a regular Google search. My search results usually point to a news article in the beacon or a library statement about what I was searching for. I'll then search Google and find what I'm looking for. Not a big deal, but kind of frustrating at times. [#2713873]

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Web sites need to be easily navigated and not hard to find. Sometimes it is hard to find a department in the UTK because the names keep changing. should be able to be in the old name and have it link to the new one. [#2713921]

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(Easy for who?) Specifically, the "upgrade" to Banner 9 generally has made my job harder. There are no promises that the upgrade in April will fix the random locking up of screens, and it appears to still use Java. ??? To me, it's a downgrade, not an upgrade. Banner 8 is clunky and weird, but it works. 9 is just a collection of annoyances, to no apparent benefit. Also, making changes to websites can be beneficial, but when the whole page is completely re-designed, even if it's perceived as "more user friendly", the learning curve is very frustrating when the changes do not speed up anything, and frequently used buttons or links are hidden at the bottom of a page, or in the far corner from where it was. I am thinking of the changes recently made to the A-Z index, but it seems to happen more and more frequently. Changing things to make them "look better" with little to no thought of usability is infuriating and insulting. [#2714218]

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websites are not always easy to use and poorly pieced together. departments should have more say in their own site. [#2714281]

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It's so hard to find what you are looking for because it's unclear how to find what you're looking for. [#2714488]

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It would be nice have ongoing training on our campus. We do have an UTIA OIT office and enough staff to provide training. [#2714490]

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There are a large number of OIT sites that are not compatible across various browsers. One specific example is the "Get Help" header on pages that scales automatically on scrolling on the page. I've run into multiple instances where this menu grows to the point that I am unable to navigate the lower portions of the page to find the info or link that I needed at the time. [#2714498]

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I am reacting to the ugly and nearly unusable template for the websites at UT. [#2714500]
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I think the People Search needs upgrading. [#2714530]
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UTK website is not organized well. It is difficult to find pages [#2714540]
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Make the directory/people search function more obvious from the OIT homepage [#2714571]
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The main UT webpage is nice, but the search box being all the way at the bottom is not helpful. [#2714631]
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I find all the changes to the UTK website to be terrible. It is impossible to find the things you need in a timely manner. Ease of use should be a priority. It is almost like it was purposely made difficult to navigate. [#2714680]
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Make the UT Website a little easier to find policies instead of having to login to the Policy Tech this is very cumbersome and takes a while to even find what you need, sometimes you can't even do that. [#2714727]
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Not all web sites are easy to access [#2714744]
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I think that the OIT website can be overwhelming to look at. There are tabs and graphics all over the place, and I never know if I'm clicking in the right section for what I need. I think some streamlining/updating would be beneficial. However, I wouldn't want it to become like the UTK Landing page, which is way too simplified. [#2714759]
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Having keyword, quick access links that lead directly to the web page being searched for rather than a list of possible websites that you have to search through and possibly still not find what you are searching for. Format information in small sentences or bullet points rather than large, cumbersome paragraphs. [#2714776]
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There seems to be the same information on multiple sites and when one site updates sometimes the others do not.. so there is inconsistencies across campus [#2714778]
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Some of the sites have changed and it is hard to find things (ie: forms) [#2714811]
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The fewer the clicks needed the better. [#2714822]
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I would like access to build our own web-sites for our departments to share data. We are like the military sometimes with too many different systems trying to communicate with each other. [#2714894]
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I'm referring to the UT homepage which is very difficult to search. I don't interact much with the IT page. [#2715144]
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I find the UT website somewhat hard to use. I find I can spend a lot of time looking for information. For example, Risk Management was not found if you went to directory under "R". I think this might have been fixed. But just finding the right page can be cumbersome. [#2715198]
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Personal preference: not having to go through multiple pages to get to any content. [#2715258]
n/a [#2715266]

I used to have a negative impression of UT’s OIT and Help Desk areas. Within the last 3-4 years it has improved drastically and continues to impress me with the level of service and help. [#2715299]

Searching on utk.edu is near impossible, should be made easier to find what you are looking for. [#2715308]

Our website is awful. It takes forever to find anything. [#2715388]

it is ridiculous that the ut web site will not work in some browsers [#2715421]

The Home Page of the University of Tennessee isn’t laid out well or is easy to navigate. I feel the worst feature of the website is the search engine to locate buildings and resources on campus. The directory for on campus offices, buildings, etc is also very challenging to navigate and is not easily used via keyword searches. [#2715542]

The OIT site is improving, but it is still difficult to find items. A big one is that you can’t search for VPN and get to the VPN instructions. You have to know to look for Network in the alphabetical list, click it, THEN you’ll see VPN included. It confuses people in my office. But complaint for the site as a whole (utk.edu) is the absolutely terrible search function. Also, the computer network registration system...... I maintain all that for my office, or try to. It is a giant mess. There needs to be a consistent naming convention for computers. I would like to be able to search by serial number and see how it’s registered. I don’t understand why you all don’t currently capture the serial number as part of the registration. I have items I can’t identify but don’t want to break the registration for, so they just sit there and get renewed even though I have no clue what they are. [#2715588]

There have been multiple changes. Just when I figure out the web site it changes or has been updated. Remember that some of us use the system but are not computer experts. [#2715701]

NA [#2715726]

Search function on UT’s website is not good at giving desired results. Main site looks good though. The Volshop website just isn’t that good compared to other retail websites. I’m not sure how to describe it, but it is just a pain to use. [#2715730]

n/a [#2715775]
**Having online services that enhance the teaching and learning experience.**

I love Zoom. Brilliant move. Does everything I need it to do, even for research. Same for Canvas. Yeah, there are some things I would do differently, but it is light years ahead of Blackboard. I don't use OneDrive, but I know it is there. If I ever outgrow my DropBox, I may move. Any other online service I might need I can easily get through my departmental IT people, so I'm good there. [#2711616]

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Would like to see a captioning service available campus wide [#2712479]

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Good reliable easy to use services. Most instructors are not computer savvy enough to use what we have now. Might be worth finding a simpler solution. [#2712660]

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I'm thinking specifically of Canvas with this. My main designation is staff, but I have been a part time student for almost two years now. Canvas is a mess. There's no kind of uniformity of use from class to class. Messaging within the program is dicey at best, and it is not as easily manipulated on the backend as I know some faculty would like. I'm sure there was training offered, but it might help to find out what the specific sticking points are for faculty members using the program. It would also be a decent idea to create a uniform code of usage for the program. Currently, different professors use different sections interchangeably. Something might be in modules, it might be in files, or it might be in assignments. It's confusing for everyone. [#2712706]

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Excellent Service [#2713639]

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There really few choices and some could be on-line such as MS Office. [#2713808]

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As a full time employee this is very important to me. It would be nice to have programs catered specifically to employees to obtained further degrees or certifications, while still being able to work. [#2714323]

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online and hands on training through K@te [#2714490]

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I think that Canvas seems to be working well, as is K@TE. However, the contract that UT Knoxville is in with Touchnet precludes the College of Social Work from using K@TE for continuing education. This was a great disappointment to us. When does the Touchnet contract end and can it be changed when it does to allow us to use the K@TE system's payment service so that we can put our continuing ed courses on that very nice LMS. [#2714500]

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Optimize canvas/blackboard type applications so that teachers, students and administration can connect more easily in one place rather than trying to use text, phone, e-mail, and other applications. Make these applications easier to upload and download data for sharing purposes. [#2714776]

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Would love to update my software programs to 2016, but am told I can not. 2010 software is outdated and the 2016 version has lots of updates that can assist with office work. [#2715076]

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n/a [#2715266]

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NA [#2715726]
Having technology services that allow me to collaborate effectively with others.
If I only have to collaborate with on-campus people, Sharepoint is an adequate although inelegant solution. But since I rarely need to do that, it again is infinitely easier to research out an external solution and use that. [#2711616]
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There is a very useful online word processor, ShareLatex, that our research group uses to write proposals and manuscripts with our collaborators. It has an annual subscription fee to unlock certain features, but it would be nice if the University could provide a subscription or similar service. [#2712150]
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SharePoint (UT's product of choice) does not meet our office's needs because it is not as user-friendly or as widely used as other products. I pay for DropBox and Google Drive out of my own pocket to use for work projects. UT should consider paying for a LaTex tool like Overleaf. [#2712462]
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As a staff member, we use One Drive and SharePoint and neither of those are really user friendly. [#2712498]
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I have not had good experiences with Zoom. It is not intuitive to use and every time I have tried to use it, something goes wrong. [#2712707]
-----
Nope. Please get rid of the local servers. (I drive) [#2712719]
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Dropbox - paid for at principle investigators discretion - not decided by administrators that are not in the KNOW of what is actually needed to do scientific collaborations with other institutions/countries/government agencies [#2712722]
-----
There are several paper forms currently used by UT and my department that would be more efficient if they were electronic. [#2712755]
-----
Not everyone is on skype; make it a default service that someone has to explicitly opt out of. [#2712939]
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The Edu-Roam doesn't allow Apple devices to sync because of security settings. [#2712943]
-----
One Drive and Sharepoint continue to be a pain. [#2712958]
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Need the ability to utilize built in biometrics to authenticate users on devices. [#2713068]
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Having collaborative software is vital to my performance as a staff member. OneDrive isn't terrible, but others do not like it or understand how to use it. Institutional membership options to Dropbox, Google Drive or Basecamp would be good to allow options for faculty and staff, particularly when there are larger teams involving others from a variety of other institutions. [#2713163]
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Why don't we have Slack (or similar) or Trello (or similar)? Why email? eck. [#2713276]
-----
zoom has been invaluable. [#2713305]
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One drive, Calendar, One site and all of those programs are unreliable and counter intuitive to use. They often don't load quickly and freeze on me mid-task. [#2713792]
Skype for business is nice...but not widely advertised or easy to use. [#2714621]

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We should have skype meetings incorporated into the instant messenger that will allow for screen sharing. [#2714778]

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Too hard to include UT partners. [#2714830]

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One software platform that housed student, financial, and accounting information... This is not rocket science, but even if it were, we have rocket scientist in our system that could help us solve the issue. I wonder if we would use them... hmmm... [#2714894]

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My team has been testing Slack and Trello, and both tools have proven to be very useful. Our efficiency has improved greatly as a result. [#2714943]

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This may be more about my office. Nobody seems to know how to use Google docs or Skype for Business and we haven't brought in training (the Skype training we had this fall was the worst and not useful). Not sure if this falls under IT. [#2715144]

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Zoom has been great. I have a Pro account and appreciate it greatly. We use it a lot within my department and our work. [#2715198]

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n/a [#2715266]

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We've only just begun using SharePoint to collaborate in our office, but I'd say it would be helpful to have information about the process be clearer/more complete. It would be nice to be able to quickly search to see if one is already set up for a department/cost center. Part of my job is as tech coordinator for my office--very few people are actually moving to OneDrive over Dropbox. Though I do keep encouraging them to try it. Also, it would be really cool if I could have access to see how permissions are applied to OneDrive folders for my office through the utk.edu/ds/uact page. If I can, I'm not aware of how to find that. I set permission groups and would like to be able to see how they're applied on that same site. [#2715588]

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I think we have adequate technology, but staff do not receive enough training to make the best use of it. This includes how to use the technology itself as well as best practices in managing online meetings. [#2715596]

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NA [#2715726]

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I am at middlebrook pike location and do not have access to a computer except getting permission from an architect to use their computer to check my emails and workorders [#2715775]

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When we have staff meetings in 323, the technology does not always work well. We use equipment that will allow our meetings to be seen and heard by staff members offsite across the state, but often the picture or sound, or both, do not work well. I don't know if this is an issue with the equipment we are using or the network, etc. [#2715792]

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

SharePoint is clunky and slow. The new version of SP makes it harder to download documents, but easier to upload. [#2711571]

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When is OIT going to get serious about enterprise-level qualitative data? And no, NVivo is NOT it. Serious qualitative researchers consider that to be the quantitative software for qualitative research. We have a 16-seat license for Atlas.ti, and I have to jump through hoops to use that! No transcription software, no central field recording, nothing for mobile analysis, no Transana or V-Note... [#2711616]

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I appreciate all of the immediate dashboards. SERA seems very congested with requests causing a delay in timely reports. [#2711720]

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These systems seem to be widely available to specially-qualified users, but public- or University-wide sources are slower to be updated. Shouldn't more of these be automatic? [#2712194]

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just pay for the updates the systems offer [#2712518]

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I have no idea how to interface with the various systems that collect usable data on our organization. [#2712527]

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Enrollment data is difficult to find and requesting a report can take 3 weeks to 3 months to obtain. That is unacceptable. [#2712561]

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It is still not possible for staff who need to get data on a large number of students at one time to do so easily. This may be because the reports to access data in systems like Argos do not exist but it may also be because the existence of those reports that do exist is not disseminated to those who might like to request access to them. [#2712627]

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Multiple systems in which I use to do interact at all or not well. [#2712710]

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Nope [#2712719]

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Because there isn’t a centralized helpdesk that address issues related to systems (K@TE, IRIS, Banner, etc) it is difficult to get a straight answer on addressing issues. It would be a time saver for major issues to be fluid among departments so that users weren’t bounced around to different folks trying to address an issue that might otherwise be simple. It seems it is unclear who is to address what issues. [#2712724]

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The listserv system is not user friendly. It doesn’t provide analytics and it is very difficult to make changes to your listserv. We are having to change the listserv name for our department so I was told to delete the current listserv after downloading the list and make a new one. This is a very tedious process. [#2712731]

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it would be nice to be able to see direct bill charges from other departments sooner or at least be given the amount of the charge sooner. [#2712755]

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We need someone who can create reports in IRIS. [#2712851]

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Dashboards that pull information from various systems. [#2712945]
Provide Power BI as a solution. See latest Gartner Magic Quadrant report. [#2713026]

Because of the wireless issues on campus, the guardian Ap is not tracking properly. Thus endangering staff and students. [#2713027]

ClockWork could use an upgrade if available. If not, possibility looking for another program that will fulfill the current needs with added features. [#2713061]

n/a [#2713253]

I recognize the difficulty in making information housed in multiple systems readily accessible to various audiences. I greatly appreciate the UTK working to make this available to decision makers and developers building complementary systems to bridge additional data sources. Please continue this valuable effort. Perhaps selective, permissions based exposure of this data via power BI to broader groups would be a next step. Example, enrollment data available via Power BI for individual colleges to filter, query and generate reports based on the whole of UTK. [#2713352]

coming from a staff perspective: I would not say this is a data and IT problem as much as an organizational challenge that with the decentralized structures at UT is extraordinarily difficult to craft campus wide data projects. [#2713421]

If we had a program that would allow each college to compile its own data and make that available for decision-making, that would be great. Something like Tableau, perhaps? [#2713490]

Praise -- the data warehouse is a huge help. [#2713686]

As an employee, I would like to be able to utilize all of my applications and data while working remotely via the UT wireless connection. It would be a real bonus to be able to access everything while logged into Pulse secure as well. [#2713696]

Argos is incredibly slow. [#2713751]

sites often outdated [#2713799]

This is out of our hands, usually only for upper management. [#2713808]

Not sure how this applies to me. [#2714006]

See my feedback for IRIS, duplicated here in case these survey results are as clunky to navigate as the data in IRIS: I know this is well-known at UT but it bears repeating- The usability of the SAP R3 ERP is just awful. The user interfaces, whether "fat" desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or !!! the IRIS ID of the person controlling the account to which the asset belongs (!?!); it takes far too many clicks to locate an employee's status or job change information; the list goes on. [#2714175]

Iris does not accommodate to pull reports needed from. Get report writers to make this a priority. we have been waiting a very long time. [#2714490]
ARGOS needs minor reports! Requesting things from SERA is fine and they do a great job, but when I have impatient higher ups breathing down my neck for reports that have at least a two week turnaround time, it is not ideal. [#2714631]

Access to data is limited and OIT seems to be a bit defensive on allowing access to run simple queries. It also seems like data is divided up on purpose. There is not a single location where one could go to pull data and run reports (Banner, IRIS, etc.). [#2714894]

yes [#2714929]
n/a [#2715266]
NA [#2715726]
n/a [#2715775]

Consistent data between various student data sources. E.g., admissions enrollment (confirms) and final fall enrollment is not reconciled in both the registration and admissions systems at the student level. Thus, data on reports varies and hinders best case decision support. Insufficient student-level snapshot data for in-depth analysis needed to support decision-making. Searchable data dictionary that provides data sources (e.g., admissions with map to Banner), field, field attributes (e.g., length, type, reference/lookup values), currency (e.g., "field added Fall 2016"), and relevant notes (e.g., mapping information). Standard reports can have a selection reference (e.g., actual and "plain English" SQL-type description, including data source) to easily resolve any questions from another office that accesses the same data and sought to reproduce results. For Student data, coordinate campus-wide look with key stakeholders (admin, OIRA, academic, student support, etc.) at tools of choice for reporting/analytics. FYI, I've had some discussions with OIT regarding a few of these, and am optimistic that we'll be able to collaboratively make excellent progress. Thank you for asking :-). [#2715806]
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Room 129 of the Hodges Library ought to be upgraded at some point. [#2711604]

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If my laptop only has HDMI outputs, your TECs are useless to me unless I jump through hoops to find a way to hook up to VGA or hope that the HDMI is findable and that all the cords have not been swiped. I don't want to have to consistently call for emergency help. Surely by now the technology exists to have me effortlessly connect wirelessly (Heck, I'd even take Bluetooth!) to projection on ANY device I choose to bring to the class. [#2711616]

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It would be nice to have rooms that have doors and windows that are private. I feel that I could accomplish more if this were readily available to me. [#2711636]

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Make a concerted effort to put the same technology and the same control systems in all classrooms. I work at the College of Law. Only half of the classrooms have similar (Basic) AV Control systems. The rest of the rooms have a hodgepodge of systems. While every classroom has approximately the same capability instructors and students are frequently befuddled on how to turn on the system and select even the most common source to display content to the class. [#2711927]

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I teach Video Production classes and there are woefully few classes with the A/V gear up to the task in the Communications building. The projector system in the class I'm currently teaching is only capable of standard definition output. I can't show students how to edit with premiere. I can't use it to exhibit the cameras they use. [#2712134]

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Ensure that each classroom has a computer that guest speakers can simply log into to present their research. [#2712257]

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There could be more classrooms and meeting spaces, and there are still a lot of rooms that cannot use interactive software or zoom. [#2712270]

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Need most or all meeting spaces set up with Zoom technology for more efficient meeting times. [#2712274]

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We need a better, more open method of suggesting and obtaining upgrades for out-of-date classrooms. [#2712340]

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The technology in the classrooms doesn't always work and that's frustrating for all involved. [#2712453]

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LOW at UT. When the spaces are available, often there is no dedicated hands-on tech setup support for that space, which is critical when you are e.g., running an all-day Zoom meeting with remote attendees. [#2712462]

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All meeting spaces need Zoom capability. [#2712479]

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It would be great if every classroom on campus had the technology that the Haslam Business Building has (I am aware quite a few classrooms have good technology though) :-) [#2712522]

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There is a lack of classroom space on the hill, it doesn't matter whether there is technology or not. [#2712561]
Classrooms and meeting spaces are limited and it would be helpful in the new construction of buildings to incorporate such spaces. [#2712710]

There are not enough classrooms available for Mac labs across the university. It is very hard to run classes at normal times when we can't fit our students into the rooms or the Registrar doesn't give a room at all to a classroom. [#2712845]

It would be beneficial if more classrooms had different hook-up's available (such as HDMI, VGA, etc). [#2712847]

Our department meets collectively in large meeting spaces on campus several times each month. It's disappointing that mics don't always work, connectivity isn't always available, lighting can't always be adjusted, even the heat/air is sometimes unbearable. [#2712914]

Would like to see more consistency in regards to the quality of the A/V equipment in classrooms. One can dream. [#2713167]

It would be helpful to have more meeting spaces that are set up with a computer and screen. [#2713272]

I believe this is more a class availability issue than a tech issue, but we do regularly have problems with smart classroom technology in Ayres. [#2713712]

Moving toward all classrooms being SMART! So we don't have to carry a projector [#2713735]

Provide more and larger available meeting spaces [#2713757]

Too few places on campus and times are usually too close to lunch when others are gone to lunch. [#2713808]

Think all rooms should have technology [#2713921]

Old buildings with outdated tech makes teaching hard. [#2714024]

I think that the university could offer more high-tech computing software for students and faculty in regards to animation, green screens, video equipment, maker spaces, VR, and AR. Some of these things are available to small departments; however, I think to be seen as a technologically advanced campus, we could improve in these resources. [#2714264]

Space is a major issue for UTIA. Off campus offices might be the way to go for more rooms to have training. [#2714490]

Projectors, connectors, or other devices to allow group viewing in all or most meeting spaces would be nice. [#2714501]

Two instructors have requested a document camera in their classrooms. One received permission for OIT to install one in the Min Kao classroom, but it has not been installed to date. [#2714605]
In the library, we are going through a redesign of sections of the 1st floor and the third floor. This has made some meeting rooms unavailable. It will be better when this is finished. [#2714623]
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We are not on campus, so this item really does not apply. [#2714624]
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Not all the rooms have this capability. [#2714744]
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no [#2715024]
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Half the time our department laptop doesn't work - have been told it's because too many people log in, but we're supposed to all use it. Also can't seem to get connected to Medicat from it. [#2715144]
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The Dept of Theatre could use some technology in the Conference Room and in some of the classrooms that have none. We have to set up our own at the moment in several rooms and then have no support if needed. [#2715198]
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n/a [#2715266]
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Every meeting space should have the same technology available. [#2715348]
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Tickle and Perkins systems are not intuitive. Haslam Business Building is great [#2715445]
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NA [#2715726]
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n/a [#2715775]
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Getting timely resolution of technology problems that I am experiencing.

If my question involves anything beyond low-hanging fruit, I have to continually pester to get a response, and that response is usually a non-response if I go through conventional channels. If I want something done or want a real answer (and not the party line), I have to call someone in OIT directly that I know will help me or at least give me an honest answer to my question. [#2711616]

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Student Life OIT never responds and is slow to assist. Feels like they take the easiest option instead of providing real help. [#2712222]

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Sometimes, we have no idea when someone from OIT will respond to us if we have an issue. [#2712225]

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Timely is subjective. The issues are always resolved. [#2712270]

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This is sometimes an issue since most of my job is technology driven—not being able to work is an issue. [#2712453]

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I usually can get problems quickly because of my position in the dean's office. not sure how it is for everyone else. [#2712498]

-----

again hire individual that are knowable in IT. [#2712518]

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We feel many times that we are incompetent by the way we are treated when we have problems. [#2712641]

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The official solution to problems in this building is to completely refurbish machines rather than troubleshoot. This is frustrating and has resulted in loss of data, especially when IT works with non-native English speakers. [#2712649]

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The recent DNS/DHCP outage is a good opportunity to ask OIT for more updates (even if it is the same message) on the OIT status page. The intermittency and scope of the problem was very confusing when some on some floors were able to browse the web, and others could not even log onto machines because no wireless connection could be made. It was even suggested via an OIT employee that one should reregister the machines that would not connect. I am not sure what would have helped during those two very long days of disfunction, but more transparency and information is desired. Lots of wasted time was spent troubleshooting things that could not be resolved until the DNS/DHCP issue was fixed. This has happened with much shorter timeframes, and it makes one think that he/she is crazy—only to find out that there was, indeed, a network issue. [#2712681]

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Difficult, burdensome process. Help desk, then to OIT, then waiting for response. Hardware problems are especially difficult [#2712719]

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Chat is by far the most effective way to address an OIT issue. Calling is a commitment as I've waited on the phone for 15 or more minutes waiting for someone to become available. It would be helpful to know the preferred method for contact and ways to streamline the process without wasting time due to lack of info on the user side or lack of response on the helpdesk side. [#2712724]

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sometimes I fell as though my issues gets passed around from person to person [#2712755]
Issue with IRIS reporting is frustrating. Reporting is way behind today's standards. [#2712851]

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Processing time is little bit slow [#2712907]

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It would be nice to have better security on our computers because their have been employees who have been looking and through other employees emails without any permission what so ever. That needs to stop. If I email someone strictly to that person my email should go only and only to that pacific person. Not an employee or someone else hacking into my computer and sending or looking at any information that is none of their business. Punishment and restrictions should be in place for employees and hackers that would even try to attempt to do this. Meaning they should be penalized for it. 1. a warning. 2. suspension. and 3 fired for misuse of personal information of another employee or employees. [#2712967]

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I've been very pleased with the services offered. [#2713038]

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See comment above, Mr. Morgan was very helpful. [#2713085]

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Finding a balance between fixing the problem quickly, and also helping to prevent the problem in the future. [#2713209]

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For the most part my calls and emails are answered in a timely fashion. However, recently I sent two follow up emails regarding an open item, but did not receive a response. I had to call to get an update. [#2713272]

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I don't have any specific suggestions, but I'm just having routine troubles with things like being able to print from Microsoft Edge and using the new Policy Management software. I realize the latter is most likely a vendor/software issue. [#2713348]

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We used to call in a problem, then someone would come out and fix it. Now we have to stay on the phone with them, give them access to the computer, which takes us away from doing other things. [#2713681]

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OIT staff have been extremely patient and helpful in troubleshooting issues, but do not always pay attention to the steps that users have already taken to troubleshoot before calling OIT. It is very frustrating to spend time on the phone with OIT remoted in watching them take the exact steps already taken to troubleshoot before calling to request assistance. In some cases, it has been 25 minutes of replication before something new was tried. [#2713797]

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I think they need more people in the technology department. Its seems to take a few days to get things done. [#2713981]

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OIT too often takes too long to respond to requests and often does nothing to fix the problem but rather refer me to someone else (who then refers me back to OIT) [#2714188]

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(What is “timely”?) Who would want to wait for days for resolution of tech problems? If my computer isn't functioning, I can't do most of my job. It is critical that technology work correctly, and that whoever I call be able to fix the problem or find someone who can. [#2714218]

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Always helpful [#2714372]
Help desk techs should be more trained. [#2714490]
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On several occasions, the ticketing system has introduced a delay in response time to the point that the request no longer matters. With a 50 minute class, a problem discovered at the beginning of class, with 10 minutes spent trying to make it work, another 10 minutes with the help desk creating a ticket, 10 to 15 minutes for a tech to arrive and 5 minutes to resolve the problem leaves 10-15 minutes for instruction. Worse are the "we'll call you back" incidents, where a 30-45 minute wait for the return call means the class is already over. [#2714498]
-----
I am an IT Administrator so when I call OIT it is for something that I cannot resolve myself and I have extinguished all known options that I can think of and that google has suggested. When I contact OIT I have to go through the initial triage call and then be passed on to someone else or have to wait for support to contact me back. Very seldom do I have issues that are resolved in what I would consider timely. [#2714537]
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See above about the black hole. [#2714717]
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Very important. [#2714918]
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yes [#2714929]
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It's been very slow this year...I'm wondering if the office is understaffed. [#2715135]
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I work in the Student Health Building and general IT can almost never fix a problem, ending up sending it to our IT dept. But I still have to go through contacting general IT, having them take over my computer screen and then discover they don't have permissions. Wish this could be resolved. [#2715144]
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Improve communications in the ticketing service - don't just resolve tickets. This has improved, but still happens. [#2715274]
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I think there should be a number to call instead of email only point of contact. [#2715308]
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See above. [#2715348]
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I'm still waiting for the printer to stop printing error codes. I've given up on anyone here getting it fixed. [#2715388]
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DO not strip someone's computer when repairing it. [#2715543]
-----
NA [#2715726]
-----
n/a [#2715775]
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When I first started, my netID was created with my maiden name. After submitting a request to get this changed, it took too long to get my new ID. [#2715792]
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Technology support staff who have the knowledge to answer my questions.

I love our departmental IT staff...I dread it when they refer me to OIT. Don't get me wrong...if I have an issue with a password or something simple, the response is adequate. But I don't feel like I get anymore than obfuscation and "we don't support that" with any other question I take to the HelpDesk [#2711616]

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I perceive that Student Life OIT doesn't care to actually help. [#2712222]

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Support staff is occasionally not helpful or friendly. Most of the time they are fine. [#2712225]

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Out OIT person is EXTREMELY knowledgeable!! Alexandr M. [#2712301]

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The OIT support staff do a great job for the most part. There are times I get the feeling that the person on the other end of the line either doesn't know the answer or doesn't want to deal with my issue. That is a rare occurrence and I feel it happens with less seasoned team members. [#2712479]

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We have technology support staff in our college. I rarely have to call OIT helpdesk. Our college staff have different levels of knowledge and willingness to assist. [#2712498]

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By and large, people do know what they are doing. Not an issue of knowledge, but sometimes of availability. [#2712516]

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I have not had personal issues with technology support staff being unable to answer my questions, but I have witness them on multiple occasions being unkind or impatient with older staff members who are struggling with technology. Oftentimes this makes the older staff people more agitated and confused, doesn't help the issue, and leaves a bad taste in everyone's mouth who is close enough to hear. [#2712631]

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Staff who is willing to teach and listen to the problem we are having without jumping to answers without hearing what is truly going on. [#2712641]

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No suggestions! Just a thank you to the great staff who take the time to help out when technology goes awry. [#2712644]

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Front line help desk workers who "think" this or that... instead of admitting that he/she does not know the answer or wastes time guessing at an answer, instead of filing the call with the dept/area that knows the answer - is my biggest frustration. Once that call is appropriately handed off, situations are resolved. [#2712681]

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Depends on who answers phone [#2712719]

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They have always been very helpful. [#2712722]

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There seems to be a lack of synchronicity between departmental IT folks and OIT. It would be helpful if they were plugged into changes with the websites, OIT notices/changes and IRIS updates as well. Many times they are unaware of changes and are unable to address them. [#2712724]

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There are often times I call OIT and I get excellent service but sometimes where an individual is no help at all. [#2712845]

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I hate it when I call OIT for a permission issue, and they refer me to a department and that person is out of the office and is the only one who can help me. I would prefer just having to contact OIT only. [#2712851]

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Almost every time I call OIT, the call lasts an hour and nothing is accomplished. [#2712958]

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I have had to put in request w/ OIT a lot since I am not the administrator to either of my computers. Sometimes there are technician off-site that try to help me that can't. They put in a work order for someone to come to the office. And the on-site person spends two seconds and fixes the issues. I think it is easier if on-site people help. [#2713066]

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John Morgan did a good job for me regarding printing issues in the new Strong Hall. [#2713085]

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Showing me what I need to fix, rather than just fixing the problem can help me learn to take care of it on my own in the future. [#2713209]

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On several occasions, the DOS IT student assistants/GAs have been sent to fix a problem, in which they created more problems or failed to network important things such as printers and scanners. [#2713240]

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Not only the knowledge, but the customer service skills. [#2713681]

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pay students more and be more competitive when hiring [#2713709]

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I have had trouble finding technology support staff with familiarity with Mac laptops. One person, John Morgan, has been extremely helpful. Other staff members have been unable to help me or have taken a long time to help me. [#2713736]

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Again, an FAQ for certain applications would be helpful to be able to research the answers to questions without having to call OIT, allowing the time and expertise of OIT to be saved for larger, more pressing issues when possible. [#2713797]

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Need support that doesn't have to check with someone else for the answer [#2713921]

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Staff are very knowledgeable, but High Sierra is the problem. It has been a nightmare to get my Microsoft applications to work. [#2713926]

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The referral system between OIT and the Division of Student Life is frustrating at times. It's hard to know who "owns" issues. When problems arise, we typically make extra contacts to resolve them. [#2714026]

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I get constantly thrown from one person to another when submitting OIT requests, almost as though no one wants to take responsibility for the work themselves. [#2714188]

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Do you mean support staff within the department/college, or OIT? Or just "someone"? [#2714218]

-----

Always helpful [#2714372]

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We need more tech support at least one position. Customer Service skills are also needed in this position. [#2714490]
All of my calls to the help desk get escalated. Nearly 50% of my calls that have a technical issue end up going through multiple tiers of support. Approximately 20% are answered with a non-answer, e.g. "We have no response," or "I'm sorry, but we don't know." I appreciate the honesty, but it instills a lack of confidence in OIT's professional staff. [#2714498]

I am an IT Administrator so when I call OIT it is for something that I cannot resolve myself and I have extinguished all known options that I can think of and that google has suggested. I realize that tier 1 support is for the average user but it is very frustrating dealing with support of a serious issue and having to talk to someone who does not understand what is going on or makes you go through elementary steps that you have already tried. I think offering support for fellow IT people would help a little. [#2714537]

Work on effective communication with people that may not be as familiar with technology. [#2714628]

Have constant training for technology support staff. [#2714642]

I have reported several email scams I've received, and I've never received any follow-up. It would be nice to know whether these were ever even investigated. [#2714759]

I have had several problems with my Mac that I ended up taking to the Apple Store for aid, because most of the technology staff on campus only knows windows systems only. Even the tech experts that regularly work with Mac could not fix the problem, but it ended up being an easy fix when Apple looked into it. [#2714776]

In some instances IT Support are incredibly knowledgeable and helpful. There have been times I have called the helpdesk and felt I knew more about the platform than who I was talking too. Not sure this is fixable but maybe a better referral system? Support has to include helping to use the more complicated software programs. If IT takes the stance that the program is running properly, it isn't very helpful to the user. [#2714830]

The staff is usually pretty helpful. [#2714918]

There is a problem with Explorer that nobody can fix despite trying, so I always have to click 7 things every morning in order to work any other internet program such as Google Chrome. [#2715144]

Some are great, others not so much. [#2715308]

Training all staff at same level. [#2715348]

Help desk still has the reputation of a 'no help' desk for anything other than simple support. [#2715383]

The tech staff need to be more hands on in providing solutions [#2715393]

This is very hit or miss. A lot of the OIT staff are fantastic. But I never call because often those answering the phone don't know how to help or who to forward to. I understand people being new, but I'd suggest better training/better information on how to escalate problems/ better scripts for troubleshooting for those answering the phones. [#2715588]
Often when I call to report issues with our PC desktop computers, the person who gets sent to help is a Mac person. It would be nice if the techs who are sent to help with particular issues were chosen based on their platform expertise, to save their time and ours. [#2715609]

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NA [#2715726]

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We recently had a training on Adobe, but the trainer was not always able to use the program quickly or easily. He had difficulty finding items on drop-down menus and was not always able to answer questions about the differences in using Adobe for Macs vs. PCs. [#2715792]

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Receiving communications regarding technology services that I can understand.

See above. If my question involves anything beyond low-hanging fruit, I have to continually pester to get a response, and that response is usually a non-response if I go through conventional channels. If I want a real answer (and not the party line), I have to call someone in OIT directly that I know will give me an honest answer to my question. I don't much care if the communications are jargon-free (jargon can be looked up), but I _do_ care that communication is straightforward and agenda-free [#2711616]

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We do not receive regular information on technology services. When we do receive them, they seem easy to understand. However, it would be great to have a regular email newsletter or something from OIT about new services, available services, risks to users, etc. [#2712270]

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Our OIT person is really good at explaining things [#2712301]

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It is important to remember not everyone is a tech specialist. Some of us are just good users of technology and just want it to work. We don't care how it works. [#2712498]

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I'd appreciate a little less "technical" in the written communication regarding system outages, upgrades, and other issues. [#2712527]

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this would be great [#2712641]

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See my answer above. The information on the Status page is similar to a Microsoft System answer. However, the listserv messages concerning the network are better, but could be more detailed in scope and symptoms."you might experience x, y, and z" [#2712681]

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Many times the availability of services is not broadcast. For example, I did not know about the UT Vault email system until another department told me about it. I have shared with numerous people who did not know about it. [#2712851]

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This is probably trite, but a daily reminder for 14-ish days ahead of the need to reset a password is a little much. Maybe every other day for that length of time? Maybe every day for 5 days ahead? [#2712914]

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I am an educator and my business is trying to make the technical understandable. I think it is essential to take on this perspective to be successful. [#2713421]

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Not everyone is tech savvy so it would be nice to just be talked to in a normal way. [#2713981]

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When I report to abuse@utk.edu i get nothing back..... [#2714372]

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We get so many emails of "updates" I ignore them because they're too numerous and not easy to understand. [#2714488]

-----

In my trainings I have learned people like it all spelled out and easy to do. I know step by step seems silly to some but it does go over better with my clientele. [#2714490]

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Have IT staff explain services without using technical terms that not all staff members understand. [#2714642]

-----
Communication about tickets I and others have submitted is sporadic and often not timely. Sometimes tickets seem to go into a black hole until I call to ask for an update. [#2714717]
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links that work and are tested prior to sending out. [#2714782]
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Web-site availability with more information about what is provided with the service and cost per seat. List of contracts and points of contacts for super-users on campus that can assist. [#2714894]
-----
yes [#2714929]
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Need more help information on how the report malicious emails etc [#2715231]
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NA [#2715726]
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Sometimes I receive notifications a day late [#2715775]
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Getting access to training or other self-help information that increases my effectiveness with technology.

Lynda.com is woefully inadequate in many areas of faculty development. Can we consider either asking for new/advanced courses or augmenting Lynda with another service like Hooniu (one example)? [#2711616]

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IRIS training needs to be easier to navigate. [#2712225]

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I would like to see more entry level technology courses offered. There are things that would be helpful in my job that are simpler and more basic. [#2712453]

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OIT trainings I have attended have been quite good. I'd love to attend a LaTex training. [#2712462]

-----

NEED CLASSES ON SHAREPOINT that make sense to the user. Our office uses SharePoint for many things and I have NEVER had formal training because no classes are available. The Microsoft training is a waste of time. Also need Microsoft Office training classes available online that provide HR128 training credit. [#2712479]

-----

OIT workshops are good and I take as many as apply to my job. I wish technology classes that EOD provide were free. Or that OIT could provide more variety of technology workshops. [#2712498]

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It's not a technology issue, per se, as much as it is a "getting it approved" issue. [#2712516]

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make the access to sign up for classes people friendly. [#2712518]

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We use so many different websites associated with the University, I do not always know which one is best for all needs. I oftentimes will look back at a link that was provided for the same topic and follow it. [#2712703]

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training materials are often difficult to locate due to the classification process [#2712719]

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OIT help documents are hard to find, an sometimes it's difficult to know exactly what you're looking for, so a help tab or page would be helpful. [#2712724]

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There are a number of systems staff members use that there is no training for. Such as, Banner, GradesFirst, Argos, etc. [#2712845]

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The OIT training needs to incorporate Policy & Procedures in their training to make it more effective for new employees. [#2712851]

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Lynda.com is great. I hope it remains for some time. [#2713421]

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I'm not really aware of any training at this time. [#2713681]

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Training materials must be very current, and deeper in detail. I usually already have a good understanding of the basics of the technology, I need direction with some of the more advanced features. [#2713706]
certain trainings offered repeatedly but training on new software applications often sparse [2713799]
-----
When classes are offered, they end up cancelled at the last minute. [2713808]
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Training on Mac software problems would be appreciated! [2713926]
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Training isn't self-help. "Self-help" should be very available, and it seems to be with Lynda, etc. In person, hands on training is less and less available, and that is not good. [2714218]
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I love to learn and want to be on the cutting edge. Monthly Tech classes would be great to have by Zoom to hit the entire campus. [2714490]
-----
It would be great to see more courses offering basic troubleshooting knowledge for commonly occurring problems that students, teachers, and staff may run into during their tenure at UT. For example how to operate zoom and all video, projectors and sound equipment. How to run face-time/Skype type applications efficiently. Tips for software updates and things to be aware of like viruses and security breaches. [2714776]
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In-house is preferable. [2714782]
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I take CE classes, but not all of them pertain to my job, however I have to take them in order to fulfill my CE credits. Would appreciate more hands on training with Access, Excel, Word (2016 versions please). [2715076]
-----
I'm not sure what I have access to, and wish my department would schedule it. If I learn Google docs but no one else does, it won't help. [2715144]
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n/a [2715266]
-----
SOME EMPLOYEES ARE NOT ALWAYS ABLE TO KEEP UP WITH INFO ONLINE. RECEIVING INFO BY PAPER MAIL WOULD HELP. [2715338]
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Maybe easier to find. [2715358]
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Again, the search function needs improvement. And information needs to be more complete. There are often steps missing in instructions or information isn't up to date. [2715588]
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NA [2715726]
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Training classes at conference center start at 8 a.m. I and most people that need training work until 2 a.m. Training times changed until afternoon classes [2715775]
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LiveOnline@UT (Zoom) virtual classroom environment support

The system for using ZOOM in a conference room is far too cumbersome and unreliable, and even IT people have had problems making it functional. [#2712395]

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We are just beginning to use this for meetings. I need to learn more about it. I am registered to take an OIT workshop [#2712498]

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Don't know what that is. [#2712703]

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No comment [#2713448]

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I would like zoom to be more easily integrated into calendar. As it is, I have to copy and paste all of the desired information about a zoom meeting into the calendar and if I can not attend the meeting I have had a difficult time finding the meeting later to watch. Also, I wish that more professors used this service in the classroom setting. It isn't being utilized, even in the technology heavy classrooms in the Plant Science or Animal Science classes. [#2713634]

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ZOOM is great if you know how to use it. Perhaps step-by-step instructions could be disseminated in an email. [#2713726]

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Zoom has a tendency to lose audio and continuously boot a user out of a meeting. Sometimes this coincides with needing to update but there doesn't seem to be a definitive cause that I've been able to figure out. Logging out and logging back in to the meeting doesn't solve the issue either. [#2713751]

-----

I have had several issues over the last year, and there has been improvement. Lack of communication is the biggest factor. Within the past month, I have had 3 requests submitted to Course Delivery and received no confirmation that the request was received, planned, or handled. The "wait and see" approach to see if a pre-planned event would actually be performed is unnerving. [#2714498]

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don't use [#2714782]
Official University Email - Office365, Gmail (available to Students only)

Adequate but was better when hosted in house [#2711528]
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Sometimes I will receive an email to the mediacenter@utk.edu email account after the time that I should have. In other words I will look through my email and think I've read all the emails I received that day, then an hour later I check again and find new ones that (according to outlook) arrived several hours earlier in the day. [#2711604]
-----

I am ONLY talking about email here...I actually think that the Office365 interface has become almost seamless across all of the platforms that I use (MacOS, iOS, Windows 10). But you all lost me as an Outlook customer in any way, shape, or form almost a decade ago. I have always had a GMail account, and all of my official correspondence is routed to it. And no, I'm not referring to the UTK GMail interface... [#2711616]
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This may be an issue with my PC specifically, but my Outlook/Office 365 often responds incredibly slow and sometimes needs to be restarted to function properly. [#2712358]
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As a staff member, I am very jealous the students get to utilize gmail. I very much prefer Gmail over Outlook. [#2712696]
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same as above [#2712724]
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I'm not sure where this falls, but I hate the Cloud. I have issues with authentication on a regular basis that slow down my ability to add attachments using the "Attachment" button (I usually just click and drag from a file). Additionally, my e-mail search results since moving to the Cloud have been less than stellar. I can search using the same term and get different results. I can search and get no results (even though I know I am using a key word). This is the worst for me, since I often need to find e-mails quickly during meetings or phone conversations that relate to a specific situation. That is by far my biggest complaint. [#2712778]
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I would prefer a gmail option for staff as well. [#2712914]
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Sometimes when you change your netid password nt e-mail stoips working and I don't realize it right away. Once I called the Help Desk and they told me NOT to check that Remember My Password (or whatever that box is that comes up in the upper right hand corner). The next time I changed my pw the same thing happened and I checked the box and it was fine. [#2712925]
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Move back to a hosted solution or provide standards for optimal operation of Office 365. Archiving is a problem [#2713026]
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N/A [#2713085]
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Why do students have gMail and faculty and staff don't? Why have a calendar system that doesn't match? Microsoft and gMail Calendar don't work well together and it is damn frustrating. I send an invite to students and they click accept but I don't get notified if they use gMail. We should either MS or gMail. We have talked with Google help desk and our OIT help desk and each says they should talk and work together. But they don't. Stop finger pointing and make these services work. Or just pick one. [#2713276]
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I definitely prefer Outlook over remotely accessing 365. [#2713279]
365 is visually a low contrast env. It can make it difficult to use. Otherwise it's ok I guess. I can seem awkward to navigate though. [#2713421]

This service is glitchy and is constantly being changed by the vendor, which is disorienting. [#2713752]

Lately Office365 email crashes often. [#2713757]

Regarding Office365, often it is difficult to access remotely. Apparently, there's some new way to sign in through Microsoft and it most always tells me they are having trouble with my account. Why the change? [#2713868]

Office 365 is cumbersome to use - I prefer not to use it [#2713921]

Switch faculty/staff email to Gmail [#2714505]

It is difficult to work with students who get to choose between 2 systems Google based and Microsoft based, while being limited to working only with Microsoft. Having access to all but Gmail withing G Suite makes it hard to use the better collaborative software offered by Google. Please allow staff the same choice between Gmail and Office365 (Outlook). [#2714966]

I am staff with UTHSC and take classes at UTK. I sometimes have problems opening documents or other things within my course work. It is very frustrating I would like to have a UTK email also. [#2715055]

365 is ok, but I think it could be better. [#2715308]

Recommend encouraging students to use Outlook since it is industry standard in the workplace. It is hard to switch later [#2715445]

Office365 has a really clunky interface that is frustrating to use. [#2715609]

NA [#2715726]

n/a [#2715775]

Outlook stops responding more often than it should. [#2715792]
Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

SIS/Banner has so much potential! And yet, any project I am involved in that would go so much easier with Banner integration requires a program that I would gladly write myself if I had the expertise, but it frankly takes too much money and political capital to get done through OIT. [#2711616]

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MyUTK is fine. Banner could be streamlined and more user friendly. The screens for adding and dropping class, for example, are confusing. [#2712270]

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This is improving. OneStop staff are not typically helpful in resolving complicated issues. OIT help desk has much better response than OneStop. [#2712372]

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DARS should allow a selection where you do not have to go back out or clear screens. There might be an option to have DARS give hypothetical situations to a degree or a best avenue to follow. [#2712520]

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Banner 9 will help a lot for issues Mac users had with INB. It's frustrating there are limited training times. Thursday afternoons only, means training cannot happen for us all. [#2712845]

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Being a staff member that uses Banner/myUTK very consistently each day, it would be nice if it didn't automatically log you out after just a few minutes of inactivity. I have to log into Banner no less than 10x per day since they've made that switch. [#2712847]

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I work on a project every year when I need access to Banner at UTK, UTM, and UTC. Trying to get access to the VPN and Banner systems at UTC and UTM is very time consuming and frustrating. Last year, once I got it at UTC it wouldn't allow me to see all the fields I needed to and then it just stopped letting me in. [#2712925]

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N/A [#2713085]

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I just wish Banner wasn't so hideous. But there is nothing you can do about that. [#2713167]

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I think that it would be more efficient if the Student Information Systems like Banner and CS Gold were integrated with IRIS. [#2713368]

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Overall, Banner is a very clunky system to use. I wish we used something else. [#2713490]

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One area that contains ALL data on the Student [#2713648]

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There are many, many things that need to be changed/upgraded in Banner. We have complained repeatedly to anyone that will listen about the cross listing issues but have yet to get any reasonable response from anyone! We met with Joel several years ago! I have called the current person in charge of Banner programming about a couple of simple changes. I've called her twice since Christmas and she has yet to even return my call. It's very frustrating. I work in one of the largest departments on campus and collecting enrollment data is very difficult in Banner, especially with cross listed courses and I have many! I'd be happy to meet with someone to talk about some of the user issues. [#2713654]

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I use myutk for my son's account and think it is very unuser friendly [#2713694]
The system with the most problem is GradesFirst. If the company would listen to the users concerns and suggestions for its product that would be helpful. We advisors and coaches used this product everyday we have some ideas on how to improve the system. [#2713707]

The time-out setting in Banner has to be returned to its previous settings. An advisor can be in session with a student and turn to have a conversation, then be required to log back in. It's an annoyance, and it's unnecessary to restrict the timeout to such a degree. I know it can be adjusted and it should. [#2713712]

Banner usage is still a bit cumbersome for a new user. Reference manuals that would provide a place to research a question or how to do a particular task would be helpful. [#2713797]

DARS should allow a selection to choose from rather than having to back out and reselect or clear screen. There could be an option to have DARS give hypothetical situations for a degree path or best avenue to compare to manually selecting areas of education. [#2713808]

New hires should be able to go through an orientation with the University outlining the information systems available; their purpose and the best methods of accessing and learning. [#2713939]

Gradesfirst needs a lot of work. Or we need a new system. [#2714024]

The reason we are here is that we have students. The software that enables them to register for class should be perfect and excellent. The software that enables us to help them should also be perfect and excellent. What we have is OK. Not excellent. [#2714218]

I want to see everything that the student sees and sometimes that isn't possible. [#2714274]

Class registration is not working very well. [#2714744]

Banner is not user-friendly. [#2714852]

Banner is archaic... It is 2018 and this is the flagship university for the state. Why on earth are we still using an outdated software system. We have software engineers and data analyst PhD's right here on campus. I am not sure why we don't work with these departments to come up with our own solution. We could also market this solution and sell it to other campuses... [#2714894]

It would be very helpful for staff to have a student view of self-service Banner. [#2715228]

grades first has limitations in scheduling appointments with students. only 15 minute increments. would be helpful if you could schedule meetings for anytime during availability. [#2715445]

NA [#2715726]

GradesFirst is much too slow in resetting when going from one page or area to another. The calendar is terribly slow. [#2715828]
Canvas should be available to professors and staff who advise student organizations. I work with The Volunteer Channel. Canvas would make my job so much easier. [#2712134]

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It could be better publicized, more transparent. The offerings should be broader (e.g. safety training and employee development classes) [#2712248]

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The Canvas transition has not gone well. I have taken at least six classes in the new system, and none have gone well. The professors could not figure out how to use the system, and many indicated there were too many choices. [#2712270]

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My instructor asked our group about a project we turned in. I replied but the instructor never got my answer. It appeared to the instructor our group had ignored her question. Issues like this cause me to lose confidence and trust in Canvas. [#2712278]

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i don't like canvas 1. i don't like having to manually delete every old message 2. i don't like that other students use canvas to solicit memberships to studysoup 3. i don't like the interface to see courses in which i'm enrolled 4. i don't like the email/canvas interface [#2712649]

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Don't know what that is. [#2712703]

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See comments from "online services that enhance the teaching and learning experience." [#2712706]

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Canvas is okay, but there are still several bugs to work out. The peer review function does not operate appropriately, the eportfolio system doesn't have assessment built in, and the commons area doesn't allow users to view the material without first uploading it into the course shell. [#2712943]

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I'm a special (nonacademic) user of Canvas. It doesn't allow for much reporting and this can be frustrating. It likes to output graphs, when I would rather have downloadable table data. [#2713421]

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The plagiarism tool in Canvas is confusing to use. It doesn't give full information without being prompted to pay for the service through the company website. For something that is required by a course, a student should not have to pay in order to know the complete plagiarism report. [#2713751]

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Hard to use [#2714716]

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My professors, colleges, and I have all had issues sharing information efficiently through canvas. [#2714776]

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I do not think the switch to canvas was a good move. It is not user friendly. The gradebook does not have the capability to do what I want. It is difficult to post information in modules that go directly with the links provided. [#2715147]

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n/a [#2715775]
UT System Services - IRIS

The IRIS website is really unattractive & I don't like the loading time when navigating to other pages. [#2711604]

I wish there were more services available on Employee Self-Service, more vendors in the Marketplace, and that the online interface were not so wonky and wanting to constantly open new windows since I like to block that feature on my browser. [#2711616]

IRIS is difficult to navigate and impossible to search through if you don't have the name 100% correct. Not user friendly and I get extremely frustrated working in it. [#2712011]

Too antiquated [#2712301]

just pay for the updates that the systems offer [#2712518]

Iris is very elusive in what steps to take to find specific information that is needed as staff for students. Programs to query job specific information that was needed when I worked with graduate students was hard to access. There have been some changes for programming queries, but still not easy. Training was confusing because people in select jobs use different information. So useful benefits pointed out to one's job during class may throw another person off and add confusion. We do not always understand enough to ask the best question. More job specific training or an hour seeing what on does at work would be a benefit so training would be more efficient and effective. [#2712520]

IRIS is mostly horrible to use. [#2712543]

IRIS is frustrating at times. I don't like that I cannot pick-up the phone and call someone for assistance if I am having issues. Having to email and then wait for a return email is time consuming and if the issue is not resolved the back-and-forth emails is frustrating. [#2712564]

Would love to be able to better access my payroll information via my phone. Don't know if this is possible. [#2712644]

IRIS is a little clunky. There are personal details that I cannot update. [#2712649]

Very rarely has hiccups in the system. [#2712710]

Too many problems to list here. processing time lags. ORNL uses SAP and has much neater and easier reports, easier to locate, easier to use. UTK has many issues with SAP as there is no personalization. [#2712719]

Access is good, but the system is not at all intuitive [#2712738]

IRIS is very hard to navigate [#2712755]

The IRIS travel and expense system is very out of date. Concur is rolling out slowing with being able to book travel but ready to have it rolled out for full use including expenses. [#2712783]
It would be wonderful to update IRIS for mac users. It's frustrating to need to log into a website, download the interface each time, and then log in. If my internet drops Citrix closes out and I need to start the process all over again. It often freezes or doesn't safe either. [#2712845]

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Again, the reporting in IRIS is outdated. [#2712851]

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It is just a very confusing system. I use it mostly to find information regarding personnel and financial. I am never sure if I am looking at what I need to. For example when I am looking for approvals and I don't see it in the Workflow departments have told me to look at the ZWF_HISTORY_IRIS, but I still don't see anything there that clearly looks like an approval. Maybe develop a class on overall IRIS terminology and what certain terms mean. When I have been to the IRIS classes it is dedicated to a few transactions which is great if you work with them everyday, but for those of us who are always having to look at different things it doesn't help a lot. [#2712925]

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Extremely complex and not user-friendly at all. [#2712996]

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MORE DOWNLOADABLE REPORTS TO EXCEL!! Right now, extracting meaningful information from IRIS to Excel is mostly non-existent. Data in IRIS is mostly non-filterable. [#2713017]

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Inadequate human resources to complete the necessary modifications to provide business management support. Open up web services to allow live data connections. [#2713026]

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N/A [#2713085]

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IRIS reporting for Human Resources is pitiful. Reports are archaic or non-existent. Either enhance the system to provide beneficial reports or find a new solution that works for all needs and not just finance. (Ex - we cannot currently run reports to determine turnover for staff or faculty, anticipate retirements over next 5 years, evaluate salary compression.) Dumping data to Excel in order to manipulate the data to get what we need is unacceptable. [#2713172]

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Marketplace for purchasing has some bugs. I give it a 75% approval. The UTK staff supporting marketplace are helpful. [#2713220]

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The IRIS helpdesk is not nearly as user-friendly, efficient as OIT’s is.......wish IRIS helpdesk performed as well as the OIT helpdesk [#2713267]

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Cumbersome, but I can navigate the transactions I need. [#2713279]

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IRIS is the biggest frustration that I have with IT services. I routinely hear that something cannot be done because of IRIS. I don't understand why we cannot either make IRIS do more of what we want or find a system that can. IRIS should serve the University, and I often perceive that we are serving IRIS. [#2713348]

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I get email for IRIS all the time and I always read them but about half the time I can not discriminate what IRIS is trying to tell me. I would like an overview or online training on the use of IRIS systems. [#2713634]

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A little more by date access. [#2713648]

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Amazing support - very fast [#2713694]

IRIS looks and feel so out-of-date. [#2713707]

Make it compatible with Apple [#2713735]

The my benefits statement doesn't print the document correctly and is frequently wrong [#2713752]

Lacks user friendliness [#2713799]

Iris is very elusive in what steps to take to find specific information that is needed as staff for students. Programs to query job specific information that was needed when my work required information was hard to access. There have been some changes for programming queries, but still not easy to use. Training should be specific to the job. Classes try to incorporate all similar jobs where confusion can occur. [#2713808]

Increase number of open sessions allowed. [#2713822]

The way different departments access IRIS is wildly variable and confusing. [#2714159]

I know this is well-known at UT but it bears repeating- The usability of the SAP R3 ERP is just awful. The user interfaces, whether "fat" desktop clients or web apps, are byzantine in their complexity and almost never intuitive; key features are missing like the ability to locate an asset by its UT Tag number instead of either the Asset Number or !!! the IRIS ID of the person controlling the account to which the asset belongs (??); it takes far too many clicks to locate an employee's status or job change information; the list goes on. [#2714175]

This system is clunky and it takes a lot of clicks to get to the desired information. The reports and transactions are not named well and it is difficult to generate anything close to an income statement to see how well you are doing financially. [#2714272]

Needs to be more user friendly. [#2714488]

Reports from this system should be more widely available and easy to pull data from. items like employee turnover, should be set up to run easily. [#2714490]

I realize that financial systems are complex, but I think a lot more can be done to make training tools and tips available. The IRIS Help search feature is better than it was, but still does not identify exactly what a user might be looking for. Perhaps a help system more like OIT's Knowledgebase might be better. Also, in IRIS if I know the transaction id, locating the transaction it in the menu tree is extremely difficult. A better search tool can be developed for this, too. Especially since the menu location tends to change. For instance, if I have a transaction saved as a "favorite" from years ago and want to share the menu path with a colleague, it takes considerable digging to locate the new path. Even displaying the menu path somewhere at the bottom of its open transaction could be useful. [#2714517]

Clunky [#2714540]

It would be great if you could add the ability to attach documents to the HR side of IRIS [#2714680]
IRIS is nearly non-functional on a mobile device. It's 2018 and I know SAP offers better mobile support than we seem to have access to at UT. [#2714717]

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I'm not about to tell you anything you don't already know - IRIS is clunky and not user friendly. It's a very powerful tool, but not if the average user isn't able to get what he/she needs from it. [#2714812]

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IRIS needs to be more MAC friendly. More than enough IRIS users (and other systems) are MAC to warrant the upgrades. Approximately 3/4 of my department are MAC users. [#2714825]

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The least friendly system I have ever used on a regular basis and extremely hard to make it meet operational needs. [#2714830]

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IRIS is so confusing [#2714889]

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SAP is a great software platform for manufacturing companies. I've used the software several times at companies like Coca-Cola and Georgia-Pacific. It has too many reporting variances and we have not been allowed access to the data to run our own queries. We basically have to use BW to query IRIS. We now have to use IDS to query BW to query IRIS... Just let us query the IRIS data warehouse ourselves... Efficiency... [#2714894]

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Training for IRIS was not useful at all; not everyone is a teacher. I still don't know how to access what is available and this makes it difficult to obtain accurate information needed at times. [#2714924]

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The software is horrible for infrequent users. [#2715011]

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More communications on IRIS changes and faster changes i.e. eforms [#2715031]

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I've experienced difficulty printing from this, e.g. W-2 forms [#2715135]

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IRIS is difficult to understand for the person who does not do approvals on a regular basis. Terminology is not self-explanatory [#2715258]

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n/a [#2715266]

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Steady improvement, but still not user friendly. [#2715276]

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Very clunky system [#2715296]

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IRIS is a very difficult to use program. [#2715308]

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Having the role to view not change more items in IRIS. [#2715348]

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There's no hope for IRIS. Throw it out and start over. [#2715393]

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i.e.-when I attach a backup document to my IRIS document I cannot delete it (if attach the wrong document in error which happens on occasion) [#2715545]

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easier way to receive instructions on how to do certain requirements for my job. Help website too confusing [#2715559]
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IRIS is not at all user friendly, and it is frustrating how the IRIS interface does not include useful information for how to fill out certain transactions (e.g. sometimes information has to be entered all in CAPS, but nowhere in the IRIS window does it actually indicate that. Also, there are often boxes in IRIS that show up in a transaction, but don't actually have to be filled out - it would be great if only the necessary boxes showed up for each transaction). [#2715609]
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NA [#2715726]
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**UT System Services - ANDI**

ANDI is fine, but any entrance into / modifications to ANDI cannot be done online. I'm not expecting to access a system without back-end control, but certainly I can make requests online and have Advancement contact me or approve/deny on the back end? [#2711616]

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Have not used. [#2712520]

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Not very intuitive, takes too long to get queries to requesting parties, does not integrate with other alumni systems. [#2713705]

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This one may be user error, but I have made several updates that didn't go through. [#2713926]

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Since so much rides on us having excellent data integrity on alumni, donors, gifts, and accounts, I think more can be done to make sure there are audit features in place or more training on all aspects of the database to all users. But more thorough training is needed especially for the folks who input raw data and folks who pull reports. [#2714517]

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don't use [#2714782]

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no [#2715024]

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Would be nice to have real time numbers available that are pushed to us rather than pulled. Especially for important metrics that we monitor closely throughout the year. [#2715550]

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n/a [#2715775]

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UT System Services - Cayuse SP/424

Cayuse runs slowly, and the issues that I have reported have been blamed on me (and I don't think that they are user error). [#2712270]
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I think that Cayuse should be more able to generate information for departmental reporting. I normally have to ask someone to generate reports for me. [#2712426]
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Have not used. [#2712520]
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This systems seems to be a lot slower than the previous system. Hopefully this will improve with time. [#2712564]
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Don't know what that is. [#2712703]
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Notes: failures. Does not provide award or obligated amount information for inclusion in IRIS reports. Easy to use to submit proposals. Awards, obligated amounts, incremental funding SHOULD be included in IRIS, automatically processed (incremental funding). Reports do not provide fiscal information that is useful. [#2712719]
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Cayuse works ok, however, it would be nice if you could search a little bit better. Would also be good if it was not so "clunky" and worked faster. [#2713017]
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I regularly use Cayuse reports, and oftentimes find issues with them that gives me inaccurate data. It's difficult when you cannot trust the data reported. [#2713272]
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The system is extremely slow when adding files and has had several instances of being completely down and inaccessible during the past few months. [#2714204]
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Very difficult to find information about proposals and contracts that have been entered. [#2714540]
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don't use [#2714782]
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Cayuse is down way to often! [#2714825]
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Queries limited, e.g. can't search for awards by PI. [#2714889]
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nono [#2715024]
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never heard of this [#2715055]
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It is a little clunky, and doesn't have view features that would make it as useful as it should be. [#2715388]
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File Storage (TStorage, OneDrive, GoogleDrive)

My job requires terabytes upon terabytes of space. I'd like to see an improvement in speed and available space. [#2712134]

I cannot access my storage TStorage off campus, and I hate onedrive. I use GoogleDrive, but OIT does not provide services related to GoogleDrive. [#2712270]

I keep having to empty my storage system--I'd like more storage. [#2712453]

OneDrive (UT's product of choice) does not meet our office's needs because it is not as user-friendly or as widely used as other products. I pay for DropBox and Google Drive out of my own pocket to use for work projects. [#2712462]

A few times throughout the semester I will lose access to TStorage on my computer- it always gets resolved, but it is troubling when you can't access your files. [#2712631]

Don't know much about our options on these. [#2712703]

Allow principle investigators to opt to use and have paid for by their discretionary accounts - Dropbox [#2712722]

I have had some issues with moving from network storage to onedrive. Particularly with file number limits and searching archived files [#2712755]

Find a way to make OneDrive's sharing a bit more intuitive, both in terms of how to share something with someone as well as showing with whom you have shared something. [#2712939]

I am not familiar with TStorage. OneDrive is not very user-friendly and doesn't seem to be popular among the faculty. GoogleDrive would be great, but doesn't work with our Office365 email account. I'm not sure what service would be the best, but when working collaboratively with faculty, and with others from non-UT institutions it would be helpful to have a service that works from anywhere and is easily accessible and user-friendly. [#2713163]

Allow us to purchase Dropbox with project funds. I cant believe that UTK has blocked us from purchasing this service. [#2713220]

I have had the system go down while I'm working on a document and lost work several times when the system failed to upload changes to documents. [#2713634]

Consistently getting emails that my storage is full. What's the use of having it. [#2713681]

I am not familiar with these services through UT - more information would be nice [#2713694]

T-Storage is great, advertise that we should use it. OneDrive/GoogleDrive, pick one and lets stick with it. Having the two choices and possibility of multiple IDs, and trying to connect with different devices... gets confusing and messy, especially when you try to work with others teaching them how to best do something. [#2713706]
This is a real patchwork of services. TStorage is cumbersome and not very useful from the web portal; it needs to be mapped repeatedly (for some reason it can't stay connected) to be used effectively. [#2713752]

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I would welcome tutorials about getting more out of Google Drive and Google Docs. Particularly training in using the Google Sheets Gantt Chart Template [#2713926]

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The storage protocols should be better defined for staff employees. What, where, how and when should be answered. Data can sometimes seem splattered everywhere. [#2713939]

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I really don't know anything about these tools. [#2714196]

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It would be nice to have a centralized solution that outside parties can also access such as Box, DropBox, etc. Google Drive doesn't offer the same level of security to the data that is stored not being used by Google. [#2714272]

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Onedrive for business seems to do pretty good however, when someone sets it up for you they explain all the ins and outs. [#2714490]

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I know it seems counter intuitive and there is no way to implement this from the perspective of the campus usage of these services, but it can be confusing or outright difficult to effectively share between multiple platforms. In this case, having three choices actually makes things more difficult! If I have one faculty member that uses Google and one that prefers Microsoft, but I primarily use Tstorage I have to jump through many hoops to share information. I wish there was a way to just have a single storage/sharing option regardless of the backend that is actually doing the work. Again, I understand that this is not something that is a feasible request and I have no expectation that the current system will change in any fashion. I just hope it is somewhat informative perhaps on the documentation front or in the case that there might be a file sharing platform that I am not aware of that will simplify this process. [#2714545]

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Loooove OneDrive! [#2714631]

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OneDrive has been a wonderful addition to my IT tool box. It's not always seamless, but I believe that is operator error on my part. [#2714812]

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So tired of some new "best" option recommendation every year or two. Also too hard to incorporate UT partners [#2714830]

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Training on how to use storage space would be nice. [#2714918]

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I rely almost exclusively on my own paid Dropbox account for work-related file storage. I don't deal with protected information. [#2714943]

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OneDrive is far behind Google Drive in ease of use and collaborative functionality. While Word and Excel are more powerful, most work is able to be accomplished in Docs or Sheets allowing for utilization of Google Drive. This makes it more likely that students and staff will work more frequently in the Google ecosystem and without Gmail staff are at a disadvantage when communicating with students. [#2714966]
I am unsure of use and have not had time to look into understanding these storage programs. [#2715012]

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One Drive is my preferred method because it is HIPPA and FERPA compliant. Unfortunately, the sync systems for One Drive are really a pain. They have sync errors constantly and I need to repair frequently. I simply don't use the One Drive for anything important because, it takes too much time to fix the sync problems, repair the drive or figure out which file did not sync properly and fix that. It really is a huge waste of time. I use google drive mostly as the alternative, but I really dislike the online GUI for google when I am away from my desk. [#2715209]

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NA [#2715726]

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n/a [#2715775]

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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)
7.5983 (n=814)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

7.0764 (n=811)