

A Higher Education TechQual+ Study

OIT Satisfaction Survey 2017
for University of Tennessee - Knoxville



Higher Education TechQual+ Project
Assessing IT Service Outcomes for Technology Organizations in Higher Education
<http://www.techqual.org>

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From the Higher Education TechQual+ Principal Investigator

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

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

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

About the Higher Education TechQual+ Project

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

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

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

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

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

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

Project Coordinators for University of Tennessee - Knoxville

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

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

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Higher Education TechQual+ Data Analysis Guide

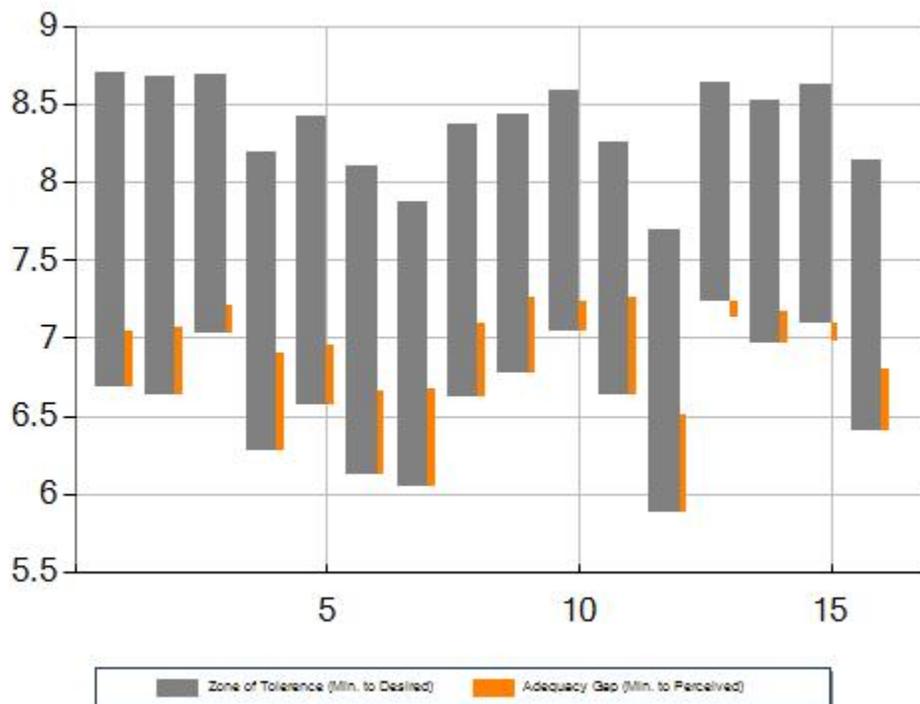
The data from this survey is presented in multiple ways:

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

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

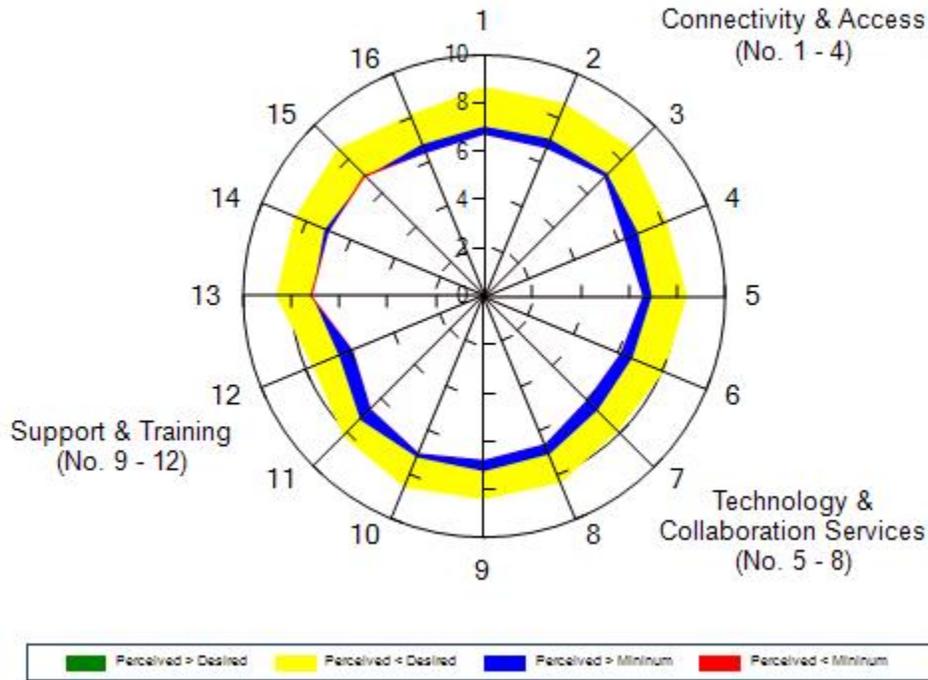
Service Superiority Gap Score: This score indicates the degree to which end users desired service levels are being met. This score is computed by subtracting the desired level of service score from the perceived level of service score. A positive number indicates the extent that perceived service exceeds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

Zones of Tolerance:



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

Radar Charts:



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

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

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

About this Higher Education TechQual+ Survey

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

Connectivity and Access

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

Technology and Collaboration Services

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

Support and Training

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

Other Important Information Technology Services

Assesses other important IT service outcomes on campus

Each of these core commitments includes separate questions that refer specifically to IT service outcomes on the University of Tennessee - Knoxville campus corresponding to each core commitment. For each question, respondents are asked to rate the service dimension in three ways based on a rating scale (1 is lowest, 9 is highest). Respondents are requested to indicate their minimum service level expectation, desired service level expectation, and perceived service performance for each question:

Minimum Service Level Expectation - the number that represents the **minimum level of service** that the respondent finds acceptable. If a respondent has minimal expectations for the statement, his or her rating is typically closer to the lower end of the rating scale. If the respondent has higher expectations, the rating is typically closer to the higher end of the rating scale.

Desired Service Level Expectation - the number that represents the level of service that the **respondent personally wants**. The respondent selects a rating that represents the level of services he or she desires.

Perceived Service Performance - the number that represents the level of service that the respondent **believes is currently provided**. This rating is typically considered in light of the minimum and desired ratings that were previously selected. Generally speaking, this rating typically falls between the minimum and desired service level ratings. However, if the respondent feels that the actual performance is below the minimum service levels, the rating is equal to or below their minimum service level rating. If the respondent feels that the actual performance exceeds the desired expectations, the rating is typically equal to or greater than the desired service level rating.

Core Commitments and IT Service Outcomes for This Survey

Below is a list of the Higher Education TechQual+ core commitments and IT service outcomes for this survey.

Connectivity and Access

When it comes to...

Having an Internet service that operates reliably.

Having an Internet service that provides adequate capacity or speed.

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

Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

When it comes to...

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

Having online services that enhance the teaching and learning experience.

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

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

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

Support and Training

When it comes to...

Getting timely resolution of technology problems that I am experiencing.

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

Receiving communications regarding technology services that I can understand.

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

Other Important Information Technology Services

When it comes to...

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

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

UT System Services (IRIS, ANDI, Evisions SP/424) *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.*

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

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

Apps@utk.edu *Self-reported faculty, students, staff, not declared only.*

Ability to access institutional/departmental reports to make data driven decisions
Self-reported faculty, staff only.

Ability to invite/schedule appointments with others through calendaring services
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

Population Size (N)	Respondents (n)	Respondents (n) %	# Attempted	# Complete	Completion Rate
0	0	0%	2769	1669	60%

Attribute: University Role (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	456	31	6%
Faculty	0	0	0%	319	242	75%
Staff	0	0	0%	891	675	75%
Student	0	0	0%	1103	721	65%
Totals:	0	0	0%	2769	1669	60%

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

Attribute: Sex (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	492	62	12%
Female	0	0	0%	1433	973	67%
Male	0	0	0%	844	634	75%
Totals:	0	0	0%	2769	1669	60%

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

Attribute: Age Group (self-reported)

	Pop (N)	Resp (n)	Resp (n) %	# Attempted	# Complete	Comp. Rate
Not Declared	0	0	0%	666	185	27%
0-24	0	0	0%	755	474	62%
25-34	0	0	0%	410	312	76%
35-44	0	0	0%	256	169	66%
45-54	0	0	0%	306	230	75%
55 & ABOVE	0	0	0%	376	299	79%
Totals:	0	0	0%	2769	1669	60%

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

Key Findings for All Respondents

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

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.43; N = 1836; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.48; N = 1794; P = 0.00

Having an Internet service that provides adequate Wi-Fi coverage.
Adequacy Gap Score = 0.16; N = 1778; P = 0.00

Having Web sites and online services that are easy to use.
Adequacy Gap Score = 0.19; N = 1703; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.44; N = 1385; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.42; N = 1586; P = 0.00

Having systems that provide timely access to data that informs decision-making.
Adequacy Gap Score = 0.18; N = 1500; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.26; N = 1388; P = 0.00

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.43; N = 1616; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.36; N = 1588; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.58; N = 1597; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.61; N = 1571; P = 0.00

Official University Email - Office365, Gmail (available to Students only)
Adequacy Gap Score = 0.41; N = 1393; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

Ability to access institutional/departmental reports to make data driven decisions
Adequacy Gap Score = -0.31; N = 581; P = 0.00

UT System Services (IRIS, ANDI, Evisions SP/424)

Adequacy Gap Score = 0.25; N = 999; P = 0.00

Student Information Systems and Online Class
Registration (Banner, DARS, MyUTK, Gradesfirst)

Adequacy Gap Score = 0.11; N = 1176; P = 0.04

LiveOnline@UT (Zoom) virtual classroom
environment support

Adequacy Gap Score = 0.55; N = 809; P = 0.00

Apps@utk.edu

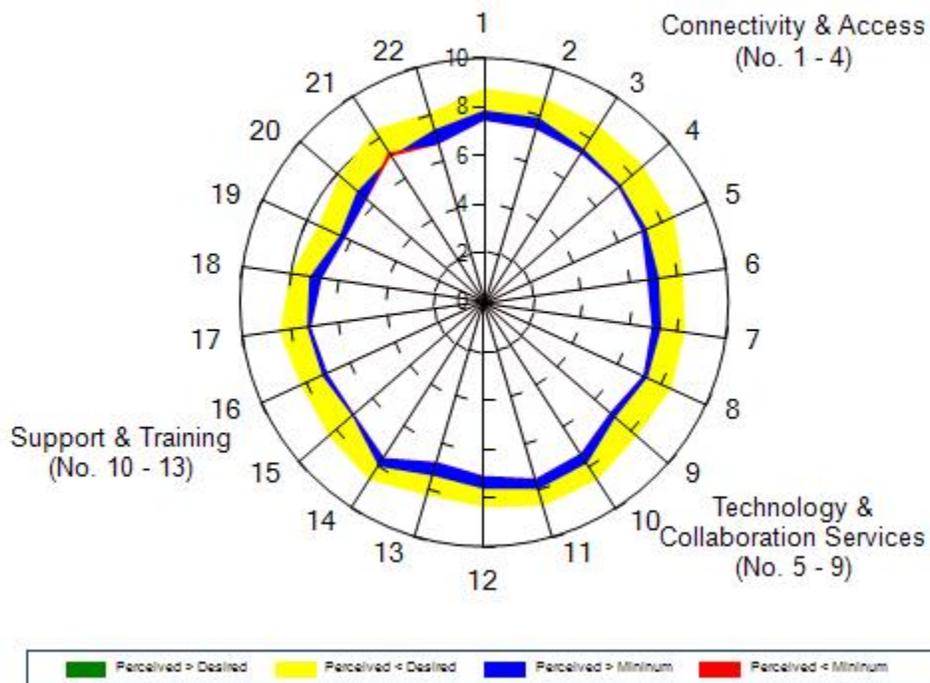
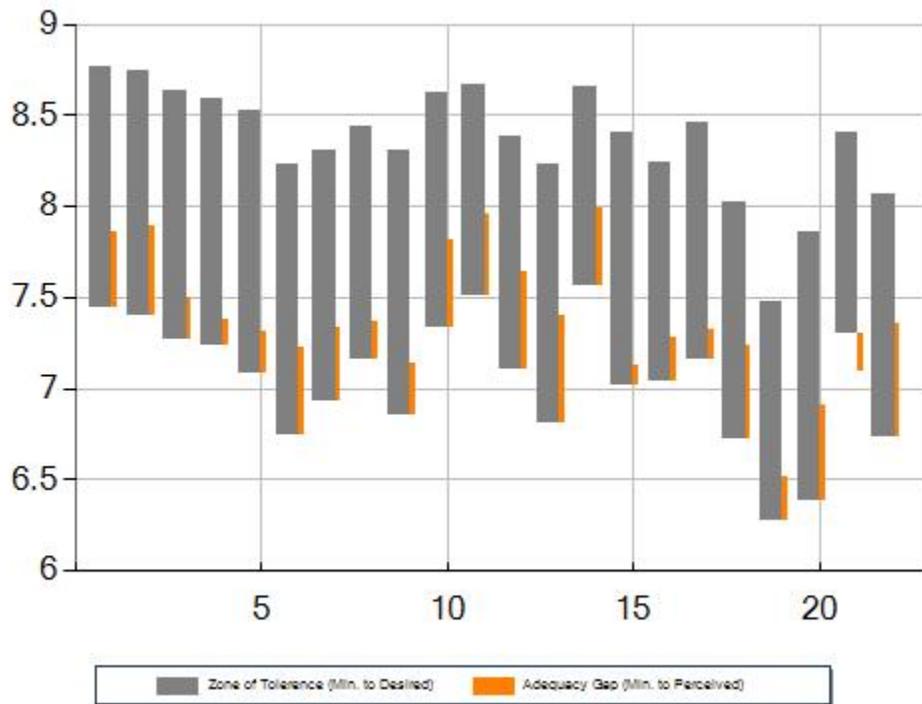
Adequacy Gap Score = 0.48; N = 674; P = 0.00

Ability to invite/schedule appointments with others
through calendaring services

Adequacy Gap Score = 0.62; N = 1364; P = 0.00

Data Charts for All Respondents

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



Data Tables for All Respondents

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

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.33	8.75	7.76	0.43	-0.98	1836	0.00
		Dev	1.61	0.64	1.34	1.60	1.29		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.31	8.72	7.79	0.48	-0.93	1794	0.00
		Dev	1.56	0.67	1.33	1.62	1.33		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.21	8.62	7.37	0.16	-1.25	1778	0.00
		Dev	1.66	0.84	1.58	1.89	1.62		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.22	8.58	7.26	0.04	-1.33	1759	0.40
		Dev	1.74	0.94	1.73	2.03	1.76		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.01	8.51	7.20	0.19	-1.31	1703	0.00
		Dev	1.63	0.84	1.45	1.83	1.50		
6	Having online services that enhance the teaching and learning experience.	Mean	6.70	8.23	7.14	0.44	-1.08	1385	0.00
		Dev	1.86	1.20	1.51	1.80	1.49		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.84	8.29	7.26	0.42	-1.03	1586	0.00
		Dev	1.73	1.09	1.51	1.75	1.45		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.08	8.42	7.26	0.18	-1.16	1500	0.00
		Dev	1.69	1.06	1.53	1.80	1.48		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.79	8.27	7.05	0.26	-1.22	1388	0.00
		Dev	1.83	1.24	1.70	2.14	1.81		

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

Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.27	8.60	7.70	0.43	-0.90	1616	0.00
		Dev	1.53	0.81	1.42	1.60	1.35		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.44	8.65	7.80	0.36	-0.85	1588	0.00
		Dev	1.51	0.78	1.45	1.66	1.39		
12	Receiving communications regarding technology services that I can understand.	Mean	6.98	8.33	7.56	0.58	-0.77	1597	0.00
		Dev	1.73	1.11	1.43	1.67	1.40		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.72	8.18	7.33	0.61	-0.85	1571	0.00
		Dev	1.86	1.22	1.55	1.87	1.55		

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

Other Important Information Technology Services

Assesses other important IT service outcomes on campus

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.45	8.63	7.86	0.41	-0.77	1393	0.00
		Dev	1.61	0.89	1.43	1.67	1.35		
15	Online@UT (Blackboard Learn/Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.99	8.39	7.02	0.03	-1.37	1104	0.64
		Dev	1.83	1.23	1.77	2.03	1.78		
16	UT System Services (IRIS, ANDI, Evisions SP/424) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.93	8.21	7.19	0.25	-1.02	999	0.00
		Dev	1.93	1.37	1.81	1.86	1.60		
17	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.08	8.44	7.19	0.11	-1.24	1176	0.04
		Dev	1.73	1.10	1.72	1.87	1.61		
18	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.63	8.00	7.18	0.55	-0.82	809	0.00
		Dev	2.05	1.54	1.83	1.92	1.57		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty, staff only.</i>	Mean	6.29	7.49	6.37	0.08	-1.12	265	0.54
		Dev	2.39	2.09	2.26	2.02	1.87		
20	Apps@utk.edu <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.31	7.87	6.79	0.48	-1.07	674	0.00
		Dev	2.11	1.60	1.92	2.07	1.70		
21	Ability to access institutional/departmental reports to make data driven decisions <i>Self-reported faculty, staff only.</i>	Mean	7.26	8.37	6.96	-0.31	-1.41	581	0.00
		Dev	1.61	1.17	1.80	1.89	1.78		
22	Ability to invite/schedule appointments with others through calendaring services <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.64	8.03	7.26	0.62	-0.77	1364	0.00
		Dev	2.05	1.50	1.81	1.90	1.65		

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.

Continue excellent job of advocating with administration for state-of-the-art equipment and personnel
[#2447193]

This has actually gotten better lately. I remember when wifi was really spotty, though. [#2447246]

I feel like i need to have the ethernet and wireless set up on every device I own because otherwise I don't have reliable service. [#2447248]

NA [#2447316]

I know the internet is shared so if too many people are on the network then it slows. i don't have any solutions, it's just a little annoying [#2447369]

Maybe, during registration, have set times more spread apart [#2447415]

It's mostly just spotty from time to time. When I am connected I have never experienced and issue
[#2447459]

Allow consistent Wifi all over campus [#2447465]

Morrill Hall WiFi seems to cut out often and becomes slow periodically. Observed from Floor 11.
[#2447468]

Excellent [#2447475]

The internet does not work in the stadium. [#2447497]

CRITICAL in this day and age. [#2447518]

PACS access within the UTCVM crashes too often and is not reliable. [#2447520]

Fairly reliable all over campus. [#2447602]

Need faster and better [#2447614]

Have more than two Ethernet port per dorm. And also having ethernet cables that are longer than 6 feet.
[#2447628]

It is often down [#2447659]

I continue to have difficulty from time to time getting on and staying on eduroam. [#2447661]

The internet service is pretty reliable. [#2447736]

Our internet connectivity is a LOT better than it used to be. [#2447747]

Sometimes the internet crashes and is a little slow to load things :([#2447868]

It happens too often for students living on campus in which that is their only source for homework. [#2447893]

Some areas have bad wifi reliability issues. [#2447913]

So important! [#2447929]

Internet access is only available in buildings, so I am unable to access it when sitting outside [#2447987]

Use Cat6 cabling in the SERs, & 1Gb ports for all. [#2448018]

I usually don't have a problem with wireless Internet connectivity, but every now and then it just "craps out"... and when it does, my productivity goes to zero. Because of this, I just suck it up and pay about \$60 a month to keep a USB data stick through my personal cellular plan. It's unfortunate, but I can't risk not being able to connect. [#2448138]

Internet is not reliable in laboratories in SERF, especially on the 7th floor. [#2448151]

The internet isn't reliable here. [#2448208]

Reliability in internet service is a given [#2448222]

at times grades first will glitch or i wont be able to get to a webiste that i have to have to perform my job [#2448227]

The secure internet service does not reliably function in our building. [#2448342]

ya think? [#2448344]

Sometimes the internet goes down briefly. [#2448369]

A lot of times, my computer won't open documents in the Haslam Building [#2448377]

Make sure that the internet services can supply the demand for it. [#2448379]

Need for communication. [#2448407]

Internet service is mostly reliable. [#2452227]

for building operations [#2452238]

So far my experience at UT as an online student has been good. The only thing I have had to adjust to is all the different IP websites. It has taken me a while to learn them all. I prefer Blackboard to Canvas. When I have had questions and I called the Technology Department they have helped me each time! I give the workers a high rating for what all they do!! [#2452261]

Our SIS systems are all internet based. We are totally dependent on it. [#2452293]

see above [#2452362]

Occasional internet outages occur, sometimes during critical times (such as when students fill out SAIS surveys in class!) [#2452422]

This is vital. Haven't noticed any major problems since the internet died in spring 2016, so that's good. [#2452471]

I'm not sure why this happens, but both of my devices (laptop and mobile device) have been kicked off the eduroam network; my login information does not seem to work to get back on the secure network. This means I have to use UTOopen, which is not as great for logging in to a live online class. [#2452499]

Not sure if it our programs or internet service but we have been having glitches occasionally in the Mail Services Bldg on Stephenson Dr. [#2452533]

There are lots of places on campus where the internet WiFi connection doesn't work at all. (like the Hill and sometimes even in the Hodges library) Very frustrating!! [#2452548]

Rated throughput for both wireless and wired service in McClung Tower is a bit lower than I would expect at this time. It's also difficult sometimes to guess which one of the various Internet connections (wireless) is the best one to use. [#2452579]

I work in the stadium and we do not have UT Open. There are some days I can get it but most of the time WiFi is not an option for us. [#2452618]

There is too much delay, especially with Outlook. When I type emails often the words do not appear right away but are on a delay. I also have frequent connectivity issues with the server, although less than I was having a year ago. [#2452659]

usually okay [#2452743]

will not always let me log on to the wifi when I get to campus in the morning [#2452787]

sometimes this internet goes in and out [#2452858]

In the HPER building, I am often kicked off the Wifi. [#2452978]

We have weekly meetings online and they often have a delay/feedback [#2452993]

frequent loss of signal transitioning from UT main campus to UTIA (animal science and vet school). in Animal science and vet school's buildings the signal is usually good. [#2452998]

NA...just isn't up to par sometimes [#2453039]

not all the applications run on all the browsers. Most new PC run win 10 and Edge, but several applications do not run on it. is it because edge does not support Java? [#2453060]

I am located in Blount Hall and Outlook connectivity can be sketchy. I lose connection to the AVCRD email account (emails hang in the Outbox) at least once a week and requires me to log into the account separately for email to send. Even then, it does not always work. One workaround I have found is using Outlook 365. If an email is hung up, I am able to send with Outlook 365. [#2453106]

Get gigabit internet. You can nationally advertise that and it would bring in better students from across the nation/world. [#2453121]

Not something that makes you look like a fool with customers. You know just the operator. NOT!!!! [#2453126]

Un even speed at different locations on campus [#2453134]

Once a week, internet usually drops out every five minute for an hour in walters A303 [#2453143]

Don't know what exactly you can do about it but wifi becomes unreliable when walking around campus [#2453144]

Yes it operates but slow [#2453153]

I think it's getting better. [#2453171]

It is great [#2453180]

When an outage occurs during M-F 8-5, my work stops. For 96% of my work, I need access to the internet to use chrome, IRIS, email, onenote, zoom, etc. In 2016, 1-2 times a year I was not able to work. [#2453377]

In moving building to building sometimes wifi does not re-connect seamlessly [#2453402]

Out in the public outdoors spaces so we can work outside [#2453469]

None [#2453483]

Mobile Wifi goes out frequently in AMB and the student union [#2453490]

Please create a better wifi for sorority village. [#2453498]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

Wi-fi in the Hodges library can get shoddy. [#2453554]

Some times it is overwhelmed and kicks you out. [#2453559]

Very needed [#2453628]

Having an Internet service that provides adequate capacity or speed.

Wifi speed needs to improve compared to cord connection. [#2447174]

NA [#2447316]

Our service is adequate, but faster is always better. No serious complaints. [#2447377]

With the workload of most college students and pressing deadlines, it is very frustrating to set out a block of time to finish an assignment but since the Internet is not working at a normal operating speed, I am unable to finish in the time allotted and spend more time waiting on information to load than I do on the actual assignment. [#2447405]

Good [#2447475]

Internet is slow all over campus. I'm not particularly upset by this since there are so many people using wifi on campus, but it's pretty damn slow... [#2447497]

Critical. [#2447518]

Internet speed for PACS access within the UTCVM is well below acceptable. VPN access is also low [#2447520]

Internet services at peak times for desktops in library can take an extremely long time to log on (like 5 minutes) which has made me late for online classes. Otherwise, the speed of connection is fast and most of the time reliable. [#2447582]

I've had few problems with the internet. Occasionally it runs slow but rarely. [#2447602]

Need faster and better [#2447614]

Speed is really bad [#2447659]

Extremely important [#2447836]

The eduroam service is not always adequate. [#2447893]

There is good capacity and speed and I don't usually have any issues there. [#2447955]

Hard to know source for occasional slowdowns. Maybe it's me. [#2448159]

If/ when we do have internet it is usually slow to load. [#2448208]

Capacity and speed are givens in today's internet use [#2448222]

This is very frustrating when trying to produce reports and the system is running very slow. [#2448339]

really? [#2448344]

Make sure that the internet services can supply the demand for it. [#2448379]

it is needed for running my programs for building automation [#2452238]

a lot of times while connected it says that there is an error with the network and I have to switch between different UT ones [#2452247]

At the west TN research and education center the speed seems slower at times than it should be. [#2452321]

Processes have been very slow lately [#2452339]

The service is frequently slow on my laptop. The hard line seems fine except when the whole system goes down. [#2452372]

Occasional internet outages occur, sometimes during critical times (such as when students fill out SAIS surveys in class!) [#2452422]

Internet is slow at times. [#2452466]

On a college campus in an increasingly technologically-focused world, I think this is an expectation. I wish outdoor areas had better internet service so I could study outside more. But, in classrooms and the library, connection is generally pretty good. [#2452471]

My internet is good if I am in my office hard wired to the internet. I rated it lower since we do not get wifi in the stadium. [#2452618]

usually is okay [#2452743]

The internet speed is not stable. [#2452852]

Wifi is frequently very slow [#2452904]

In the HPER building, I am often kicked off the Wifi. [#2452978]

Internet does somewhat often slow or stall & we could probably use more servers for hosting data & ebooks. [#2453001]

Sometimes slow... [#2453039]

The speed of the internet is very reliable and fast around campus. [#2453042]

A minimum of 1Gb speed to desks should be standard at a top 25 University, or one that is trying to become one. Also, certain labs on campus should have the ability to have 10,25,40, or even 100 Gb to connect to colleagues at other sites and data sources off campus. [#2453052]

Now that the border connectivity is 100G, the infrastructure on campus at strategic buildings for faculty, staff and students doing engineering, computer science, social science, medical (-omics) research (and

supporting proposals) that relies on moving BIGDATA to/from UTK should support at least 10G server connectivity at each of those strategic buildings. That means the capacity of the core at these buildings should support higher than 10G so as to not cause bottlenecks. Examples include but are not limited to Min Kao, Tickle [#2453103]

Obvious necessity. Almost every student and professor uses it along with guests. It leaves a bad impression upon the university if it is slow. [#2453121]

When using Apps at UTK on campus is sometimes slow, but other than that the speeds are pretty fast. [#2453130]

Desktops feel slower than wireless ones. [#2453171]

Coverage outside of buildings could be improved. [#2453217]

I have experienced lag before when streaming movies. Kind of irritating [#2453290]

Interruptions are common [#2453397]

UTK shoots itself in the foot by having sub-standard Internet speed. We at the Office of Disability Services provide online services for students such as real-time interpreting and captioning for Deaf students, and the video quality is typically poor through both Blackboard Collaborate and now through Zoom, but also with Skype. Not only are there ethical considerations, but legal ramifications as well. [#2453531]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

Some times it is overwhelmed and kicks you out. [#2453559]

100MB network in my building (Burchfiel Geography) has been a serious limitation and strongly suggest that it be upgraded. [#2453611]

Needed [#2453628]

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

As a trainer, I have experienced occasional outages in Wi-Fi coverage. It has improved since eduroam has been made available. Although I am not able to have eduroam accessible on my laptop. [#2447167]

Medical Center resources are not well-integrated with university and broader internet. Many research intensive medical centers can achieve HIPPA security while providing wireless computing. [#2447193]

Why does my Internet come to a screeching halt whenever I go into alumni Memorial? It doesn't matter if I'm on open or if ! Ueduroam [#2447248]

Wi-Fi signal is spotty at best in some buildings on campus, and when it does work it's very slow. [#2447255]

Expand coverage [#2447268]

Better outdoor wifi coverage [#2447274]

The coverage is very good. However when I'm walking to class or work the coverage is spotty. [#2447276]

NA [#2447316]

wifi coverage is spotty especially with old building foundations [#2447326]

Don't always get consistent wi-fi in HPER [#2447337]

Not consistent throughout campus. Many buildings do not have good service, and even some places outside as well. [#2447375]

It is very frustrating when I can be on any given part of campus and my wifi can range from not having any to full coverage. This is very frustrating when I'm trying to give myself a change of scenery and work on projects outside when the weather is nice, but I have no Wifi to do so. [#2447405]

I have needed to use a computer for a class activity but been unable to log in to the computer because the laptop could not access the university's wireless internet in the classroom. Perhaps having more wi-fi routers or repeaters in buildings would help with this problem. [#2447457]

Excellent [#2447475]

Wifi also does not work in the stadium... [#2447497]

Again, no wifi in G4. That is not acceptable. In the event of an emergency, we are unable to use our phones. [#2447519]

The student union is a dead zone. [#2447553]

The Wi-Fi coverage seems to be sporadic and variable on mu location on campus (for the ut-open connection). [#2447575]

Need faster and better [#2447614]

The internet it's been really slow for the past year and I work mainly on the internet. It is slowing down my work performance [#2447659]

There are places on campus with no coverage... tech shop in UC is ridiculous not to have coverage! [#2447661]

The wifi is not great. There are many times where I lose wifi on the top floors of the library, in the Haslam building, and when walking in many areas of campus. At times I have had to go to the OIT desk because my computer was not able to get any wifi at all. [#2447736]

I don't have service in south stadium hall and other areas sometimes [#2447774]

The WiFi coverage is not good enough! [#2447820]

Certain places on campus have either extremely slow wi-fi or no wi-fi service available whatsoever. I have mainly encountered this issue in some of the older science buildings (located on the hill). [#2447833]

There are times when I have trouble getting onto wifi on campus (eduram especially) [#2447845]

Sometimes the wifi goes out or is poor where I am [#2447874]

When my computer turns on it takes about 5 minutes for connect to the WiFi but when I use other WiFi it connects right away. [#2447879]

Put repeaters across campus so there are no dead zones. [#2447881]

The Wi-Fi here is atrocious. I have to manually reconnect every time I enter a building because it disconnects as soon as you leave the building. Additionally, I don't get Wi-Fi in my bathroom and parts of my dorm room. [#2447888]

Wifi doesn't reach all areas on campus such as fraternity row or around neyland. [#2447893]

n/a [#2447915]

I use Wifi on campus, rather than plugging in via an ethernet cord. I don't even have an ethernet port on my laptop. So, I feel it's very important to put resources toward the Wifi rather than just landline internet. [#2447928]

So important!! [#2447929]

For the most part there is great coverage, just some iffy areas on campus. I am an architecture major and there are occasional problems in that building. And sometimes I struggle in my dorm room. [#2447955]

There are really spotty areas like AMB or along Neyland. [#2447969]

Wi-Fi coverage in the Student Services Building is practically non-existent. Every time I attempt to connect a device (laptop, mobile device, etc.) it won't connect or if it does the signal is so weak I can't accomplish anything. [#2448071]

The wifi coverage at the Ag campus could be a lot better. Most internet only works within the buildings and don't give students a way to sit outside and enjoy the weather. [#2448109]

Have service in parking areas on campus and outside of buildings. [#2448135]

Sometimes wifi doesn't work when you're not right by a building. [#2448170]

If I'm traveling on a bus from main campus to else where, I usually go outside of Wi-Fi range. [#2448208]

More devices are becoming the method of creativity and Wi-Fi plays a key part in this on going advancement. [#2448214]

Less expensive for users to have adequate WiFi to avoid LTE-related data charges [#2448222]

Even with OIT assistance, I am not able to consistently access eduroam and have to use UT Open. [#2448225]

N/A [#2448264]

WiFi outside of buildings would be ideal. [#2448302]

Wifi coverage on campus is basically non-existent outside of buildings even very close to buildings. Increasing coverage would be great [#2448317]

The signal can be weak in the Howard Baker Center for Public Policy [#2448339]

The WiFi options that are supposed to be available and secure are not available in our conference room to all computers (even the ones that have registered). [#2448342]

fuck you I get no signal in my office [#2448344]

Make sure that the internet services can supply the demand for it. [#2448379]

A MUST [#2448407]

Having rapid response to troubleshooting. [#2452182]

Not sure why this is the case in the Student Health Building but it seems that the eduroam wifi is slower than the old utopen wifi network. Perhaps it is just a matter of traffic load on the two networks being lower? [#2452204]

Wi-Fi coverage needs to be accessible from everywhere on campus. [#2452211]

its not the coverage its all the fire walls that I have to encounter and loop nholes I have to go through [#2452238]

there is little service in Hess Hall and a few other spots on campus where service is really bad [#2452247]

Sometimes my campus wi-fi signal is strong, but sites don't load on my phone. [#2452273]

as with all Wi-Fi it's a little spotty [#2452339]

Wifi is spotty in basement levels or levels built into a hill, which inhibits my ability to access email and constant email access is a necessity. [#2452362]

The new Student Union has zero Wi-Fi coverage. [#2452367]

Eduroam is highly irregular. My work laptop has to first connect to UT open and then it will allow to eduroam. Then during orientation it frequently kicks my off eduroam and logs back on. It is not optimal. [#2452372]

Connectivity to WiFi across campus and in various buildings off campus is inconsistent. [#2452431]

The WiFi coverage I have is not consistent across the campus, which at times can be frustrating. I have great connectivity within most of the buildings/facilities on campus, but the connectivity decreases (in some areas not all) when I'm getting from point A to B (i.e. no service dropped calls, internet connection lost etc.). I'm not criticizing anyone or the services because overall it's pretty good...just wanted to share my feedback. Thank you [#2452451]

Hit and miss signals. [#2452466]

It's not strong in my office. [#2452484]

Some locations in the building (Morgan Hall) lose WiFi coverage. [#2452528]

There are several dead spots for Wi-Fi while walking on Ped Walkway, alone. [#2452531]

A lot of machine room does not have wifi. [#2452536]

Being able to always be connected to Wi-Fi is so nice. Knowing I don't always have to use my data on my phone is wonderful. [#2452599]

we do not get wifi consistently in the stadium [#2452618]

There are places on campus where we still can't access Wi-Fi [#2452649]

We rely on Wifi coverage to provide access to students in the classroom. The coverage is vital in making that successful. [#2452654]

Often times as I walk through campus, I lose Wi-Fi coverage and have to disconnect and reconnect. [#2452672]

Most buildings are excellent. The bottom floor of the business building, in some rooms, and in some areas of the rooms, wifi is not available. (Sometimes it can be found by moving around in the room, but this doesn't help if you are tethered to the projector.) [#2452696]

Wifi is spotty and can be intermittent [#2452727]

usually works fairly well [#2452743]

South Stadium hall has little to no coverage [#2452748]

I sometimes don't have access in the UC and Estabrook [#2452782]

get wifi for all of room 517 in the south stadium hall not just half! [#2452787]

coverage is good but connecting phone to netreg is not easy. it does not have an option for wireless, just gaming and streaming devices. [#2452790]

This is the most important. I can never rely on the University wifi ever. [#2452819]

The wifi coverage is poor in some places, also the speed is not very good. [#2452852]

This is very important [#2452865]

I just plain avoid using UT wi-fi, its troublesome and awkward. [#2452890]

Eduroam and ut-open "fight" over my phone frequently. Also, I think there are security risks in having the main wifi not use password logins. Also there are several places where I can't get internet access through wifi even when I'm on wifi. [#2452910]

Service in our building is terrible but I am sure it is because of the massive space and amount of concrete that exist here [#2452966]

It is erratic. [#2453001]

Internet coverage does not extend into parking lots [#2453017]

WiFi in my building (Dunford) is spotty...May need more relays or repeaters or something to boost the signal. [#2453024]

The internet is faster than mine at home. I have no suggestions [#2453038]

Nope [#2453039]

The only time I notice a wi-fi problem is at a sporting event and the system is overloaded. [#2453093]

WiFi drops out in many places. While it is greatly improved from several years ago, there are still plenty of dead or near dead spots. [#2453105]

This is an obvious necessity for students in today's college world. So much is done on our smart phones that reliable wi fi across campus is a must. [#2453121]

Some areas on campus are not as strong so the wifi is slower. [#2453129]

I've been in buildings where wi-fi signal fluctuates a lot (e.g., Walters) particularly inside labs. [#2453146]

When we had three ways to login in it seemed like it was faster. [#2453153]

Coverage is low on the streets and neyland stadium. [#2453171]

The wifi is good however between campus and sorority village the wifi goes out [#2453235]

The Wifi coverage in my office is very spotty. I will need to check an email on my phone or skype/facetime and it will not have a good enough connection to complete these tasks. I have heard others have this problem as well in the Health, PE, and Recreation Building. [#2453365]

I use eduroam on various campuses and this work fairly well most of the time. In 2016, I had a meeting on the ag campus and then Zoom conference with UTM. I was ending my presentation on Zoom when eduroam down. I could not get my connection back. Next time, it is something that important, I will go back to my office and use an ethernet connection. I do not feel I can trust eduroam for really important work. [#2453377]

Some places are not very good. [#2453397]

I work in the ELC building at 1206 White Avenue, there are spaces in our building where the wi-fi is spotty at best [#2453416]

I'm only complaining here because the athletics program won't listen, but for the love of all that's holy can nothing be done about wireless service during football games? [#2453424]

Wifi goes out frequently in Laurel Hall. Expand coverage [#2453490]

There is poor service at times in the library and in the below ground levels of buildings. It would be great if that was fixed. [#2453502]

I would love to always have internet on campus that is reliable and is not spotty. [#2453524]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

Coverage at Tickle's building is not quite good. [#2453540]

Some times it kicks you out. [#2453559]

Very necessary. [#2453628]

Having adequate cellular (or mobile) coverage throughout campus.

In the newer buildings I have little to no cell phone service. This makes it difficult when we are hosting events or meetings and need to get in touch with staff members and campus partners. [#2447153]

Cell service is poor in the tunnel level of the UT Conference Center [#2447167]

I don't know how to fix it, but it's broke. Minimal service for Verizon users especially in the area I work - Lower Level Andy Holt Tower. Very frustrating - cannot make or receive calls, limited texting ability. Did I say it's very frustrating? Thanks for listening. [#2447179]

There is zero signal in some buildings. My suggestion would be to install cell repeaters in buildings where cell signals are low. [#2447182]

can't something be done so that cell service works in buildings? [#2447184]

It's usually pretty good; just some odd dead spots. I use AT&T if that helps. [#2447188]

T-Mobile signal in some buildings is weak. [#2447214]

There is no or limited coverage in some buildings (eg. Buehler) [#2447217]

In Haslam College of Business, you can not always have cell service in every section of the building. As a staff member it is important for us to be able to contact our office if we need something and we can not do so. [#2447238]

I work in the Tunnel in the Conference Center building on Henley St. Phone service in my office is iffy - I can sometimes receive or make calls on my cell, and the same with messages. Please get consistent service. [#2447244]

Make Wi-fi more campus wide for mobile devices [#2447268]

Cell phone service in Blount Hall is sporadic. [#2447269]

Football games need better coverage or put wifi in the stadium. [#2447276]

I would enjoy greater T-Mobile coverage throughout campus. Ped Walkway, by HBB, seems to be among the weakest points for the signal. I often lose connection while there. [#2447287]

NA [#2447316]

Some rooms in dorms (I'm in Fred Brown 205) don't have adequate cell service. It's a minor problem, but it does suck having to press your face against your window or leave your room to call your parents or send a text. [#2447318]

buildings with old foundations interrupt service continuously [#2447326]

Densely populated areas are difficult to find reception (Neyland and Thompson Boling). Also, some of the buildings could use more repeaters so signals don't get dropped. [#2447327]

Keep on installing and updating our systems. [#2447344]

Need cell phone service in lower level/basement areas- in case of emergency [#2447345]

I can never get service in certain buildings, like the music building, basement of WLS, or the business building. [#2447346]

I am not sure why but service dips at certain points on campus. Would it be possible to put Cellphone Reception Boosters in some areas of campus? [#2447369]

Not consistent throughout campus. Many buildings do not have good service, and even some places outside as well. [#2447375]

I teach in SMC G2 and my Verizon service is terrible in the classroom, but great everywhere else in the building and on campus. [#2447377]

T-mobile coverage is very bad on campus. [#2447398]

Some buildings, such as Circle Park, have little to no service in certain parts. It's not that big of a deal for me though. But it's important to know. [#2447426]

There are definite gray zones on campus. My office with its cinderblock walls is one of them at times. At other times it is just fine. [#2447436]

I have little to no access to cellular service in the Student Union, in Fred Brown Hall, or in Stokely Residence Hall (depending on the day) [#2447439]

Improve reliable cellular service in dorms [#2447465]

Cellular service in the 21st century should always be very high. Buildings on campus around campus often prohibit this. [#2447468]

football games [#2447477]

Some areas in UTVTH have limited cellular access [#2447496]

I have no cell phone reception in any of the buildings on campus. If I want to do anything requiring cellular data while on campus, I have to go outside about fifteen feet from any buildings. I have a four hour break I spend in the Student Union building, and that entire time I cannot make or receive phone calls or texts. [#2447497]

There is no reception at all for T-Mobile within the Student Union. [#2447513]

There are several places with limited/inconsistent internet access and no cell reception at all (e.g., G4 in Stokely) [#2447519]

Inadequate cellular and/or WiFi coverage throughout the UTCVM hospital. [#2447520]

Again, student union is dead zone. I never go there because of how bad the service is. [#2447553]

Cell coverage in the building I work in is terrible. Not really sure how this can be fixed but would be much appreciated. Building is Walters life sciences. [#2447560]

I am in the stadium. I do not think you can do anything to help. There is too much steel and concrete. [#2447571]

I never really had an issue with cell service until I had a class in Haslam last semester on the first floor and got no service at all. It wasn't a huge deal because I still had internet connection, but definitely still an inconvenience. [#2447584]

I have sprint and it sometimes struggles, but with the wifi I'm pleased with my cellular service. [#2447602]

There are a few places around campus that have bad cell service, especially the UC. [#2447635]

The coverage on campus is very irregular and in my case, I don't have any in my office [#2447659]

see comment above about dead spots in UC and some in Haslam G4 [#2447661]

A lot of the time I do not have cell phone service in most of the buildings (haslam business building and the student union) and it makes it very difficult if I needed to call someone for an interview or any other reasons. [#2447690]

I have little or no service in many buildings throughout campus [#2447713]

Many of the buildings have little to no coverage at all. [#2447734]

I typically have coverage all over campus. [#2447736]

There are several building in the engineering area where reception is atrocious (signal strength is fine but apparently the noise is also quite high). [#2447814]

There are several places on campus that are "dead zones." This is concerning because I would like to have cellular service at all times in the event of an emergency. It can also be annoying because there are times when I don't receive a text or voicemail ever, even though the other person told me that they texted/called. The same has happened on my end with outgoing texts. [#2447833]

I never have cell phone service in the food court of the student union (where chick-fil-a and salad creations are located) I never have phone service on any floor above 2 in Hodges Library. I have ATT&T. It's beyond frustrating to not have phone service while on campus, especially the library [#2447844]

Often in my dorm at Brown, I will be unable to get cellular coverage with Verizon, making me go outside in order to call others. [#2447848]

-no coverage in bottom floor of HBB [#2447869]

There's a few classrooms that have no cell service at all [#2447874]

The new Student Union is a dead zone. It would be great to get cell service there. [#2447881]

I don't know if it's my phone or UT but I have trouble connecting to wifi on my phone often, or the signal is weak. [#2447922]

Please improve coverage! [#2447929]

T-Mobile coverage in the Student Union is non-existent [#2447954]

I feel like my phone only works well here if I'm connected to Wifi. I switched from Verizon to AT&T but it hasn't helped. [#2447978]

please please please fix the cellular coverage in the student union [#2447987]

Construction around campus has affected cellular coverage at least for certain providers. I realize that cellular towers are out of the control of the university but there are any steps being taken during construction to ensure signal remains adequate? [#2448071]

The new student union building needs adequate cellular coverage. Nice building and no coverage in case of an emergency [#2448078]

This is essential and needs expansion. [#2448082]

There could be better wifi coverage at the Ag campus. There are a lot of spots that do not get wifi service. [#2448109]

There are times that I have trouble with text messages going through at Dunford Hall. I am not sure why. It is important to have messages to push through because I communicate with staff and student workers this way. [#2448110]

Mobile devices do not work in the interior rooms in a lot of cases. Since personnel are more dependent on mobile devices and land lines are not being installed as a result, some areas are becoming unsafe due to the lack of phone services. This is particularly true in dangerous lab areas where accidents can happen and emergency phone access is needed. [#2448135]

I have several dead zones in my dorm. It has caused me serious issues/ [#2448136]

There are areas of the Haslam Business Building that are completely dead in terms of cellular service/signal. I spend a lot of my time there, so that is a major inconvenience for me. [#2448138]

Our Building (vet med) presents many challenges for cell coverage. The latest conversion to Verizon has helped a lot. [#2448149]

Cannot make phone calls in the laboratories in SERF. an issue in case of an emergency and has been a pain when an instrument breaks down and you need to call a service engineer, but can't stand next to the instrument when you are talking to them. [#2448151]

Improve signal strength for first floor of the Communications Building. [#2448159]

There are many areas inside buildings with very limited cellular service. Calling over WiFi bridges most of those gaps, but only for devices where that's an option. Deploying in-building cellular service would be appreciated. [#2448203]

They need to make calling available in Stokely Hall. I can't even sit on my bed and talk to someone without the building interfering and cutting in and out! [#2448211]

Improvement of the cell services would be a good action item. Current services seem to be getting more restrictive. [#2448214]

Extremely important for communication in personal and teleconferences [#2448222]

Too many dead spots in buildings. [#2448254]

Some rooms in some buildings have no cell coverage at all. [#2448264]

I don't have service in many of the buildings around campus. I don't have service in the memorial building or the student union [#2448284]

The signal is weak in several older building on campus [#2448339]

Too much interference in various parts of the buildings. [#2448342]

I get no signal in my office!!!!!!!!!!!!!! [#2448344]

Some areas of campus and some buildings have poor cellular coverage. [#2448345]

Walthers have bad connection at floor 2 [#2448364]

I have trouble with cell phone service in the CVM building. [#2448369]

I can't get service inside the student union where the food and bookstore are. [#2448378]

Make sure that the internet services can supply the demand for it. [#2448379]

The work phones in the vet school have terrible reception and drop calls frequently. [#2448386]

It is good but can be better [#2448395]

spotty service in some athletics buildings [#2452175]

Cellular service is not consistent in my office. [#2452227]

Inside building it would be good to have coverage as well. [#2452233]

n/a [#2452235]

Cell service is very poor in many parts of campus. This includes the bottom floor of HBB, parts of TBA and Neyland Stadium. [#2452243]

There is no cell coverage on G3 in the student center. [#2452244]

There is little or no service in the bottom floor of HBB. [#2452248]

We really need cellular coverage in the Student Union. Lack of coverage significantly hinders communication with my peers. [#2452283]

I work in the subbasement of HPER and have minimal to no coverage for verizon. I don't have an office phone that I can use readily, so cell service is pretty important. [#2452297]

We have almost zero cell phone signal/service in the first floor of Student Services. If a mobile phone is not placed in airplane mode, a full battery will drain over the course of a workday just searching for service. [#2452303]

I can't make phone calls from my office. My office has large windows and no obstructions. It's baffling. [#2452344]

On the second floor of Walters Life Sciences building, there is no cell service. At best and at random a cell phone can get 1 bar. [#2452362]

Cell service in buildings is horrible, especially TBA [#2452386]

There is not good coverage in certain areas, like the cafeteria in the new student union I get 1 bar with my ATT University Iphone. [#2452395]

Sometimes, I don't think it's a problem not having cell service in places (e.g. classrooms), but given that when I have problems with technology and need help I reach for my phone, it means cell service is important. The lowest level of some of the buildings don't have any cell service given they are essentially underground (e.g. HBB). [#2452410]

More repeaters in buildings that not all cell phones are capable of getting a signal, for instance in the Haslam Business Bldg. on the first floor some cell phones don't get an signal. This could prove to be life threatening should that need arise to access emergency personal from a spot that a cell phone signal couldn't be obtained. [#2452420]

I use 4G on campus with my mobile, but service is not very good in my office... [#2452422]

There are areas on the engineering campus (the backside of the Hill) that do not receive cellular signal well. [#2452428]

same as "having internet services providing adequate WI-Fi coverage" question... The WiFi coverage I have is not consistent across the campus, which at times can be frustrating. I have great connectivity within most of the buildings/facilities on campus, but the connectivity decreases (in some areas not all) when I'm getting from point A to B (i.e. no service dropped calls, internet connection lost etc.). I'm not criticizing anyone or the services because overall it's pretty good...just wanted to share my feedback. Thank you [#2452451]

HBB 102 doesn't have cell service (on my phone, Sprint network). [#2452464]

Very poor signal in and around my work environment. [#2452466]

Having to go outside of buildings to receive text or cell calls is a problem. [#2452472]

I work in the Student Union, and not only is not having mobile coverage throughout the building inconvenient, it's also dangerous. It means a vast majority of employees/students in the building either do not receive or are delayed in receiving UT Alerts, and should an emergency occur within the building, it would be difficult to notify the proper authorities; in most cases, either a building phone has to be located, or an individual must leave the building to make a phone call. Not all situations make this feasible (an active shooter scenario, for instance). It is my understanding that this limited coverage has to do with waiting until all areas of campus are set up to activate better coverage, but as a main area of traffic on campus, I think it's vital that the Student Union, at least, have much better mobile coverage. [#2452499]

I'm not sure how you can improve this due to the buildings, but it's frustrating having to go outside of the UC, library, or in Haslam to be able to talk on the phone. If I'm studying alone I hate to pack up all of my stuff just to make or answer a call. [#2452500]

The cellular coverage in my building (the Law Library) continually drops calls or sends calls directly to voicemail. This is why I feel the cellular (or mobile) coverage could be improved throughout campus. [#2452502]

Have had connectivity issues in the new Student Union. [#2452511]

Sometimes my data coverage is spotty. [#2452518]

There is no to little cell service in the basement of Haslam. While teaching this isn't an issue, but what if there was an emergency. I would have to run outside or upstairs to call someone. [#2452524]

On the first floor of Haslam, specifically, there is no cellular service. [#2452531]

If more towers were available near Brown or Stokley Halls, that'd be great for making calls within those buildings! [#2452554]

Offer better cellular coverage, including internet service, for the high volume traffic in both Neyland Stadium and Thompson-Boling Arena! [#2452565]

Not great in parking garages (understandably) [#2452608]

Cellular Service is frequently non existent in Andy Holt Tower garage. I realize this is underground but this has gotten worse since the Stokely Residence Hall started going up. Whatever that building blocks should be corrected. [#2452613]

I use AT&T and there are gaps on campus. Of course during football games it is nearly impossible to get service reliably which is a problem. [#2452620]

I have good connection almost everywhere on campus, being that I have an iPhone on the school wifi. Occasionally, I will be in a classroom that does not allow me to connect. [#2452636]

drop zones or no signal in some buildings [#2452656]

more repeaters within buildings [#2452677]

it would be awesome to have better coverage on the hill! [#2452683]

It has historically been poor in the bottom floors of some buildings, notably the AMB and College of Business. This is a problem when we are experiencing problems with the equipment and have to go to the top floor of the building to call OIT Help for a quick response. We also can't wait around on a call back from OIT, if that is required, because we have to go back to the class. [#2452696]

stokely hall especially has horrible cellphone coverage. it is not safe to have bad coverage. [#2452743]

I don't have great cell service in my office, though it has improved over the years. It's great on the rest of campus, from my experience. [#2452765]

Why does coverage suck so bad in the UC? [#2452769]

Wifi is not great for cell phones in certain areas of campus. [#2452778]

I NEVER have service in the UC and sometimes Neyland [#2452782]

no cell reception in lower levels of university center [#2452787]

Working in a new building, I have to use wifi calling to even make or receive calls. I still have issues with send text messages. I feel that there is a solution that could alleviate these issues. [#2452798]

The mobile coverage when i enter Student union, especially VolBooks/VolTech is zero and it makes difficult to contact the outside world when i need some clarifications buying text books/gadgets. [#2452813]

This is a major safety concern. I would feel safer if I had adequate cell coverage [#2452819]

some of our new buildings do not have cell phone coverage which is highly important in an emergency situation. [#2452858]

Better coverage in the concrete buildings for safety purposes would be great. [#2452890]

Some buildings have horrible (nonexistent) service inside the rooms. For example both of my labs and hallway on 3rd floor SERF [#2452892]

there is no cell coverage in stokely residence hall [#2452946]

Some buildings have little to no cellular coverage. [#2452947]

some locations have poor coverage. access should be available everywhere [#2452948]

Limited coverage in SERF hallways and no service in bathrooms [#2452954]

Parts of Andy Holt Tower (basement) do not have very good cell coverage at all. Calls will come through but drop easily. [#2452955]

Some buildings offer less than ideal service, specifically the basement areas of buildings, like Haslam Business Building, basement level. [#2452959]

Service in our building is terrible but I am sure it is because of the massive space and amount of concrete that exit here [#2452966]

My office is in Andy Holt Tower on P2. I hardly ever have cell service (Verizon). Also, in the parking deck, I lose calls. Additionally, if driving on Volunteer, calls are dropped [#2452992]

this may depend on different carriers. I had T-Mobile and it works fine, I heard people complaining more about other carriers, especially when they are in specific areas in the buildings [#2452998]

Also erratic throughout Hodges. [#2453001]

Cellular Service is spotty in Stokely Management Center [#2453017]

Usually there are issues at the HBB 4th floor and above [#2453030]

Awful for att and sprint but not university's fault [#2453039]

I get signal just about anywhere on campus, except in the middle of the library sometimes. [#2453042]

Nearly zero coverage inside new Student Union . [#2453102]

Cell service is spotty at best in many buildings, especially in lower levels. If landlines are not going to be provided in laboratories, the cell service should be adequate enough to enable calls to be made from each laboratory in the event of an emergency. Currently, cellular calls are not possible in many laboratories and landlines are not always provided. This should be a basic service provided (either adequate cellular coverage or landlines provided) and not charged to the individual lab or department. [#2453105]

There is no cell service in some parts of the bottom floor of HBB [#2453109]

There is very poor mobile coverage in several places, including the library upper floors and the student union. I can never receive calls/texts. [#2453116]

There are dead wifi zones by the AMB/Neyland plaza where the buses pick up students. That needs to be fixed. [#2453121]

Still have dropped calls around the stadium. [#2453122]

There is no service in my office - Walters A303. Could we improve this? [#2453143]

There is virtually no cell service in the UC (Student Union) [#2453144]

It seems like in the basement levels of buildings like HPER is the most challenging. [#2453153]

improvement needed In the music building [#2453163]

Have stronger connections in the basements and stadium. [#2453171]

Good service [#2453180]

I work in the sub-basement of HPER. What can you do about cell service down here? I work with off-campus clients and cannot always make or receive cellular calls from my desk. [#2453208]

too many spots with low or no coverage - especially in new buildings [#2453251]

There's horrible coverage in the student union and sometimes it is sketchy around AG campus. [#2453258]

there is no service in the S.U. [#2453301]

We need more coverage for all Services. I have Tmobile and do not get coverage in certain buildings like Bueler. [#2453332]

na [#2453362]

I use Verizon Wireless, and my phone constantly drops calls when I get on to UTK Campus. Specifically on Volunteer near the Music Building and on Circle Dr. [#2453365]

There is no coverage in the lobby of AHT (P1) or garage. I think this is a serious danger in the event of an emergency. We also have to consider that this garage is used for parking by visitors coming to games, etc. [#2453369]

I don't know if there is a way to improve cellular service in areas that are under ground level or in the center of some large buildings (the Lindsey Auditorium in Hodges, the lowest level of Haslam and the lowest levels of Art and Architecture, but those are the only locations I see a problem. [#2453374]

There are dead zones across campus that need to be looked at and corrected for convenience and safety sake. [#2453375]

I don't know how the cellular connection in the Conference Center could be improved. It is an old cement building and my office is under ground. I cannot make or receive a cell phone call from my desk. [#2453377]

This is crucial in today's world. My building - Haslam - has so many dead zones or weak spots. [#2453407]

Enhance cell coverage within dorms and other buildings. Also having coverage improved in dead spots around the general campus area. [#2453415]

Poor coverage in Neyland stadium. Many buildings have areas of black out with certain carriers. [#2453426]

Some classrooms need more adequate cellular coverage. [#2453446]

In the stadium [#2453450]

Ceephone service very spotty in Music building [#2453462]

There is very bad cell service in Stokely [#2453469]

The library has very low cellular coverage for T-mobile [#2453476]

Spotty in certain buildings [#2453485]

Having no coverage in the new Student Union building is quite unfortunate. (I am with T-mobile, and on a non-smart phone, so I cannot call using WiFi) Likewise I recall not having had a cell signal in AMB, and the lower floors of HBB a few years ago. This deficit could also become a security issue when people don't get the UT alert text msgs. [#2453505]

I work in P2 in Andy Holt Tower. I realize that I work in what amounts to a concrete bunker, but I get really poor cell service down here. Having the ability to make phone calls on my cell is important, but sometimes it is difficult given the location of my office and where I park (P1). [#2453532]

I have AT&T service, and for whatever reason I don't get cell service in the Student Union. I hear others have similar problems. [#2453554]

Some times is difficult to connect. There is a validation process that it is not easy to use. [#2453559]

Several places on campus is extremely hard to get service. Service needs to improve all of campus. [#2453565]

SERF, Estabrook, Pasqua, Ferris have issues with cell connectivity when on the lower levels. [#2453592]

DAS in buildings with spotty cellular coverage. [#2453605]

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

Although many websites are being updated, in terms of their look-and-feel, very often content strategy is not taken into adequate account, and they are still difficult to use, even though they may look better. [#2447155]

It seems that some of the web sites that the school provides for us go on are out during the worst time for them to go out. I am not sure there are ways around that but it would be nice to have 100% reliability in these web sites, with canvas being an example. I also think that if we are going to use online systems such as canvas, that we should not also use blackboard at the same time. It is confusing going back and forth between web sites. I also wish, and I know may not possible, that classes within the business college were not held online. Most business classes are usually hands on and should not be taught on a computer screen rather than in person. I will use management courses as an example for this statement. [#2447195]

Although I cannot give a specific example at this time some websites are difficult to navigate and find the information that is needed in a timely manner. Also, there does not seem to be a consistent manner in which forms can be completed. Some forms are interactive, some must be printed and sent to the department and it usually takes some effort to get a complete copy of the form, font sizes keep changing on the form, etc. Most forms I am speaking about are related to HR or the Treasurers Office. [#2447213]

On the Ag Campus (UTIA), we are using an inadequate web platform. I believe there are plans to upgrade to a different platform, but it should happen sooner rather than later. OIT services on our campus are great. Carol Templeton always solves my problems! [#2447225]

so many different sites sometimes it's difficult to navigate. [#2447226]

Nothing [#2447227]

This is very important. If we have to spend too much time looking for something, then we are not doing our job to the best of our ability. [#2447238]

The web site changes are not user friendly. It is difficult to search. You have to scroll around too much to find anything. [#2447274]

when asking for assistance, such as how to assign shortcut keys to MS Word font colors. when answering this questions it would be nice to have a typed instruction sheet to go with the speedy key strokes the OIT tech uses during remote assistance. Im old & slow written directions to use again later would be helpful [#2447275]

I have bookmarked IT, particularly telephone services which is sometimes difficult to locate on the UTK Website. I suggest that services that are needed often be more visible on the HomePage and not buried down. Please excuse if this is operator error. The Home Page is attractive, but not all features of it are intuitive. Moreover, when I first began to use the director, "telephone" did not get me to the IT Division I needed for the phone. [#2447291]

more softwares. Solve parking issue. [#2447311]

NA [#2447316]

Primarily the UTK website is not exactly user friendly. A lot of things you have to dig through layers to find what you are looking for. If you do not know exactly where to look, you may not be able to find it. Search parameters should be wider when looking for things. This may be difficult, as there is a vast list of offerings. [#2447327]

Lots of times training courses have links that don't work, or if we have to leave the surveys in the middle, then we have to start over to finish the surveys, and they waste a lot of our time. [#2447344]

Quality varies wildly. Some are okay some, not so much. [#2447346]

I find the library's online services not very intuitive. [#2447363]

The UI of some of the websites are really tricky. Also there too many things that send you off to other websites and some are broken. Just fixing some broken links and making the UI easier for those who do not actually how to navigate it the first time. [#2447369]

Make all department sites mobile friendly. Have a university-wide template that is responsive and force every department at UTK to use it. [#2447371]

Overall, very reliable service. [#2447377]

It would be helpful if someone periodically checked various campus websites to ensure that links work properly. [#2447391]

Our new website design is better, but it has some very un-intuitive features. For example, in the Tickle College of Engineering if you go to Alumni & Friends, it brings up a box to the right. However, to get to the message from the Executive Director you have to click on Alumni & Friends IN THAT BOX. I've already clicked on it to get to the box to begin with. I would not think I had to click on something named the exact same thing. This is my message and it admittedly may not be crucial, but the same thing happens at the college level. You cannot intuitively and easily get to the dean's message -- admitted MUCH more important for prospective students, alumni, or corporate leaders. [#2447436]

Our Extension website platform is hard to use, restrictive, and too complicated. [#2447437]

I don't like the way the main page is set up. Before, I could easily access the A-Z index, directory, MyUTK, search. and Office 365 at the top of the page. Now I have to scroll all over the page. The change in the A-Z index also causes me to have to guess what an item might be under. For instance, if I want to go to OIT's web page, instead of looking under "O" I have to look under "I". I understand that there would a lot of "Office of's" listed in the "O" section, but that is literally what the department is called - OIT. Sure, I eventually get there, but it just takes more time, which can get frustrating. [#2447451]

Canvas has been broken for quite a while right now. The website sucks. Blackboard never did this, at least not to my experience. Also, half the library's resources don't work, which makes it rather difficult to do research papers. [#2447497]

The Self-Service Banner feels clunky and outdated compared to other sites such as myUTK or Canvas. [#2447513]

Critical. [#2447518]

Finding information and forms, etc. is frustrating because they are a moving target. You shoot until you let lucky or give up. [#2447563]

The old A-Z was better than the current search [#2447618]

None of the UT websites are user friendly, it is easier for me to Google what I am looking for than to try and find it straight from the website. [#2447734]

The web sites are easy to use. [#2447736]

The "new and improved" UTK website is awful. It is a marketing tool primarily, not an information source. It is difficult to find what one is looking for. [#2447747]

the main page.. the myutk page... no matter what I do, the bookmarked link always redirects me to the "Logged out and close your browser" page. On my own computer? really? Its the little things man.. the little things that make me want to break my computer. [#2447756]

Canvas is terrible. Going cheap is really hurting instruction. [#2447780]

University main website sometimes has troubles working with Google Chrome, about Disallowed Key Characters [#2447902]

Canvas is so so much better than Blackboard, but it could still use some tweaking particularly with the announcements tab being counter intuitive in use. [#2447969]

The library webpage buries too many important features like research databases behind menu categories that are not intuitive. I often have to click through multiple categories to find the link I'm looking for [#2447970]

Sometimes they can be ridiculously hard to navigate. [#2447997]

On the UTK homepage, I wish access to canvas, myUTK, etc were at the top of the page, or along the side of the story so I don't have to scroll all the way down. [#2448034]

need more consistency across units, depts., agencies, etc. so that transitioning from one site to another is more seamless [#2448047]

The collection of websites is a cluster. There is a great deal of information out there but it is difficult to find. The OIT website is one of the worst in terms of organization and being able to find what I am looking for. [#2448080]

For some reason, I never find what I'm looking for when I use the search function on our main utk.edu web site. Usually the A-Z index is more helpful, but that could use some additional entries as well. For example, if I want to send a prospective student a link to set up a campus tour, it's not under C and it's not under T. It does come up on the search, however. If I want a quick way to get to our list of minors, it's not under M, nor is it in the search. I have to know to go through the catalog. [#2448120]

why was UT's web site changed. It became worse not better. Someone seems to believe that functionality like the directory functions, should be buried at the bottom. Why? Also, why are things like the holiday calendar, so hard to locate? [#2448135]

It would be great if links to old departmental webpages would be automatically re-directed to new site. And then it would notify webmaster of the "from" site to change the link. Has anyone invented that yet? [#2448152]

Assuming this refers specifically to the OIT site and not UTK sites in general. [#2448159]

Its probably just user error, but it seems like the old way (circa 2012) was easier to find certain options that you were looking for because it was all listed out on the home page. Now I just google to get where I need to go because the home page is confusing. [#2448196]

I currently have to use 3 different online sites to access information from all my professors. There just has to be an easier way. [#2448208]

The new website design is adaptive and accessible, but the menu format sometimes forces us to hide content in unclear areas. More research is needed to create an optimal taxonomy for web menu browsing. Internal search is also not ideal. [#2448212]

User-friendliness is paramount [#2448222]

at times it can be confusing and daunting just trying to find the right place to located the information you are looking for [#2448227]

The new template isn't the most intuitive. I'm getting complaints from people outside UT that are having trouble locating information because of the limited side items. [#2448232]

The OIT Knowledgebase could be more user friendly. Divided into topics (like the Adobe page) or something. When searching for (example) first time password setup, you find nothing about that if you use that phrase. [#2448264]

Do more usability testing with new UTK themes - especially at the departmental level! [#2448266]

It is getting better, but there could be improvement in the MyUTK, Registration process. Also some of the information as the student deadlines should be where it is easily found and accessible like fees deadlines. [#2448291]

The UTK landing page is useless when I simply want to get to the campus directory. [#2448298]

The revision of the UT website is a vast improvement, however it is still not user friendly. I often have to go through a series of steps to find what I'm looking for, which causes frustration. [#2448325]

The UT web cite can be a bit confusing sometimes and as a consequence one can spend significant amount of time trying to find what one is looking for. [#2448326]

Search engine for UT's site is very poor. I get better results using Google Advanced Search and limiting the responses to "utk.edu". This is more time consuming than using UT's search. [#2448328]

The UT Website is a vast improvement over what it was, however, you have to go through at least three steps to get anywhere. It is not as user friendly as it needs to be. Whenever I have to find something on the UT website I know my time will be wasted. [#2448333]

Finding university information isn't always easy in the UTK website. Word searches for particular events or name searches in the directory don't always produce the answer you are looking for. [#2448339]

See top comment. [#2448342]

This would be nice [#2448344]

Highly variable. Some are great, others are terrible. [#2448345]

Online staff and faculty directory needs to be updated with full information (email addresses, phone numbers, office numbers, etc) [#2448369]

Do Not make it hard to find the information that I need. [#2448379]

I think this is very important for each department to have forms that are easily accessible and user friendly. There are still some that are not. [#2451677]

I don't like the online help on the UT web sites [#2452166]

The UT main page is not intuitive at all. It is hard to find information you need through the search function. [#2452202]

OIT's website needs to be kept up to date and old webpages need to be taken down or updated. I have had experiences where information on different pages of OIT's website have conflicted with one another. [#2452211]

Some UT websites are not as friendly as others. [#2452227]

getting the hang of wordpress was a bit of a learning curve, but it's not like OIT doesn't offer help, so I can't complain too much [#2452231]

The main page should have important links at the top, not bottom of the page [#2452237]

I really wish we didn't get two emails a day once a year to change our password (two weeks before it needs to be changed). One email a day a week before would suffice. [#2452257]

Please limit the use of flash and pictures on the first page of any website. Would like to see an "index" type of guide on all first pages so I can focus in on information I am searching for. Having lots of pictures and flash type of objects might be pretty, but difficult to navigate through on tablets or smart-phones. Keep the main page simple. [#2452305]

More support in developing mobile friendly sites to inform clientele (students, Extension agents, producers, the general public, etc.) about what we are doing (our research, Extension information and recommendations, etc.) would be extremely helpful and productive. [#2452321]

Working with UTIA, no department can work on current platforms and our websites are falling behind. [#2452339]

The Hodges Library Site is a little confusing with respect to logging in and finding articles that are linked out from the website. [#2452362]

I know we are enabling our sites to be easier to navigate on a phone, but that has come at the expense of navigation on a computer. The main web page is my least favorite we've ever had. Yes it's pretty, but I had to bookmark things that I need constant access to like the campus directory. [#2452372]

make them user-friendly [#2452389]

Search functionality is poor. Many old outdated pages and rarely what you are looking for comes up first. [#2452395]

Current UT website is not easy to use. It is not easy to navigate from the front page. [#2452398]

Canvas is a big improvement over BlackBoard [#2452422]

I think the updated and "new" university website is more difficult to use than the previous one. Directory information is no longer easy to find, you have to scroll to the bottom. A-Z links seem to lack some of the areas that were previously there, system information. Search bar doesn't locate what you are looking for more times than not. [#2452456]

The process for downloading software is not ideal and some things don't work. The license for Maple was for a different version than the download, so I could not activate it. [#2452464]

UT web pages are not well organized. Navigational menus are listed in random order, but should be listed alphabetically. It is often difficult to find topics that I know are somewhere on the site because submenus are not placed in logical places. [#2452484]

UTK's homepage is a little unwieldy after the last update. In my understanding, the whole banner at the top is a fad among websites, but it decreases information density, and makes it unnecessarily difficult to actually get to the information you're seeking. [#2452499]

? [#2452503]

Whenever I need to find anything (phone numbers, benefits info, academic calendar) on utk.edu, I google it. I know I will never be able to navigate to it through the site. [#2452509]

The new UTK website is harder to maneuver when wanting a common website. [#2452511]

The UTK website is horrible. The only good thing about it is the A-Z index. [#2452545]

Would be great to have some online tutorials with voice and screenshots or guided simulations. [#2452554]

The web sites have changed so much that it is hard to locate fiscal policies and other information that is important for staff to use. The pictures are so large, you must scroll and click too many times to find what you need. it seems like pictures are important not information. It is frustrating! Users should be included when changes are being planned. [#2452576]

It depends on the service. Some are easy to use. Many are hard to use and confusing. [#2452589]

utk.edu is now more difficult to navigate to get to staff information. [#2452633]

quit changing the main web page...it is not user friendly now, so many students do not like it [#2452650]

The new A to Z listing isn't easy to use--the search doesn't always find a match for entries that start with "office" if one doesn't type in "office of" first. Also, the new images on the UTK home page interrupt my ability to find what I need--the look good, but the menu takes a while to find. Similarly, it takes a while to find Canvas if one doesn't have the URL memorized. I miss the immediate connect links from the homepage. [#2452674]

hard to find information easily on UT sites. Search terms don't return good results [#2452677]

Other universities have websites (especially for individual programs) which are much, much better than ours. Though in some cases not an OIT problem per se, we are not doing a very good job in marketing UT on the web in general (including individual programs). Folks doing these pages need training and need time to work on them. [#2452696]

Make DARS reports more visually appealing/readable. [#2452720]

lol [#2452727]

The search engine on the OIT Knowledge Base is deplorable. Given this service has the potential to significantly reduce burden on OIT, as well as all users, this is a fundamental resource that truly needs improvement. [#2452756]

The new utk.edu website is really difficult to use now. All the helpful links are hidden or impossible to find, unlike the old version of the website. Not user friendly. [#2452778]

Information should be up-to-date, consistent, and accessible. I don't know that this is always the case. [#2452786]

There are good websites available (like canvas) but currently all the faculty use 3 different websites (canvas, blackboard, and vetnet) there is no conformity which makes it difficult. Additionally, professors refuse to use online grade postings. I realize that this problem is probably outside of your control. [#2452822]

The web pages are not easy to go through. [#2452852]

There are times when I feel the online services and web sites are not intuitive enough. For example, when browsing course selections, there should be a link to get to the course descriptions. [#2452860]

Do not like Canvas. [#2452865]

Compared to other universities, some of the the web-sites are lagging behind and need improvement, while others are good. I understand this is organization dependent. [#2452890]

The new UT website redesign is not user friendly for desktop/laptop users. It is hard to find where to look for information and to navigate. Perhaps it works fine for mobile device users but is very frustrating for the computer users --or at least to myself and many of my co-workers. In addition, not all of the links on web pages have been updated nor will link back to the previous site. [#2452919]

The overall web presence of the university is not great. It's difficult to navigate and unclear sometimes. Example: Big Orange Give website is less than helpful in providing basic information. Also the OIT main webpage needs work. [#2452959]

The performance of the university search engine is extremely poor and does not fulfill its intended purpose. [#2452971]

I usually have a hard time searching the site to find what I'm looking for (usually help or setup...ex. downloading Adobe Creative Suites) [#2452993]

Things are not actually all that easy to find. [#2453001]

classify needs to be integrated in to netreg. It would be nice to have a mass disable/enable for registered machines. It is available under individual edit window. [#2453007]

My only real complaint is with the awkwardness of reaching e-mail once I've left Explorer for some reason (system malfunction, my mistake, or whatever). It seems as though this should be smoother. [#2453008]

Make searching easier on the site... I always end up with an "oops find that page" [#2453039]

I do not like navigating the canvas system. I prefer Blackboard, which made almost every task more intuitive. [#2453068]

The main UT website is strangely organized and nonintuitive. To find relevant information regarding academic calendars for the current year, fee/tuition amounts, etc. I have to dig for quite a while. This is something that should be easy to organize on a single webpage that is updated each year. [#2453099]

Apps at UTK is sometimes difficult. Also, registering for classes on MyUtk is difficult to use because you can't click "back." I'm always getting error messages when choosing a different subject area to search. [#2453130]

UT websites are sometimes not well designed for ease of navigation. [#2453152]

yes i like out web site offerings. [#2453153]

Great service [#2453180]

MyUTK has lots of extra stuff that doesn't seem to relevant. Maybe just showing the things that I, as a student, need to see would be better. It has a cluttered feel to it. [#2453244]

Some of the changes that have been implemented lately have made finding information on webpages very difficult. Where it used to be readily available on the first page, you now have to click through several pages to find the information. Graduate School Human Resources [#2453291]

IT is often difficult to locate a service by using the search box--many times you have to go to a department that you think is where the service is provided, then drill down to get to what you are looking for-- [#2453318]

The layout of the UTK website is a bit difficult to navigate. Having some of the tab selections along the bottom of the screen is not in a typical area for viewing and requires additional scrolling to find choices. Similar for the tab choices on the left side of screen. [#2453334]

I find the Google search appliance a good resource but, whenever i search for anything i never can seem to find what i am looking for. I don't know if anything can be done and i can not think of a good example but, just my thoughts. [#2453341]

I am not sure if this is an OIT service or departmental, but some pages are constantly re-designed and things are moved and hard to find. For instance, recently the HR webpage was re-designed, and I found I had to "dig" around to find the Taleo link It seems that would be a good thing to not have buried under "recruitment" but to be a link from the main page. When you try to categorize things too much, and a user is not necessarily familiar with the inner workings and organization of a department, it's hard to know which tab to look under. [#2453369]

University websites are impossible to navigate. Everyone has to follow the same format, so if it does not work, it does not work for everyone. The Attendance Verification IS A NIGHTMARE. It has to cost the University so much just to get people do it over and over. The CIE webpage has no button to click when you are finished. Are you finished? WHO KNOWS. [#2453396]

Somebody better be darn sure that Canvas is going to be better. Early adopters have said it is not. Banner is about as antiquated as one can imagine, and the fact that different platforms don't talk to each other (e.g. students who drop are not removed from BB) is just silly. [#2453402]

Reference blackboard suggestions^^ [#2453422]

I find the new homepage very hard to navigate. It's more about picture than service. I can't even find a link to the library. Sorry, I would like more options on the top bar. [#2453423]

The web site is not useful. We need an employee portal that functions more as an information resource with stripped down graphics and much more functional search and site index capability. Sometimes the sites are terribly slow to load, as well. [#2453424]

the new template is hard to navigate and doesn't look good or work well on cellphones. The new template has made it harder to find informaiton [#2453429]

Your recent changes to make web content "accessible" to visually-impaired individuals has made it considerably less comprehensible by removing colors, fonts, etc, that make a text more readable. IT is unfortunate that you are so driven by one particular version of accessibility and are willing to put the majority of users at a disadvantage. There are ways to be accessible and understandable. Your version of accessible might be easier to SEE, but it less easy to UNDERSTAND. [#2453438]

The decentralization of web maintenance has contributed to some sites being not so easy to use or navigate. [#2453445]

Having services that are easy to use are key to helping me achieve as a student and getting my work done in a timely manner. [#2453458]

I find Outlook much more difficult to use to manage my email correspondence than gmail. [#2453472]

None [#2453483]

The directory is a bit clumsy to use and often lacks basic info (eg for students), appearing to be more reticent than FERPA requires. Having a branding redesign every few years doesn't help either, when I look where the menu is that includes a basic link I need. [#2453505]

The new website layout, depending on the browser, is clunky and much less intuitive than previously. I am a very tech-savvy individual and this website is frustrating. [#2453509]

Please improve the CIE international travel registration website. It's a clunker. Please make sure that everyone who needs Argos can use it. I have clearance for using Argos but there is a software problem and I cannot use it. [#2453603]

Many websites are woefully out of date. Online catalogue should default to the current year Finding information about programs and services is difficult - often links direct one in circles without connecting to the desired information More quick links at the college, department levels [#2453633]

Having online services that enhance the teaching and learning experience.

Canvas is a lot better than Blackboard, but it still leaves a lot to be desired. In particular, I would like a way to *email* my classes with an actual *email address*. Like, if I get an email that says "please forward to your students," I should be able to forward the message without having to copy and paste it into canvas. [#2447246]

More navigable [#2447261]

NA [#2447316]

Add features to training to save partially completed training; make sure the websites and all of the links work [#2447344]

I do not like the REACT/flipped learning classes. I find it hard to follow or maybe I prefer face to face classes and aid. I will say I do like that on WebAssign for Math, it has a "watch it" button, that way you're not completely lost on a question. [#2447415]

Again, I'm in the stadium most, and there are maybe two rooms in the whole building that I've heard have wifi. I have yet to find these places. [#2447497]

Zoom isn't great for online classes [#2447729]

n/a [#2447915]

I run experimental power labs which require everyone using those labs to have safety training. As a result, I have been using Skillsoft training courses to fulfill those needs. For some reason, these classes are difficult to access and in some cases, like visiting scholar and visiting students, it is difficult to provide access to those training courses. Furthermore, our sponsor (NSF) has directed us to provide the same safety training to all personnel associated with our center. Some of these persons are not on campus and will require remote access to this service. This MUST be considered when changing over to another provider, instead of Skillsoft. If this isn't taken into account, I will be forced to purchase this functionality outside of the university, where I can control access myself. [#2448135]

N/A [#2448264]

One of the biggest problems is finding these things. Our website directories are awful, so if these things are offered, we don't even know it. And if there are notes or training programs available, we don't know it. [#2448342]

I do not go to school anymore [#2448344]

is fine. [#2448379]

I don't think its THAT important to have this. That said, the switch to Canvas was a step in the right direction. [#2452231]

Canvas seems to be needlessly complicated. Many of the features seem redundant. I'd appreciate it if the default view of a class was only a roster, assignments, and gradebook, and professors could then opt to activate other features. [#2452273]

Canvas is a big improvement - thank you. [#2452422]

I'm not sure what "online services" means. [#2452464]

Have not yet moved to Canvas. This may resolve the issue. [#2452491]

I don't use Canvas (or previously Blackboard) very much, but I find these tools unnecessarily cumbersome. [#2452540]

I am very pleased with Canvas LMS and hope we keep improving its functionality by adding more features. [#2452551]

I'm taking an online class and getting my first experience with Blackboard, which I assume will be gone after this semester based on the notices. That's good - because it's terrible, unintuitive, and difficult to use. I hope Canvas is better and look forward to trying it. [#2452637]

stop sending me emails every 10 minutes about this survey [#2452653]

I think the move to Canvas will help, and OIT is great about helping faculty. The in-class equipment, though, is inconsistent across campus, and if one is teaching two sections of the same class in different rooms, it can be hard to prepare if the technology is different in the rooms. Simple might be better as long as the rooms are consistent. [#2452674]

Create a live stream option for campus events. Ex: When speakers come to campus in the evenings, give viewers/students a live stream option so we can watch remotely. [#2452720]

I teach online. In general I am able to access online site when teaching. No suggestions. [#2452757]

I think more of our classes could benefit from a technology component [#2452786]

professors sometimes have trouble with wifi and projection systems connecting to their computers [#2452787]

There are good websites available (like canvas) but currently all the faculty use 3 different websites (canvas, blackboard, and vetnet) there is no conformity which makes it difficult. Additionally, professors refuse to use online grade postings. I realize that this problem is probably outside of your control. [#2452822]

Accessing online tutorials, etc. is clunky. [#2452912]

NA [#2453039]

Canvas is much better. Hopefully this is fixed come May! [#2453099]

More availability/student discounts with study tools like CourseHero, etc. [#2453116]

have not had to use that yet. [#2453153]

Really is helpful [#2453180]

I appreciate the move to Canvas. It is very intuitive and the training opportunities in person and online have been great. Thank you for the support! [#2453217]

Forcing students to buy Packback, or having us BUY an online subscription to do homework is ridiculous. We're already paying to attend the school, we must we pay to do our work as well? [#2453230]

The library website is very helpful. [#2453235]

Learning what you want me to learn outside of a direct class environment? I am not sure we have that kind of free time. We need downtime to learn independently. [#2453264]

I'm not sure what you mean by this statement [#2453373]

More training, more discussions. [#2453397]

As previously stated, blackboard is handy for obtaining course information and assignments and I find this more commonly used by professors; however, that's the only thing I find myself using. Not the mail, not the tools, there are about 10 other applications on blackboard that I DO NOT USE. Clean it up a little bit and just leave what's important. [#2453422]

blackboard has been good but can be cumbersome. I have not yet moved to Canvas but the amazon outage last week was discouraging with regard to availability. [#2453438]

It is good, but more resources will be better. [#2453446]

None [#2453483]

most of the platforms are not as user friendly as we assume them to be. [#2453538]

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

Although Office365 purports to have collaborative tools, most of them are only rudimentary at best (Yammer, Planner, etc). Skype is marginally better, but still not very effective on a large scale. Tools such as Slack would be much more effective, if utilized at an institutional level. [#2447155]

Teaming rooms with capability to plug in laptops and share screens would be handy. [#2447170]

Not sure of what kind of collaborative technology service is provided by the University. [#2447214]

As long as it isn't gimmicky [#2447268]

I am having difficulty with batching email in 365. Additionally, I still have not figured out how to use the notebook apps; I tend to get lost between screens. It would be great to have a hands on training to see how these apps can really be utilized. A video would be superior, with informative narration and captioning to be disability compliant, to see the apps in operation, and how they integrate together in real time. So, in lieu of everyone coming to a certain location, a tutorial library of video to illustrate and describe various functions of 365. [#2447291]

NA [#2447316]

Make Archibus integrate fully with Iris; also make all of the project management module in Archibus available and provide training. [#2447344]

When having to do group projects for classes that require you to use software through UT, it is very difficult because the services we use are not reliable and do not seem like they were made for these uses. [#2447405]

N/A [#2447575]

Why does UT lack software to run teleconferences? It is mind boggling that an organization of our size lacks this capability. [#2447593]

I think it would be really helpful to have student access to project management software like Asana or Smartsheet, because it streamlines the collaborative process. [#2447604]

I use world cat and sometimes (probably when I use of at the library) there appears the link connecting to utk interlibrary loan but not when I used from the outside of the library. I wish there was a link to world cat from the one search page so that if I logged in to utk library account I can use that link outside of the library. [#2447770]

I do not like how we are between Blackboard and Canvas. And that there has not been anything to teach us how to use Canvas [#2447879]

I am not sure what all the possibilities are!!! But it could be very useful. [#2447883]

Not every student has knowledge on how to access this information. It should be more widely known. [#2447893]

Google Docs is amazing. [#2447913]

I would love more resources to be invested in training and use of programs to help with computer programming. [#2447928]

It is great having the technology available to be able to work from anywhere and communicate with the campus services remotely. [#2448077]

Bomgar is a great tool for my work. [#2448080]

Get out of the stone age. Stop charging for functionality that is needed in the modern business world. We should have access to video conferencing functionality with large groups, without having to pay per view. [#2448135]

There are a variety of platforms available, which helps because everyone has different preferences. I would appreciate more guidance from OIT on which platforms (Sharepoint, Google Drive, Office 365, network storage) should be preferred for different uses. We might spend less time negotiating what platform a given project is going to use in that case. [#2448212]

Teleconferencing capability is very important [#2448222]

I'm not sure I know what type of services you mean-- like Zoom? I'd be interested in learning more about what collaboration services are available [#2448249]

Too many choices. No dedicated support for any one method/technology. I almost wish OIT would say "this is what we're supporting" and beef up training and integration on that one technology. It seems as soon as we move to one tech (say Sharepoint), another, better one (OneDrive or Office 365 groups) comes along with more storage, more security, more features. [#2448264]

things are not good [#2448344]

People use different versions of email, and so trying to send confidential or private messages is often impossible to do. It would be nice if we were required to use one email service (gmail vs Office 365) based on our job titles. [#2452237]

Get Dropbox for business for faculty [#2452284]

Short write up or tutorial on using zoom (this might already exist and I am unaware of it) for new students, faculty, and staff [#2452321]

zoom equipment is unreliable and there is inadequate training and technical assistance available when things do not go as pre-scribed. Faculty get mean and frustrated very easily. [#2452339]

Everything that we have so far is great. I don't know of a way to improve this. I've only used canvas for 2 classes so far but it has seemed to be easy to assist in collaborating with others. The speed of emails is really great, I can access study guides a lot quicker than I expect. [#2452500]

Losing organization sites in the switch to Canvas will be a real hardship. Office 365 groups do not make up for the features used in BB. [#2452551]

we have many new options such as Open Drive, etc. I need some online training to help me acclimate to these services. [#2452618]

stop sending me emails every 10 minutes about this survey [#2452653]

There are some great collaborative tools out there, which, yes, I'm sure, cost money. They would save tons of time by people using them that would offset the cost (although from different buckets of money, granted). It would be nice to have an experimental group that could play with new products. My criticism of OIT along this line is that OIT doesn't seem to be very forward leaning in this regard. [#2452696]

Use Zoom extensively. Great addition! [#2452757]

I am in the department of Theatre, and we regularly collaborate (and share MOUNTAINS of files) with Faculty, staff, students AND outside guest artists. UT hasn't really provided us with an effective way to share large amounts of info with our guest artists (these individuals are usually in a contract that lasts several months and getting them a net ID has been prohibitive). We end up leaning heavily on dropbox and all our personal accounts have been maxed out by work usage. [#2452765]

fix canvas or go back to blackboard [#2452787]

We could use some more accessible collaborative software that's a bit easier to use while still maintaining FERPA standards. [#2453001]

I love zoom. Increase the 45 min limit to 1.5 hrs and less people would request pro. [#2453007]

Google docs are great...you should have a class to teach people how to use it and ONENote [#2453039]

Given the broad spectrum of web browsers used, I understand there may be occasional issues with communication between UT Blackboard, Canvas, etc., dependent on whether access is obtained through Google, Mozilla, Safari, IE, or other. Is there a method that will guarantee complete and effective access no matter which browser application is used? [#2453055]

Better, more reliable wifi [#2453056]

Google Suite is a useful tool, and one that is effective for class projects. [#2453099]

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My coworkers desperately need to update their technology skills. Like using Outlook calendar or Onedrive for online collaboration. Will there ever be a push to get older employees to learn how to do these things so the rest of us don't have to accommodate their technology incompetence? (My boss won't even mass email us documents; he prints them out and puts them on our desks or in our chairs to be sure we get them. Seriously!?) [#2453208]

I would love to have access to Slack. [#2453217]

Improve video conferencing capabilities for each staff member. [#2453229]

Greater awareness and education of the tools that are available would be nice. [#2453244]

Find a good single solution that combines equipment checkout, asset management and collaboration (WebCheckout) [#2453264]

Skype for Business doesn't give my office the power feature that we need, like group chats and groups-within-groups. Currently we use Brim. [#2453379]

I'm not sure what kind of collaborative software you're talking about, but if there is any online collaboration outside of email, I've found myself and most other students using google applications. [#2453422]

We need something that works like Sharepoint but isn't Sharepoint. Is Google Docs really secure? If I post something with student information, are we certain Google can't access that, and if so, are we violating FERPA? [#2453424]

Zoom is wonderful. [#2453438]

None [#2453483]

Get rid of Blackboard [#2453485]

I share a lot of photos and videos every day as a part of my work. I often have to resort to using a third party cloud service like Dropbox to share our files. Access to our server is slow and I'm worried that I'll go over my storage quota so I don't use it much, which is disappointing. Also, the server doesn't allow for files' metadata to be searchable, which is a huge frustration and the main reason why I don't use it for sharing. Being able to search for our content is vital to our work and the storage options provided on our shared server don't allow for it. Because of that, we have started looking at outside vendors to serve as a digital asset management system for our needs. [#2453532]

It is not clear where rooms for videoconferencing are and how to get into them. I believe there was a charge to use it once so I haven't looked again. [#2453568]

UT Vault is great. [#2453603]

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

Please see the above comments. [#2447155]

OIRA still makes pulling data difficult for departments that have more than 1 discipline; we need data tracked at both the discipline and total department level [#2447184]

Updates seem to take too long; seems like they should be more instantaneous (referring to ANDI). [#2447188]

I had a few minor problems with IRIS to access some reports. [#2447217]

Often finding areas on UTK web pages/alphabet soup is quite difficult. This may not be OIT but it is a reflection of how things are classified/organized within the electronic site. Therefore having to hunt several areas, terms, etc makes timely access to data/information quite difficult. Perhaps during new faculty orientation this can be addressed or addressed more fully to assist new faculty. [#2447232]

We need a system that will provide us with all the information that we need when we need it. [#2447238]

Improve the searching system [#2447257]

This is important [#2447268]

NA [#2447316]

With the multitude of different systems, not everyone having access to the necessary system for said information, and the delays between handshakes of systems, makes it sometimes difficult for timely information. If there were a way to have all departments on the same systems, or one broad coverage system that handled all tasks, I believe the University would be much more efficient in its day to day dealings. [#2447327]

Eliminate the hand entry step for timekeeping; expand Archibus to be more useful, or switch software. [#2447344]

-I keep writing training grants that require information about student diversity, from test scores to time to degree to placement information, all split by demographic. This is extremely difficult data to find at the departmental or college level. our department now tracks all data independently for each student and keeps it, which is a lot of extra work when I know the university is already collecting it, just not making it available. - For job openings in my lab, I have no ability to see who has applied - i have to rely on the office staff to check and send to me, which can take quite a while. Let the people doing the hiring see this stuff and get notified about new applicants automatically. - For my grant accounts, I get really useless and difficult to understand ledgers as pdf files over email. its difficult for me to see what is clearing and from what accounts (all parts of a grant budget are in one giant account!). not to mention i have no idea what is pending. nor can i see credit card changes until i get a PAPER statement. online banking systems have been around for years, there has to be a better way. [#2447355]

Old documents and pages need to be updated, replaced, or removed. [#2447437]

When I've requested data in the past, it cant take anywhere from 2 weeks to 4 months to receive what I need, even if the amount of information is minimal. [#2447439]

Complete lack of a unified computer system within the UTCVM. Creates increase work load for students, technicians and clinicians. Can lead to diagnostic mistake and inappropriate patient care. [#2447520]

GET RID OF ARCUBUS. IT'S A WASTE! [#2447563]

would be really nice to integrate Banner and DARS [#2447618]

The systems are present. But administration most use them properly. (Course offerings, and the like) [#2447814]

-new bus app could be better, not great at estimating time until arrival [#2447869]

I am not sure what all this is referring too! But it might be useful! [#2447883]

Perhaps I misunderstood the meaning of this question.... but the way I read this is... I would like to have more access to training courses (run by humans) on things like Newton, R programming, Python programming, etc. You only have some of these courses in the library once or twice per semester. But if those times do not fit in your schedule or if you find out too late about the classes, you lose out on real information that could help with your data analysis you need for a pilot project for a grant proposal... It snowballs. [#2447928]

Not aware that UT offers such a service [#2447954]

our agency has mostly Lotus Notes databases. they are great for storage but terrible for retrieval. we have no way to sort across multiple fields. sigh. [#2448047]

IRIS is horrible in terms of user friendliness. [#2448080]

Banner seems to be testy too often. When it's down, I can't see anything regarding my students. The reporting system for student data is HORRIBLE. It's way too hard to get anything of real value. I've requested new reports, and I've been assured that I'm on the list, but it's been over a year with no results. That's pathetic. [#2448120]

Getting reports out of IRIS that are straightforward to read can be a challenge. [#2448149]

Again, it doesn't matter how great it is if you can't even load a page. [#2448208]

Timeliness is always important [#2448222]

It's not clear to me what type of data you are referring to. [#2448249]

N/A [#2448264]

Find a way to provide cell coverage inside stokely hall [#2448275]

This pertains to IRIS also [#2448339]

If we can't find the data, we can't access it. [#2448342]

I do not get to make decisions [#2448344]

Often, the data I need to make decisions is either not available or takes weeks to procure. [#2448345]

is fine. [#2448379]

Depends on what data is available. [#2452233]

I haven't found any useful information from oh I teach that can be used for decision-making [#2452265]

Again Please get a service cloud based that mirrors in real time all our data And has unlimited storage And has easy ability to restore lost files And makes it easy to share data = Dropbox for business [#2452284]

Adding on to the 'keep the main page simple' idea; the web pages with an "index" of quick links across the top are more helpful to find relevant information. A 'Search feature' usually results in finding too much un-relevant information, or the data returned is out dated. [#2452305]

To data mine we must have accessibility to data. Special request must be made to draw down data if it's available and if it's clean. Often requests are ignored. [#2452339]

Course and enrollment data are always slow to be delivered. Ideally we would have an interface that would allow depts to run their own reports. [#2452491]

? [#2452503]

UT suffers from a lack of management reports and a central repository from which to access and join financial, HR, student and research data [#2452544]

The CampusLabs system is horrible. It was WAY better when SAIS was done in house at UTK. [#2452651]

The attendance tracking software is HORRIBLE. Very complicated. At the least, the instructions could be re-written so that they are easier to follow. With a flowchart that says, if this is the case for your class, go here... This is what we use to report student attendance for some Title something or other and it is crazy. [#2452696]

I didn't really know what this question was asking about. [#2452732]

I am looking for greater access to shared departmental files from off campus. [#2452765]

The applications like social media data gathering software should be available for all the graduate students, it is a powerful tool these days. [#2452852]

Extremely important. [#2452865]

This is essential, so the most timely way to request and receive information is preferred. If direct access can be available, then that is the way to go. [#2452944]

The word "timely" is what throws off the data question. We request reports, and must follow up to get it in a reasonable time. Sometimes I wonder if we didn't follow up whether we'd ever get the requested report. Once we get data, sometimes there's no help in analyzing it. Cary Springer has been wonderful in this respect. [#2452992]

Simplify the process for granting access to data about students, enrollment, etc [#2453022]

Deadlines are always too close to opening dates [#2453039]

Overall, services are good and meet most of my needs as a student. [#2453064]

It would be helpful to be able to develop specific reports. [#2453083]

Data that informs decision-making? [#2453164]

No capability of reporting history in Banner. We should be able to retrieve enrollments for a series of years by semester by class. If the capability is there and I lack the training to do the task, please have someone let me know. [#2453202]

the library website is very helpful. [#2453235]

More text instead of email notifications. [#2453249]

Can't compare with other campuses, can't cross student with finance with research [#2453255]

need WebCheckout [#2453264]

I'm not exactly sure what is meant in this question. I use ADMIT for admissions. It works okay. I can't create a pdf version of an application. Not sure why. I am going to try to use an online portfolio system, maybe the one Teacher Ed uses. It may not be the best system for my program though. [#2453286]

I have been waiting for a report from SERA for weeks. They are far too understaffed to do the work they are tasked to do. [#2453291]

It seems there is not a single place to go and get financial data. Maybe I just don't know where to go. [#2453341]

Sometimes emails do not come through or send in a reasonable rate. People have told me they go tmy email days after I sent it. [#2453360]

In general, the inefficiencies are in control. [#2453396]

Why can advising administrators not be trained and be given access to SERA? We have a legitimate reason to access that, admissions information, and other relevant data. We're hamstrung, but we have a level of professional responsibility that warrants at-will access. [#2453424]

requesting data is easy, but receiving it in a timely fashion is hard. There are reports that I need regularly to do my job and I have to keep requesting them and by the time I get them the data is old. It would be great if the reports were built in ARGOS and I was given access to run them as needed [#2453429]

OIRA data about SCH must include all sections of cross-listed courses. For departments that have a significant number of such courses, this makes a difference for their overall SCH and SCH/FTE. [#2453603]

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

Learning and teaching would be enhanced by access to PDFs from world's top journals. Current access is very limited. [#2447193]

It may be beneficial to include adapters that work with Apple products in classrooms so that Mac computers can also be connected to projectors without having to come prepared with your own connectors. [#2447208]

Nothing [#2447227]

In CON 201 the system often does not allow internet showing of videos with sound which is irritating for making critical points to students in class. [#2447232]

There are too many meeting spaces without technology and we definitely need it. [#2447238]

Classrooms almost never have blu ray players, often lack hdmi inputs, regularly route audio to the wrong place, etc. Don't even get me started about the quality of the projectors and speakers in most classrooms. Honestly, I usually request for my classes to be in the music building (that is not my department) because at least *they* have decent speakers. [#2447246]

The national classrooms in my building are out of date and difficult to use. OIT was quick to respond when I contacted them once but interrupted my class to fix the problem when I had found a work around to get me through the class. I just wanted it fixed before the next class. [#2447274]

College of nursing: rooms 103 & 105. need power distribution points at every seat for students to connect their lap tops to. this could be accomplished by erecting stadium seating in the rooms with power conduits placed inside each tier coming up out of the floor [#2447275]

The worse and older spaces on campus need to be brought up to at least adequate--clean, walls intact with no ceiling or window leaks (not good for technology), appropriate window coverage for lighting control, and adequate room acoustics. There is still some variability in connectivity, smart screens and adequate lighting, heating, cooling, and techno-isometrically appropriate furnishings to maximize utilization of space. Within reason, need to upgrade older spaces that are still in use as classrooms. [#2447291]

NA [#2447316]

The resources available are great, but on heavy load periods, if you do not make reservations way in advance, sometimes it is hard to find the necessary resources. Also, the room reservation system, has frequently dropped reservations and we sometimes end up scrambling to find rooms that were previously reserved. [#2447327]

technology across classrooms is not consistent. Smart writing tools should be improved. Not all classrooms have a computer. Wifi is not available in all classrooms. Some classrooms also have no cell coverage (safety issue) [#2447330]

The issue is the shortage of classrooms, especially small classrooms with the appropriate technology. Technology is great in larger classrooms. [#2447337]

Continue working on expanding the OIT network into all classrooms with good wi-fi. [#2447344]

I don't know why this technology hasn't gotten more robust over the years but we still totally suck at getting video conferencing to work. I think too many things can go wrong (and usually do) [#2447355]

Many meeting room have put of date connectors and over-complicated systems. Hi Def connectors (hdmi, dvi) would be a great first step. [#2447362]

My class room SMC G2 does not have capture capability. A small, but annoying detail: I have to provide my own 9V batteries(every day) for the microphone and since I am the first person to teach in the classroom, my department is supplying batteries for everyone who uses the classroom. [#2447377]

I need access to a computer with Linux on it and they aren't available in the library and there is no information online on how to do so. [#2447378]

The old buildings (i.e. claxton, bailey etc.), need to be refurbished to accommodate new technology so we don't have to run around looking for old technology to use to present etc. [#2447439]

I am in the stadium classrooms most of the time, and the technology is so ridiculously minimal that we often have to trek through the stadium to find an empty room with a VCR or DVD player with which to watch a video. [#2447497]

Am retired faculty, do not teach [#2447500]

The first floor in Haslam does not have PC's attached to the podium system. This makes it very hard when speakers are invited in for student organization meetings and reflects poorly on our school. [#2447519]

Not as many high-tech classrooms as other institutions that I am familiar with. [#2447575]

Classrooms in HSSS ALWAYS have issues. It's tough to get through a lecture without having at least one problem. Additionally, the media site software used for video playback of films from UT's website is awful and outdated. [#2447585]

More labs need to be available with rquipment that is more up to date [#2447729]

While there are some available classrooms, the majority of the time they are booked. [#2447734]

Go ahead and give all the good stuff to the business students, why don't you? Nice lecture halls, nice desks with working outlets, spacious rooms, the einsteins bros bagels. But nah, the engineers, or other majors for that matter, don't need that. The people that are going to build your future don't need that, they can have Estabrook, with 80? rooms on 80? days. Oh, also, the kids studying in the library don't need that either. Need an outlet at a booth? Need a little extra light at your little booth? Ha, too damn bad. [#2447756]

Chalkboards. We still have classrooms with chalkboards. [#2447780]

The meeting spaces aren't very soundproof on certain levels of the library. Most times the internet and email services are superb! This survey was terrible, it should have been recognized in a non-confusing way. [#2447836]

Many classrooms in the Jesse Harris Building need technology upgrades. Also, conference rooms in the Jesse Harris Building need technology in order to be able to support graduate student thesis/dissertation defenses and presentations. [#2447845]

It would be nice to have move classrooms available for meeting. [#2447984]

I am not sure if this is for you all or the dept-we have a conference room (Greve 122) and our Smartboard has been out for most of the year; We also have a classroom (I think this is the Dept responsibility-Greve 107) whose Smartboard has not been working for almost 2 years. [#2448034]

It is difficult to find training labs for staff. I give OIT credit for having a good one but we need more of those at other locations on campus. [#2448080]

The on-line meeting system generally requires someone from OIT to come to the meeting in order to access the system in some conference rooms. Instructions on how to access the online meeting system and any system requirements should be maintained in each conference room for which this is an option. OIT should periodically check each room to insure the online systems are working. [#2448115]

I understand the costs would be very high, but technology is so inconsistent from building to building. [#2448120]

Most of the classroom I have been in have terrible technology, slow computers and projectors that don't work at all or only some of the time. [#2448136]

I regularly schedule computer labs for training - it is sometimes difficult to find one. [#2448225]

Free Cake! [#2448261]

As zoom becomes the defacto meeting and classroom web conferencing system, classrooms are needed that can support camera/speaker/mic systems that are used with Zoom in blended modalities. [#2448264]

It's very frustrating when classroom technology carts don't function, especially with video/audio. One classroom, the best suggestion is to "unplug it, wait 10 seconds"...that's terrible and should be unacceptable given the cost of those items, and the precious classroom time that it wastes. [#2448277]

Progress made but some classrooms need retro fits; not all connections work with new laptops. e.g., no longer have VGA ports. SO, I have to buy connectors to make it work. Lighting and climate control does not work well in many HSS classrooms. [#2448285]

Not much available [#2448364]

Rooms are always booked; more space is needed. [#2448369]

is fine. [#2448379]

The vet school rarely has meeting areas available for teaching. [#2448386]

We use technology in video conferences and webinars on a regular basis. This is very important for us. [#2451677]

Many of the classrooms and meeting spaces on campus are in severe need of an upgrade. Many projectors are old and outdated and their bulbs need to be replaced more often. This is particularly true of conference rooms across campus. One huge issue that I have come across in many classes is that there is a severe lack of power outlets in classrooms. This applies to both lecture halls (where it may be expected) as well as smaller classrooms around campus. As an example, this has been an issue for one of my classes this semester as it is a course that requires all students to be using their computers. However, the classroom that this class is held in only has two outlets, one at the front of room by the whiteboard and another on the very back wall. For a class of nearly 30 students this is an unacceptable setup. [#2452211]

some of the classroom technology is difficult to use. I still don't know how to use some of it. It's not particularly user friendly once one gets outside of a powerpoint presentation. [#2452226]

Providing units that are in locations without access to built-in technology with portable technology capabilities (laptop, projector, etc) [#2452237]

I've twice now been in a classroom where OIT did not have an HDMI to VGA adapter that would work with my Macbook Pro. [#2452273]

HYPER has crappy meeting spaces [#2452304]

We need large public accessible workshop/conference spaces [#2452339]

Update the whiteboards because most of the time they barely erase making it very hard to read sometimes-- especially DO 416. [#2452346]

The rooms in Walters Life Sciences are lacking in technology. [#2452362]

It's not consistent what technology exists in what spaces, nor how to use said technology. [#2452372]

Some classrooms that hold recitation sections are still woefully behind in the tech needs--projector for laptop/doc cam, etc are really a must in all classrooms anymore. [#2452410]

Our hardware for students has aged out. They use their own devices now. [#2452422]

It is not clear to me how to reserve a room that is not in my department or building. [#2452425]

The ability to project from a laptop and having a document camera are enough for me. [#2452464]

Needing more classrooms UT campus wide that support video capture of lectures. [#2452472]

I don't like how you can't go back in and edit a reserved time. I have only reserved rooms in Haslam and when I forget to make it for the entire allotment, I can't go back in and extend the time even if the room isn't reserved after me. [#2452500]

Wide variability on whether I will have the appropriate connections for my laptop. Very poor support for audio connections when a laptop has only HDMI. [#2452579]

Hard to find labs for training. Need everyone to have a computer and sometimes end up with 2 or 3 people per computer. [#2452633]

Many classrooms and meeting spaces have outdated technology, old connectors (VGA only), etc. [#2452637]

There just are not enough well designed large lecture halls. When scheduled in Cox auditorium (seats 900) with a class of 111 students, it would be nice if the instructor podium and doc cam were accessible from the floor instead of up on the stage. [#2452651]

stop sending me emails every 10 minutes about this survey [#2452653]

limited classrooms available [#2452656]

As I mentioned above, I think consistent technology in classrooms is more helpful than a couple of rooms with excellent tech--each department could have a few rooms reserved for its high-tech equipment and needs. [#2452674]

The lack of smart board or smartboard-like technology in large lecture halls is bad. It makes it difficult to teach in these classrooms given the complex concepts that I cover. This especially problematic since such technology was removed with recent "improvements" in the large lecture halls I use. No advance notice was given of this downgrading and it is ridiculous that this wasn't replaced with something. Come on guys, ask us what we need rather than just downgrading. [#2452680]

Ensure all classrooms and meeting spaces with projectors have available vga and audio cords. Conduct semi-annual checks of spaces to account for broken systems or missing equipment. [#2452698]

South stadium hall has limited internet as class rooms from the 60's [#2452748]

I know my vision of just plug and play may be unrealistic, but with so many configurations around campus and the shortage of classrooms I have been frustrated with getting connected properly to equipment wherever I go. Just having some basic and standard instructions available, and maybe connection, would be helpful. The differentiation between campus and unit technology is just a barrier to faculty. We need a one-stop! [#2452757]

Some rooms in some building (i.e. Claxton) are simply subpar when compared to other buildings (i.e. business building) [#2452762]

There is a need for more meeting spaces (esp. for larger groups) with technology such as video conferencing. [#2452783]

WIFI! [#2452787]

A lot of times the technology provided in the classrooms would not work. IT people had to make frequent visits [#2452822]

If there are more comfortable chairs in classrooms, that would be great help to stay focus. [#2452836]

Classrooms and study areas need to have sufficient resources [#2452865]

When it comes to updated technology in classrooms the college of education needs to have upgraded equipment that parallels that in public school classrooms. For example, in the area public schools every classroom has a whiteboard. If we are preparing the next generation of teachers for future classrooms the college needs to have at a minimum the same technological resources as TN public schools. Also, it's not enough to simply buy technology. We have specific curricular goals & standards that must be met. Training & ongoing support are critical for research & practice of Integrating technology into the curriculum. [#2452867]

This is my main concern: there should be a uniform, predictable level of technology and furniture that allows for a variety of approaches to instruction across campus, or there should be a way of matching needs to spaces. As it is, lots of technology goes to waste when people teach multiple sections in different classrooms with different levels of enhancement. In such situations, we necessarily adapt our lesson plans to the classrooms that offer the lowest level of technology. [#2452874]

For example, Ferris has small classroom with tables and random chairs for the students. The smart board is very small. And you cannot turn off the lights in the front of the room near the smart board [#2452892]

Lots of rooms have the tech in them but either the panels don't work correctly or the required cables or connections are not available [#2452904]

Compared to other buildings and departments on campus, the classrooms and technology in the HPER building is not as up to date. [#2452978]

increase numbers of smart boards in libraries and classrooms [#2452998]

Meeting rooms occasionally get double-booked (despite the automated process which should prevent that) & then leave people scrambling to find another meeting location. [#2453001]

There are sometimes not enough meeting spaces without technology, honestly. [#2453017]

The library's system is good... But many don't actually adhere to the schedule [#2453039]

(Architecture) The building offers many resources yet closes them for almost the entirety of the weekend as well as nights during the week. This has to be fixed if the school continues to demand such high expectations. [#2453089]

I only have 30 students for a class and I am unable to get a classroom with the proper technology for 3 hour blocks unless I am willing to teach at night. Thus, all class exercises must be completed outside the class as 75 minutes is not sufficient. [#2453093]

We need updated classrooms with multiple screens/mini-projectors for in-class group projects. [#2453122]

need more areas with secondary monitors [#2453144]

I don't understand why most classrooms don't have a pc for instructors to use. I understand that some people prefer to bring their own laptops, but it's a hassle not to have any in-place pc to use in cases of unexpected contingencies [#2453146]

I have a hard time using the computer-digital projector systems in 314 and 264 Communications Building. [#2453152]

This is more of a rooms issue. Being more flexible on allowing people to use the rooms with technology. [#2453216]

It would be great to have projection systems to which students and instructors can connect wirelessly with their own devices. This could facilitate more collaborative learning experiences. [#2453217]

I've only had one class with computers in the room. They were helpful but not as useful as they could have been for another class. [#2453235]

We need more computer labs. [#2453249]

Technology is like raisins. You may like raisins, BUT just as not all cookies require raisins... not all classes REQUIRE technology. WebCheckout can track technology need and or use. [#2453264]

While teaching, I often have technology issues. Some days, my UT computer won't connect to the projector system. Other days, my new laptop won't connect to the system at all. Sometimes, the sound doesn't work. Often, a room with technology isn't available. Commonly, the projector screen blocks a dry erase board, making it unusable. Big improvements could be made here. [#2453286]

Any improvement in classrooms would be a bonus--especially sound proof [#2453293]

we need better and updated classrooms to enhance student/faculty teaching-learning (r/t technology). For group work, IT support etc [#2453373]

Technology in the classrooms is positively awful. It is time to enter the 20th century let alone the 21st. IT is the worst I have seen of any university. [#2453396]

Too few rooms are active learning rooms, even those that are available are not always best equipped. E.g., rooms with white boards do not have wiping cloths, or markers. [#2453397]

Rooms with whiteboards need to be upgraded to glass boards. I teach in a large OIT-controlled lecture hall. The white board, which is less than 1 year old, is now difficult to erase and previous writings remain even when it is erased. A poor choice (whiteboard) was made, and now it needs to be addressed. Wasted \$. The new Wolfvision or whatever it is -- more wasted \$. [#2453402]

Too few of these. Many of those "updated" need newer enhancements. [#2453403]

The computers in the Comm. Bldg. are tricky. If a user doesn't log out, the computer will LOCK automatically and not even allow me to switch user. So the only way to rectify this is to unplug the whole thing, which I know is not good for the computer, but I have to use it in class. Could we not set them to automatically log the user out after 5 minutes of inactivity? Thanks [#2453423]

Every classroom and meeting space should be a smart classroom. Also all VGA cables should work with all computers, there are times when I take my laptop to a room with a VGA cable that only produces gibberish. [#2453438]

Often the adapters are missing in meeting rooms or the system simply isn't working. So it would be nice to have them all working, all the time, and to have adapters in each room (especially usb adapters that fit most laptops vs. the VGA adapters). [#2453459]

Classrooms need to have computers. Classes that only have connections and you must use your own personal device as an instructor is NOT a smart class. [#2453463]

Some classrooms are very outdated [#2453485]

In some classrooms, there is so much of a hi-tech clutter that one can barely access the board; specifically in Ayres, these monster high tech furnitures boxes hog up a lot of space that sometimes gets in my way. *If* I use the (single) projection screen, it blocks a lot of board space that I may wish to use simultaneously. On the other hand, a single projection screen is puny; frequently one would wish to display at least 2 pages worth of material simultaneously, which cannot be done in that hi-tech environment. In olden days, one could have this with ample board space or two projectors, or a combination in which the projectors were directed at an *opportune* location, rather than a pre-determined location that hijacks most of the board space. [#2453505]

Classrooms are lacking in the most up-to-date technology. Some only have a projector and a chalkboard. [#2453509]

Our classroom technology is lacking... poor interface with by PC. I just cant rely on it.. [#2453539]

While such rooms exist, they are rarely available. Need more or more fair availability. [#2453568]

More classrooms need to get retrofitted with up-to-date projection syetems and smart TVs. To accomplish what I want to do this semester (lecture/lab course) I have had to use three different classrooms! [#2453593]

Getting timely resolution of technology problems that I am experiencing.

Nothing [#2447227]

Overall, and 98% of the time OIT does an amazing and great job of responding to issues whether identified through email, OIT system, or personal OIT assistant. THANK YOU and GREAT JOB. I do think assistance from Media needs to be much improved. If an individual does not want to work with new faculty please assign an OIT personnel who is happy to work with new faculty and helpful. This can be quite involved for specific course requirements requiring working with outside resources to accomplish media capability for large numbers of students. [#2447232]

This is usually fine, but I did make a request about a malfunctioning hdmi input in a classroom like three weeks ago and, other than the auto-reply, never heard back. [#2447246]

Faster response times would be good. Sometimes I wait days for a reply to email. [#2447272]

NA [#2447316]

Timely response has improved drastically in the last year. Thank you! [#2447327]

Jim McCarter does a good job. Some of his staff are very slow, but they eventually figure out how to help. [#2447344]

Excellent! Thank you. [#2447377]

I'm not sure what kind of response you are looking for here. But getting resolution of my technological problems is important to me. And it is always easy for me to find help when I need it and the problem is always resolved. However, sometimes it takes longer than I would like. [#2447424]

This is my very first semester as a lecturer. We've been busy trying to "hire" me since early fall. Now, nearly 40% through this semester, neither my ID nor my elevator key function properly and I do not have a parking permit. Somewhere in the midst of the maze of paper and online forms, no one seems to know what to do next! Is the problem technology related? Who knows? But something's NOT working! [#2447438]

Canvas was down for 5 hours today from noon-5pm. That made it difficult to study for my exam tomorrow during that time and access files that I needed for class. [#2447711]

Amazing service. No suggestions. When I have trouble with classroom technology, I'm amazed at how quickly the OIT reps show up and how cheerfully and completely they fix the problem. [#2447795]

Again, there never really was a resolution. [#2447901]

I work a lot on Newton, the supercomputer. When I have problems with this, there are only a couple OIT people who can answer my questions. So, I end up sending most of my issues over email, when it would be so much easier to speak to a human to help with my Newton problems. [#2447928]

I've never experienced any technological problems before so I cannot really say. However, I know a lot of people have problems with accessing programs that are linked through Blackboard like the Turning Point system. [#2447969]

Getting help with individual problems has been great; struggling to get help with hardware issues (smartboard in our conference room, greve 122) [#2448034]

Getting the right personnel to resolve some problems is almost impossible. Who handle Skillsoft? Who designed the screwed up mess that is to door access system? I realize that the second one may not be OIT, but that system impacts OIT services, like the email. What used to be one request for access to a group of doors has now become a request for each individual door. In addition, it used to be done via email with one person involved in the requesting group and one in UTPD. Now three people in the requesting group have to approve automated emails and they have to do it for each door being requested. This is generating thousands of BS emails that don't add anything other than delays and clogged Inboxes. [#2448135]

Help request form goes to desktop support only. Would be nice if there was a drop-down to allow one to select other areas of OIT (network services for example) [#2448152]

The OIT staff is always very quick to help solve any technology related issues I have. [#2448194]

I am gratified by the quality of support that I receive for OIT, given my status as an emeritus faculty member living almost a thousand miles from campus. [#2448247]

N/A [#2448264]

yeah right LOL [#2448344]

I had a broken key on my keyboard and it took several days to get it resolved. I went back and forth with Dell over it before they finally sent someone out to fix it. I know this wasn't your all's fault, but it was a problem. [#2448349]

Centralize all IT and eliminate variation due to college level IT personnel. [#2448360]

Department IT is hard to reach [#2452202]

UT Student health center overall has excellent OIT support for desktop issues. Rapid IT support is critical to the operation of all aspects of Student Health Center because information is critical to the treatment and support of our patients. [#2452204]

n/a [#2452235]

I have had a few requests to OIT that were never answered. It could be that I sent something to OIT that they were not actually responsible for, but I did not hear back...even to say that I needed to check with another department. [#2452297]

OIT supply for setting up new computers has been extremely slow in my experience. [#2452301]

I have had very good experience in this area. The IT personnel I have worked with are very knowledgeable and friendly and even if they don't know they work hard to figure it out and help me get what needs to be done to run my program efficiently and effectively. [#2452321]

Help desk has typically been useful [#2452339]

Most of the time UT's OIT support help me quickly - I appreciate it so much! [#2452402]

The help desk system is sometime slow and I have to repeat questions. It's never clear if I can go straight to the specific person or go through the ticket system. Sometime I'm ok with a few days response but others, like Canvas, I expect quicker response --- OF THE SYSTEM --- When I get in touch with the people, they are always great! [#2452426]

It would be very helpful if there was a faster way to escalate a problem beyond the basic help desk assistance when being reported by departmental IT staff. [#2452431]

I submitted at least one, and I think 2 requests last semester that were never responded to. One was a question about how to let a student use his cellphone as a clicker. Perhaps this was not OIT's purview? If not, I wish someone would have redirected me to the correct place to ask this question. [#2452464]

Fine with time frame for responses. [#2452511]

I truly wish you would support service to older operating systems. I just started this year, and am expected to use older technology purchased over the last 15-20 years, and there is no OIT support. This includes older versions of windows, older expensive scanners and old external hard drives. I did receive a new computer when I started but it can't read all of the older files. [#2452589]

Some matters are resolved quickly, others are not - and often with little or no communication.

[#2452637]

I believe there needs to be more staff available, I had expected someone come to my office to resolve something and they continued to troubleshoot remotely. I believe it was lack of staffing to send someone to do things on site. [#2452654]

I believe OIT has come down a notch or two in this regard. Customer service doesn't seem to be the end-all anymore -- not that it's bad now, it's just that for several years it was incredible. [#2452696]

In my experiences with OIT, solutions have been quick and exact. Each time, the individual contacted me quickly and had resolved my problem in a very timely manner. To date, I have had a pleasant experience every time that I needed assistance from the OIT helpdesk staff as they have not only been quick and efficient, but very polite and helpful as well. [#2452712]

there seems to be this problem with all the different program at UT. Banner, Volcard, housing, and so on and trying to get departments from each program getting together to improve communications or sharing data. [#2452744]

Excellent assistance always from OIT staff! [#2452757]

It sometimes takes a couple days to get feedback [#2452782]

Better knowledgee of who to contact [#2452815]

See above [#2452817]

Takes a long time to get answers to issues currently. [#2452865]

I have generally received excellent service to all my questions and 100% cooperation. The last time I called on a problem with a home computer trying to interface with UT email they refused to answer any questions. I have always made it clear when I had an issue with a home computer that I was calling about a home computer and they have always helped me. I am not certain why the policy changed, or, if it did change, why some interpret one way and others do not. [#2452886]

I'm used to fast quality service experiences at other universities. I'd like to see a 'lets get it done' attitude instead of 'well that's not my job or that's not how we do it here' attitude. Overall service employee moral is low. There needs to be a kudos or award program. It appears that people are put down or disincentivized for doing quality work. [#2452890]

Sometimes when an issue has been resolved, there is no communication that the problem has been taken care of. More communication after the issue has been resolved would be nice. [#2452941]

The Help Desk does a great job. [#2452944]

I had a problem using a classroom projector at the beginning of the semester and sent in a help request to OIT, however they were too booked to come out and help before the next class. Perhaps OIT can provide more helpers at the beginning of each semester when demand for help is higher than usual. [#2452989]

Rapid response is key. I can get a call back, but then no resolution. Sometimes my OIT tickets get closed out when the problem has not been solved. [#2453005]

I never have a problem when contacting OIT and getting info in a timely manor. [#2453038]

NA unless you add/hire more workers...sometimes the site crashes the night something is due and isn't fixed until deadlines are already passed...some instructors are not sympathetic to this plight [#2453039]

I feel a lot of response is directing people to basic information sites on myUTK to fix problems rather than work with the student to easily go about fixing the issue. [#2453089]

Your phone helpers are spectacularly good and gracious. They have saved many an urgent project for me. Sometimes there is a sizable wait to speak with them. I wish you could fix that. I am always in a rush. [#2453152]

our department staff does a great job. [#2453153]

There are a few instances where service requests that should take minutes of time end up taking 7-10 business days. I do not know if this is a systemic or an agent issue, but the increasing rate of delays is concerning for end users. [#2453168]

I think OIT is good at it. But it'll be better id things actually get resolved. [#2453171]

Very helpful [#2453180]

ITES is wonderful. IT help desk is notable also. Some problems require the person having the problem (not saying that it is the person that IS the problem) but many technology issues require behavior modification and not technological manipulation. [#2453264]

Especially when teaching, if I'm having technology issues, I need them resolved quickly. That rarely happens. Luckily I have a tech savvy student. [#2453286]

Dougherty Room 406 has distance education courses that connect with UTSI. This equipment is extremely difficult to use and frequently does not work correctly. I have been unable to get satisfactory training or help with these issues on numerous occasions. [#2453291]

Online help is excellent. The walk up area in the library sometimes offers less than stellar service. The last time I went for help an employee was on their personal cell phone for close to 20 minutes and then when began helping me said, "I only have a minute b/c am getting off work". I couldn't help but wonder why play on phone for 20 minutes while a person is waiting only to say, I can't help you I am getting off work. [#2453334]

It might be beneficial to list more clearly the types of problems you are able to solve/ troubleshoot with which types of technology. [#2453374]

Hardware issues are not always quickly solved. [#2453397]

My experience with OIT is very positive. They always respond in a timely manner and resolve the problem. Great job! [#2453423]

Appreciate the extended hours of the customer support staff! [#2453445]

see issues of management above [#2453463]

I've had excellent experiences with all my IT problems except with getting access to Argos. [#2453603]

I always need help. I am not so computer literate [#2453628]

College tech people are extremely helpful and timely - often answering questions immediately When I call the help desk - I also get good service. It's classroom tech help that is woefully lacking - such has audio working with digital videos. I have had to bring my own speakers when there are speakers with the classroom system that are not working. [#2453633]

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

NA [#2447316]

I have not had success with the statistical consulting group. [#2447337]

It takes a lot of patience, but our IT personnel in my department do try very hard to provide good service. I appreciate their efforts. [#2447344]

Help desk is great at pushing off issues they should be able to deal with. [#2447352]

- Geri Raghianti is the best, someone give him a raise. Newton gets a huge thumbs up. - There is a bit of a gap in tech service at the departmental faculty/staff level. OIT doesn't really do individual calls for printers, email, setting up the room conference systems, etc. But our department doesn't have anyone qualified either and our "tech" position is really a communications person who is too busy with the website and communications materials to do all the training and tech support stuff. [#2447355]

Any time I or a teacher of mine have to contact tech support for assistance, they never seem to know what they're doing and take upwards of an hour to come to the conclusion of something so simple as something not being plugged in (though the people always act like they know everything; it's pretty sad). [#2447497]

I'd 60-70% of the time OIT tech support have resolved my issues easily and effectively. The rest of the time I would have been in trouble if my department/college didn't have our own in-house computer guru's to help me. [#2447518]

Lack of a dedicated fully competent PACS IIT support. [#2447520]

They have helped with every issue I have had. Except for SAS installation. [#2447585]

Mac users sometimes do not have knowledgeable help [#2447627]

The nameless, faceless OIT helpdesk staff are nice enough, but it seems much more efficient from a USER perspective to be able to get in touch directly with someone who can address any given issue. The help desk I can see is most efficient from a BUSINESS perspective, but as a "customer" I feel I get the runaround every time, and never a problem resolved. [#2447812]

I've been to the tech support system and the girl was extremely helpful and knowledgeable [#2447836]

I called in recently about Zoom and was told I could have zoom meetings as long as I wanted. Well...a work order was place by the OIT guy on the phone and later I got an email telling me I didn't have the authority to do that. I was very frustrated and confused. [#2447846]

They are generally supportive, but sometimes not that knowledgeable. [#2447852]

Please, for the love of god, switch the library's Silverlight plugin for movies. I spent an hour and a half on the phone with oit trying to figure out how to make the plugin work. Hint: only with internet explorer, not bing, not firefox, not chrome. PLEASE change this, for both our sake. [#2447869]

I have primarily gotten what seem to be student employees when I've called, and I seem to know more about the issue than they do. They've never actually solved a problem I'm having. [#2447901]

OIT staff are not very sociable. They think that everyone should know what they are talking about. However, there are times when if a small issue needs solved they are very helpful and quick [#2448076]

The staff that set up computers need additional training. Generally information from the old computer is lost when a new computer is established and the new computer generally does not work as well as the one replaced. [#2448115]

It's great to have students answering the phone, but they need to bail out and refer to someone else when they don't know the answer. They eventually do this, but not until they've spent a lot of time redoing what I've already told them hasn't worked. [#2448132]

Whoever is in charge of managing Skillsoft and looking into transitioning off of Skillsoft to another platform, needs to pay attention and respond to the users needs. This is impacting hundreds of users! [#2448135]

I'm a Mac user, and often it can be problematic to find somebody familiar with technology issues or limitations due to the fact that I use a Mac on the job. [#2448137]

While I understand the purpose of the OIT HelpDesk is to help the majority of people on campus, there seems to be a lack of reliable help for higher IT professionals such as myself. If I come to OIT with a problem, I have already exhausted all other troubleshooting techniques and have searched for other answers to my problem and very few times have I gotten help that resolves my issue. Most of the time I have to continue to search for solutions for my issue and that is how it gets resolved. [#2448146]

My department had it's own IT department, but recently it was moved into the general OIT offices. Since our registers are ALSO under our IT, when a register goes down and we have to depend on OIT to answer and then the operator doesn't know anything and they have to have someone CALL US BACK, while we have lines of students waiting...that's not an improvement. The number of Tech support staff who have the knowledge to answer my questions is miniscule. [#2448150]

More training for the support staff might be helpful. [#2448188]

Once, in the last year and a half, I did not receive an answer to a question submitted electronically to OIT. [#2448225]

As an online student, I am dependent on the staff at OIT. I have never been disappointed and I am truly grateful for their assistance. [#2448241]

N/A [#2448264]

The few times I've asked the desk for help (specifically with the copiers), they knew nothing and just told me to find someone else. [#2448284]

Your first tier technicians are friendly and capable but when the problem rises to the second tier the technician often appears put out. [#2448290]

This would be nice [#2448344]

Most OIT employees don't have the specialized knowledge to help students who take upper level classes in information technology. Hiring students in information management and computer science majors would probably help [#2452265]

There's been a few times that I called OIT and the person who answered couldn't answer my question, and no, I don't recall what the question was now. I think that eventually (as in days later) someone was able to solve the problem each time. [#2452273]

In house support staff is intimidating [#2452367]

Most of the time UT's OIT support know exactly how to help me. [#2452402]

don't have people come to a dept who have NO idea what to do and have to call others more experienced to do their job. Send the person who is experienced the first time and stop sending the others waste of time and resources [#2452507]

I have had a reoccurring issue and basically given up as it took too much time to try to fix [#2452511]

I understand that not everyone is going to know the answer to every question, please make sure to train support staff so they know not to guess or make up an answer to a question. If they don't know I am ok with them telling me they don't know and will have someone else call me. [#2452530]

not always good tech support on phone. The answer isn't always 'reboot and try again.' [#2452677]

This has always been a plus for me for several years (except there is one individual in Bb who doesn't seem to be completely at the knowledge level one would think she would be). I have often said that one of the best things about working at UT is the technology and support we get from OIT. [#2452696]

In my personal experiences, the staff members have always been very knowledgeable. They knew immediately what the issues were and provided the solution very quickly. [#2452712]

I have occasionally received explanations that didn't make any sense. I have no recommendations for solutions. [#2452756]

They didn't know how to fix my last computer issue but I have since been able to fix it on my own. [#2452782]

I use SharePoint sites regularly and still need to contact the Help Desk with questions about granting permissions at other locations (especially Martin and Chattanooga) and the steps to authenticate seem somewhat cumbersome and could be streamlined when issues are known to exist. More communications about SharePoint Site management would be helpful. [#2452783]

not have them call everyone trying to find the right answer to my problem [#2452787]

support staffs lack knowledge about the hardware problems at times. Kindly keep them updated frequently y hands on training [#2452813]

I would appreciate having technical staff that can help with computer issues. The people answering the phone at the 9900 number are ok and helpful most times. However, the on site support we have here on the Ag Campus is terrible. It should not take weeks to get a computer imaged and installed. Also, it would be nice if the support staff remembered that they are serving us and we are not an imposition to them. [#2452817]

See above [#2452886]

The greatest frustration with IT services at UT is the slow response times, and the lack of quality knowledge and processes. I'd rather learn to do it myself and take my systems off site or get assistance through other universities or friends than have to deal with UT OIT. [#2452890]

All of my experiences with the OIT staff has been extremely positive. Every OIT staff member I have worked with has been pleasant. They did not make me feel foolish if I was the cause of the problem. My only suggestion for improvement is in regards to access problems that OIT refers to the Libraries staff. I work with the Libraries electronic resources and do troubleshooting. I suggest that representative(s) from OIT and the appropriate Libraries staff meet to discuss how we can better serve our users. For example, this semester a user who is both a UTK graduate student and an adjunct teacher at UTC was unable to use the UTK Libraries electronic resources because their status was pointing to the UTC location and ignored their status as a graduate student at UTK. The graduate student was referred to the Libraries by OIT. The problem was filtered down to the Libraries eproblems@utk.edu email account. In looking at the problem, I noticed their status in the OIT directory and told them they needed to speak to OIT because that was what we had been told to do in the past; but then OIT told them they needed to talk to the Libraries Electronic Resources staff. Rather than keep the user in this "roundabout", I called OIT and discovered that OIT was no longer responsible for their status in the OIT directory but rather they needed to have OneStop Express update their status. Armed with the correct information, the student was able to have their status updated and is now able to use the UTK Libraries' electronic resources. I am not pointing fingers of blame but merely use this example to show how we need more communication between our units so we can provide better customer service to our users. The student would not have had to jump through all these hoops if the OIT staff who initially helped them had known to point them to OneStop Express or if the Libraries staff had known that OIT was no longer the department who could update their status to active. [#2452919]

Since I am in a technology support group at my college, sometimes I need 2nd tier support. I have called in on multiple occasions to speak with someone in the NOC to address an issue that I know the help desk can't perform. It would be nice to be able to have 2nd tier access without having to jump through hoops to try and get the help desk agent to patch me through to who I need to speak with. [#2452941]

In trying to solve problems related to the use of the Smart Podium/Board systems, I frequently run into a problem with "technical domain". In other words, the OIT staff person will tell me the problem is related to the computer that is used in the classroom (maintained by my department), but my department IT person will tell me the problem is with the Smart system and should thus be addressed by OIT. I suggest that the two persons take a look at the problem together so that I don't have to wait several days for the issue to be resolved. [#2452971]

They don't always know the answers, & sometimes the person I'm directed to who should know, doesn't quite adequately communicate them. [#2453001]

Need to be more accessible/obvious where stationed [#2453039]

This is not a suggestion for improvement, but a recognition of outstanding service. When I have needed help with my Mac at the History Department, John Morgan has provided OUTSTANDING help and effective resolutions of problems. In general, over my 22 years here at UT, the very fact of the helpfulness of John Morgan and his colleagues is a real shining star in terms of the teaching and work experience here. [#2453057]

Usually supportive though difficult to reach. [#2453114]

They are great. [#2453121]

Again, your support staff members are magnificent. [#2453152]

Sometimes finding the correct person, or that no one knows, takes some time. My questions tend to be unreasonably complex, so this meets my expected minimum service level. My desire to have at least someone who is intimately familiar with each area in which I have questions is a pipe dream. There are a good number of extremely competent members of OIT staff that I appreciate working with regularly. [#2453168]

The ability to touch people's devices would really help with a lot of tricky problems without a clear solution. Would really help with trouble shooting. [#2453214]

At our department, one of the OIT employees is excellent and another is very poorly educated about computer issues. That person that is poorly educated needs a lot of training. [#2453229]

N/A [#2453235]

good for my individual issues. if-y for my general departmental problem solving. [#2453264]

Most of the time, support staff are helpful. However, it may take a while to get on their schedule. Once I had a laptop with a virus. They kept it for 2 months and never worked on it. I finally got vocal and a supervisor got it fixed the next day (CEHHS). [#2453286]

They should listen to our concerns instead of perceiving to already know. [#2453296]

The student health center migrated to an electronic record 5 years ago, which was a dramatic change in the amount of technology required to perform our duties. This new system involved learning new hardware and software for 50+ employees. (this was not a choice, but a mandatory process for all health care facilities) We have had one part-time IT person over the past 5 years, who has no expertise in our software program and is not at all engaged in learning how to utilize the system or helping with the implementation of this software. This service would be improved if we had a dedicated IT person to manage the hardware and learn the software that is critical in our daily operations. Similar universities have a minimum of one dedicated IT person for the Electronic record system. This is the most frustrating work situation I have ever experienced. [#2453318]

Online help is excellent. The walk up area in the library sometimes offers less than stellar service. The last time I went for help an employee was on their personal cell phone for close to 20 minutes and then when began helping me said, "I only have a minute b/c am getting off work". I couldn't help but wonder why play on phone for 20 minutes while a person is waiting only to say, I can't help you I am getting off work. [#2453334]

Ooh dat? [#2453403]

Since instructors must rely on their own devices to work, they can buy just about anything. You should not be allowed to purchase any technology without the assurance that someone will know how to support or help you with your technological needs. Is IT support even managed? It seems to me that some upper echelon administrative staff, and decision makers, are not technologically savvy, which creates problems at all levels. [#2453463]

None [#2453483]

sometimes the people are unable to help & the time I have to wait to get a response back is WAY too long. Unacceptable. [#2453538]

Please make sure that everyone who needs Argos can use it. I have clearance for using Argos but there is a software problem and I cannot use it. [#2453603]

Usually 4-9900 will connect me with someone who can help. Sometimes I am connected with someone that appears to know less about computers than I do. I would appreciate consistent training for OIT employees, and not letting inexperienced people attempt to fix things they don't understand. I recognize that training on the job is required for this sort of job, so not penalizing new employees for asking for help, or letting them perceive they will be penalized for asking for help, is paramount. I don't have specific examples, I'm sorry. I am remembering conversations I've had over the last several years. [#2453614]

Receiving communications regarding technology services that I can understand.

Nothing [#2447227]

As a new faculty I still do not have use of my office phone due to the difficulty of changing passwords, resetting parameters-unclear, and very involved directions which can be quite difficult, often without clear resolution. Assistance is needed beyond "read the directions" which are convoluted and differ from Quick Reference and full directions. On-campus assistance is needed to set faculty phones up the first time for all new faculty. [#2447232]

NA [#2447316]

Only once in a while are the communications "over my head". But I'm sure that it's more often for other folks. [#2447344]

I expect that, am alone at home with no other help within reach. I hope you will continue to provide HELP DESK to me, a retired faculty member with 45 years' service at UT, via telephone and answerer taking control of my computer when necessary to solve a problem [#2447500]

N/a [#2447542]

I think a technology section addition to VolUpdate would be useful - the saying goes that "I don't know what I don't know" and so I won't know what technology to seek out or know skills I could develop if I'm not aware of what is offered or where it is offered. [#2447579]

more tutorials online to step through ... sometimes it is something silly that keeps me from accomplishing a task. [#2447661]

I feel like a lot of the impetus is on me to go to your website and see what is available. [#2447883]

Usually these are hard to find and not always even helpful in solving the problem [#2447901]

The Pinnacle bill is very hard to read. Work order descriptions are usually not on the departmental bill which makes reconciliation very time consuming. It would be nice to know which charges are recorded to each GL code. There are currently only totals for each GL code but no way to identify which charges are included in each total. [#2448124]

Most seminars are only offered on main campus. [#2448208]

Not only adding tech services but the equipment to be most advanced and updated continually. Easy to say and addressing funding to have UTK top in state and no. 2 in the nation, knowing that CA is a leader at this time. [#2448214]

Easy of understanding equates with services being employed by users [#2448222]

Use language that people without college degrees can understand. [#2448254]

N/A [#2448264]

No comment [#2448298]

This would be nice [#2448344]

Communication emails and websites could be easier to navigate. Often have to hunt for the links you're looking for in text-heavy pages and URL's that are difficult to remember if you don't access them regularly [#2452175]

Sometimes instructions that I've received don't follow the screen options available, so current documentation and varieties of instructions should be given. Sometimes the instructions are not clear at all or are the wrong instructions. For instance, I was given a link to instructions that didn't cover the entire process of connecting to the Tivoli backup server and assumed that I already knew what to do (which I didn't since it was the first time I'd connected to that server). I put a ticket in and the issue was resolved quickly so I'm thankful for that service. [#2452420]

It often seems like communications from OIT are only reviewed by technical people close to the issue being discussed, and not tested on non-technical people without the context or subject matter expertise related to them. This makes for communications that likely make perfect sense to OIT, but often remain opaque to others. [#2452637]

stop sending me emails every 10 minutes about this survey [#2452653]

They do a good job [#2452782]

Here on the Ag Campus we seem to be forgotten. It would be nice to see things about upcoming courses, new software, new operating systems, etc. [#2452817]

This would be helpful in the ability to utilize all services to the greatest extent. I feel that I have not used much of any of the technology services because I don't know how to use them. [#2452819]

I am expecting more workshops for useful new software. [#2452852]

Training links to new systems, like Canvas, should be obvious and in multiple places. Make it flash in red for a few days. [#2452860]

Sure, why not. [#2452890]

This is not a suggestion for improvement, but a recognition of outstanding service. Your staff member John Morgan has provided OUTSTANDING help--in particular, he has always, without exception, taken the time necessary to answer all of my many questions, without rushing. That is most helpful. [#2453057]

They explain things very well. [#2453121]

not being able to go back when selected classes without refreshing is difficult [#2453137]

The more online, video tutorials you can offer the better. Lynda.com is a great service. Thank you for providing it! [#2453217]

Comms are far to technical, long, and dense. [#2453255]

More technical training for dept IT support staff [#2453257]

the update i receive are fine for me [#2453264]

Emails are a great way to gain understanding of the services that are provided for us. [#2453353]

I don't know how to tell someone in the tech field to word their emails and available help information for non-tech people. They use language and terms that I don't understand to tell me how to fix things. Pictures and drawings of screen shots do help though! As long as the systems match - I.e. same version of word or same version of the web search engine etc. iMedris is very very clunky [#2453373]

If you want anyone to take time out of their schedule to even read emails that you send out, then use words like improve, efficiency, faster. These are things people care about when they're sifting through dozens of emails and deleting most of them within 10 seconds. [#2453422]

Most of the time, staff is not properly trained or know where to turn. Again, issues of management. At my previous institution, ALL classrooms were equipped and instructors were provided with a specific choice of laptop or PC, and a specific managerial team was in charge of handling any of your needs. I get my support outside of UT. [#2453463]

I don't know.na [#2453628]

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

Sometimes finding the correct information needed quickly online on the OIT site is difficult. [#2447155]

Again, finding training can be difficult if one does not know where to search. Once appropriate sites for training are found one can usually find some training that is useful. [#2447232]

Super important. Please, please, please!!! [#2447238]

More software online training would be helpful. For example, SharePoint training no longer exists (at least that's what I was told and I can't find anything online). If software/programs are used by staff, faculty and students there should be online training (self-training, Zoom, etc.). [#2447269]

Offer more training opportunities. [#2447272]

its difficult sometimes using UTK portals to find workshops for things like PowerPoint classes. smart tablet/podium 101 training. [#2447275]

There is a lot of information available. However, it is in a static form--tons of reading to get to the answer; self-help videos, or guided processes illustrated with screen shots are much more efficient in my estimation. By the way, the best defense for the above is the available IT Staff--whom I call often and really, really appreciate. I get satisfactory answers and usually I can understand the process to complete what I am attempting to do when speaking with an IT support person. [#2447291]

NA [#2447316]

My general understanding is a bit on the higher end. I still feel that some people who are not technologically savvy may struggle with the understanding, or not have the desire to learn. [#2447327]

Advanced clicker training would be helpful. [#2447330]

Make me aware of what resources are available. [#2447344]

N/a [#2447542]

I don't know the offer, I always have to look in google for it [#2447659]

fuck you [#2447663]

Offer more classes or tutorials [#2447729]

Quick training that is publicized and free would be nice; especially over Microsoft or excel efficiency, or even basic coding. [#2447892]

n/a [#2447915]

I've attended some of the OIT training classes for specific software usage. Too often I leave the class feeling like I didn't really learn how to use the software. Not sure what the purpose of these classes is

when using the software isn't what is being taught. I've also scheduled time with "experts" on SPSS, for example, and the person I worked with knew less about solving my problem than I did. Very frustrating to say that you fully support something that doesn't seem to be fully supported. [#2448047]

Where is this functionality even accessed from? If it is beyond the help provided in the application, how do I get to it other than a search on the internet? [#2448135]

I've taken some technology in-person classes and the level of teaching competency varies considerably. Lynda is great if you are the type of learner that doesn't need hands-on. [#2448152]

I appreciate the Lynda.com training availability. [#2448212]

N/A [#2448264]

Access is only part of the equation. Getting time to participate in training also needs to be provided but I don't suspect this is up to OIT. [#2448298]

I don't know where to access this information. [#2448342]

who knows [#2448344]

Online stuff needed, i have not time to meet with a library/oit expert [#2452304]

Offer more classes specifically for faculty/staff. I'd love learn more about excel, but not with students. [#2452372]

I believe here at UT I can get help with anything I need to become a more effective teacher! [#2452402]

It could be I just don't know where to easily find it.... [#2452410]

Perhaps I don't use it right, but OIT Knowledgebase returns an overwhelming number of entries, typically only on one keyword, even if multiple are entered in the search bar. Being able to narrow down (perhaps by category) or sort (by relevance) would help, if we cannot search using a phrase. [#2452428]

We desperately need help using clickers. I know this might not currently be OIT's baby, but it's causing a lot of trouble and it takes a lot of technical futzing to figure out how to use them and get the grades into the gradebook. I would like training classes on creating interactive web pages. [#2452464]

Not so expensive for IT classes for Staff [#2452503]

I don't believe this exists. Or I at least have not been made aware of any such services. [#2452518]

OIT's website can be a nightmare to navigate. Fortunately, Google apps, MS 365, and Canvas all have excellent documentation. [#2452551]

we need more training options online [#2452618]

The reliance on video tutorials, rather than just having something that can be read is kind of a pain. Videos are slow. On ALL on-line tutorials and trainings, there should be an option to skip the videos and just read the material. [#2452680]

I haven't been to any training in a while, but I remember that some trainers went very fast and did not wait to make sure everyone was caught up. [#2452696]

I wouldn't even know where to begin to get access to training but I would love for that to happen. Also didn't even know increased training was an option. [#2452720]

I would like UT or EOD or OIT to offer in-person, hands-on intermediate Excel training in a classroom setting. This was formerly offered by EOD and is not presently available (the trainer retired, and I guess it was decided not to replace her). This is a loss because it's difficult to do Help menus and other online training at my desk because of continual interruptions. A dedicated class would be helpful. Thanks, jane Gulley [#2452723]

spend money on people that have knowledge in technology. I have had more help with undergrads than with any class I have taken. [#2452744]

The search engine on the OIT Knowledge Base is deplorable. This service has the potential to significantly reduce burden on other OIT resources, particularly its staff. Having a search engine that can dependably and quickly zero in on information that is truly relevant to the corresponding query is a necessity. [#2452756]

I appreciate Q&A's when added to IT sites on specific topics such as SharePoint and Zoom v.c. [#2452783]

I am taking a class that has a website we have to post to, it has not worked correctly all semester. if they could help me get it working then I would be able to do good in my class. [#2452787]

Great OIT workshops, wish that they would be proposed at different times than in the middle of the day because its hard to make our school schedule fit in the workshop times. More workshops on programming and being up to date with technology levels [#2452815]

We have access only to Lynda.com. There are lots of other web based learning web sites. [#2452852]

I have tried to seek assistance with software for Endnote, PowerPoint and Canvas. I looked at the Lynda courses but found YouTube videos to be more helpful and relevant. [#2452860]

Knowing what i can use to access course info and systems is crucial to my success. [#2452865]

I'm just not aware of what or who might help me with this. Where to even begin? The OIT main page is confusing at best. [#2452959]

Perhaps OIT can provide an online system where lecturers and GTA's can go for instructions on how to operate technology in each specific classroom? [#2452989]

Sometimes hard to find tutorial center hours on sites... [#2453039]

the training on cyber security is not very useful. It takes about 45 minutes to tell things that are obvious. also, It could less rhetorical and more coincise and updated since the number of dangerous situations evolves continuously. [#2453060]

Software use training could include a lot more options than basic MS instruction [#2453146]

John McNair and Anne Hensley are terrific in the amount of help they provide me and how kindly they do so. I think OIT probably has classes that would benefit me. I just wish I had the time. I've had mixed experiences with the OIT classes I've taken. [#2453152]

Yes i know that training exists ...sometimes its hard to schedule attending [#2453153]

I feel like there are some good training opportunities out there, but I personally need more University support to get my boss to realize that if he doesn't allow me to learn these new things, I and my entire office will continue falling far behind the modern world. Some statements or mandates from the University that all employees should/will be able to use [x,y,z...] by a certain date would be really helpful. We don't need you guys to go to all the trouble of providing additional services and technology if the older generations - who often happen to be the ones in management and supervising positions - will not commit to keeping their staff trained in current uses of software and technology uses. [#2453208]

Make other training available. Have Directors to provide list of needed training for their group. [#2453229]

More computer labs. [#2453249]

I miss 1-credit classes. 4 weeks of introduction. But we don't use them for a reason, we need to remember the reason. [#2453264]

Dougherty Room 406 has distance education courses that connect with UTSI. This equipment is extremely difficult to use and frequently does not work correctly. I have been unable to get satisfactory training or help with these issues on numerous occasions. [#2453291]

It would be good if there was a published list of people who perhaps teach IT classes that we could call when we have difficulty with particular software. For instance, I am having an issue with an Excel spreadsheet that I could use help with. I don't think the "help" desk is for that purpose, but I'm not sure who to call for assistance. [#2453369]

Improved promotion of the services to students [#2453378]

I'm a newish part-time Educational Specialist with the EOC. I would love to have had some training/orientaiton when I was first hired about technology at UT...Office 365 overview, OIT services, Outlook, etc. [#2453472]

None [#2453483]

While I haven't made use of it so far, not having needed it, I very much appreciate the access to Lynda, as it gives me something of a guarantee that I can learn things when needed [#2453505]

Having one-on-one help for getting started with Canvas was invaluable for me: it saved me a lot of time in getting started, and the OIT person was extremely helpful. [#2453603]

Have not attended too many classes recently as I have been frustrated with prior classes. Training is excellent, but novice users dominate the trainers time, so as a proficient (but not expert user) many of my questions are unanswered. The last class I attended was in January 2017 regarding accessible documents. It was excellent and all my questions were answered. [#2453633]

Official University Email - Office365, Gmail (available to Students only)

office 365 emails is complicated [#2447142]

Nothing [#2447227]

365 as an avenue to access learning board systems and specifically email is most unpleasant to traverse. Getting documents or printing an email takes 3-4 steps which I have learned to bypass. Even went to training on 365 to find the positives for using this avenue. Still not convinced. [#2447232]

I wish mac interface was better [#2447274]

Need to improve the "email groups" system adding employee names to the managing tools. NET ID only appears and this makes adding and removing persons from groups cumbersome and time consuming. [#2447288]

I am a creature of habit. I have stated my concerns before to other items--having to navigate back and forth between the apps and the email. Use is not intuitive. It seems that I have less control over what I can do with my email. The format of the email renders new email hard to distinguish from read email. There is not much difference between the look of read email vs. new email, so it is easy to get lost or overlook mail. I believe Google's setup of email and contacts is easier and more intuitive. I do like the ability to make subfolders in 365 for organizing my incoming mail and those to which I need to refer more frequently and am not ready to archive. I don't like that I don't seem to have control over emptying my trash and determining that a given document thrown out is truly gone. [#2447291]

I dislike Office 365. I find its layout unappealing and its forced options intrusive and inconvenient. I also too frequently do something like accidentally send an email off before it is complete because of how the system reacts. Gmail is not perfect but it's better and I think faculty would benefit from having that option. [#2447315]

NA [#2447316]

mandatory folders are annoying. I want to delete them. [#2447330]

I frequently experience difficulty with filters and currently, much of my important email is going into my Junk folder for some reason I need to figure out. [#2447336]

Open up gmail to faculty/staff. [#2447355]

Not working for staff. Multiple people working in our lab cannot log into the web mail. [#2447398]

If Staff could get Gmail I would be delighted. I had gmail at my past institution and it was fantastic! Office 365 is not nearly as good of a system and does not provide you with full access unless you are on your desktop. [#2447425]

I use multiple different computers in different places, so Office365 is critical for me to be able to function. I have found it to not be intuitive and to change format without warning. [#2447518]

Make GMAIL available to Faculty and Staff [#2447550]

Email and calendars are critical [#2447563]

Instruct students how to turn off outlook add-ins and also how to switch to a Google account (pros and cons) [#2447619]

fuck you [#2447663]

How about at the beginning of each semester you have students fill out a checklist to the subscriptions of annoying spam emails that they want to receive? Nothing drives me more crazy than getting 10 emails in a day about sport events. No, I don't care [#2447756]

The search too of the emails is not good! [#2447820]

I have never heard of this! [#2447828]

Generally, Gmail has worked fine. [#2447848]

-sometimes I miss mass emails from professors because it is filed in "other" and not "focused" [#2447869]

Gmail is quite good, however, Office365 is always covered in spam and its interfaces feel like an old version of aol. [#2447984]

On the page where you have to type out your full email address...get Microsoft to stop the action where before you can type your password...you have to select whether it is work or personal...'Of course it is work!' Stop that ...makes me really angry 'every time'!!!!!!!!!!!! GGGRRRRRRRRRRRRRRR Talk about a stresser! There is no reason that should happen AT ALLLLLLLLLL!!!!!!!!!!!! >:-| [#2448018]

It can be difficult to use from my home computer. Sometimes it is difficult to find information in e-mail or see department calendar [#2448045]

Office 365 is not as simple to use/navigate as previous methods of accessing email off campus. [#2448225]

Make it simpler to get access and have training on using it. [#2448254]

why isn't gmail available for faculty? Seems much better to me than Office365 [#2448277]

Add gmail to be available for staff and faculty as well. We need access to our emails outside of office and government owned devices. And it is not acceptable to require that the OIT has a total control of the private phone due to the fact that the mail service is set with such security measures. [#2448326]

Outlook is a horror for faculty. Use GMail for all. [#2448333]

I miss tmail [#2448344]

Works most of the time, but not all of the time. [#2448345]

Works Fine. Maybe just a little slow. [#2448379]

I would like for faculty & staff to have utk Gmail email accounts as well. I find Outlook/Office365 cumbersome to work with. [#2452156]

Having two systems such as Office365 and Gmail seems excessive. [#2452233]

the different emails don't talk very well to each other- again, requiring students who do more staff-based activities, or requiring faculty to use Office 365 will help this [#2452237]

Office 365 is horrible. Not intuitive [#2452367]

Outlook browser is much easier to read/work through than the online browser. [#2452456]

Several issues with syncing devices and keeping send and deleted folders correct. This is been an issue over the past 6 months. Also, I have lost all calendar information for events over 6 months old. [#2452466]

Microsoft's system is just poor. I'm jealous that the students get to use Google. [#2452479]

Cannot set up mailing lists on the web-based Outlook -- only groups. [#2452491]

I have my email forwarded to a gmail account because of the inbox size capacity. I am still constantly getting emails that my mail in full or over the limit. [#2452524]

Outlook continues to have intermittent periods when it is slow or unresponsive (locks up). I am also experiencing issues finding e-mails since we have switched to the cloud based storage model. [#2452544]

WHY OH WHY CAN'T FACULTY USE GMAIL??? I'm sure this oversight is a byproduct of our Google licensing agreement, but as a younger (millennial) faculty member, I predict the demand for Gmail will just increase and increase. Let's renegotiate our site license; other institutions of our size have Gmail available to faculty and staff through their Google Apps for Education agreement. [#2452551]

I am an employee of the Hearing and Speech Center and also take classes on campus. I want to have access to gmail, but OIT has told me that I cannot. It is very frustrating when teachers have documents on blackboard that I cannot open. [#2452575]

I cannot complain because I kept the larger Office365 from when I was a student to now as a faculty member. [#2452651]

I have had a couple of problems which were quickly and well resolved by OIT staff. However, there have to be mail clients out there which are better than Outlook, which actually help productivity. Also, I'm confused about what software we actually have these days, or what the best way to have it set up is (I've seen people have different setups than I have). Also, maybe there is a better place to remark on this, but accessing Sharepoint, actually finding it without having it bookmarked once one has used it, is super tricky. [#2452696]

See Calendar/scheduling question... [#2452765]

logging into email should take you strait to email not to a page with other things that you then have to find the email link on. [#2452787]

This is extremely helpful [#2452819]

Good. [#2452852]

The metadata you have to sort through in Listserv messages is crazy. Sometimes I can't even find the message. [#2452860]

I don't know how anyone can fix the miasma of problems in Microsoft Outlook. It's overrun with annoying glitches that might be insurmountable. One thing I'd like to see gone is the weekly SPAM. [#2452867]

Office365 is mostly ok, but there is always room for improvement. [#2452919]

Low attachment limit, no Gmail for staff. [#2453005]

It would be nice to sync outlook with gmail as I have calendars on both. Why not use gmail for faculty and staff as well? [#2453024]

Outlook 365 use remotely does negatively effect my ability to do my work. It is not easy to navigate, but I make due since I am at the level that does not require VPN use. [#2453106]

I have experienced a number of suspicious emails unrelated to my activities here on campus. I only distribute my email for school related issues, so I found this surprising. I far worse problem here than other Universities of this same size. [#2453114]

Quarantine is still an issue because it is difficult to find the emails and often legitimate emails go to quarantine. [#2453122]

Yes [#2453134]

I'll be trying to take an OIT course on the e-mail system. The fault may be with me. [#2453152]

not as easy to access as it should be. [#2453153]

Gmail for faculty, please? [#2453224]

Google Drive is outstanding! Level of storing fantastic. Office 365 is cumbersome and sharing is poor. [#2453334]

Just don't care for Office365...not user friendly [#2453361]

I do not like office365. I don't find it user friendly. It is not self-explanatory, it has to be a learned program which then takes too much of your time to communicate what other programs can be used and not take up precious time. [#2453375]

Outlook is not very good. Hard to search. Hard to archive and retrieve. Difficult to do group things.
[#2453396]

I like the old system better--there are SO many hoops to jump through now. [#2453423]

Office 365 was a terrible decision. Outlook is dreadful. Even worse is when OIT staff decide for us that we all want to add certain services and change accounts without letting us decide for ourselves.
[#2453438]

I absolutely detest Office 365. Change this and it would be great. [#2453481]

Don't make you change your password so often [#2453485]

Fix clutter [#2453490]

This imposed spam filter feature hasn't done much good, sometimes it has been more of a nuisance.
[#2453505]

The search function on Office365 and on the Outlook iOS app is abysmal, but that isn't UT's fault.
[#2453532]

Please make gmail available to everyone. I do not like Office 365 and I am not currently using it. I forward everything to my personal gmail account. [#2453559]

Gmail availability to staff! [#2453611]

While I am staff and not a student, it is critical to me and my ability to do my job efficiently that the students have well-functioning email. For instance, categorizing as "Clutter" the majority of emails sent by me to students for over a months is simply not acceptable. Please do not make it easy for students to ignore emails sent from any staff members' UT email. [#2453614]

Online@UT (Blackboard Learn/Canvas)

make it easier to access the learning system consultants without having to explain problem multiple times [#2447184]

Nothing [#2447227]

I only work with the calendar on Blackboard [#2447238]

See my above concerns about scheduling and email support. Canvas messaging simply doesn't work as well as email. It doesn't even let me include a signature in my outgoing messages! Canvas, again, is *heaps* better than Blackboard, but there's still a lot to complain about. [#2447246]

I think canvas works better in general, I am ready for their to just be one. [#2447268]

Don't like the gradebook function as well as blackboard. Don't like having to use Google to work together on documents. [#2447274]

Please, please stop the outages and interruptions to service. These are very disruptive to my coursework. I need to be able to work online for my classes when I have the time and opportunity to do so according to my schedule -- but all too often when I am about to work online, access to Canvas/Blackboard has been disrupted. [#2447289]

For blackboard, the notification on the website is not perfect. When I read the message, it still showed that I had a new message. Sometimes I need to click the dismiss. [#2447302]

OIT is getting better quickly but course management remains one of the sticking points. Random outages, maintenance during regular working hours (instead of weekend mornings or late night) can cause real problems. Hopefully this will improve as Canvas becomes ingrained. [#2447315]

NA [#2447316]

It might be nice to have an online tutorial for new students and or faculty who may be new to the system. Once you dive into it, it is not that difficult. It can however be overwhelming at first. [#2447327]

Force professors to use Canvas. Almost every Computer Science professor just posts stuff on some thrown together webpage they made which is inconsistent and hard to use. [#2447371]

Still on the learning curve with Canvas. If Canvas does not have what I need, I have been able to find work-arounds so far. [#2447377]

It's very finicky and does not always work. It's also very difficult to navigate and not organized well. [#2447405]

It is very inconvenient to have half of my classes on Canvas and half on Bb. I would rather it be all or nothing. I am aware that UT is switching to Canvas in the fall, but as of right now, it's an inconvenience. [#2447415]

Go back to blackboard, or allow instructors the option to choose. I feel that blackboard is more reliable and much easier to use than Canvas. [#2447432]

Pick one or the other [#2447465]

Like I said, Blackboard is far superior to Canvas. Canvas is the retarded little brother of Blackboard, which is successful and knows its place in life. [#2447497]

There are some features that are available in Blackboard but not in Canvas, such as UTK Photo Roster. [#2447513]

Every 'upgrade' to Blackboard and now Canvas takes away basic functionality for managing our courses. New faculty and GTA's need a system that is simple to learn and to use effectively. Canvas may have the potential to do lots of things for people with nothing better to do, but it is going to take a year to learn how to use it. Canvas is not instinctive, the functions are not where you would expect to find them, and there is no easy way to learn to use it. [#2447528]

I think Blackboard is easier to navigate however it could just be a learning curve using canvas. [#2447542]

Let me (the faculty) have access to services on Canvas. I should be able to add people to my classes and merge class sections together on my own. I'm an adult. [#2447550]

Problems more with training not being loaded properly, so it can be accessed. [#2447577]

The semester is about half over, and there have been at least two Canvas outages that have lasted for a day. This is not acceptable. If students are expected to access online materials (e.g., the McGraw Hill Inclusive Access Program), it needs to be up 24/7. [#2447593]

Lately it has not been as fast and today, 2-28, it has not worked barely at all. [#2447613]

Don't like canvas. Feel that it is more user unfriendly than blackboard [#2447619]

Webassign servers are very slow and unresponsive. [#2447628]

open a live messenger to communicate between class members. [#2447649]

I much prefer bblearn to canvas. [#2447650]

Canvas is very hard to use. All of the tabs are the same for every class but professors use them all differently and the file section seems very cluttered when you have numerous files for a class [#2447690]

Canvas is really hard to use [#2447713]

Teachers need to stick with one or the other. My online class in canvas is very unorganized [#2447729]

Hate Canvas. Wish Blackboard was staying [#2447753]

Course message is not very useful. I wish I could attach more files. [#2447770]

Blackboard was SO much better. [#2447818]

I really enjoy the calendar aspect of Canvas so I know when assignments and tests are due without sorting through everything. [#2447826]

Blackboard is set up in a confusing way and it can be hard to find certain files and collaboration areas. Also, the grades on Blackboard is pretty poor. Last semester I had no clue what some of my grades were until final grades were released. That being said, I believe that most, if not all, of these issues will be resolved once the switch to Canvas is complete. [#2447833]

I like the way canvas is set up more than blackboard [#2447836]

The online format could be more user friendly as it often has far more features than will be used. [#2447848]

Its been hard this semester with having classes on both canvas and blackboard. I find canvas more difficult to navigate. [#2447876]

Go back to Blackboard. Canvas does not work as well. [#2447877]

Not always very user friendly or self explanatory [#2447901]

n/a [#2447915]

Canvas is not currently user-friendly. I do not find it helpful, it is difficult to find the information I need with it. [#2447916]

Make it more organized [#2447949]

Blackboard is a buggy mess, but Canvas is great. [#2447969]

canvas is very confusing. none of my professors like it [#2447987]

Canvas' notifications do not always go away. It is not very user friendly in that some of its tools are much harder to find than Blackboard. [#2447997]

Canvas hides information in modules. With Blackboard, every daily task was visible every time you opened the the course with assignments. With modules on Canvas, it is impossible to view a continuum. You have to open everything up, one at a time. I do not like the fact that you have to create an assignment for a grade. It can be misleading. Blackboard was much more open, effective, and less constrictive on how I present my online management. I suggest we bring back Blackboard. [#2448054]

No longer use as staff but as a student there were often times that BB would be down or the faculty chose not to use it. [#2448076]

I have been using Canvas for my classes. It has many glitches and does not have some of the advantages of Blackboard (e.g., SafeAssign, ability to randomize quiz questions, ability to change group

grades, to name a few). Plus, the Canvas class offered OIT was minimal. It needs to be expanded. I learn more about Canvas from the websites of other universities. [#2448083]

Canvas needs a SafeAssign feature for students Twice this semester (including yesterday), Canvas went offline right before large student assignments were due. Is there a chat feature JUST for students (where they can talk without me seeing)? [#2448193]

Was use to black board, Canvas will take some time. [#2448208]

Sometimes very slow, buggy. The important and essential components are not intuitive for professors to use and the interface becomes difficult to navigate (because of too much information). Canvas has improved this [#2448213]

This semester has been more confusing because half of my classes use canvas and half use backboard. I think it would have been better to switch everyone at the same time. [#2448239]

My answer refers to Blackboard. I haven't used Canvas yet. I use Blackboard for org sites. When I sent to the Canvas training, it wasn't clear how I would use Canvas in the same way as Blackboard. [#2448249]

N/A [#2448264]

Switch to canvas is not going smoothly. I am hoping this will just get better with time and learning the new process. [#2448321]

I don't need it. [#2448325]

The online learning system should have an intuitive user interface for students, teaching assistants, and instructors alike. As both a student and teaching assistant, canvas is the least intuitive online course software that I have used both here and at my previous institutions. [#2452211]

Canvas is not very user friendly. It is difficult to find what you are looking for, and there is not an easier way to get rid of announcement notifications [#2452214]

I couldn't access Canvas at all yesterday. The week before, I couldn't edit a rubric. I like Canvas better than Blackboard, but I wish it were streamlined with the option to turn on features (instead of having so many seemingly redundant features activated from the start). [#2452273]

Need some kind of backup/control over Canvas. If canvas is down or is lost, important and timely data will be lost. [#2452283]

more customization options with Canvas, Better multi-section class support. [#2452286]

Keep Blackboard. Canvas is annoying in that the links and tabs do not make sense [#2452338]

Faculty need incentive to use and need hands on instruction to climb out of the 90's [#2452339]

Likes Bb; haven't learned how to use Canvas yet ... noticed it was down this week ... will that be a common occurrence? [#2452402]

Canvas is big improvement from BlackBoard [#2452422]

Canvas is fine. The faster, the better. I like how you can load previews of documents to view them before downloading them. It would be awesome if all documents uploaded were PDFs for easier access.

[#2452471]

I'm finishing off the year with Blackboard. Looking forward to switching to Canvas. [#2452479]

Don't like having to go between blackboard to canvas. Should have required everyone to go ahead and switch completely to canvas [#2452495]

As most of us students have only used Blackboard Learn, it would have been helpful to have had a video or live tutorial of how to use Canvas before switching us to this system halfway through the year.

[#2452518]

I have not used Canvas all too much, but so far I am not impressed. As much as I complained about Blackboard in the past, I am pretty certain that Canvas is not better. Maybe this is just a general feature of all classroom management software that everything is terribly convoluted and simple things such as sending an email to all students is nearly impossible. [#2452540]

VERY pleased with Canvas. Keep adding to it! I would like to see >combined attendance for merged, crosslisted classes >the ability to edit student names/put in a preferred student name for my students who go by nicknames or middle names (this is possible at other institutions) [#2452551]

need canvas training [#2452618]

Blackboard is slow, unintuitive, and confusing to use. I hope Canvas is better. [#2452637]

Still, CANVAS has a lack of functions (for example, setting up to schedule materials based upon the posting dates that I want to. [#2452641]

It should be easier to add additional instructors to Canvas course sites than it is right now. [#2452651]

Making a system that supports organizations. [#2452665]

Like blackboard, Canvas is not very good. [#2452680]

Not sure Canvas lives up to its hype. One problem is that they don't fix issues as soon as they seemed to indicate they would. Some issues should be very high on their list, but in their suggestions area, they say things such as "will consider it" instead of "working on the issue." Sometimes they close requests without action, and they really should be taking action on it. Their attendance taker is virtually useless. It is easier to use by the casual user, there are some aspects of Blackboard that will be missed.

[#2452696]

More training for staff on how to effectively use this online platforms. [#2452720]

frustrating when it goes down/i've been logged out of a midterm recently [#2452732]

I cannot make corrections to student work on the assignment. All comments come in the form of comments on the side. [#2452736]

I like blackboard way more than canvas [#2452743]

I find blackboard a little clunky and byzantine, although I don't use it as regularly as full time faculty (i teach one class per academic year on average). I wish it were linked to myutk so the process was a bit more streamlined. [#2452765]

I like blackboard better. It's more user friendly. [#2452778]

canvas is so much harder to use than blackboard. it is harder to navigate and harder to contact other people in your class because if you do not specifically go on there and approve your email it will not send anything to you from classmates. I have also heard from professors that it is hard to figure out how to post things to it [#2452787]

class lists need to be available through canvas. blackboard has them [#2452790]

Canvas is a lot easuer to use than Blackboard, Blackboard is ourdated [#2452815]

Personally, I think the canvas platform is more confusing to use than blackboard, and I don't think the faculty really understand how to use it. For example, they don't know where to post their lecture files. [#2452822]

Not user-friendly (Specially Blackboard) [#2452852]

I have liked both - wish I knew how to use them a little better and wish my instructors would arrange their classes more uniformly. Every semester it's, "Now where does this instructor post this information?" and then you have to remember the idiosyncrasies. [#2452860]

As a teacher canvas is awesome! However my students think it is 'too' much work to learn. Maybe have a seminar to teach them? [#2452892]

Belearn is not always available and is sometimes slow [#2452904]

Include more shortcuts to Canvas, there are too many options to maneuver the webpage [#2452945]

I'm really glad we're transitioning to Canvas. Canvas is much better than Blackboard Learn. However, we still don't have a photo roster in Canvas or the ability to generate attendance reports that give NUMBER of absences, instead of percentage of attendance. [#2452959]

Canvas was down one day right before we could download our final exam, and our class was delayed approximately 25 minutes before the TA could get our exam to us. There have been other times when our TA would try to email out something before class, but Canvas has been down. It would be nice if they could look into uptime issues. [#2453017]

Hate canvas....loved blackboard.... [#2453039]

The decision to drop Blackboard and move to Canvas, both systems I have experienced, seems to me a mistake. Blackboard corresponds much more readily to my course needs. [#2453057]

Canvas is much less user friendly than blackboard. I wish the service could be improved to make it more logical to navigate. [#2453063]

Blackboard is better than canvas and I hope we do not make the switch final. [#2453068]

Blackboard is not a good resource. Announcements from professors do not get sent as emails to the students in the class! I have missed office hour time changes, heard about assignments later than I would have liked, and more, simply because professors think they are emailing the class, but in reality I just have to check Blackboard constantly, something that is much more inconvenient to do than email (incompatibility with phones, automatic timeout, etc.) This is an extremely simple feature to add, and Canvas corrects this problem, thankfully. Blackboard's organization is terrible, and the format is more limiting than Canvas. Canvas can't come quickly enough! [#2453099]

Blackboard is very confusing and there are too many confusing parts of it I have no idea how to work. [#2453116]

I'm kind of frustrated that we are switching to canvas just because so many Universities use blackboard and we have always used blackboard. So its another program we have to learn. [#2453130]

Hopefully Canvas will be easier to use than Blackboard. I have not had time to look into Canvas yet, but will be perusing it this summer while I am off so that I can be successful with its use in the fall. [#2453149]

Canvas goes down sometimes and it seems that it's always a time when I need to access my opt-in textbook for a class or something. [#2453205]

having multiple classes where half are on BB and half are on Canvas is really confusing and inconvenient. [#2453211]

Do not switch to Canvas [#2453236]

The teachers really do not seem able to utilize these to their fullest extent. Most of my professors that are switching the Canvas throw all their files into one page and don't even try to organize it; they say it is too difficult. They need to be properly taught. [#2453258]

not really looking forward to the switch from blackboard to canvas [#2453293]

Please do not switch to canvas. Stay with Blackboard. [#2453325]

Blackboard ease of use is excellent. Canvas has additional multiple steps that make it challenging to post and to review files. Procedures need to be implemented on the faculty side to provide more consistency for students to find information. With freedom comes responsibility and the freedom embedded within Canvas is not serving the students need to access information b/c faculty do not have guidelines and procedures. [#2453334]

I really dislike Blackboard in general, and prefer to use Canvas from now it. It is easier to navigate, and is more aesthetically pleasing [#2453360]

I have several courses that are using Canvas instead of Blackboard, and I am not a fan of the new system. It is not as easy to navigate, the interface is not as user friendly, it seems there is more room for error when posting/ submitting assignments because of the verbiage when creating the assignment. The links and buttons are not as easily visible making, and it seems there is less consistency with the formatting so you are looking for the same button in a different spot any time there is a new class. [#2453374]

All of these platforms are problematic. AND then we have to face angry students. [#2453396]

Essential. [#2453403]

Canvas has been a great improvement [#2453416]

more tutorials [#2453419]

Blackboard does a poor job of updating and linking notifications. The layout is also overwhelming and too jumbled. I find myself using about 10% of the websites capabilities, because all I really care about is getting to my course assignments and course information. All the extra stuff is just in the way of me getting to that information. [#2453422]

Both Blackboard and Canvas are simple to navigate, but I'm ready for everything to switch over to Canvas completely. [#2453458]

Getting rid of Blackboard is a great start. Now if we can get some training for professors on how to organize their courses on Canvas, then all will be good and well in the world. [#2453459]

we were able to switch to Canvas without tech support in place [#2453463]

The websites are easy to work with [#2453469]

it is very confusing having two Online@UT programs [#2453476]

Get rid of Blackboard [#2453485]

Glitches with Blackboard [#2453490]

Homework is assigned through these often so their reliability needs to be very high. [#2453495]

thanks for dumping blackboard. Canvas seems like progress. What I am really missing at this time is a notification feature by which I get an e-mail whenever a student adds or drops a class of mine. This could be on an opt-in or opt-out basis, I don't care which. Shouldn't be imposed on those that don't want such emails, but it should be available for those that do. In particular during the first 10 days of classes, but (for drops with W) also later. [#2453505]

Canvas came in with a lot of promising potential. However, there have been numerous administrative changes that have limited the features that Canvas is known for (addition of guest instructors, students,

etc to courses), instructors not able to add apps to Canvas. I have numerous colleagues across the country who utilize Canvas Free for their courses and the only thing they are missing compared to what we now have is institutional branding (which is still lacking). [#2453509]

I really like the Canvas feature of upcoming assignments being shown on the front page, as well as the calendar feature. However, I prefer, overall, BlackBoard. I can navigate it more easily, instead of having to dig through so many tabs to get to what I need. [#2453516]

The aspects of these programs that are good are...well, good. However, they do not, in many capacities, adequately consider our students with disabilities. [#2453531]

These platforms are often under service. Canvas should not have been rolled out as soon as it was. Some students are forced to use 4-5 different teaching platforms, and that is ridiculous and ineffective. [#2453538]

Canvass is better than Blackboard.. but not by much... Needs to be simplified for the user.. [#2453539]

I do not like the Canvas grading system. In my view Canvas is the right decision for students but not for us who teach. [#2453559]

So far this semester (my very first here), some of my students' scores are in Canvas, others in (Pearson) MyStatLab. This is troubling to my GTAs and confusing to my students. [#2453567]

Please make sure that all courses and other documents are migrated from Blackboard to Canvas before Blackboard is discontinued. I would like more communication in that respect. [#2453603]

UT System Services (IRIS, ANDI, Evisions SP/424)

My answer applied to IRIS only. I do not use ANDI or Evisions SP/424. Perhaps these should be separated into three separate questions. [#2447170]

Ditto: For my initiatives, it would be helpful to have access to Banner and for the information in Banner to "talk to" ANDI; information is inconsistent between the two systems. [#2447188]

I had a few minor problems with IRIS to access some reports. [#2447217]

Nothing [#2447227]

It would be great to have a list of who to call for specific issues in IRIS. The person on the help desk does not always know the answer to questions and has to consult others, though they are always friendly and courteous. [#2447272]

NA [#2447316]

I'm in the Facilities Services Design Services section, and we really need to be able to see the accounting for our projects to be able to interact with Facilities Planning and the architects and contractors. [#2447344]

Navigation still needs some work to be intuitive for all of these. [#2447355]

N/a [#2447542]

fuck you [#2447663]

More clear explanations would be great (IRIS) [#2447770]

Make the service more navigable, and allow for more search methods in the course timetable. [#2447785]

You could tell me (and others completing this survey) what an IRIS, ANDI, Evisions SP/424 might be. To me this question reads as "When it comes to UT Systems Services Gobbleyook. [#2447827]

N/A [#2447881]

Finding and signing up for classes. [#2447913]

I only use IRIS. It can be very confusing and difficult to find information I am looking for. I have attended IRIS classes which address specific transactions to perform for the class subject. It would be helpful to have an IRIS class to address navigation of the system when you are looking for information that you don't know where it is. [#2448045]

I use IRIS for a few tasks and it is not at all intuitive. Very difficult to do some basic tasks with IRIS. I have received training on how to use it, too, so I'm not just winging it. [#2448047]

Just learning these systems [#2448076]

IRIS is horrible. [#2448080]

Employee self-service is lacking; need a modernized travel system for end users that is completely paperless. [#2448082]

IRIS is ancient and not useful for all things financial. [#2448113]

IRIS - is improving, but sure is taking a long time..... [#2448152]

It is important that we continue to have support with ANDI to do our jobs effectively. [#2448194]

Need access to live IRIS or Business Warehouse data. It would be great to have read-only permissions to connect with the data tables. Can't get access to ANDI which contains information I need and have to ask and wait on Foundation staff which is not always timely. [#2448230]

N/A [#2448264]

IRIS isn't always user friendly when looking for information [#2448339]

IRIS is not overly user friendly and I do not know where to look to find answers to my questions other than by looking through the IRIS tree. [#2451676]

Administration needs to provide resources so IRIS can be more functional related to Human Resources and custom reports. It's lacking too much right now. [#2452196]

IRIS - The information needs to be updated more frequently. Particularly payroll. It is difficult to provide accurate billing or budgeting information when the system isn't up to date. Evisions - This needs search options. The ability to search by key words, PI, proposal or award numbers. Also, the ability to open more than one proposal or award would be useful. Currently if you are entering new proposal information (A) and open a similar proposal (B) to see information it contains when you try to advance to another "page" the similar proposal (B) page changes to (A), your new proposal. I don't think there is any data lost or corrupted but not sure. [#2452228]

SAP would be better. [#2452233]

I know there is a long list of improvements needed, but it doesn't seem to be moving forward [#2452339]

Cayuse is very cumbersome and takes forever to find any information. [#2452369]

I have tried to change my home phone number in IRIS but it does not work. I have tried many different things Got frustrated and gave up. [#2452464]

Could be more intuitive and user friendly and by that I mean it shouldn't be so hard to drill down to find information [#2452530]

IRIS is difficult to use in terms of finding the reports you need. [#2452620]

Browser support on the Mac seems inconsistent. For years I had to use Chrome and not Safari. Recently, IRIS stopped working in Chrome but thankfully it is now working on Safari. The web interface is still slow and confusing, however. [#2452637]

Evisions/Cayuse is balky at times. slow response. [#2452677]

I utilize IRIS in my position and have found IRIS to be useless for completing day to day operations efficiently. The system definitely needs to be updated to a system that is structured to fit the needs of our organization. [#2452712]

spend money to update the program, and hire people that are skilled in this area. [#2452744]

IRIS is always changing and improving by tweaking processes - which is good. [#2452783]

I believe IRIS is improving gradually, but it is still challenging to use. Not user friendly or intuitive...even for basic reporting. [#2452825]

N/A [#2452835]

IRIS is cumbersome. [#2452919]

I understand that there are workshops on how to navigate these systems, but I am often unable to attend. Could OIT provide extensive online instructions for navigating these systems? (there may be instructions available but I am unaware of it) [#2452989]

IRIS is extremely difficult to navigate through. More free training through the work day/ for on boarding. [#2453004]

Online training or OED training classes on Evision would be helpful. This survey was difficult to complete with the design. [#2453067]

I have no idea what any of these even are. [#2453130]

Same note: no method to build reports and analyze data. [#2453202]

oh, boy IRIS needs updating.... WebCheckout can do that too. [#2453264]

I only have limited experience using IRIS and I don't feel it's that intuitive of a system to use, but probably the best option [#2453378]

Difficult to navigate. IRIS works sometimes and others. It is a chore and a mystery each time. [#2453396]

WHY ARE YOU GETTING RID OF BLACKBOARD???? [#2453423]

Taleo is a horrible, awful program. It impedes effective evaluation of candidates without downloading materials. If that's what we have to do, then why not just be able to receive all candidate applications via the vault? [#2453424]

IT would be great if there were more report in ARGOS/Evisions [#2453429]

not user friendly [#2453538]

iris is impossible to understand as an occasional user I do not know what the other two listed are.
[#2453575]

The IRIS approval system is difficult to comprehend: I manage to approve things, but the actual steps vary and it is not clear to me why that is so. I would appreciate having explanations about the steps to be taken attached to the approval pages. [#2453603]

When changes are made to IRIS, or to how various things are to be processed in IRIS, announcements are not always made. So if there is something I do on an infrequent basis (ie, Travel), and I try to do it the way I did it 6 months ago, sometimes I end up having to redo the task because the rules have changed. Or the form you are supposed to use was updated or replaced. Communication to SAP users could be much, much better. The IRIS documentation is also frequently outdated. Many of the instructions are only available in long step-by-step tutorials (meant for beginners), and all I really need is a one-page reminder, which is not available. Handouts from training are sometimes given out with "by the way, these are outdated, sorry". (That was for SAP-Entry). I still can't find the updated handouts that were supposed to be "on the website" - which has a "search function" that is beyond frustrating.
[#2453614]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Banner can be very difficult to use and these systems do not always talk to each other effectively. [#2447161]

Attendance tracking for Title IV is clunky and difficult to use. It should confirm that we have entered the required data, indicate if we have omitted someone and direct us to the remaining students who need data entered. A lot of faculty had difficulty doing this correctly this semester. I love that we can submit grade changes electronically through myutk now! [#2447184]

For my initiatives, it would be helpful to have access to Banner and for the information in Banner to "talk to" ANDI; information is inconsistent between the two systems. [#2447188]

Nothing [#2447227]

Again, the disruptions to service are the biggest problem here. [#2447289]

I find locating information quickly very difficult through MyUTK, especially but not only when teaching a large class. DARS reports contain useful information but are difficult to interpret. [#2447315]

NA [#2447316]

Again it would be easier, if all systems were uniform and this information could be done through one broad based system. [#2447327]

It's WAY too easy to drop and add classes on the Registration site. You can make degree-breaking decisions in one click on Registration, and spend hundreds of dollars signing up for a class in one click. It takes more taps to buy a 1\$ app on my iPhone than it takes to sign up or drop a class on Registration; that's extremely dangerous. Please show us the number of W's we have left somewhere in Registration, the only place I know to find that is on the DARS report. Why do I have to click a button that says "What If?" when using DARS, what's the point of that? Why can't I just generate a DARS with the major and catalog I have displayed on MyUTK, why do I have to select it again in DARS? I understand some students might want to see if their classes would transfer to other majors, but have an option for just using your current major as well please, it's super annoying to go through 6 dropdowns to generate a DARS. Why can't I see the classes I've signed up for on a weekly schedule within the Registration system, so I know which classes will overlap and I can't sign up for? Right now everyone I know just makes an Excel document with the date and time slots for each day on them. [#2447371]

More spread out assigned times. Not such large clumps of people, the internet can't handle that and classes won't load or take forever to load and by the time they do, the desired class is filled up.

[#2447415]

It is not always clear where I can find things like my tax forms through MyUTK. Providing a better search function or more explicit menu options would help with this problem. [#2447457]

Not user friendly [#2447486]

Banner is the most labor intensive and effort wasting system imaginable. It has no capacity to complete batch processing or printing for all sections in a class. Instead, you have to go through multiple steps and complete an action for one section - bail out of that part of Banner, then move back through multiple steps to complete an action for another section... and on, and on. You can't go in and print out everyone

on the waitlist or the roster for all sections for a particular class. Our previous operating system looked like an MS-DOS system from the late 80's - it was better at many departmental management functions than Banner. [#2447528]

would be really nice to integrate Banner and DARS [#2447618]

Good [#2447729]

The primary issues are with administration not doing things in a timely manner or correctly the first time. [#2447814]

I feel as though MyUTK is very hard to navigate. There are too many tabs and options at the bottom that make it cluttered and confusing. [#2447828]

DARS can sometimes be confusing to understand. I HATE that I don't have the requirements for my minor available via DARS. [#2447844]

DARS is still a pain to use. [#2447845]

Generally, these have worked fine. [#2447848]

The system is slightly rudimentary, but not inherently disappointing. It could just use some revamping to make it much more effective. [#2447852]

A bit outdated and again, not very user friendly [#2447901]

Finding and signing up for classes. [#2447913]

MyUTK is not particularly useful. I find it difficult to find what I need. Also, too many services link to outside webpages that require separate logins and this is frustrating. Also, my class schedule only shows the class number (like LAW 812) without the course name, which means I have to go look up the courses in the course catalogue to determine that I am registered for the correct courses. [#2447916]

MyUTK is horrible. Most of the links when I click them go nowhere or to sites that are not what they are supposed to be. I feel for students that are undergrads that are going to have to deal with that crap for years. [#2447938]

Again more organized [#2447949]

Provided functions are good, but the interface could use an upgrade. It looks and handles like it has not been changed since the 2000s [#2447954]

Class listings should consistently contain more detailed information about the instructor's objectives and methods. [#2447959]

MyUTK and Gradesfirst tend to run really slowly, but adequately. [#2447969]

I feel like there could be an easier way to schedule classes. Especially with gen eds, which are usually large lectures, it would be nice to like search class times or days. [#2447978]

there has to be a better way to do a DARS report.... I'm sorry. I understand it, but my advisors do not - which makes for a terrible advising session [#2447987]

Banner, like IRIS, is very quirky. Very difficult to navigate when you don't use it very often. [#2448045]

There have just been minor outages, usually for short periods of time. However, this is the most widely used system for my job, so it's really damaging when it is out. [#2448120]

The Grades First System leaves a lot to be desired in terms of functionality and reliability. While I know that this is a third party software platform, I'd certainly like for somebody in OIT to know that it is not a trusted platform for many in my line of work who have to use it. [#2448137]

We have to move towards our various systems talking to each other. They all work and one can get the information one needs, but one has to log into 3-4 systems at once. And running reports means merging multiple Excel files together. A pain in the neck. [#2448152]

The only one I know of is MyUTK and finding info on it alone is challenging and before I can even look at data I have I always have to accept some terms, conditions, release statement, or update. Annoying all the time. [#2448208]

My UTK is a nice "dashboard" system, however, I don't fee the same about Banner, etc. When reviewing student grades/academic histories, we used to be able to get a compact "transcript" looking form to easily and quickly review an AH. Now, with Banner, to review a students AH, you have 10 pages. Not better. [#2448232]

N/A [#2448264]

Banner is slow and poorly organized. Hard to locate information on it. It works like a 90s program; very clunky, unwieldy, and slow. Should have one site where one can access student advising info and DARS. [#2448285]

I have always found that Registration process could be improved. [#2448291]

More training on Banner. I use the SOAHOLD part of Banner but I don't have any understanding of how it affects any other part or whether I'm using it in the most effective manner. [#2448298]

These services can be very confusing and difficult to understand. Additionally, there appears to be some overlap between them so knowing which service to utilize for what is challenging. [#2452177]

These systems are old and have too many problems. Banner and Gradesfirst are supposed to link with each other but the information is rarely accurate or dependable. [#2452202]

DARS is not the most clear. [#2452214]

DARS needs to be redone, also available for grad students. [#2452233]

Staff get questioned by students often, but we rarely have access to information to assist them
[#2452339]

I understand that Banner sometimes needs maintenance but as an academic advisor, doing maintenance M-F from 730-6 is not an option without adequate warning. We rely way too heavily on the academic histories for us to not know we won't have access until 8 or later. Many of us arrive early to prep for our appointments and we have to have their information. [#2452372]

Improve some of your offerings in Banner. I came from a TBR system and we had so much more at our disposal to assist students than UT does. [#2452392]

MyUTK forces a lot of clicking. The new attendance Title 4 system is even worse. (It's really terrible, actually. Counter-intuitive, zillions of clicks.) I would be nice if something would allow for less.
[#2452479]

We need new registration software. Data about course substitutions can be accessed by DARS, but not by the registration system. When students take courses at other institutions, DARS "knows" when we substitute them for UTK courses. But the registration system does not "know" this, so we have to give override permissions (MANY OF THEM) and document them for our accreditors. Having better registration software would save us a lot of work. [#2452484]

Banner is not user friendly. Or self-explanatory. [#2452528]

Banner is so clunky. And why are all of our applications on other people's servers?
"utk.suchandsuch.com" makes me uncomfortable; I would much rather see gradesfirst.utk.edu or canvaslms.utk.edu [#2452551]

Too many steps required to access information...drop down menus in MyUTK, for example, are cumbersome and time-consuming. [#2452565]

I rated this poor because it's a mish-mash of disparate systems which I don't use frequently enough to gain expertise in. Every time I have to access one of these systems I have to remind myself how they work. And they often don't work very well. [#2452579]

Several of these are not intuitive and are difficult to use. [#2452620]

Banner is difficult to use. [#2452633]

MyUTK is very slow [#2452649]

As an advisor, MyUTK is overly populated with links that are irrelevant. Also, if I'm advising a student and have their MyUTK profile open, there should be a way to directly link to DARS without going to DARS and populating all the choices separately. Their major is known. Why can't this be linked between the two systems? [#2452680]

Kind of needlessly tricky to navigate. [#2452696]

Need a better format for DARS. Is there a way we could look into MyDegrees type format? Something that is more visually appealing and communicates information better? [#2452720]

Banner / DARS / etc. is desperately in need of modernization. Getting to any common task (e.g. class rosters, course schedules) is tedious and takes substantial navigation. The interface is dated and slow. I can't even get to more important features now (such as student photo rosters, which I used to be able to access through Blackboard). [#2452754]

See blackboard notes. It seems like these two services could be merged into one more elegant and user-friendly platform. [#2452765]

I'm using Mac, and when I review class on "search for class", I have to reload every time to re-review another class. In particular, when I go back to a previous page to select another program to review courses, I have to upload once. [#2452836]

You need an easy way for a student to view the majority of their academic record in a condensed format, like an actual unofficial transcript; not just a web page of their entire past registration description. See Oklahoma State University's unofficial academic transcript format if you want an example; I think theirs works very well. [#2452910]

The DARS system is very complicated to use as an academic advisor. From confusion in the input menus for the type of student degree, to reading it and figuring out degree requirements and where all of the classes fit in, it's a somewhat useful tool but does not give a full picture of degree progress. It needs to be simplified, in my opinion. [#2452912]

There's a lot of information to sift through there, a search box would help. [#2453001]

DARS does not work for Grad students. I don't use Gradesfirst [#2453017]

create a one-screen selection process for semester, year, college, degree, program; current multi-screen is antiquated and cumbersome [#2453022]

Registration is awful...be kind to the freshmen please... [#2453039]

I like self service banner and myutk. I fond them both easy to use and applicable to being a student. [#2453042]

When looking for classes, I wish there was a way to see the last three times it was offered (such as which semesters/days/times it was last offered). It makes it easier to plan my schedule. [#2453063]

I have never heard of grade first or banner. MyUTK is very glitchy when registering for classes. A lot of times it says the server is busy and it doesn't let you click "back." [#2453130]

It's a hassle to me to not have a unified system and have to click on so many menus to get at where I want to arrive [#2453146]

I would like banner and gradesfirst to match. [#2453153]

none [#2453160]

Never had problems with it. [#2453171]

Easy to use [#2453180]

It takes too long to log into Banner! The fact that you have to go into ASTRA to get a class roster is antiquated. This technology is very old. [#2453202]

Looking for classes in Banner sucks big time. Fix it so you can toggle back and forth without having to start all over at select a semester and year... way too clunky! [#2453208]

Banner is cumbersome, outdated, and difficult to use. [#2453334]

Often in Banner, I will try to add a student to a class, but they have not met the pre or co requisite for another class that they already registered for. The problem is that I can't fix the other class from a different department. I generally have to force close the system and start over. It would be great if there was a way to flag the problem and send to the advisor, or let me add the course that has no problem. [#2453365]

MyUTK has inconsistent timing with responses. If you have a hold on your account that clears, there isn't a fixed amount of time until the hold is gone. I have had a hold last in the system for more than 24 hours after the hold was removed. Also the Gradesfirst interface is not very intuitive, and the scheduling system for advisers does not always work. [#2453374]

More streamlined interface/websites and/or clear, concise descriptions regarding what these systems are for [#2453378]

If, in MyUTK, I click on a class, I get sent to a drop-down with the exact same list of classes. Why this redundancy? Also, if I ever try to open two different classes in different tabs, MyUTK gets confused. This works in most other web apps. [#2453389]

Some places need improvement - e.g., add ability to file dars reports for adviseers without going to DARS - it should be available directly from list of advisees [#2453397]

Banner needs a better interface for the user. [#2453407]

better interface [#2453419]

DARS is like using a window crank to roll down a window. It's an anachronism, and there's no point. New system please. I refuse to believe that Banner is not capable of some of the things we have requested. The TBR system version can do much more. I'd like a regular (maybe semesterly) meeting of relevant offices to create investigation items for future Banner usage. Grades First is not providing the service they have promised. That's a breach of contract. Someone needs to enforce that. [#2453424]

knowing in advance when work is going to be done in these systems would be helpful. I get notifications sometimes, but not always. [#2453429]

pictures of student would be helpful. [#2453463]

None [#2453483]

Do many clicks [#2453485]

The menus of Banner are clumsy: various advising links are scattered over different items, rather than together, and they are so in a rather unintuitive way. Moreover, the auto-logout after too-short a time time is obnoxious when I am working on my own non-shared laptop (as most do). [#2453505]

MyUTK is very cumbersome/nontransparent. In particular, the attendance tracking is very unclear. Why must we double-click to affirm an absence as opposed to merely not marking the student present? The instructions were unclear on this part of the system, btw. There has to be a better way [#2453514]

not user friendly [#2453538]

Banner is ridiculously difficult to learn, and overly complicated and inconsistent. "Help" is not enabled, the instruction book is overly complicated and generally not helpful, and there is no search function. The good news is that there are people who are glad to help you figure out how to do what you need. However, there is no reason for Banner to be so user-unfriendly. Again, no suggestions on how to improve it, except to maybe replace it with something much more user-friendly. [#2453614]

Banner is cumbersome - requires too many clicks and is not intuitive. Timetable is also cumbersome - requires too many clicks Sometimes when I choose a course in my teaching schedule it defaults to a different course on the next screen and I have to reenter the desired course Many of the links at the bottom of the page should be re-titled to better reflect their purpose. [#2453633]

LiveOnline@UT (Zoom) virtual classroom environment support

Nothing [#2447227]

As a course coordinator needing premium account and increased numbers of access, OIT is unsurpassed. OIT was most helpful with explanations and assistance to make ZOOM work with large numbers of students. Zoom is simple, easy for students to use and a GREAT RESOURCE for faculty to use for meetings whether with faculty or students. LOVE ZOOM. [#2447232]

We need better instruction on how to use this classroom equipment. [#2447238]

NA [#2447316]

N/a [#2447542]

fuck you [#2447663]

Good [#2447729]

Zoom only allows 40 minutes for students. As a grad student this is comical considering we have three hour meetings that are required with off campus students. (Nashville campus) [#2447846]

Within zoom, the "share screen" option can be finicky. Also, there is no way to save on the whiteboard function. [#2447900]

We need to be able to invite customers to virtual classrooms. It is hard to include non-UT people in virtual meetings and classrooms. [#2448047]

I do not know if it is a training issue or the system, but UT needs a reliable on-line meeting system. [#2448115]

When downloading the recordings of online classes the chat-box information is not included. It would be useful to have access to the questions asked by the students as well as the lecturer's response. It does not need to be part of the video file, just having it available as time-indexed text would be sufficient. [#2448263]

Ideally, all faculty/staff would automatically get a Pro account rather than have to request it individually. Too many times a F/S person will try Zoom, think it's great, until they get kicked out at 40 minutes and wonder what the hell happened. Then they are hesitant to try it again and/or want extensive support b/c they've been burned once. [#2448264]

this needs work; its unreliable [#2452304]

Based on 2016 experience it's adequate but can be temperamental. [#2452339]

Sometimes in meetings the connection is not good. Also when a presenter has to share their screen it is not easy to allow those who are Zooming into the meeting to see the group as well as the presentation screen. [#2452425]

I use Zoom rather infrequently. When I really need it, it does most of what I require. But it does seem a little touchy when showing documents. [#2452479]

I need a tutorial [#2452608]

There is little information on how to use Zoom. I use a trial, but want to know where I can get like Skype by UTK. [#2452641]

At least 25 % of the time, lecture capture fails to work and record, even if the professor clicks to record it. There have been several instances where the the program just doesn't work. [#2452822]

Zoom is an improvement. The connections seem better. I do miss the polling option. We used it in class a fair amount. [#2452860]

I love ZOOM! I use it 2 -3 times per month [#2452867]

Better overall wifi access would definitely help with streaming live [#2453039]

In large Zoom meetings, when people call in, instead of signing on with their computers, it really distorts the audio for Zoom meetings. [#2453122]

The handover within OIT groups has started to become a problem. I hope this will get worked out, but there is a big learning curve that Course Delivery is having a hard time climbing. [#2453168]

Wish we could force log in via UTK account so that actual student names would show up for students participating. [#2453224]

Zoom is outstanding. Use it nearly everyday! [#2453334]

Love ZOOM! I work remotely and having Zoom has made it possible to continue having meetings. Great service, please keep! [#2453358]

None [#2453483]

I really don't know anything about this feature; but I'd love to know more about it, in particular in view of possible snow-ice cancellations of early morning classes. [#2453505]

The interface is not as good as Collaborate, from what I have witnessed, (granted, part of this may have to do with professorial lack of knowledge/savvy for Zoom and its features)and the video is often choppy and/or dragging, which limits our ability to provide services for students with disabilities. [#2453531]

other programs with better support/functions and capabilities are available. [#2453538]

Zoom is very helpful... keep enhancing its ease of use.. [#2453539]

I don't even know what this is to be honest, so maybe try to make it more obvious. [#2453574]

Customized help with developing course materials and lectures for online teaching.

Distance learning, MOOCs and tele-medicine resources are very limited. University position relative to Appalachia could make UTK a leader in this area. [#2447193]

It would be helpful if Colleges or Departments were assigned a designated rep to help with course prep so that we would know who to call for help with this. [#2447519]

There may be more available than I know. [#2447883]

I have used Blackboard but I have never used customized help from OIT. [#2448047]

Maybe advertising this better, as I didn't know this was available. [#2448120]

I need a bunch of safety training classes which aren't tailored to maintenance personnel but are applicable to engineers. What seems to be available are simplistic courses which may not cover the desired OSHA or safety training required. Who provides this for the University? Really need classes that you would get if you are out in industry. I need electrical. Other groups may need chemical or construction. [#2448135]

This is critical for new teachers. If we had a template or a space where former teachers could provide some help to these new teachers-that would go a long way. [#2448153]

The training is good, however, not nuanced. The diversity of skills among those who teach online here is drastic, and I find that after teaching online for 10 years, I am in many ways a novice in handling new software, but still quite advanced in understanding the way online learning works. I have built my own LMS, coded ALI's and created learning experiences in FLASH. I find Canvas a total enigma in that it is not intuitive, assumes bazaar user behavior, and allows for code development that turns out to be counterproductive because tools are available but hard to locate, suggesting they don't exist. Training on these tools needs to be done by someone who has been around these machines for more than a few months. Having taught online for more than 10 years would be a good pre-req for at least some of the instructors. I find I cannot see eye to eye with people new to online learning even if they are experts in Canvas because the choices they make are so rudimentary as to be insulting. [#2448226]

There is continuous and unrelenting calls for timely, efficient and available instructional design help from our faculty. They desire a departmental hire in order to make up for what they see as inadequate support from campus. [#2448264]

I do not think anyone is learning much anyhow [#2448344]

Hire additional personnel to develop and load online courses [#2448360]

This is not a service I've been made aware of. [#2448386]

Faculty continue to struggle with keeping up with technology [#2452339]

Awesome resources! Need complement of TTLC & OIT. Cannot be just OIT (tail wagging the dog---technology is the tool, not the objective; earning is the objective). [#2452757]

The classes/instructional lectures are not specific enough to my specific application. General application techniques are understood through trial and error, and possible classroom lecture. When getting down to specifics, it may be more desirable for a one-on-one session if time permits. [#2453055]

Perhaps you can push more information about training opportunities in this regard? [#2453217]

Hire more Instructional Designer and Technologists [#2453264]

I got good help from OIT because it is not easy to figure out on your own. [#2453396]

Absent in my department (Microbiology) [#2453397]

None [#2453483]

Apps@utk.edu

People in the Apps group appear to speak in a condescending tone to clients. For the cost and complexity of services, they should do a better job at working with the client and customer relations. [#2447221]

Nothing [#2447227]

NA [#2447316]

The Citrus server is slow and keeps crashing. My prior institutions has software available at a reduced price. For example, the full Stata was about \$150 for a license. I would much prefer that option. [#2447337]

The only app that I know of is the Emergency Alert system. I'm new enough that I don't know if it works or not. It seems like other apps should be available, like an app to buy tickets to on-campus events, or an app that shows construction work and road closures. [#2447344]

The Apps service crash often and very often it not possible to save data. There are applications that can't be opened. [#2447431]

As a graduate student, it is really inconvenient and frustrating to me that we can only have x number of students using certain statistical apps at a time. When I'm in class learning how to use the software, and I can't access the software because all the other students logged in before me, it's detrimental to my learning. [#2447446]

Good [#2447475]

I have no idea what this is [#2447528]

N/a [#2447542]

It would be helpful to have an easily accessible training document for the App Server, including instructions for saving things when using programs through the App Server. It's easy for projects to get lost. [#2447604]

fuck you [#2447663]

I don't think they are user friendly, there are too many steps. Additionally, after I downloaded some programs two months ago, I am having to redownload them. [#2447734]

Cannot answer since I have no idea what Apps@utk.edu might be or do. [#2447827]

The apps aren't really useful outside of the first two weeks of classes. They don't tell us about things that are going on around campus. [#2447852]

The ones that I've tried have left a lot to be desired - not very user friendly or even very practical/helpful. They're really kind of UT ads. [#2447901]

Using lab desktop computers on campus, specific apps often can't open at all and if they do are incredibly slow. [#2447922]

Deliberate outreach to staff and faculty who could benefit from using apps@utk.edu [#2448047]

Rated poor because I had never heard of this before the survey. When was it publicized? [#2448152]

I don't know what this is. [#2448170]

Apps is vital to my work [#2448218]

I've never heard of this. [#2448249]

What is the use of Citrix Receiver? I am led to the download page but after download I do not have the login information. Seems to work fine without it. No information as to what it is for or under what circumstance we need that particular client. [#2448291]

I only just learned that Apps@utk.edu exists. I don't know why I'd need to look any deeper into the offerings but then I don't know what I might even be looking for. [#2448298]

Even when on campus using Citrix, the apps will crash and require me to completely restart the program losing data that has already been put into the program and wasting time. [#2448317]

I was unaware of UT Apps until I participated in this survey. I will have to explore. [#2451676]

Not a big fan of Citrix but it is fine. [#2452233]

No platforms exist to help UTIA [#2452339]

The one I use most often is the VPN service. It's solid. But it would be even more solid if we could use it on more than one device at a time. [#2452479]

This system feels very rudimentary and is hard to log into. It is also hard to navigate the popups. [#2452543]

Gmail! I want Gmail! Please, please, gmail! (In case you can't tell, I'm hoping for Gmail.) [#2452551]

This service is extremely poor. Very frustrating when you can't login to the statistical programs you need to complete your research. In particular, HLM 7 is very difficult to access. Half the time I cannot access the program. [#2452801]

I use the UT app when I want to see UT sport schedule, but I don't think it is easy to review. I'd like to see simpler structure of the schedule. [#2452836]

Most of the apps stop during using the apps. Almost useless for me. [#2452852]

Apps feels like a really old truck that has problems starting, driving, and generally running. [#2452976]

Confusing and sometimes incompatible with other software...should make comparability check available
[#2453039]

Sometimes it runs very slow on campus [#2453130]

Sadly, I don't know what this is. [#2453217]

Need to make the bus option on the Tennessee app more obvious. Only thing I use that app for
[#2453290]

The only way I have heard about the apps is by other students. I do not hear the facility or staff
advertising it. [#2453353]

I love the fact that this is offered to students. Its a little confusing how this works the first time it is used,
but it isn't unmanageable. [#2453374]

None [#2453483]

not user friendly or very helpful [#2453538]

The app is slow and confusing at time. One huge improvment that needs to be made to the mobile app
is addition of parking lots to the maps; it doesnt contain any and as a commuter it makes finding a
parking spot extreamly difficult if the two parking lots i know of are full. [#2453574]

Ability to access institutional/departmental reports to make data driven decisions

It is often difficult to get easy access to reports that are changing on a daily basis, but that are critical to providing the best data for decision making and communication. Even when a report is created that can be used multiple times, it doesn't allow for enough customization to make them relevant to what is needed at that time. [#2447155]

I had a few minor problems with IRIS to access some reports. [#2447217]

We do a lot of surveys for the university and we can not always get the information needed. I work in the Business Analytics and Statistics Department and I try to get information about who is a stats major and minors. I can get the majors, but can not get the double majors or the minors. I must request the information and it is never timely getting to us. [#2447238]

See previous question regarding technology systems for information. [#2447327]

I don't know what function this question is referring to. I can't offer a response. [#2447528]

I think the issues we have as an agency come about because we still store a lot of data in Lotus Notes databases. Searching and browsing provide results that are neither consistent nor complete. [#2448047]

I use Argos to pull EVEA data on graduate students and the process is so arduous and takes forever to retrieve (45+ minutes at least). [#2448071]

I currently have no need to access reports [#2448076]

IRIS is a nightmare to use. [#2448080]

We need better IT support with IRIS in getting financial reports that are more useful in making day-to-day decisions. [#2448113]

See previous answer: Banner seems to be testy too often. When it's down, I can't see anything regarding my students. The reporting system for student data is HORRIBLE. It's way too hard to get anything of real value. I've requested new reports, and I've been assured that I'm on the list, but it's been over a year with no results. That's pathetic. [#2448120]

The libraries would benefit from smoother access to reports and data from the wider institution. [#2448212]

Many years ago the Grad School had an office that handled stats for graduate students/programs. It was great! When the Grad School was dissolved and then brought back, this office was supposedly rolled into the UG version, but information we used to get from the Grad School is no longer available. [#2448232]

IRIS isn't always user friendly when looking for information [#2448339]

Awful internal website interferes with all this. And we don't have a place to store data that everyone can access without paying money for dropbox space. [#2448342]

I do not teach any more and never want to again [#2448344]

See above. [#2448345]

Sometimes have to wait weeks for requested reports [#2452202]

Few reports are accessible, for example we cannot determine how many students have earned a minor in our department. [#2452339]

I think this may be more of a concern for OIRA, but I need to be able to see the number of remaining advising holds amongst my advisees in real time and we don't currently have that. [#2452372]

The university is getting much better but still has a little ways to go. [#2452395]

Department supports Google docs - no a big fan! [#2452402]

When data from OIRA on enrollments, numbers of degrees granted, etc., are compared with data from other sources (e. g. direct download of enrollment data from ARGOS), there is often significant disagreement. As a result, we do not trust OIRA data for our programs. This has been the case for the more than 30 years that I have been at UTK. [#2452484]

UT suffers from a lack of management reports and a central repository from which to access and join financial, HR, student and research data [#2452544]

The new University website is not very intuitive. Seems to not be very faculty friendly. Very outward-looking, but frustrating for faculty. Why is libraries at the bottom? [#2452757]

Our department works with a sever for internal shared files, but it is quite triky to access it from off campus. [#2452765]

Direct access to run reports for departments would be ideal. Having to wait for a department to run a report for you can delay projects and there may not be 100% trust in the data when it is received. [#2452944]

Might be good to have a master list of reports that already exist posted somewhere. [#2452992]

simplify access granting process [#2453022]

Some reports take a long time to reach my desk. [#2453028]

More ability to identify students across departmental and institutional databases. [#2453083]

The ability to analyze IRIS information involves exporting data to Excel then manipulating data. We do not have the ability to build custom reports or if they are requested, OIT does not have the manpower to do it. [#2453202]

Can't compare with other campuses, can't cross student with finance with research [#2453255]

most of my issues can be satisfied with asset management software, WebCheckout. [#2453264]

Personally, I have not requested data reports. However, our department did a few years back for an APR. While we needed a lot of data, we did need it quickly. We were told it would take 2 months. [#2453286]

I think it would be beneficial to all departments to be able to run a report in ARGOS that shows the students in the major (available) and their GPA's (not available) Currently, we have to request a special report from SAIS, which can take weeks. We use these to determine different awards and for prerequisites for courses. [#2453365]

It is a navigation nightmare to find the information you need. NOTHING relies on common sense. [#2453396]

Very limited - not sure where the data are stored and how to access it. [#2453397]

Many peer institutions have Office of Institutional Research which will respond to requests for reports. We got nothing, as far as me and my colleagues know. [#2453402]

Simply put, getting out hands on data that we need is excruciating, ponderous, and often provides us with outdated information. We need access to live information, especially regarding student enrollment status, etc. [#2453424]

Require academic units to post and update SACS metrics [#2453539]

OIRA data about SCH must include all sections of cross-listed courses. For departments that have a significant number of such courses, this makes a difference for their overall SCH and SCH/FTE. [#2453603]

Ability to invite/schedule appointments with others through calendaring services

Nothing [#2447227]

Outlook is easy, but other calendars are not. We need great training as staff. [#2447238]

Right now there is outlook calendar, which the instructor must initiate, and canvas, which the student must initiate. I would like a system in which I could let students sign up for times that suit their needs (like in canvas) but in which I could also, then, schedule special appointments with individual students (like in outlook). [#2447246]

NA [#2447316]

The calendar system still has some glitches, and does not always update information upon it being entered. [#2447327]

I just need to be invited to see some other people's schedules. It's very hard, though because Deans and others don't want me to have access to their calendars. [#2447344]

I myself have had a mishap occur with advising appointments. Apparently, when you click on a desired and open time, a message pops up to EVERYONE saying "your appointment is (example) Monday at 2" BUT, I wasn't aware I needed a confirmation email following the message... Very confusing. [#2447415]

I actually hate this feature. For individuals with complex calendars, it is usually junior staff who try to schedule directly and do not understand. It wastes a lot of time with responses. This feature is one that needs to be used with discretion and the etiquette of using it is more important than the technology [#2447436]

Not aware of services [#2447486]

Make GMAIL available to everyone. Integration of a separate google calendar with office 365, outlook, and my utk google account is annoying and should be unnecessary. [#2447550]

An app similar to Doodle [#2447563]

Not as intuitive as you would think, but works. [#2447577]

fuck you [#2447663]

Microsoft hates Apple. They don't work well together. I don't appreciate being forced to use Microsoft products, and Apple versions are simply inferior. Hosted (Office365) is the worst. Ever. [#2447812]

I didn't know this was an option. Would be helpful for student group projects. [#2447929]

Banner reporting options could use some SERIOUS revision [#2448023]

If all department would let the other know ,went they have something going on so that there is know miss understand ,about were everyone is to park. [#2448037]

Wish outlook calendars worked better with folks outside of the university community. [#2448047]

Not familiar with calendaring services [#2448076]

Outlook works fine but we have employees that do not have enough sense to use it. [#2448080]

I use my cell phone applications. [#2448135]

Calendaring services are not the issue. Personnel actually using the available services are the issue, and I do not believe that OIT can solve that. [#2448203]

Outlook gives people the ability to schedule appointments, but most people in my department still announce meetings by email, rather than meeting requests. More training is needed. [#2448212]

There should be simpler ways to invite/schedule meetings, etc. [#2448232]

Honestly there are too many options. The collaboration spaces (google, sharepoint, etc.) all have their own calendaring. And there are issues with outlook calendars appearing/updating on mobile devices. Every calendaring solution we've tried has failed for one reason or another. [#2448264]

It would be great to have something as simple as "assistant.to" for quick scheduling through email. [#2448277]

I have no idea about this service or even that it existed until now. [#2448284]

I have found that the use of the calendaring service is highly selective. Its use at the university is not obligatory and therefore leaves holes in effectiveness. Also, the ability to book conference rooms is, in our department, hit or miss. Sometimes they will allow bookings and sometimes they won't, and no reliable solution has been found. [#2452150]

Again, Gradesfirst is supposed to link to outlook and that rarely works [#2452202]

force people to use existing systems - they are worthless for group scheduling if not everyone uses it. [#2452286]

Outlook is not used for scheduling as it should be. Many folks do not like to use the calendar scheduling feature. Where I worked before we used it constantly and scheduling was much easier. In order for the product to work, it would mean folks would have to keep updated calendars. Not a priority for some staff/faculty. [#2452296]

UT does not have this. Doodle polls are only option [#2452304]

Being able to use a room reservation system where all participants can see the time, date, etc. would be useful for various buildings on campus. One master system for all buildings would be useful. [#2452362]

Office 365 works well for me to schedule meetings with people whose calendars I can see. When looking for a date to schedule with a large group of people I am using Doodle. I noticed that a Polling feature appeared in Office 365 Calendar, but I haven't tried it yet. [#2452379]

Make university-wide standard to use outlook calendaring. So I can use simple busy search to identify possible meeting times. Seriously. I spend so much time asking people about their availability it's ridiculous. Also, enable IMing through outlook. [#2452401]

remove advisory hold on resistration [#2452449]

Integration of calendars from Apple and Microsoft does not have the functions I need, so I keep two calendars. [#2452484]

I appreciate the change which was made to allow calendar details to be shared with a non-UTK google calendar. I am now able to keep all my appointments in one place, which is extremely helpful. [#2452551]

365 outlook doesn't always match outlook calendar [#2452656]

I wish more people would use this. [#2452696]

Difficulty viewing others' calendars. Difficulties between Macs and PCs. [#2452762]

I need to schedule meetings every day with staff, students and faculty. It is a huge problem for us when the gmail and outlook don't speak to each other (I'm referring mostly to the free/busy scheduling assistant). Also, various people have had mysterious syncing issues and we all spend way too many man hours trying to resolve them. It would be great if all official UT email went through one platform OR if the platforms were contractually required to speak to each other. [#2452765]

Outlook has issues -slow or does not respond several times through the work day. Twice it has had to be taken off completely and reinstalled because it would not open. Is this an issue with others? [#2452816]

Not sure how to use that [#2452819]

I always use gmail because it is easier than office [#2452892]

There seems to much reliance on outlook. It would be nice to have a more cross platform calendaring system [#2453007]

Not everyone uses Outlook. In trying to set up a calendar to schedule appointments with various faculty, the calendar had a lot of bugs. Sometimes the appointment just didn't show up, and when they did, I could not edit anything. It just didn't work for our needs. [#2453105]

I wish it was required for everyone to use. I know, Good luck on that! [#2453106]

There are not many opportunities for this and so a new range of opportunities for calendaring services would be nice. [#2453116]

It is very difficult to schedule appointments through calendaring services because so few faculty know how to use it. [#2453122]

I've had several occasions to try to use it recently. I haven't been able to make it work. The problem may be with me. [#2453152]

The service is there, but I cannot get my bosses to use it! Help!! [#2453208]

It would be great to have access to services or apps that provide self-scheduling options. This could help with scheduling meetings with students and research participants. It would help me to spend my time more productively. Perhaps Bookings as part of Office 365's Business Premium plan could be an option? [#2453217]

I find it difficult to use appointment scheduling through the calendar services. I use Google calendar. Most of the invites I get go to the Office 365 calendar. I wish they would sync. Also, when I tried to use Google calendar appointment options for students, there were issues with time zone settings. A student may have scheduled a meeting with me at 9:30 on my calendar, but it was shown to them as 11:30 because their device was using a different time zone. I guess there's no way to resolve that. [#2453224]

Can't see availability for some people, esp. at other campuses. [#2453255]

I know of a program that can do this! WebCheckout, it is a great asset management solution. This issue can be resolved a few different ways with WebCo. [#2453264]

Outlook is cumbersome in this area. [#2453334]

I have never been showed or taught how to do this. I did not even know it existed. [#2453353]

The process to add an invitee to attend a meeting can be a bit cumbersome. You have to type the persons name exactly as it is registered in Outlook which often times begins with their last name and also includes a middle name/initial. [#2453358]

I have no idea how to do this. [#2453396]

It would be good to provide some unified service for that - we currently have to use doodle polls [#2453397]

It's more than likely due to me using a Mac and the Outlook for Mac is primitive. [#2453407]

First problem: I didn't even know that UT had an appointment scheduling app. Second: It's unrealistic to attempt to keep up with companies like google when it comes to scheduling and calendars. Maybe try to find some way to link to google calendars. If this is already an option, get this info out to students. [#2453422]

I'm not sure how to share a calendar with someone. [#2453423]

I'd love a service that allowed people across all departments to post available appointment times that would allow someone to see availability and send an appointment request. Even more so if the service would allow people to search for possible meeting times involving multiple individuals without having to use Doodle, etc. [#2453424]

I realize that this is a personal choice but I loathe Doodle polls when we have a system in place with Outlook for comparing calendars and taking an initial stab at scheduling without having to use an independent system to query invitees. [#2453445]

I didn't know this was a possibility. [#2453498]

This is critical, but it does not work well for me here at UT [#2453539]

I do not know what it is available. [#2453559]

I despise outlook so I do not use it for email or calendar scheduling. Should have a google based choice as well or something that articulates with google. [#2453568]

Outlook just keeps getting worse, and worse, and worse. I don't have any suggestions, except to maybe replace Outlook with something that is reliable. I have to access about 10 calendars on a daily basis, and Outlook keeps making changes that make that harder for me, not easier. There are problems with synching, access being suddenly denied for no apparent reason, and the difficulty of setting up repeat appointments, but then having to adjust one or two - that process is frustrating. Also, if someone sets up appointments for every Tuesday, but enters the incorrect ending date (or no end date), and then I enter the correct end date, it will undo any changes made on individual appointments. That is frustrating and illogical. Also, the fact that the desktop calendar version and the web version are so extremely different is also frustrating. [#2453614]

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)

7.2730 (n=1696)

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

6.9298 (n=1682)

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 : Adequacy Gap Score = 0. A positive adequacy gap score indicates service performance exceeding respondent's minimum expectations, a negative score indicates service performance below respondent's minimum expectations. Based on this analysis the statistically significant findings (0.05 confidence level) from this survey are as follows:

Positive Perceptions (Adequacy Gap Score > 0)

Negative Perceptions (Adequacy Gap Score < 0)

Having an Internet service that operates reliably.

Adequacy Gap Score = 0.63; N = 813; P = 0.00

Having an Internet service that provides adequate capacity or speed.

Adequacy Gap Score = 0.66; N = 791; P = 0.00

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

Adequacy Gap Score = 0.28; N = 797; P = 0.00

Having adequate cellular (or mobile) coverage throughout campus.

Adequacy Gap Score = 0.17; N = 791; P = 0.03

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

Adequacy Gap Score = 0.65; N = 738; P = 0.00

Having online services that enhance the teaching and learning experience.

Adequacy Gap Score = 0.69; N = 708; P = 0.00

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

Adequacy Gap Score = 0.74; N = 703; P = 0.00

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

Adequacy Gap Score = 0.60; N = 664; P = 0.00

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

Adequacy Gap Score = 0.55; N = 707; P = 0.00

Getting timely resolution of technology problems that I am experiencing.

Adequacy Gap Score = 0.60; N = 674; P = 0.00

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

Adequacy Gap Score = 0.54; N = 652; P = 0.00

Receiving communications regarding technology services that I can understand.

Adequacy Gap Score = 0.85; N = 672; P = 0.00

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

Adequacy Gap Score = 0.95; N = 658; P = 0.00

Official University Email - Office365, Gmail
(available to Students only)

Adequacy Gap Score = 0.81; N = 702; P = 0.00

Online@UT (Blackboard Learn/Canvas)

Adequacy Gap Score = 0.16; N = 681; P = 0.05

UT System Services (IRIS, ANDI, Evisions SP/424)

Adequacy Gap Score = 0.63; N = 386; P = 0.00

Student Information Systems and Online Class
Registration (Banner, DARS, MyUTK, Gradesfirst)

Adequacy Gap Score = 0.35; N = 700; P = 0.00

LiveOnline@UT (Zoom) virtual classroom
environment support

Adequacy Gap Score = 0.77; N = 422; P = 0.00

Apps@utk.edu

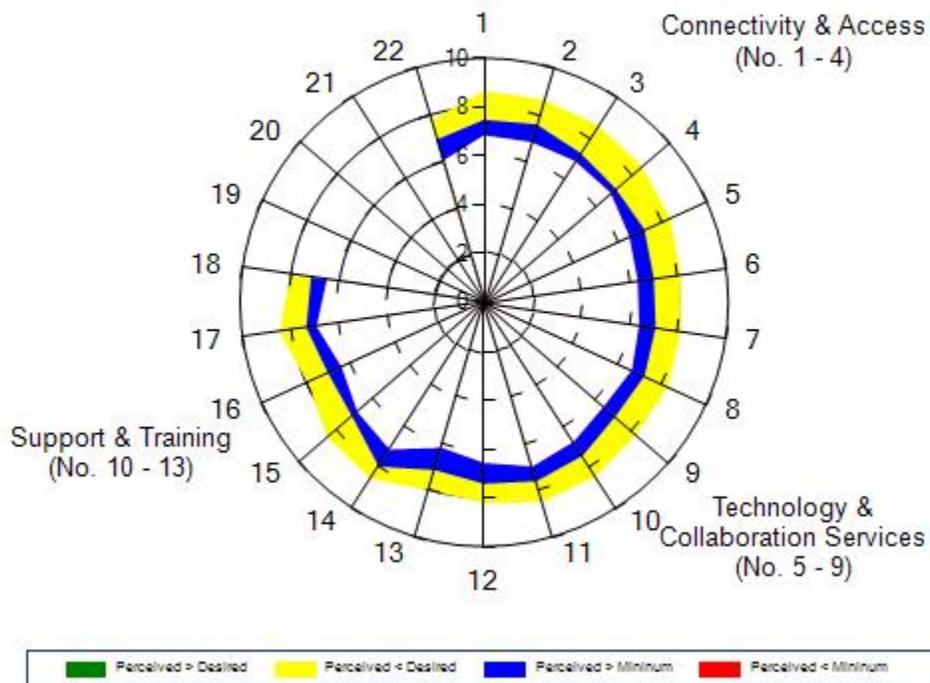
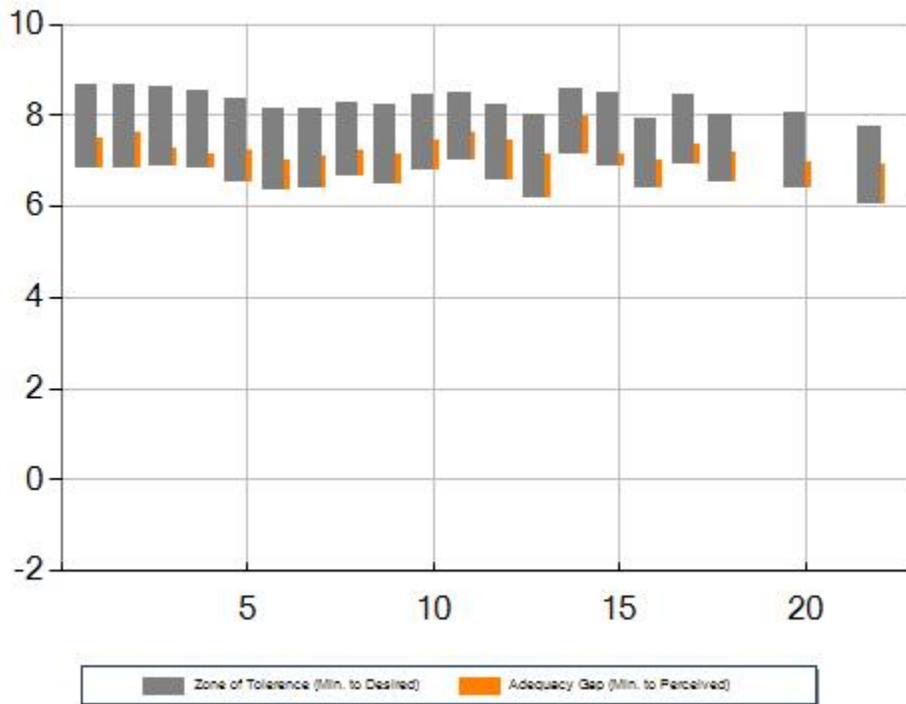
Adequacy Gap Score = 0.53; N = 409; P = 0.00

Ability to invite/schedule appointments with others
through calendaring services

Adequacy Gap Score = 0.89; N = 589; 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 : Adequacy Gap Score = 0. Rows shaded yellow may indicate potential problem areas, rows shaded red indicate a negative service adequacy gap score.

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	6.78	8.67	7.42	0.63	-1.25	813	0.00
		Dev	1.74	0.73	1.44	1.87	1.46		
2	Having an Internet service that provides adequate capacity or speed.	Mean	6.80	8.63	7.46	0.66	-1.17	791	0.00
		Dev	1.67	0.79	1.42	1.80	1.48		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	6.86	8.62	7.14	0.28	-1.48	797	0.00
		Dev	1.75	0.79	1.60	1.97	1.64		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	6.83	8.52	6.99	0.17	-1.53	791	0.03
		Dev	1.83	0.98	1.75	2.19	1.86		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	6.50	8.36	7.15	0.65	-1.21	738	0.00
		Dev	1.76	0.96	1.42	1.87	1.50		
6	Having online services that enhance the teaching and learning experience.	Mean	6.28	8.12	6.97	0.69	-1.15	708	0.00
		Dev	1.97	1.28	1.50	1.93	1.57		
7	Having technology services that allow me to collaborate effectively with others.	Mean	6.32	8.12	7.06	0.74	-1.06	703	0.00
		Dev	1.85	1.20	1.51	1.87	1.48		
8	Having systems that provide timely access to data that informs decision-making.	Mean	6.57	8.28	7.17	0.60	-1.11	664	0.00
		Dev	1.81	1.16	1.51	1.89	1.51		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	6.46	8.24	7.01	0.55	-1.23	707	0.00
		Dev	1.81	1.14	1.66	2.17	1.81		

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

Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	6.77	8.45	7.36	0.60	-1.09	674	0.00
		Dev	1.62	0.93	1.52	1.80	1.50		
11	Technology support staff who have the knowledge to answer my questions.	Mean	6.98	8.50	7.52	0.54	-0.98	652	0.00
		Dev	1.59	0.91	1.55	1.82	1.48		
12	Receiving communications regarding technology services that I can understand.	Mean	6.49	8.16	7.34	0.85	-0.82	672	0.00
		Dev	1.85	1.26	1.49	1.83	1.54		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.15	7.99	7.10	0.95	-0.89	658	0.00
		Dev	1.95	1.33	1.64	2.05	1.71		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.10	8.56	7.91	0.81	-0.65	702	0.00
		Dev	1.71	0.95	1.35	1.74	1.34		
15	Online@UT (Blackboard Learn/Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.85	8.48	7.00	0.16	-1.47	681	0.05
		Dev	1.79	1.04	1.72	2.04	1.79		
16	UT System Services (IRIS, ANDI, Evisions SP/424) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.33	7.92	6.96	0.63	-0.96	386	0.00
		Dev	2.02	1.53	1.77	1.91	1.59		
17	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.88	8.45	7.24	0.35	-1.22	700	0.00
		Dev	1.72	0.99	1.59	1.88	1.59		
18	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.37	7.98	7.15	0.77	-0.83	422	0.00
		Dev	2.04	1.45	1.70	2.02	1.59		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty, staff only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
20	Apps@utk.edu <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.31	8.06	6.85	0.53	-1.21	409	0.00
		Dev	2.01	1.35	1.77	2.12	1.69		
21	Ability to access institutional/departmental reports to make data driven decisions <i>Self-reported faculty, staff only.</i>	Mean	0.00	0.00	0.00	0.00	0.00	0	1.00
		Dev	0.00	0.00	0.00	0.00	0.00		
22	Ability to invite/schedule appointments with others through calendaring services <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	5.97	7.74	6.86	0.89	-0.88	589	0.00
		Dev	2.17	1.68	1.91	2.07	1.77		

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.

NA [#2447316]

I know the internet is shared so if too many people are on the network then it slows. i don't have any solutions, it's just a little annoying [#2447369]

Maybe, during registration, have set times more spread apart [#2447415]

It's mostly just spotty from time to time. When I am connected I have never experienced and issue [#2447459]

Allow consistent Wifi all over campus [#2447465]

Morrill Hall WiFi seems to cut out often and becomes slow periodically. Observed from Floor 11. [#2447468]

Excellent [#2447475]

The internet does not work in the stadium. [#2447497]

Fairly reliable all over campus. [#2447602]

Need faster and better [#2447614]

Have more than two Ethernet port per dorm. And also having ethernet cables that are longer than 6 feet. [#2447628]

It is often down [#2447659]

The internet service is pretty reliable. [#2447736]

Sometimes the internet crashes and is a little slow to load things :([#2447868]

It happens too often for students living on campus in which that is their only source for homework. [#2447893]

Some areas have bad wifi reliability issues. [#2447913]

So important! [#2447929]

Internet access is only available in buildings, so I am unable to access it when sitting outside [#2447987]

Internet is not reliable in laboratories in SERF, especially on the 7th floor. [#2448151]

The internet isn't reliable here. [#2448208]

A lot of times, my computer won't open documents in the Haslam Building [#2448377]

So far my experience at UT as an online student has been good. The only thing I have had to adjust to is all the different IP websites. It has taken me a while to learn them all. I prefer Blackboard to Canvas. When I have had questions and I called the Technology Department they have helped me each time! I give the workers a high rating for what all they do!! [#2452261]

see above [#2452362]

This is vital. Haven't noticed any major problems since the internet died in spring 2016, so that's good. [#2452471]

I'm not sure why this happens, but both of my devices (laptop and mobile device) have been kicked off the eduroam network; my login information does not seem to work to get back on the secure network. This means I have to use UTOopen, which is not as great for logging in to a live online class. [#2452499]

There are lots of places on campus where the internet WiFi connection doesn't work at all. (like the Hill and sometimes even in the Hodges library) Very frustrating!! [#2452548]

usually okay [#2452743]

will not always let me log on to the wifi when I get to campus in the morning [#2452787]

In the HPER building, I am often kicked off the Wifi. [#2452978]

NA...just isn't up to par sometimes [#2453039]

Get gigabit internet. You can nationally advertise that and it would bring in better students from across the nation/world. [#2453121]

Un even speed at different locations on campus [#2453134]

Once a week, internet usually drops out every five minute for an hour in walters A303 [#2453143]

Don't know what exactly you can do about it but wifi becomes unreliable when walking around campus [#2453144]

I think it's getting better. [#2453171]

It is great [#2453180]

Out in the public outdoors spaces so we can work outside [#2453469]

Mobile Wifi goes out frequently in AMB and the student union [#2453490]

Please create a better wifi for sorority village. [#2453498]

Wi-fi in the Hodges library can get shoddy. [#2453554]

Having an Internet service that provides adequate capacity or speed.

NA [#2447316]

With the workload of most college students and pressing deadlines, it is very frustrating to set out a block of time to finish an assignment but since the Internet is not working at a normal operating speed, I am unable to finish in the time allotted and spend more time waiting on information to load than I do on the actual assignment. [#2447405]

Good [#2447475]

Internet is slow all over campus. I'm not particularly upset by this since there are so many people using wifi on campus, but it's pretty damn slow... [#2447497]

Internet services at peak times for desktops in library can take an extremely long time to log on (like 5 minutes) which has made me late for online classes. Otherwise, the speed of connection is fast and most of the time reliable. [#2447582]

I've had few problems with the internet. Occasionally it runs slow but rarely. [#2447602]

Need faster and better [#2447614]

Speed is really bad [#2447659]

Extremely important [#2447836]

The eduroam service is not always adequate. [#2447893]

There is good capacity and speed and I don't usually have any issues there. [#2447955]

If/ when we do have internet it is usually slow to load. [#2448208]

a lot of times while connected it says that there is an error with the network and I have to switch between different UT ones [#2452247]

On a college campus in an increasingly technologically-focused world, I think this is an expectation. I wish outdoor areas had better internet service so I could study outside more. But, in classrooms and the library, connection is generally pretty good. [#2452471]

usually is okay [#2452743]

The internet speed is not stable. [#2452852]

Wifi is frequently very slow [#2452904]

In the HPER building, I am often kicked off the Wifi. [#2452978]

Sometimes slow... [#2453039]

The speed of the internet is very reliable and fast around campus. [#2453042]

Obvious necessity. Almost every student and professor uses it along with guests. It leaves a bad impression upon the university if it is slow. [#2453121]

When using Apps at UTK on campus is sometimes slow, but other than that the speeds are pretty fast. [#2453130]

Desktops feel slower than wireless ones. [#2453171]

I have experienced lag before when streaming movies. Kind of irritating [#2453290]

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

Wi-Fi signal is spotty at best in some buildings on campus, and when it does work it's very slow. [#2447255]

Expand coverage [#2447268]

The coverage is very good. However when I'm walking to class or work the coverage is spotty. [#2447276]

NA [#2447316]

wifi coverage is spotty especially with old building foundations [#2447326]

It is very frustrating when I can be on any given part of campus and my wifi can range from not having any to full coverage. This is very frustrating when I'm trying to give myself a change of scenery and work on projects outside when the weather is nice, but I have no Wifi to do so. [#2447405]

I have needed to use a computer for a class activity but been unable to log in to the computer because the laptop could not access the university's wireless internet in the classroom. Perhaps having more wi-fi routers or repeaters in buildings would help with this problem. [#2447457]

Excellent [#2447475]

Wifi also does not work in the stadium... [#2447497]

The student union is a dead zone. [#2447553]

The Wi-Fi coverage seems to be sporadic and variable on mu location on campus (for the ut-open connection). [#2447575]

Need faster and better [#2447614]

The internet it's been really slow for the past year and I work mainly on the internet. It is slowing down my work performance [#2447659]

The wifi is not great. There are many times where I lose wifi on the top floors of the library, in the Haslam building, and when walking in many areas of campus. At times I have had to go to the OIT desk because my computer was not able to get any wifi at all. [#2447736]

I don't have service in south stadium hall and other areas sometimes [#2447774]

The WiFi coverage is not good enough! [#2447820]

Certain places on campus have either extremely slow wi-fi or no wi-fi service available whatsoever. I have mainly encountered this issue in some of the older science buildings (located on the hill). [#2447833]

Sometimes the wifi goes out or is poor where I am [#2447874]

When my computer turns on it takes about 5 minutes for connect to the WiFi but when I use other WiFi it connects right away. [#2447879]

The Wi-Fi here is atrocious. I have to manually reconnect every time I enter a building because it disconnects as soon as you leave the building. Additionally, I don't get Wi-Fi in my bathroom and parts of my dorm room. [#2447888]

Wifi doesn't reach all areas on campus such as fraternity row or around neyland. [#2447893]

n/a [#2447915]

I use Wifi on campus, rather than plugging in via an ethernet cord. I don't even have an ethernet port on my laptop. So, I feel it's very important to put resources toward the Wifi rather than just landline internet. [#2447928]

So important!! [#2447929]

For the most part there is great coverage, just some iffy areas on campus. I am an architecture major and there are occasional problems in that building. And sometimes I struggle in my dorm room. [#2447955]

There are really spotty areas like AMB or along Neyland. [#2447969]

The wifi coverage at the Ag campus could be a lot better. Most internet only works within the buildings and don't give students a way to sit outside and enjoy the weather. [#2448109]

Sometimes wifi doesn't work when you're not right by a building. [#2448170]

If I'm traveling on a bus from main campus to else where, I usually go outside of Wi-Fi range. [#2448208]

WiFi outside of buildings would be ideal. [#2448302]

Wifi coverage on campus is basically non-existent outside of buildings even very close to buildings. Increasing coverage would be great [#2448317]

Wi-Fi coverage needs to be accessible from everywhere on campus. [#2452211]

there is little service in Hess Hall and a few other spots on campus where service is really bad [#2452247]

Wifi is spotty in basement levels or levels built into a hill, which inhibits my ability to access email and constant email access is a necessity. [#2452362]

There are several dead spots for Wi-Fi while walking on Ped Walkway, alone. [#2452531]

Often times as I walk through campus, I lose Wi-Fi coverage and have to disconnect and reconnect. [#2452672]

usually works fairly well [#2452743]

South Stadium hall has little to no coverage [#2452748]

I sometimes don't have access in the UC and Estabrook [#2452782]

get wifi for all of room 517 in the south stadium hall not just half! [#2452787]

This is the most important. I can never rely on the University wifi ever. [#2452819]

The wifi coverage is poor in some places, also the speed is not very good. [#2452852]

This is very important [#2452865]

Eduroam and ut-open "fight" over my phone frequently. Also, I think there are security risks in having the main wifi not use password logins. Also there are several places where I can't get internet access through wifi even when I'm on wifi. [#2452910]

Internet coverage does not extend into parking lots [#2453017]

The internet is faster than mine at home. I have no suggestions [#2453038]

Nope [#2453039]

This is an obvious necessity for students in today's college world. So much is done on our smart phones that reliable wi fi across campus is a must. [#2453121]

Some areas on campus are not as strong so the wifi is slower. [#2453129]

I've been in buildings where wi-fi signal fluctuates a lot (e.g., Walters) particularly inside labs. [#2453146]

Coverage is low on the streets and neyland stadium. [#2453171]

The wifi is good however between campus and sorority village the wifi goes out [#2453235]

Wifi goes out frequently in Laurel Hall. Expand coverage [#2453490]

There is poor service at times in the library and in the below ground levels of buildings. It would be great if that was fixed. [#2453502]

I would love to always have internet on campus that is reliable and is not spotty. [#2453524]

Coverage at Tickle's building is not quite good. [#2453540]

Having adequate cellular (or mobile) coverage throughout campus.

Make Wi-fi more campus wide for mobile devices [#2447268]

Football games need better coverage or put wifi in the stadium. [#2447276]

I would enjoy greater T-Mobile coverage throughout campus. Ped Walkway, by HBB, seems to be among the weakest points for the signal. I often lose connection while there. [#2447287]

NA [#2447316]

Some rooms in dorms (I'm in Fred Brown 205) don't have adequate cell service. It's a minor problem, but it does suck having to press your face against your window or leave your room to call your parents or send a text. [#2447318]

buildings with old foundations interrupt service continuously [#2447326]

I can never get service in certain buildings, like the music building, basement of WLS, or the business building. [#2447346]

I am not sure why but service dips at certain points on campus. Would it be possible to put Cellphone Reception Boosters in some areas of campus? [#2447369]

Improve reliable cellular service in dorms [#2447465]

Cellular service in the 21st century should always be very high. Buildings on campus around campus often prohibit this. [#2447468]

I have no cell phone reception in any of the buildings on campus. If I want to do anything requiring cellular data while on campus, I have to go outside about fifteen feet from any buildings. I have a four hour break I spend in the Student Union building, and that entire time I cannot make or receive phone calls or texts. [#2447497]

There is no reception at all for T-Mobile within the Student Union. [#2447513]

Again, student union is dead zone. I never go there because of how bad the service is. [#2447553]

Cell coverage in the building I work in is terrible. Not really sure how this can be fixed but would be much appreciated. Building is Walters life sciences. [#2447560]

I never really had an issue with cell service until I had a class in Haslam last semester on the first floor and got no service at all. It wasn't a huge deal because I still had internet connection, but definitely still an inconvenience. [#2447584]

I have sprint and it sometimes struggles, but with the wifi I'm pleased with my cellular service. [#2447602]

There are a few places around campus that have bad cell service, especially the UC. [#2447635]

The coverage on campus is very irregular and in my case, I don't have any in my office [#2447659]

A lot of the time I do not have cell phone service in most of the buildings (haslam business building and the student union) and it makes it very difficult if I needed to call someone for an interview or any other reasons. [#2447690]

I have little or no service in many buildings throughout campus [#2447713]

Many of the buildings have little to no coverage at all. [#2447734]

I typically have coverage all over campus. [#2447736]

There are several building in the engineering area where reception is atrocious (signal strength is fine but apparently the noise is also quite high). [#2447814]

There are several places on campus that are "dead zones." This is concerning because I would like to have cellular service at all times in the event of an emergency. It can also be annoying because there are times when I don't receive a text or voicemail ever, even though the other person told me that they texted/called. The same has happened on my end with outgoing texts. [#2447833]

I never have cell phone service in the food court of the student union (where chick-fil-a and salad creations are located) I never have phone service on any floor above 2 in Hodges Library. I have ATT&T. It's beyond frustrating to not have phone service while on campus, especially the library [#2447844]

Often in my dorm at Brown, I will be unable to get cellular coverage with Verizon, making me go outside in order to call others. [#2447848]

-no coverage in bottom floor of HBB [#2447869]

There's a few classrooms that have no cell service at all [#2447874]

I don't know if it's my phone or UT but I have trouble connecting to wifi on my phone often, or the signal is weak. [#2447922]

Please improve coverage! [#2447929]

T-Mobile coverage in the Student Union is non-existent [#2447954]

I feel like my phone only works well here if I'm connected to Wifi. I switched from Verizon to AT&T but it hasnt helped. [#2447978]

please please please fix the cellular coverage in the student union [#2447987]

There could be better wifi coverage at the Ag campus. There are a lot of spots that do not get wifi service. [#2448109]

I have several dead zones in my dorm. It has caused me serious issues/ [#2448136]

Cannot make phone calls in the laboratories in SERF. an issue in case of an emergency and has been a pain when an instrument breaks down and you need to call a service engineer, but can't stand next to the instrument when you are talking to them. [#2448151]

They need to make calling available in Stokely Hall. I can't even sit on my bed and talk to someone without the building interfering and cutting in and out! [#2448211]

I don't have service in many of the buildings around campus. I don't have service in the memorial building or the student union [#2448284]

Walthers have bad connection at floor 2 [#2448364]

I can't get service inside the student union where the food and bookstore are. [#2448378]

It is good but can be better [#2448395]

Inside building it would be good to have coverage as well. [#2452233]

n/a [#2452235]

We really need cellular coverage in the Student Union. Lack of coverage significantly hinders communication with my peers. [#2452283]

On the second floor of Walters Life Sciences building, there is no cell service. At best and at random a cell phone can get 1 bar. [#2452362]

I work in the Student Union, and not only is not having mobile coverage throughout the building inconvenient, it's also dangerous. It means a vast majority of employees/students in the building either do not receive or are delayed in receiving UT Alerts, and should an emergency occur within the building, it would be difficult to notify the proper authorities; in most cases, either a building phone has to be located, or an individual must leave the building to make a phone call. Not all situations make this feasible (an active shooter scenario, for instance). It is my understanding that this limited coverage has to do with waiting until all areas of campus are set up to activate better coverage, but as a main area of traffic on campus, I think it's vital that the Student Union, at least, have much better mobile coverage. [#2452499]

I'm not sure how you can improve this due to the buildings, but it's frustrating having to go outside of the UC, library, or in Haslam to be able to talk on the phone. If I'm studying alone I hate to pack up all of my stuff just to make or answer a call. [#2452500]

Sometimes my data coverage is spotty. [#2452518]

On the first floor of Haslam, specifically, there is no cellular service. [#2452531]

I have good connection almost everywhere on campus, being that I have an iPhone on the school wifi. Occasionally, I will be in a classroom that does not allow me to connect. [#2452636]

it would be awesome to have better coverage on the hill! [#2452683]

stokely hall especially has horrible cellphone coverage. it is not safe to have bad coverage. [#2452743]

Why does coverage suck so bad in the UC? [#2452769]

Wifi is not great for cell phones in certain areas of campus. [#2452778]

I NEVER have service in the UC and sometimes Neyland [#2452782]

no cell reception in lower levels of university center [#2452787]

The mobile coverage when i enter Student union, especially VolBooks/VolTech is zero and it makes difficult to contact the outside world when i need some clarifications buying text books/gadgets.

[#2452813]

This is a major safety concern. I would feel safer if I had adequate cell coverage [#2452819]

Some buildings have horrible (nonexistent) service inside the rooms. For example both of my labs and hallway on 3rd floor SERF [#2452892]

there is no cell coverage in stokely residence hall [#2452946]

Some buildings have little to no cellular coverage. [#2452947]

Limited coverage in SERF hallways and no service in bathrooms [#2452954]

Cellular Service is spotty in Stokely Management Center [#2453017]

Usually there are issues at the HBB 4th floor and above [#2453030]

Awful for att and sprint but not university's fault [#2453039]

I get signal just about anywhere on campus, except in the middle of the library sometimes. [#2453042]

There is no cell service in some parts of the bottom floor of HBB [#2453109]

There is very poor mobile coverage in several places, including the library upper floors and the student union. I can never receive calls/texts. [#2453116]

There are dead wifi zones by the AMB/Neyland plaza where the buses pick up students. That needs to be fixed. [#2453121]

Still have dropped calls around the stadium. [#2453122]

There is no service in my office - Walters A303. Could we improve this? [#2453143]

There is virtually no cell service in the UC (Student Union) [#2453144]

improvement needed In the music building [#2453163]

Have stronger connections in the basements and stadium. [#2453171]

Good service [#2453180]

There's horrible coverage in the student union and sometimes it is sketchy around AG campus. [#2453258]

there is no service in the S.U. [#2453301]

We need more coverage for all Services. I have Tmobile and do not get coverage in certain buildings like Bueler. [#2453332]

I don't know if there is a way to improve cellular service in areas that are under ground level or in the center of some large buildings (the Lindsey Auditorium in Hodges, the lowest level of Haslam and the lowest levels of Art and Architecture, but those are the only locations I see a problem. [#2453374]

Some classrooms need more adequate cellular coverage. [#2453446]

In the stadium [#2453450]

There is very bad cell service in Stokely [#2453469]

The library has very low cellular coverage for T-mobile [#2453476]

Spotty in certain buildings [#2453485]

I have AT&T service, and for whatever reason I don't get cell service in the Student Union. I hear others have similar problems. [#2453554]

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

It seems that some of the web sites that the school provides for us go on are out during the worst time for them to go out. I am not sure there are ways around that but it would be nice to have 100% reliability in these web sites, with canvas being an example. I also think that if we are going to use online systems such as canvas, that we should not also use blackboard at the same time. It is confusing going back and forth between web sites. I also wish, and I know may not possible, that classes within the business college were not held online. Most business classes are usually hands on and should not be taught on a computer screen rather than in person. I will use management courses as an example for this statement. [#2447195]

Nothing [#2447227]

more softwares. Solve parking issue. [#2447311]

NA [#2447316]

Quality varies wildly. Some are okay some, not so much. [#2447346]

The UI of some of the websites are really tricky. Also there too many things that send you off to other websites and some are broken. Just fixing some broken links and making the UI easier for those who do not actually how to navigate it the first time. [#2447369]

Make all department sites mobile friendly. Have a university-wide template that is responsive and force every department at UTK to use it. [#2447371]

Canvas has been broken for quite a while right now. The website sucks. Blackboard never did this, at least not to my experience. Also, half the library's resources don't work, which makes it rather difficult to do research papers. [#2447497]

The Self-Service Banner feels clunky and outdated compared to other sites such as myUTK or Canvas. [#2447513]

None of the UT websites are user friendly, it is easier for me to Google what I am looking for than to try and find it straight from the website. [#2447734]

The web sites are easy to use. [#2447736]

the main page.. the myutk page... no matter what I do, the bookmarked link always redirects me to the "Logged out and close your browser" page. On my own computer? really? Its the little things man.. the little things that make me want to break my computer. [#2447756]

University main website sometimes has troubles working with Google Chrome, about Disallowed Key Characters [#2447902]

Canvas is so so much better than Blackboard, but it could still use some tweaking particularly with the announcements tab being counter intuitive in use. [#2447969]

The library webpage buries too many important features like research databases behind menu categories that are not intuitive. I often have to click through multiple categories to find the link I'm looking for [#2447970]

Sometimes they can be ridiculously hard to navigate. [#2447997]

I currently have to use 3 different online sites to access information from all my professors. There just has to be an easier way. [#2448208]

It is getting better, but there could be improvement in the MyUTK, Registration process. Also some of the information as the student deadlines should be where it is easily found and accessible like fees deadlines. [#2448291]

OIT's website needs to be kept up to date and old webpages need to be taken down or updated. I have had experiences where information on different pages of OIT's website have conflicted with one another. [#2452211]

I really wish we didn't get two emails a day once a year to change our password (two weeks before it needs to be changed). One email a day a week before would suffice. [#2452257]

The Hodges Library Site is a little confusing with respect to logging in and finding articles that are linked out from the website. [#2452362]

UTK's homepage is a little unwieldy after the last update. In my understanding, the whole banner at the top is a fad among websites, but it decreases information density, and makes it unnecessarily difficult to actually get to the information you're seeking. [#2452499]

Make DARS reports more visually appealing/readable. [#2452720]

The new utk.edu website is really difficult to use now. All the helpful links are hidden or impossible to find, unlike the old version of the website. Not user friendly. [#2452778]

There are good websites available (like canvas) but currently all the faculty use 3 different websites (canvas, blackboard, and vetnet) there is no conformity which makes it difficult. Additionally, professors refuse to use online grade postings. I realize that this problem is probably outside of your control. [#2452822]

The web pages are not easy to go through. [#2452852]

There are times when I feel the online services and web sites are not intuitive enough. For example, when browsing course selections, there should be a link to get to the course descriptions. [#2452860]

Do not like Canvas. [#2452865]

Make searching easier on the site... I always end up with an "oops find that page" [#2453039]

I do not like navigating the canvas system. I prefer Blackboard, which made almost every task more intuitive. [#2453068]

The main UT website is strangely organized and nonintuitive. To find relevant information regarding academic calendars for the current year, fee/tuition amounts, etc. I have to dig for quite a while. This is something that should be easy to organize on a single webpage that is updated each year. [#2453099]

Apps at UTK is sometimes difficult. Also, registering for classes on MyUtk is difficult to use because you can't click "back." I'm always getting error messages when choosing a different subject area to search. [#2453130]

Great service [#2453180]

MyUTK has lots of extra stuff that doesn't seem to relevant. Maybe just showing the things that I, as a student, need to see would be better. It has a cluttered feel to it. [#2453244]

Reference blackboard suggestions^^^ [#2453422]

Having services that are easy to use are key to helping me achieve as a student and getting my work done in a timely manner. [#2453458]

Having online services that enhance the teaching and learning experience.

More navigable [#2447261]

NA [#2447316]

I do not like the REACT/flipped learning classes. I find it hard to follow or maybe I prefer face to face classes and aid. I will say I do like that on WebAssign for Math, it has a "watch it" button, that way you're not completely lost on a question. [#2447415]

Again, I'm in the stadium most, and there are maybe two rooms in the whole building that I've heard have wifi. I have yet to find these places. [#2447497]

Zoom isn't great for online classes [#2447729]

n/a [#2447915]

stop sending me emails every 10 minutes about this survey [#2452653]

Create a live stream option for campus events. Ex: When speakers come to campus in the evenings, give viewers/students a live stream option so we can watch remotely. [#2452720]

professors sometimes have trouble with wifi and projection systems connecting to their computers [#2452787]

There are good websites available (like canvas) but currently all the faculty use 3 different websites (canvas, blackboard, and vetnet) there is no conformity which makes it difficult. Additionally, professors refuse to use online grade postings. I realize that this problem is probably outside of your control. [#2452822]

NA [#2453039]

Canvas is much better. Hopefully this is fixed come May! [#2453099]

More availability/student discounts with study tools like CourseHero, etc. [#2453116]

Really is helpful [#2453180]

Forcing students to buy Packback, or having us BUY an online subscription to do homework is ridiculous. We're already paying to attend the school, we must we pay to do our work as well? [#2453230]

The library website is very helpful. [#2453235]

As previously stated, blackboard is handy for obtaining course information and assignments and I find this more commonly used by professors; however, that's the only thing I find myself using. Not the mail, not the tools, there are about 10 other applications on blackboard that I DO NOT USE. Clean it up a little bit and just leave what's important. [#2453422]

It is good, but more resources will be better. [#2453446]

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

As long as it isn't gimmicky [#2447268]

NA [#2447316]

When having to do group projects for classes that require you to use software through UT, it is very difficult because the services we use are not reliable and do not seem like they were made for these uses. [#2447405]

N/A [#2447575]

I think it would be really helpful to have student access to project management software like Asana or Smartsheet, because it streamlines the collaborative process. [#2447604]

I use world cat and sometimes (probably when I use of at the library) there appears the link connecting to utk interlibrary loan but not when I used from the outside of the library. I wish there was a link to world cat from the one search page so that if I logged in to utk library account I can use that link outside of the library. [#2447770]

I do not like how we are between Blackboard and Canvas. And that there has not been anything to teach us how to use Canvas [#2447879]

Not every student has knowledge on how to access this information. It should be more widely known. [#2447893]

Google Docs is amazing. [#2447913]

I would love more resources to be invested in training and use of programs to help with computer programming. [#2447928]

Everything that we have so far is great. I don't know of a way to improve this. I've only used canvas for 2 classes so far but it has seemed to be easy to assist in collaborating with others. The speed of emails is really great, I can access study guides a lot quicker than I expect. [#2452500]

stop sending me emails every 10 minutes about this survey [#2452653]

fix canvas or go back to blackboard [#2452787]

Google docs are great...you should have a class to teach people how to use it and ONENote [#2453039]

Better, more reliable wifi [#2453056]

Google Suite is a useful tool, and one that is effective for class projects. [#2453099]

----- [#2453116]

Greater awareness and education of the tools that are available would be nice. [#2453244]

Skype for Business doesn't give my office the power feature that we need, like group chats and groups-within-groups. Currently we use Brim. [#2453379]

I'm not sure what kind of collaborative software you're talking about, but if there is any online collaboration outside of email, I've found myself and most other students using google applications. [#2453422]

Get rid of Blackboard [#2453485]

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

Improve the searching system [#2447257]

This is important [#2447268]

NA [#2447316]

The systems are present. But administration most use them properly. (Course offerings, and the like) [#2447814]

-new bus app could be better, not great at estimating time until arrival [#2447869]

Perhaps I misunderstood the meaning of this question.... but the way I read this is... I would like to have more access to training courses (run by humans) on things like Newton, R programming, Python programming, etc. You only have some of these courses in the library once or twice per semester. But if those times do not fit in your schedule or if you find out too late about the classes, you lose out on real information that could help with your data analysis you need for a pilot project for a grant proposal... It snowballs. [#2447928]

Not aware that UT offers such a service [#2447954]

Again, it doesn't matter how great it is if you can't even load a page. [#2448208]

Find a way to provide cell coverage inside stokely hall [#2448275]

Depends on what data is available. [#2452233]

I haven't found any useful information from oh I teach that can be used for decision-making [#2452265]

I didn't really know what this question was asking about. [#2452732]

The applications like social media data gathering software should be available for all the graduate students, it is a powerful tool these days. [#2452852]

Extremely important. [#2452865]

Deadlines are always too close to opening dates [#2453039]

Overall, services are good and meet most of my needs as a student. [#2453064]

Data that informs decision-making? [#2453164]

the library website is very helpful. [#2453235]

More text instead of email notifications. [#2453249]

Sometimes emails do not come through or send in a reasonable rate. People have told me they go tmy email days after I sent it. [#2453360]

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

Nothing [#2447227]

NA [#2447316]

Many meeting room have put of date connectors and over-complicated systems. Hi Def connectors (hdmi, dvi) would be a great first step. [#2447362]

I need access to a computer with Linux on it and they aren't available in the library and there is no information online on how to do so. [#2447378]

I am in the stadium classrooms most of the time, and the technology is so ridiculously minimal that we often have to trek through the stadium to find an empty room with a VCR or DVD player with which to watch a video. [#2447497]

Not as many high-tech classrooms as other institutions that I am familiar with. [#2447575]

Classrooms in HSSS ALWAYS have issues. It's tough to get through a lecture without having at least one problem. Additionally, the media site software used for video playback of films from UTs website is awful and outdated. [#2447585]

More labs need to be available with rquipment that is more up to date [#2447729]

While there are some available classrooms, the majority of the time they are booked. [#2447734]

Go ahead and give all the good stuff to the business students, why don't you? Nice lecture halls, nice desks with working outlets, spacious rooms, the einsteins bros bagels. But nah, the engineers, or other majors for that matter, don't need that. The people that are going to build your future don't need that, they can have Estabrook, with 80? rooms on 80? days. Oh, also, the kids studying in the library don't need that either. Need an outlet at a booth? Need a little extra light at your little booth? Ha, too damn bad. [#2447756]

The meeting spaces aren't very soundproof on certain levels of the library. Most times the internet and email services are superb! This survey was terrible, it should have been recognized in a non-confusing way. [#2447836]

It would be nice to have move classrooms available for meeting. [#2447984]

Most of the classroom I have been in have terrible technology, slow computers ad projectors that don't work at all or only some of the time. [#2448136]

Not much available [#2448364]

Many of the classrooms and meeting spaces on campus are in severe need of an upgrade. Many projectors are old and outdated and their bulbs need to be replaced more often. This is particularly true of conference rooms across campus. One huge issue that I have come across in many classes is that there is a severe lack of power outlets in classrooms. This applies to both lecture halls (where it may be expected) as well as smaller classrooms around campus. As an example, this has been an issue for one

of my classes this semester as it is a course that requires all students to be using their computers. However, the classroom that this class is held in only has two outlets, one at the front of room by the whiteboard and another on the very back wall. For a class of nearly 30 students this is an unacceptable setup. [#2452211]

Update the whiteboards because most of the time they barely erase making it very hard to read sometimes-- especially DO 416. [#2452346]

The rooms in Walters Life Sciences are lacking in technology. [#2452362]

I don't like how you can't go back in and edit a reserved time. I have only reserved rooms in Haslam and when I forget to make it for the entire allotment, I can't go back in and extend the time even if the room isn't reserved after me. [#2452500]

stop sending me emails every 10 minutes about this survey [#2452653]

South stadium hall has limited internet as class rooms from the 60's [#2452748]

WIFI! [#2452787]

A lot of times the technology provided in the classrooms would not work. IT people had to make frequent visits [#2452822]

If there are more comfortable chairs in classrooms, that would be great help to stay focus. [#2452836]

Classrooms and study areas need to have sufficient resources [#2452865]

For example, Ferris has small classroom with tables and random chairs for the students. The smart board is very small. And you cannot turn off the lights in the front of the room near the smart board [#2452892]

Lots of rooms have the tech in them but either the panels don't work correctly or the required cables or connections are not available [#2452904]

Compared to other buildings and departments on campus, the classrooms and technology in the HPER building is not as up to date. [#2452978]

There are sometimes not enough meeting spaces without technology, honestly. [#2453017]

The library's system is good... But many don't actually adhere to the schedule [#2453039]

(Architecture) The building offers many resources yet closes them for almost the entirety of the weekend as well as nights during the week. This has to be fixed if the school continues to demand such high expectations. [#2453089]

We need updated classrooms with multiple screens/mini-projectors for in-class group projects. [#2453122]

need more areas with secondary monitors [#2453144]

I don't understand why most classrooms don't have a pc for instructors to use. I understand that some people prefer to bring their own laptops, but it's a hassle not to have any in-place pc to use in cases of unexpected contingencies [#2453146]

I've only had one class with computers in the room. They were helpful but not as useful as they could have been for another class. [#2453235]

We need more computer labs. [#2453249]

Often the adapters are missing in meeting rooms or the system simply isn't working. So it would be nice to have them all working, all the time, and to have adapters in each room (especially usb adapters that fit most laptops vs. the VGA adapters). [#2453459]

Some classrooms are very outdated [#2453485]

Getting timely resolution of technology problems that I am experiencing.

Nothing [#2447227]

NA [#2447316]

I'm not sure what kind of response you are looking for here. But getting resolution of my technological problems is important to me. And it is always easy for me to find help when I need it and the problem is always resolved. However, sometimes it takes longer than I would like. [#2447424]

Canvas was down for 5 hours today from noon-5pm. That made it difficult to study for my exam tomorrow during that time and access files that I needed for class. [#2447711]

Again, there never really was a resolution. [#2447901]

I work a lot on Newton, the supercomputer. When I have problems with this, there are only a couple OIT people who can answer my questions. So, I end up sending most of my issues over email, when it would be so much easier to speak to a human to help with my Newton problems. [#2447928]

I've never experienced any technological problems before so I cannot really say. However, I know a lot of people have problems with accessing programs that are linked through Blackboard like the Turning Point system. [#2447969]

n/a [#2452235]

It sometimes takes a couple days to get feedback [#2452782]

Better knowledge of who to contact [#2452815]

Takes a long time to get answers to issues currently. [#2452865]

I had a problem using a classroom projector at the beginning of the semester and sent in a help request to OIT, however they were too booked to come out and help before the next class. Perhaps OIT can provide more helpers at the beginning of each semester when demand for help is higher than usual. [#2452989]

I never have a problem when contacting OIT and getting info in a timely manor. [#2453038]

NA unless you add/hire more workers...sometimes the site crashes the night something is due and isn't fixed until deadlines are already passed...some instructors are not sympathetic to this plight [#2453039]

I feel a lot of response is directing people to basic information sites on myUTK to fix problems rather than work with the student to easily go about fixing the issue. [#2453089]

I think OIT is good at it. But it'll be better id things actually get resolved. [#2453171]

Very helpful [#2453180]

It might be beneficial to list more clearly the types of problems you are able to solve/ troubleshoot with which types of technology. [#2453374]

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

NA [#2447316]

Any time I or a teacher of mine have to contact tech support for assistance, they never seem to know what they're doing and take upwards of an hour to come to the conclusion of something so simple as something not being plugged in (though the people always act like they know everything; it's pretty sad). [#2447497]

They have helped with every issue I have had. Except for SAS installation. [#2447585]

I've been to the tech support system and the girl was extremely helpful and knowledgeable [#2447836]

I called in recently about Zoom and was told I could have zoom meetings as long as I wanted. Well...a work order was place by the OIT guy on the phone and later I got an email telling me I didn't have the authority to do that. I was very frustrated and confused. [#2447846]

They are generally supportive, but sometimes not that knowledgeable. [#2447852]

Please, for the love of god, switch the library's Silverlight plugin for movies. I spent an hour and a half on the phone with oit trying to figure out how to make the plugin work. Hint: only with internet explorer, not bing, not firefox, not chrome. PLEASE change this, for both our sake. [#2447869]

I have primarily gotten what seem to be student employees when I've called, and I seem to know more about the issue than they do. They've never actually solved a problem I'm having. [#2447901]

More training for the support staff might be helpful. [#2448188]

As an online student, I am dependent on the staff at OIT. I have never been disappointed and I am truly grateful for their assistance. [#2448241]

The few times I've asked the desk for help (specifically with the copiers), they knew nothing and just told me to find someone else. [#2448284]

Most OIT employees don't have the specialized knowledge to help students who take upper level classes in information technology. Hiring students in information management and computer science majors would probably help [#2452265]

They didn't know how to fix my last computer issue but I have since been able to fix it on my own. [#2452782]

not have them call everyone trying to find the right answer to my problem [#2452787]

support staffs lack knowledge about the hardware problems at times. Kindly keep them updated frequently y hands on training [#2452813]

Need to be more accessible/obvious where stationed [#2453039]

They are great. [#2453121]

The ability to touch people's devices would really help with a lot of tricky problems without a clear solution. Would really help with trouble shooting. [#2453214]

N/A [#2453235]

Receiving communications regarding technology services that I can understand.

Nothing [#2447227]

NA [#2447316]

N/a [#2447542]

I think a technology section addition to VolUpdate would be useful - the saying goes that "I don't know what I don't know" and so I won't know what technology to seek out or know skills I could develop if I'm not aware of what is offered or where it is offered. [#2447579]

Usually these are hard to find and not always even helpful in solving the problem [#2447901]

Most seminars are only offered on main campus. [#2448208]

stop sending me emails every 10 minutes about this survey [#2452653]

They do a good job [#2452782]

This would be helpful in the ability to utilize all services to the greatest extent. I feel that I have not used much of any of the technology services because I don't know how to use them. [#2452819]

I am expecting more workshops for useful new software. [#2452852]

Training links to new systems, like Canvas, should be obvious and in multiple places. Make it flash in red for a few days. [#2452860]

They explain things very well. [#2453121]

not being able to go back when selected classes without refreshing is difficult [#2453137]

Emails are a great way to gain understanding of the services that are provided for us. [#2453353]

If you want anyone to take time out of their schedule to even read emails that you send out, then use words like improve, efficiency, faster. These are things people care about when they're sifting through dozens of emails and deleting most of them within 10 seconds. [#2453422]

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

NA [#2447316]

N/a [#2447542]

I don't know the offer, I always have to look in google for it [#2447659]

fuck you [#2447663]

Offer more classes or tutorials [#2447729]

Quick training that is publicized and free would be nice; especially over Microsoft or excel efficiency, or even basic coding. [#2447892]

n/a [#2447915]

I don't believe this exists. Or I at least have not been made aware of any such services. [#2452518]

I wouldn't even know where to begin to get access to training but I would love for that to happen. Also didn't even know increased training was an option. [#2452720]

I am taking a class that has a website we have to post to, it has not worked correctly all semester. if they could help me get it working then I would be able to do good in my class. [#2452787]

Great OIT workshops, wish that they would be proposed at different times than in the middle of the day because its hard to make our school schedule fit in the workshop times. More workshops on programming and being up to date with technology levels [#2452815]

We have access only to Lynda.com. There are lots of other web based learning web sites. [#2452852]

I have tried to seek assistance with software for Endnote, PowerPoint and Canvas. I looked at the Lynda courses but found YouTube videos to be more helpful and relevant. [#2452860]

Knowing what i can use to access course info and systems is crucial to my success. [#2452865]

Perhaps OIT can provide an online system where lecturers and GTA's can go for instructions on how to operate technology in each specific classroom? [#2452989]

Sometimes hard to find tutorial center hours on sites... [#2453039]

Software use training could include a lot more options than basic MS instruction [#2453146]

More computer labs. [#2453249]

Improved promotion of the services to students [#2453378]

Official University Email - Office365, Gmail (available to Students only)

Nothing [#2447227]

NA [#2447316]

Instruct students how to turn off outlook add-ins and also how to switch to a Google account (pros and cons) [#2447619]

fuck you [#2447663]

How about at the beginning of each semester you have students fill out a checklist to the subscriptions of annoying spam emails that they want to receive? Nothing drives me more crazy than getting 10 emails in a day about sport events. No, I don't care [#2447756]

The search too of the emails is not good! [#2447820]

I have never heard of this! [#2447828]

Generally, Gmail has worked fine. [#2447848]

-sometimes I miss mass emails from professors because it is filed in "other" and not "focused" [#2447869]

Gmail is quite good, however, Office365 is always covered in spam and its interfaces feel like an old version of aol. [#2447984]

Having two systems such as Office365 and Gmail seems excessive. [#2452233]

logging into email should take you straight to email not to a page with other things that you then have to find the email link on. [#2452787]

This is extremely helpful [#2452819]

Good. [#2452852]

The metadata you have to sort through in Listserv messages is crazy. Sometimes I can't even find the message. [#2452860]

Quarantine is still an issue because it is difficult to find the emails and often legitimate emails go to quarantine. [#2453122]

Yes [#2453134]

Don't make you change your password so often [#2453485]

Fix clutter [#2453490]

Online@UT (Blackboard Learn/Canvas)

Nothing [#2447227]

I think canvas works better in general, I am ready for their to just be one. [#2447268]

Please, please stop the outages and interruptions to service. These are very disruptive to my coursework. I need to be able to work online for my classes when I have the time and opportunity to do so according to my schedule -- but all too often when I am about to work online, access to Canvas/Blackboard has been disrupted. [#2447289]

For blackboard, the notification on the website is not perfect. When I read the message, it still showed that I had a new message. Sometimes I need to click the dismiss. [#2447302]

NA [#2447316]

Force professors to use Canvas. Almost every Computer Science professor just posts stuff on some thrown together webpage they made which is inconsistent and hard to use. [#2447371]

It's very finicky and does not always work. It's also very difficult to navigate and not organized well. [#2447405]

It is very inconvenient to have half of my classes on Canvas and half on Bb. I would rather it be all or nothing. I am aware that UT is switching to Canvas in the fall, but as of right now, it's an inconvenience. [#2447415]

Go back to blackboard, or allow instructors the option to choose. I feel that blackboard is more reliable and much easier to use than Canvas. [#2447432]

Pick one or the other [#2447465]

Like I said, Blackboard is far superior to Canvas. Canvas is the retarded little brother of Blackboard, which is successful and knows its place in life. [#2447497]

There are some features that are available in Blackboard but not in Canvas, such as UTK Photo Roster. [#2447513]

I think Blackboard is easier to navigate however it could just be a learning curve using canvas. [#2447542]

Lately it has not been as fast and today, 2-28, it has not worked barely at all. [#2447613]

Don't like canvas. Feel that it is more user unfriendly than blackboard [#2447619]

Webassign servers are very slow and unresponsive. [#2447628]

open a live messenger to communicate between class members. [#2447649]

I much prefer bblearn to canvas. [#2447650]

Canvas is very hard to use. All of the tabs are the same for every class but professors use them all differently and the file section seems very cluttered when you have numerous files for a class [#2447690]

Canvas is really hard to use [#2447713]

Teachers need to stick with one or the other. My online classes in canvas is very unorganized [#2447729]

Hate Canvas. Wish Blackboard was staying [#2447753]

Course message is not very useful. I wish I could attach more files. [#2447770]

Blackboard was SO much better. [#2447818]

I really enjoy the calendar aspect of Canvas so I know when assignments and tests are due without sorting through everything. [#2447826]

Blackboard is set up in a confusing way and it can be hard to find certain files and collaboration areas. Also, the grades on Blackboard is pretty poor. Last semester I had no clue what some of my grades were until final grades were released. That being said, I believe that most, if not all, of these issues will be resolved once the switch to Canvas is complete. [#2447833]

I like the way canvas is set up more than blackboard [#2447836]

The online format could be more user friendly as it often has far more features than will be used. [#2447848]

Its been hard this semester with having classes on both canvas and blackboard. I find canvas more difficult to navigate. [#2447876]

Go back to Blackboard. Canvas does not work as well. [#2447877]

Not always very user friendly or self explanatory [#2447901]

n/a [#2447915]

Canvas is not currently user-friendly. I do not find it helpful, it is difficult to find the information I need with it. [#2447916]

Make it more organized [#2447949]

Blackboard is a buggy mess, but Canvas is great. [#2447969]

canvas is very confusing. none of my professors like it [#2447987]

Canvas' notifications do not always go away. It is not very user friendly in that some of its tools are much harder to find than Blackboard. [#2447997]

Was use to black board, Canvas will take some time. [#2448208]

Sometimes very slow, buggy. The important and essential components are not intuitive for professors to use and the interface becomes difficult to navigate (because of too much information). Canvas has improved this [#2448213]

This semester has been more confusing because half of my classes use canvas and half use backboard. I think it would have been better to switch everyone at the same time. [#2448239]

The online learning system should have an intuitive user interface for students, teaching assistants, and instructors alike. As both a student and teaching assistant, canvas is the least intuitive online course software that I have used both here and at my previous institutions. [#2452211]

Canvas is not very user friendly. It is difficult to find what you are looking for, and there is not an easier way to get rid of announcement notifications [#2452214]

Need some kind of backup/control over Canvas. If canvas is down or is lost, important and timely data will be lost. [#2452283]

Keep Blackboard. Canvas is annoying in that the links and tabs do not make sense [#2452338]

Canvas is fine. The faster, the better. I like how you can load previews of documents to view them before downloading them. It would be awesome if all documents uploaded were PDFs for easier access. [#2452471]

Don't like having to go between blackboard to canvas. Should have required everyone to go ahead and switch completely to canvas [#2452495]

As most of us students have only used Blackboard Learn, it would have been helpful to have had a video or live tutorial of how to use Canvas before switching us to this system halfway through the year. [#2452518]

More training for staff on how to effectively use this online platforms. [#2452720]

frustrating when it goes down/i've been logged out of a midterm recently [#2452732]

I cannot make corrections to student work on the assignment. All comments come in the form of comments on the side. [#2452736]

I like blackboard way more than canvas [#2452743]

I like blackboard better. It's more user friendly. [#2452778]

canvas is so much harder to use than blackboard. it is harder to navigate and harder to contact other people in your class because if you do not specifically go on there and approve your email it will not send anything to you from classmates. I have also heard from professors that it is hard to figure out how to post things to it [#2452787]

Canvas is a lot easuer to use than Blackboard, Blackboard is ourdated [#2452815]

Personally, I think the canvas platform is more confusing to use than blackboard, and I don't think the faculty really understand how to use it. For example, they don't know where to post their lecture files. [#2452822]

Not user-friendly (Specially Blackboard) [#2452852]

I have liked both - wish I knew how to use them a little better and wish my instructors would arrange their classes more uniformly. Every semester it's, "Now where does this instructor post this information?" and then you have to remember the idiosyncrasies. [#2452860]

As a teacher canvas is awesome! However my students think it is 'too' much work to learn. Maybe have a seminar to teach them? [#2452892]

Belearn is not always available and is sometimes slow [#2452904]

Include more shortcuts to Canvas, there are too many options to maneuver the webpage [#2452945]

Canvas was down one day right before we could download our final exam, and our class was delayed approximately 25 minutes before the TA could get our exam to us. There have been other times when our TA would try to email out something before class, but Canvas has been down. It would be nice if they could look into uptime issues. [#2453017]

Hate canvas....loved blackboard.... [#2453039]

Blackboard is better than canvas and I hope we do not make the switch final. [#2453068]

Blackboard is not a good resource. Announcements from professors do not get sent as emails to the students in the class! I have missed office hour time changes, heard about assignments later than I would have liked, and more, simply because professors think they are emailing the class, but in reality I just have to check Blackboard constantly, something that is much more inconvenient to do than email (incompatibility with phones, automatic timeout, etc.) This is an extremely simple feature to add, and Canvas corrects this problem, thankfully. Blackboard's organization is terrible, and the format is more limiting than Canvas. Canvas can't come quickly enough! [#2453099]

Blackboard is very confusing and there are too many confusing parts of it I have no idea how to work. [#2453116]

I'm kind of frustrated that we are switching to canvas just because so many Universities use blackboard and we have always used blackboard. So its another program we have to learn. [#2453130]

Canvas goes down sometimes and it seems that it's always a time when I need to access my opt-in textbook for a class or something. [#2453205]

having multiple classes where half are on BB and half are on Canvas is really confusing and inconvenient. [#2453211]

Do not switch to Canvas [#2453236]

The teachers really do not seem able to utilize these to their fullest extent. Most of my professors that are switching the Canvas throw all their files into one page and don't even try to organize it; they say it is too difficult. They need to be properly taught. [#2453258]

Please do not switch to canvas. Stay with Blackboard. [#2453325]

I really dislike Blackboard in general, and prefer to use Canvas from now it. It is easier to navigate, and is more asthetically pleasing [#2453360]

I have several courses that are using Canvas instead of Blackboard, and I am not a fan of the new system. It is not as easy to navigate, the interface is not as user friendly, it seems there is more room for error when posting/ submitting assignments because of the verbiage when creating the assignment. The links and buttons are not as easily visible making, and it seems there is less consistency with the formatting so you are looking for the same button in a different spot any time there is a new class. [#2453374]

Blackboard does a poor job of updating and linking notifications. The layout is also overwhelming and too jumbled. I find myself using about 10% of the websites capabilities, because all I really care about is getting to my course assignments and course information. All the extra stuff is just in the way of me getting to that information. [#2453422]

Both Blackboard and Canvas are simple to navigate, but I'm ready for everything to switch over to Canvas completely. [#2453458]

Getting rid of Blackboard is a great start. Now if we can get some training for professors on how to organize their courses on Canvas, then all will be good and well in the world. [#2453459]

The websites are easy to work with [#2453469]

it is very confusing having two Online@UT programs [#2453476]

Get rid of Blackboard [#2453485]

Glitches with Blackboard [#2453490]

Homework is assigned through these often so their reliability needs to be very high. [#2453495]

I really like the Canvas feature of upcoming assignments being shown on the front page, as well as the calendar feature. However, I prefer, overall, BlackBoard. I can navigate it more easily, instead of having to dig through so many tabs to get to what I need. [#2453516]

UT System Services (IRIS, ANDI, Evisions SP/424)

Nothing [#2447227]

NA [#2447316]

N/a [#2447542]

fuck you [#2447663]

More clear explanations would be great (IRIS) [#2447770]

Make the service more navigable, and allow for more search methods in the course timetable. [#2447785]

Finding and signing up for classes. [#2447913]

SAP would be better. [#2452233]

N/A [#2452835]

I understand that there are workshops on how to navigate these systems, but I am often unable to attend. Could OIT provide extensive online instructions for navigating these systems? (there may be instructions available but I am unaware of it) [#2452989]

I have no idea what any of these even are. [#2453130]

I only have limited experience using IRIS and I don't feel it's that intuitive of a system to use, but probably the best option [#2453378]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Nothing [#2447227]

Again, the disruptions to service are the biggest problem here. [#2447289]

NA [#2447316]

It's WAY to easy to drop and add classes on the Registration site. You can make degree-breaking decisions in one click on Registration, and spend hundreds of dollars signing up for a class in one click. It takes more taps to buy a 1\$ app on my iPhone than it takes to sign up or drop a class on Registration; that's extremely dangerous. Please show us the number of W's we have left somewhere in Registration, the only place I know to find that is on the DARS report. Why do I have to click a button that says "What If?" when using DARS, what's the point of that? Why can't I just generate a DARS with the major and catalog I have displayed on MyUTK, why do I have to select it again in DARS? I understand some students might want to see if their classes would transfer to other majors, but have an option for just using your current major as well please, it's super annoying to go through 6 dropdowns to generate a DARS. Why can't I see the classes I've signed up for on a weekly schedule within the Registration system, so I know which classes will overlap and I can't sign up for? Right now everyone I know just makes an Excel document with the date and time slots for each day on them. [#2447371]

More spread out assigned times. Not such large clumps of people, the internet can't handle that and classes won't load or take forever to load and by the time they do, the desired class is filled up.

[#2447415]

It is not always clear where I can find things like my tax forms through MyUTK. Providing a better search function or more explicit menu options would help with this problem. [#2447457]

Not user friendly [#2447486]

Good [#2447729]

The primary issues are with administration not doing things in a timely manner or correctly the first time.

[#2447814]

I feel as though MyUTK is very hard to navigate. There are too many tabs and options at the bottom that make it cluttered and confusing. [#2447828]

DARS can sometimes be confusing to understand. I HATE that I don't have the requirements for my minor available via DARS. [#2447844]

Generally, these have worked fine. [#2447848]

The system is slightly rudimentary, but not inherently disappointing. It could just use some revamping to make it much more effective. [#2447852]

A bit outdated and again, not very user friendly [#2447901]

Finding and signing up for classes. [#2447913]

MyUTK is not particularly useful. I find it difficult to find what I need. Also, too many services link to outside webpages that require separate logins and this is frustrating. Also, my class schedule only shows the class number (like LAW 812) without the course name, which means I have to go look up the courses in the course catalogue to determine that I am registered for the correct courses. [#2447916]

MyUTK is horrible. Most of the links when I click them go nowhere or to sites that are not what they are supposed to be. I feel for students that are undergrads that are going to have to deal with that crap for years. [#2447938]

Again more organized [#2447949]

Provided functions are good, but the interface could use an upgrade. It looks and handles like it has not been changed since the 2000s [#2447954]

Class listings should consistently contain more detailed information about the instructor's objectives and methods. [#2447959]

MyUTK and Gradesfirst tend to run really slowly, but adequately. [#2447969]

I feel like there could be an easier way to schedule classes. Especially with gen eds, which are usually large lectures, it would be nice to like search class times or days. [#2447978]

there has to be a better way to do a DARS report.... I'm sorry. I understand it, but my advisors do not - which makes for a terrible advising session [#2447987]

The only one I know of is MyUTK and finding info on it alone is challenging and before I can even look at data I have I always have to accept some terms, conditions, release statement, or update. Annoying all the time. [#2448208]

I have always found that Registration process could be improved. [#2448291]

These services can be very confusing and difficult to understand. Additionally, there appears to be some overlap between them so knowing which service to utilize for what is challenging. [#2452177]

DARS is not the most clear. [#2452214]

DARS needs to be redone, also available for grad students. [#2452233]

Need a better format for DARS. Is there a way we could look into MyDegrees type format? Something that is more visually appealing and communicates information better? [#2452720]

I'm using Mac, and when I review class on "search for class", I have to reload every time to re-review another class. In particular, when I go back to a previous page to select another program to review courses, I have to upload once. [#2452836]

You need an easy way for a student to view the majority of their academic record in a condensed format, like an actual unofficial transcript; not just a web page of their entire past registration description. See Oklahoma State University's unofficial academic transcript format if you want an example; I think theirs works very well. [#2452910]

DARS does not work for Grad students. I don't use Gradesfirst [#2453017]

Registration is awful...be kind to the freshmen please... [#2453039]

I like self service banner and myutk. I fond them both easy to use and applicable to being a student. [#2453042]

I have never heard of grade first or banner. MyUTK is very glitchy when registering for classes. A lot of times it says the server is busy and it doesn't let you click "back." [#2453130]

It's a hassle to me to not have a unified system and have to click on so many menus to get at where I want to arrive [#2453146]

Never had problems with it. [#2453171]

Easy to use [#2453180]

MyUTK has inconsistent timing with responses. If you have a hold on your account that clears, there isn't a fixed amount of time until the hold is gone. I have had a hold last in the system for more than 24 hours after the hold was removed. Also the Gradesfirst interface is not very intuitive, and the scheduling system for advisers does not always work. [#2453374]

More streamlined interface/websites and/or clear, concise descriptions regarding what these systems are for [#2453378]

Do many clicks [#2453485]

LiveOnline@UT (Zoom) virtual classroom environment support

Nothing [#2447227]

NA [#2447316]

N/a [#2447542]

fuck you [#2447663]

Good [#2447729]

Zoom only allows 40 minutes for students. As a grad student this is comical considering we have three hour meetings that are required with off campus students. (Nashville campus) [#2447846]

Within zoom, the "share screen" option can be finicky. Also, there is no way to save on the whiteboard function. [#2447900]

When downloading the recordings of online classes the chat-box information is not included. It would be useful to have access to the questions asked by the students as well as the lecturer's response. It does not need to be part of the video file, just having it available as time-indexed text would be sufficient. [#2448263]

At least 25 % of the time, lecture capture fails to work and record, even if the professor clicks to record it. There have been several instances where the the program just doesn't work. [#2452822]

Zoom is an improvement. The connections seem better. I do miss the polling option. We used it in class a fair amount. [#2452860]

Better overall wifi access would definitely help with streaming live [#2453039]

In large Zoom meetings, when people call in, instead of signing on with their computers, it really distorts the audio for Zoom meetings. [#2453122]

I don't even know what this is to be honest, so maybe try to make it more obvious. [#2453574]

Apps@utk.edu

Nothing [#2447227]

NA [#2447316]

As a graduate student, it is really inconvenient and frustrating to me that we can only have x number of students using certain statistical apps at a time. When I'm in class learning how to use the software, and I can't access the software because all the other students logged in before me, it's detrimental to my learning. [#2447446]

Good [#2447475]

N/a [#2447542]

It would be helpful to have an easily accessible training document for the App Server, including instructions for saving things when using programs through the App Server. It's easy for projects to get lost. [#2447604]

fuck you [#2447663]

I don't think they are user friendly, there are too many steps. Additionally, after I downloaded some programs two months ago, I am having to redownload them. [#2447734]

The apps aren't really useful outside of the first two weeks of classes. They don't tell us about things that are going on around campus. [#2447852]

The ones that I've tried have left a lot to be desired - not very user friendly or even very practical/helpful. They're really kind of UT ads. [#2447901]

Using lab desktop computers on campus, specific apps often can't open at all and if they do are incredibly slow. [#2447922]

I don't know what this is. [#2448170]

What is the use of Citrix Receiver? I am led to the download page but after download I do not have the login information. Seems to work fine without it. No information as to what it is for or under what circumstance we need that particular client. [#2448291]

Even when on campus using Citrix, the apps will crash and require me to completely restart the program losing data that has already been put into the program and wasting time. [#2448317]

Not a big fan of Citrix but it is fine. [#2452233]

This system feels very rudimentary and is hard to log into. It is also hard to navigate the popups. [#2452543]

This service is extremely poor. Very frustrating when you can't login to the statistical programs you need to complete your research. In particular, HLM 7 is very difficult to access. Half the time I cannot access the program. [#2452801]

I use the UT app when I want to see UT sport schedule, but I don't think it is easy to review. I'd like to see simpler structure of the schedule. [#2452836]

Most of the apps stop during using the apps. Almost useless for me. [#2452852]

Confusing and sometimes incompatible with other software...should make comparability check available [#2453039]

Sometimes it runs very slow on campus [#2453130]

Need to make the bus option on the Tennessee app more obvious. Only thing I use that app for [#2453290]

The only way I have heard about the apps is by other students. I do not hear the facility or staff advertising it. [#2453353]

I love the fact that this is offered to students. Its a little confusing how this works the first time it is used, but it isn't unmanageable. [#2453374]

The app is slow and confusing at time. One huge improvment that needs to be made to the mobile app is addition of parking lots to the maps; it doesnt contain any and as a commuter it makes finding a parking spot extreamly difficult if the two parking lots i know of are full. [#2453574]

Ability to invite/schedule appointments with others through calendaring services

Nothing [#2447227]

NA [#2447316]

I myself have had a mishap occur with advising appointments. Apparently, when you click on a desired and open time, a message pops up to EVERYONE saying "your appointment is (example) Monday at 2" BUT, I wasn't aware I needed a confirmation email following the message... Very confusing. [#2447415]

Not aware of services [#2447486]

fuck you [#2447663]

I didn't know this was an option. Would be helpful for student group projects. [#2447929]

I have no idea about this service or even that it existed until now. [#2448284]

Being able to use a room reservation system where all participants can see the time, date, etc. would be useful for various buildings on campus. One master system for all buildings would be useful. [#2452362]

remove advisory hold on resistration [#2452449]

Not sure how to use that [#2452819]

I always use gmail because it is easier than office [#2452892]

There are not many opportunities for this and so a new range of opportunities for calendaring services would be nice. [#2453116]

It is very difficult to schedule appointments through calendaring services because so few faculty know how to use it. [#2453122]

I have never been showed or taught how to do this. I did not even know it existed. [#2453353]

First problem: I didn't even know that UT had an appointment scheduling app. Second: It's unrealistic to attempt to keep up with companies like google when it comes to scheduling and calendars. Maybe try to find some way to link to google calendars. If this is already an option, get this info out to students. [#2453422]

I didn't know this was a possibility. [#2453498]

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)

7.0150 (n=734)

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

6.9628 (n=726)

Key Findings for University Role In ('Faculty')

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

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that provides adequate capacity or speed.

Adequacy Gap Score = 0.23; N = 256; P = 0.01

Receiving communications regarding technology services that I can understand.

Adequacy Gap Score = 0.26; N = 233; P = 0.02

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

Adequacy Gap Score = 0.48; N = 234; P = 0.00

Ability to invite/schedule appointments with others through calendaring services

Adequacy Gap Score = 0.35; N = 177; P = 0.04

Negative Perceptions (Adequacy Gap Score < 0)

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

Adequacy Gap Score = -0.42; N = 245; P = 0.00

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

Adequacy Gap Score = -0.56; N = 223; P = 0.00

Official University Email - Office365, Gmail (available to Students only)

Adequacy Gap Score = -0.29; N = 181; P = 0.01

Online@UT (Blackboard Learn/Canvas)

Adequacy Gap Score = -0.38; N = 185; P = 0.01

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

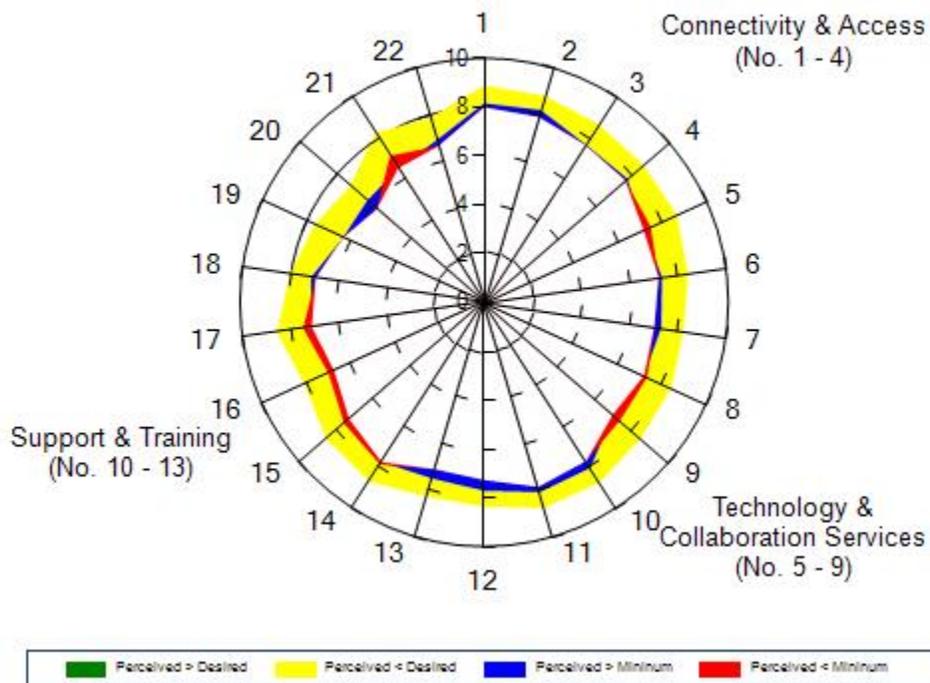
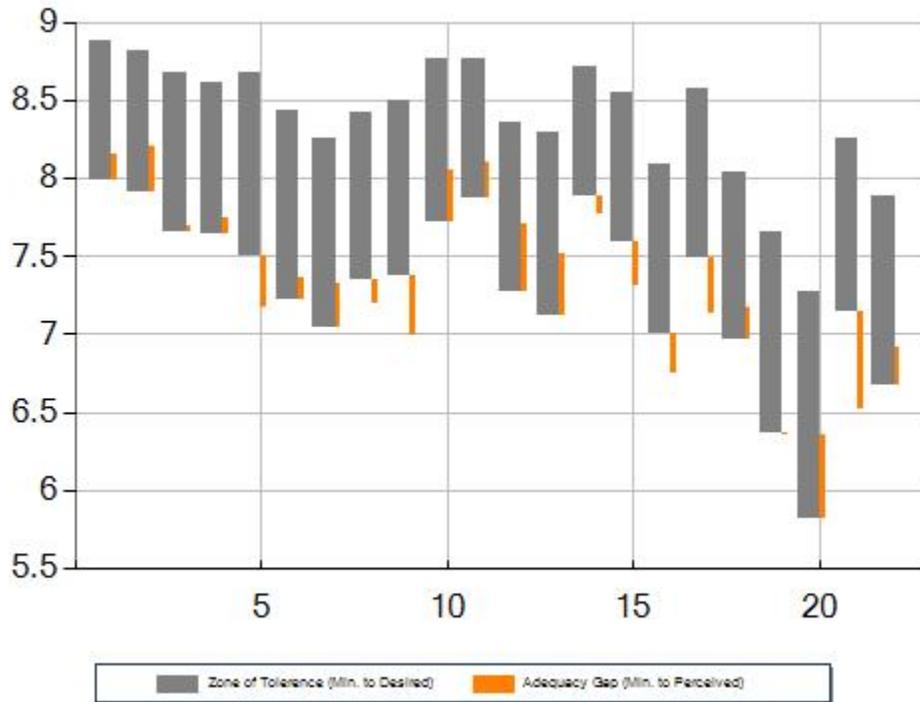
Adequacy Gap Score = -0.43; N = 176; P = 0.00

Ability to access institutional/departmental reports to make data driven decisions

Adequacy Gap Score = -0.69; N = 146; P = 0.00

Results for UniversityRole In ('Faculty')

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



Data Tables for UniversityRole In ('Faculty')

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

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.93	8.86	8.00	0.07	-0.86	259	0.43
		Dev	1.21	0.49	1.24	1.35	1.18		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.84	8.81	8.07	0.23	-0.73	256	0.01
		Dev	1.23	0.51	1.17	1.48	1.19		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.66	8.66	7.53	-0.13	-1.13	253	0.26
		Dev	1.39	0.81	1.57	1.79	1.57		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.52	8.52	7.54	0.02	-0.98	237	0.89
		Dev	1.71	1.08	1.59	1.93	1.61		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.47	8.66	7.04	-0.42	-1.61	245	0.00
		Dev	1.42	0.71	1.61	1.98	1.70		
6	Having online services that enhance the teaching and learning experience.	Mean	7.17	8.40	7.21	0.04	-1.19	219	0.75
		Dev	1.56	1.06	1.56	1.68	1.54		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.04	8.25	7.15	0.11	-1.10	227	0.38
		Dev	1.62	1.12	1.63	1.80	1.59		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.27	8.36	7.03	-0.23	-1.33	205	0.09
		Dev	1.59	1.15	1.71	1.98	1.71		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.35	8.46	6.79	-0.56	-1.66	223	0.00
		Dev	1.59	1.19	1.89	2.30	2.08		

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

Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.73	8.76	7.90	0.17	-0.86	241	0.06
		Dev	1.26	0.66	1.40	1.45	1.29		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.82	8.74	7.88	0.06	-0.86	241	0.56
		Dev	1.29	0.72	1.51	1.66	1.48		
12	Receiving communications regarding technology services that I can understand.	Mean	7.26	8.35	7.52	0.26	-0.83	233	0.02
		Dev	1.62	1.18	1.52	1.65	1.42		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	6.98	8.17	7.47	0.48	-0.71	234	0.00
		Dev	1.79	1.31	1.42	1.74	1.50		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.88	8.71	7.59	-0.29	-1.12	181	0.01
		Dev	1.35	0.84	1.65	1.52	1.49		
15	Online@UT (Blackboard Learn/Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.54	8.52	7.16	-0.38	-1.37	185	0.01
		Dev	1.60	1.12	1.66	2.02	1.70		
16	UT System Services (IRIS, ANDI, Evisions SP/424) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.88	8.05	6.65	-0.24	-1.40	130	0.26
		Dev	2.04	1.50	2.04	2.40	1.99		
17	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.42	8.56	6.99	-0.43	-1.57	176	0.00
		Dev	1.55	0.86	1.87	1.96	1.82		
18	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.84	8.00	7.07	0.23	-0.93	125	0.20
		Dev	2.18	1.71	2.01	2.02	1.65		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty, staff only.</i>	Mean	6.25	7.60	6.33	0.08	-1.27	115	0.71
		Dev	2.38	1.99	2.11	2.29	1.98		
20	Apps@utk.edu <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	5.76	7.36	6.24	0.48	-1.12	67	0.13
		Dev	2.50	1.95	2.14	2.58	2.04		
21	Ability to access institutional/departmental reports to make data driven decisions <i>Self-reported faculty, staff only.</i>	Mean	7.00	8.14	6.31	-0.69	-1.83	146	0.00
		Dev	1.82	1.51	1.99	2.27	2.16		
22	Ability to invite/schedule appointments with others through calendaring services <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.51	7.77	6.86	0.35	-0.91	177	0.04
		Dev	2.14	1.75	2.03	2.22	2.05		

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 ('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.

Continue excellent job of advocating with administration for state-of-the-art equipment and personnel
[#2447193]

This has actually gotten better lately. I remember when wifi was really spotty, though. [#2447246]

PACS access within the UTCVM crashes too often and is not reliable. [#2447520]

I continue to have difficulty from time to time getting on and staying on eduroam. [#2447661]

I usually don't have a problem with wireless Internet connectivity, but every now and then it just "craps out"... and when it does, my productivity goes to zero. Because of this, I just suck it up and pay about \$60 a month to keep a USB data stick through my personal cellular plan. It's unfortunate, but I can't risk not being able to connect. [#2448138]

The secure internet service does not reliably function in our building. [#2448342]

for building operations [#2452238]

Occasional internet outages occur, sometimes during critical times (such as when students fill out SAIS surveys in class!) [#2452422]

Rated throughput for both wireless and wired service in McClung Tower is a bit lower than I would expect at this time. It's also difficult sometimes to guess which one of the various Internet connections (wireless) is the best one to use. [#2452579]

I work in the stadium and we do not have UT Open. There are some days I can get it but most of the time WiFi is not an option for us. [#2452618]

frequent loss of signal transitioning from UT main campus to UTIA (animal science and vet school). In Animal science and vet school's buildings the signal is usually good. [#2452998]

In moving building to building sometimes wifi does not re-connect seamlessly [#2453402]

Some times it is overwhelmed and kicks you out. [#2453559]

Having an Internet service that provides adequate capacity or speed.

Our service is adequate, but faster is always better. No serious complaints. [#2447377]

Internet speed for PACS access within the UTCVM is well below acceptable. VPN access is also low [#2447520]

it is needed for running my programs for building automation [#2452238]

At the west TN research and education center the speed seems slower at times than it should be. [#2452321]

Occasional internet outages occur, sometimes during critical times (such as when students fill out SAIS surveys in class!) [#2452422]

My internet is good if I am in my office hard wired to the internet. I rated it lower since we do not get wifi in the stadium. [#2452618]

Coverage outside of buildings could be improved. [#2453217]

Interruptions are common [#2453397]

Some times it is overwhelmed and kicks you out. [#2453559]

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

Medical Center resources are not well-integrated with university and broader internet. Many research intensive medical centers can achieve HIPPA security while providing wireless computing. [#2447193]

Better outdoor wifi coverage [#2447274]

Don't always get consistent wi-fi in HPER [#2447337]

Again, no wifi in G4. That is not acceptable. In the event of an emergency, we are unable to use our phones. [#2447519]

There are places on campus with no coverage... tech shop in UC is ridiculous not to have coverage! [#2447661]

There are times when I have trouble getting onto wifi on campus (eduram especially) [#2447845]

Put repeaters across campus so there are no dead zones. [#2447881]

The WiFi options that are supposed to be available and secure are not available in our conference room to all computers (even the ones that have registered). [#2448342]

Having rapid response to troubleshooting. [#2452182]

its not the coverage its all the fire walls that I have to encounter and loop nholes I have to go through [#2452238]

Sometimes my campus wi-fi signal is strong, but sites don't load on my phone. [#2452273]

The WiFi coverage I have is not consistent across the campus, which at times can be frustrating. I have great connectivity within most of the buildings/facilities on campus, but the connectivity decreases (in some areas not all) when I'm getting from point A to B (i.e. no service dropped calls, internet connection lost etc.). I'm not criticizing anyone or the services because overall it's pretty good...just wanted to share my feedback. Thank you [#2452451]

It's not strong in my office. [#2452484]

we do not get wifi consistently in the stadium [#2452618]

There are places on campus where we still can't access Wi-Fi [#2452649]

Most buildings are excellent. The bottom floor of the business building, in some rooms, and in some areas of the rooms, wifi is not available. (Sometimes it can be found by moving around in the room, but this doesn't help if you are tethered to the projector.) [#2452696]

The only time I notice a wi-fi problem is at a sporting event and the system is overloaded. [#2453093]

Some places are not very good. [#2453397]

Some times it kicks you out. [#2453559]

Having adequate cellular (or mobile) coverage throughout campus.

can't something be done so that cell service works in buildings? [#2447184]

There is no or limited coverage in some buildings (eg. Buehler) [#2447217]

I teach in SMC G2 and my Verizon service is terrible in the classroom, but great everywhere else in the building and on campus. [#2447377]

T-mobile coverage is very bad on campus. [#2447398]

There are several places with limited/inconsistent internet access and no cell reception at all (e.g., G4 in Stokely) [#2447519]

Inadequate cellular and/or WiFi coverage throughout the UTCVM hospital. [#2447520]

I am in the stadium. I do not think you can do anything to help. There is too much steel and concrete. [#2447571]

see comment above about dead spots in UC and some in Haslam G4 [#2447661]

The new Student Union is a dead zone. It would be great to get cell service there. [#2447881]

There are areas of the Haslam Business Building that are completely dead in terms of cellular service/signal. I spend a lot of my time there, so that is a major inconvenience for me. [#2448138]

Too much interference in various parts of the buildings. [#2448342]

Some areas of campus and some buildings have poor cellular coverage. [#2448345]

The work phones in the vet school have terrible reception and drop calls frequently. [#2448386]

There is little or no service in the bottom floor of HBB. [#2452248]

There is not good coverage in certain areas, like the cafeteria in the new student union I get 1 bar with my ATT University Iphone. [#2452395]

Sometimes, I don't think it's a problem not having cell service in places (e.g. classrooms), but given that when I have problems with technology and need help I reach for my phone, it means cell service is important. The lowest level of some of the buildings don't have any cell service given they are essentially underground (e.g. HBB). [#2452410]

I use 4G on campus with my mobile, but service is not very good in my office... [#2452422]

same as "having internet services providing adequate WI-Fi coverage" question... The WiFi coverage I have is not consistent across the campus, which at times can be frustrating. I have great connectivity within most of the buildings/facilities on campus, but the connectivity decreases (in some areas not all) when I'm getting from point A to B (i.e. no service dropped calls, internet connection lost etc.). I'm not

criticizing anyone or the services because overall it's pretty good...just wanted to share my feedback.
Thank you [#2452451]

HBB 102 doesn't have cell service (on my phone, Sprint network). [#2452464]

There is not too little cell service in the basement of Haslam. While teaching this isn't an issue, but what if there was an emergency. I would have to run outside or upstairs to call someone. [#2452524]

Offer better cellular coverage, including internet service, for the high volume traffic in both Neyland Stadium and Thompson-Boling Arena! [#2452565]

I use AT&T and there are gaps on campus. Of course during football games it is nearly impossible to get service reliably which is a problem. [#2452620]

It has historically been poor in the bottom floors of some buildings, notably the AMB and College of Business. This is a problem when we are experiencing problems with the equipment and have to go to the top floor of the building to call OIT Help for a quick response. We also can't wait around on a call back from OIT, if that is required, because we have to go back to the class. [#2452696]

some locations have poor coverage. access should be available everywhere [#2452948]

Some buildings offer less than ideal service, specifically the basement areas of buildings, like Haslam Business Building, basement level. [#2452959]

this may depend on different carriers. I had T-Mobile and it works fine, I heard people complaining more about other carriers, especially when they are in specific areas in the buildings [#2452998]

Poor coverage in Neyland stadium. Many buildings have areas of black out with certain carriers. [#2453426]

Having no coverage in the new Student Union building is quite unfortunate. (I am with T-mobile, and on a non-smart phone, so I cannot call using WiFi) Likewise I recall not having had a cell signal in AMB, and the lower floors of HBB a few years ago. This deficit could also become a security issue when people don't get the UT alert text msgs. [#2453505]

Some times is difficult to connect. There is a validation process that it is not easy to use. [#2453559]

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

The web site changes are not user friendly. It is difficult to search. You have to scroll around too much to find anything. [#2447274]

I have bookmarked IT, particularly telephone services which is sometimes difficult to locate on the UTK Website. I suggest that services that are needed often be more visible on the HomePage and not buried down. Please excuse if this is operator error. The Home Page is attractive, but not all features of it are intuitive. Moreover, when I first began to use the director, "telephone" did not get me to the IT Division I needed for the phone. [#2447291]

I find the library's online services not very intuitive. [#2447363]

Overall, very reliable service. [#2447377]

The old A-Z was better than the current search [#2447618]

Canvas is terrible. Going cheap is really hurting instruction. [#2447780]

On the UTK homepage, I wish access to canvas, myUTK, etc were at the top of the page, or along the side of the story so I don't have to scroll all the way down. [#2448034]

The revision of the UT website is a vast improvement, however it is still not user friendly. I often have to go through a series of steps to find what I'm looking for, which causes frustration. [#2448325]

The UT Website is a vast improvement over what it was, however, you have to go through at least three steps to get anywhere. It is not as user friendly as it needs to be. Whenever I have to find something on the UT website I know my time will be wasted. [#2448333]

See top comment. [#2448342]

Highly variable. Some are great, others are terrible. [#2448345]

The main page should have important links at the top, not bottom of the page [#2452237]

More support in developing mobile friendly sites to inform clientele (students, Extension agents, producers, the general public, etc.) about what we are doing (our research, Extension information and recommendations, etc.) would be extremely helpful and productive. [#2452321]

Search functionality is poor. Many old outdated pages and rarely what you are looking for comes up first. [#2452395]

Current UT website is not easy to use. It is not easy to navigate from the front page. [#2452398]

Canvas is a big improvement over BlackBoard [#2452422]

The process for downloading software is not ideal and some things don't work. The license for Maple was for a different version than the download, so I could not activate it. [#2452464]

UT web pages are not well organized. Navigational menus are listed in random order, but should be listed alphabetically. It is often difficult to find topics that I know are somewhere on the site because submenus are not placed in logical places. [#2452484]

The new A to Z listing isn't easy to use--the search doesn't always find a match for entries that start with "office" if one doesn't type in "office of" first. Also, the new images on the UTK home page interrupt my ability to find what I need--the look good, but the menu takes a while to find. Similarly, it takes a while to find Canvas if one doesn't have the URL memorized. I miss the immediate connect links from the homepage. [#2452674]

Other universities have websites (especially for individual programs) which are much, much better than ours. Though in some cases not an OIT problem per se, we are not doing a very good job in marketing UT on the web in general (including individual programs). Folks doing these pages need training and need time to work on them. [#2452696]

The overall web presence of the university is not great. It's difficult to navigate and unclear sometimes. Example: Big Orange Give website is less than helpful in providing basic information. Also the OIT main webpage needs work. [#2452959]

The performance of the university search engine is extremely poor and does not fulfill its intended purpose. [#2452971]

UT websites are sometimes not well designed for ease of navigation. [#2453152]

University websites are impossible to navigate. Everyone has to follow the same format, so if it does not work, it does not work for everyone. The Attendance Verification IS A NIGHTMARE. It has to cost the University so much just to get people do it over and over. The CIE webpage has no button to click when you are finished. Are you finished? WHO KNOWS. [#2453396]

Somebody better be darn sure that Canvas is going to be better. Early adopters have said it is not. Banner is about as antiquated as one can imagine, and the fact that different platforms don't talk to each other (e.g. students who drop are not removed from BB) is just silly. [#2453402]

I find the new homepage very hard to navigate. It's more about picture than service. I can't even find a link to the library. Sorry, I would like more options on the top bar. [#2453423]

Your recent changes to make web content "accessible" to visually-impaired individuals has made it considerably less comprehensible by removing colors, fonts, etc, that make a text more readable. IT is unfortunate that you are so driven by one particular version of accessibility and are willing to put the majority of users at a disadvantage. There are ways to be accessible and understandable. Your version of accessible might be easier to SEE, but it less easy to UNDERSTAND. [#2453438]

The directory is a bit clumsy to use and often lacks basic info (eg for students), appearing to be more reticent than FERPA requires. Having a branding redesign every few years doesn't help either, when I look where the menu is that includes a basic link I need. [#2453505]

The new website layout, depending on the browser, is clunky and much less intuitive than previously. I am a very tech-savvy individual and this website is frustrating. [#2453509]

Please improve the CIE international travel registration website. It's a clunker. Please make sure that everyone who needs Argos can use it. I have clearance for using Argos but there is a software problem and I cannot use it. [#2453603]

Many websites are woefully out of date. Online catalogue should default to the current year Finding information about programs and services is difficult - often links direct one in circles without connecting to the desired information More quick links at the college, department levels [#2453633]

Having online services that enhance the teaching and learning experience.

Canvas is a lot better than Blackboard, but it still leaves a lot to be desired. In particular, I would like a way to *email* my classes with an actual *email address*. Like, if I get an email that says "please forward to your students," I should be able to forward the message without having to copy and paste it into canvas. [#2447246]

One of the biggest problems is finding these things. Our website directories are awful, so if these things are offered, we don't even know it. And if there are notes or training programs available, we don't know it. [#2448342]

Canvas seems to be needlessly complicated. Many of the features seem redundant. I'd appreciate it if the default view of a class was only a roster, assignments, and gradebook, and professors could then opt to activate other features. [#2452273]

Canvas is a big improvement - thank you. [#2452422]

I'm not sure what "online services" means. [#2452464]

Have not yet moved to Canvas. This may resolve the issue. [#2452491]

I don't use Canvas (or previously Blackboard) very much, but I find these tools unnecessarily cumbersome. [#2452540]

I am very pleased with Canvas LMS and hope we keep improving its functionality by adding more features. [#2452551]

I think the move to Canvas will help, and OIT is great about helping faculty. The in-class equipment, though, is inconsistent across campus, and if one is teaching two sections of the same class in different rooms, it can be hard to prepare if the technology is different in the rooms. Simple might be better as long as the rooms are consistent. [#2452674]

I teach online. In general I am able to access online site when teaching. No suggestions. [#2452757]

I appreciate the move to Canvas. It is very intuitive and the training opportunities in person and online have been great. Thank you for the support! [#2453217]

I'm not sure what you mean by this statement [#2453373]

More training, more discussions. [#2453397]

blackboard has been good but can be cumbersome. I have not yet moved to Canvas but the amazon outage last week was discouraging with regard to availability. [#2453438]

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

I am having difficulty with batching email in 365. Additionally, I still have not figured out how to use the notebook apps; I tend to get lost between screens. It would be great to have a hands on training to see how these apps can really be utilized. A video would be superior, with informative narration and captioning to be disability compliant, to see the apps in operation, and how they integrate together in real time. So, in lieu of everyone coming to a certain location, a tutorial library of video to illustrate and describe various functions of 365. [#2447291]

Why does UT lack software to run teleconferences? It is mind boggling that an organization of our size lacks this capability. [#2447593]

I am not sure what all the possibilities are!!! But it could be very useful. [#2447883]

People use different versions of email, and so trying to send confidential or private messages is often impossible to do. It would be nice if we were required to use one email service (gmail vs Office 365) based on our job titles. [#2452237]

Get Dropbox for business for faculty [#2452284]

Short write up or tutorial on using zoom (this might already exist and I am unaware of it) for new students, faculty, and staff [#2452321]

Losing organization sites in the switch to Canvas will be a real hardship. Office 365 groups do not make up for the features used in BB. [#2452551]

we have many new options such as Open Drive, etc. I need some online training to help me acclimate to these services. [#2452618]

There are some great collaborative tools out there, which, yes, I'm sure, cost money. They would save tons of time by people using them that would offset the cost (although from different buckets of money, granted). It would be nice to have an experimental group that could play with new products. My criticism of OIT along this line is that OIT doesn't seem to be very forward leaning in this regard. [#2452696]

Use Zoom extensively. Great addition! [#2452757]

I would love to have access to Slack. [#2453217]

Zoom is wonderful. [#2453438]

It is not clear where rooms for videoconferencing are and how to get into them. I believe there was a charge to use it once so I haven't looked again. [#2453568]

UT Vault is great. [#2453603]

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

OIRA still makes pulling data difficult for departments that have more than 1 discipline; we need data tracked at both the discipline and total department level [#2447184]

I had a few minor problems with IRIS to access some reports. [#2447217]

Often finding areas on UTK web pages/alphabet soup is quite difficult. This may not be OIT but it is a reflection of how things are classified/organized within the electronic site. Therefore having to hunt several areas, terms, etc makes timely access to data/information quite difficult. Perhaps during new faculty orientation this can be addressed or addressed more fully to assist new faculty. [#2447232]

-I keep writing training grants that require information about student diversity, from test scores to time to degree to placement information, all split by demographic. This is extremely difficult data to find at the departmental or college level. our department now tracks all data independently for each student and keeps it, which is a lot of extra work when I know the university is already collecting it, just not making it available. - For job openings in my lab, I have no ability to see who has applied - i have to rely on the office staff to check and send to me, which can take quite a while. Let the people doing the hiring see this stuff and get notified about new applicants automatically. - For my grant accounts, I get really useless and difficult to understand ledgers as pdf files over email. its difficult for me to see what is clearing and from what accounts (all parts of a grant budget are in one giant account!). not to mention i have no idea what is pending. nor can i see credit card changes until i get a PAPER statement. online banking systems have been around for years, there has to be a better way. [#2447355]

Complete lack of a unified computer system within the UTCVM. Creates increase work load for students, technicians and clinicians. Can lead to diagnostic mistake and inappropriate patient care. [#2447520]

would be really nice to integrate Banner and DARS [#2447618]

I am not sure what all this is referring too! But it might be useful! [#2447883]

If we can't find the data, we can't access it. [#2448342]

Often, the data I need to make decisions is either not available or takes weeks to procure. [#2448345]

Again Please get a service cloud based that mirrors in real time all our data And has unlimited storage And has easy ability to restore lost files And makes it easy to share data = Dropbox for business [#2452284]

Course and enrollment data are always slow t be delivered. Ideally we would have an interface that would allow depts to run their own reports. [#2452491]

The CampusLabs system is horrible. It was WAY better when SAIS was done in house at UTK. [#2452651]

The attendance tracking software is HORRIBLE. Very complicated. At the least, the instructions could be re-written so that they are easier to follow. With a flowchart that says, if this is the case for your class, go here... This is what we use to report student attendance for some Title something or other and it is crazy. [#2452696]

Simplify the process for granting access to data about students, enrollment, etc [#2453022]

It would be helpful to be able to develop specific reports. [#2453083]

I'm not exactly sure what is meant in this question. I use ADMIT for admissions. It works okay. I can't create a pdf version of an application. Not sure why. I am going to try to use an online portfolio system, maybe the one Teacher Ed uses. It may not be the best system for my program though. [#2453286]

In general, the inefficiencies are in control. [#2453396]

OIRA data about SCH must include all sections of cross-listed courses. For departments that have a significant number of such courses, this makes a difference for their overall SCH and SCH/FTE.

[#2453603]

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

Learning and teaching would be enhanced by access to PDFs from world's top journals. Current access is very limited. [#2447193]

In CON 201 the system often does not allow internet showing of videos with sound which is irritating for making critical points to students in class. [#2447232]

Classrooms almost never have blu ray players, often lack hdmi inputs, regularly route audio to the wrong place, etc. Don't even get me started about the quality of the projectors and speakers in most classrooms. Honestly, I usually request for my classes to be in the music building (that is not my department) because at least *they* have decent speakers. [#2447246]

The national classrooms in my building are out of date and difficult to use. OIT was quick to respond when I contacted them once but interrupted my class to fix the problem when I had found a work around to get me through the class. I just wanted it fixed before the next class. [#2447274]

The worse and older spaces on campus need to be brought up to at least adequate--clean, walls intact with no ceiling or window leaks (not good for technology), appropriate window coverage for lighting control, and adequate room acoustics. There is still some variability in connectivity, smart screens and adequate lighting, heating, cooling, and techno-isometrically appropriate furnishings to maximize utilization of space. Within reason, need to upgrade older spaces that are still in use as classrooms. [#2447291]

technology across classrooms is not consistent. Smart writing tools should be improved. Not all classrooms have a computer. Wifi is not available in all classrooms. Some classrooms also have no cell coverage (safety issue) [#2447330]

The issue is the shortage of classrooms, especially small classrooms with the appropriate technology. Technology is great in larger classrooms. [#2447337]

I don't know why this technology hasn't gotten more robust over the years but we still totally suck at getting video conferencing to work. I think too many things can go wrong (and usually do) [#2447355]

My class room SMC G2 does not have capture capability. A small, but annoying detail: I have to provide my own 9V batteries(every day) for the microphone and since I am the first person to teach in the classroom, my department is supplying batteries for everyone who uses the classroom. [#2447377]

Am retired faculty, do not teach [#2447500]

The first floor in Haslam does not have PC's attached to the podium system. This makes it very hard when speakers are invited in for student organization meetings and reflects poorly on our school. [#2447519]

Chalkboards. We still have classrooms with chalkboards. [#2447780]

Many classrooms in the Jesse Harris Building need technology upgrades. Also, conference rooms in the Jesse Harris Building need technology in order to be able to support graduate student thesis/dissertation defenses and presentations. [#2447845]

I am not sure if this is for you all or the dept-we have a conference room (Greve 122) and our Smartboard has been out for most of the year; We also have a classroom (I think this is the Dept responsibility-Greve 107) whose Smartboard has not been working for almost 2 years. [#2448034]

It's very frustrating when classroom technology carts don't function, especially with video/audio. One classroom, the best suggestion is to "unplug it, wait 10 seconds"...that's terrible and should be unacceptable given the cost of those items, and the precious classroom time that it wastes. [#2448277]

Progress made but some classrooms need retro fits; not all connections work with new laptops. e.g., no longer have VGA ports. SO, I have to buy connectors to make it work. Lighting and climate control does not work well in many HSS classrooms. [#2448285]

The vet school rarely has meeting areas available for teaching. [#2448386]

Providing units that are in locations without access to built-in technology with portable technology capabilities (laptop, projector, etc) [#2452237]

I've twice now been in a classroom where OIT did not have an HDMI to VGA adapter that would work with my Macbook Pro. [#2452273]

Some classrooms that hold recitation sections are still woefully behind in the tech needs--projector for laptop/doc cam, etc are really a must in all classrooms anymore. [#2452410]

Our hardware for students has aged out. They use their own devices now. [#2452422]

The ability to project from a laptop and having a document camera are enough for me. [#2452464]

Wide variability on whether I will have the appropriate connections for my laptop. Very poor support for audio connections when a laptop has only HDMI. [#2452579]

There just are not enough well designed large lecture halls. When scheduled in Cox auditorium (seats 900) with a class of 111 students, it would be nice if the instructor podium and doc cam were accessible from the floor instead of up on the stage. [#2452651]

As I mentioned above, I think consistent technology in classrooms is more helpful than a couple of rooms with excellent tech--each department could have a few rooms reserved for its high-tech equipment and needs. [#2452674]

I know my vision of just plug and play may be unrealistic, but with so many configurations around campus and the shortage of classrooms I have been frustrated with getting connected properly to equipment wherever I go. Just having some basic and standard instructions available, and maybe connection, would be helpful. The differentiation between campus and unit technology is just a barrier to faculty. We need a one-stop! [#2452757]

When it comes to updated technology in classrooms the college of education needs to have upgraded equipment that parallels that in public school classrooms. For example, in the area public schools every classroom has a whiteboard. If we are preparing the next generation of teachers for future classrooms the college needs to have at a minimum the same technological resources as TN public schools. Also, it's not enough to simply buy technology. We have specific curricular goals & standards that must be

met. Training & ongoing support are critical for research & practice of Integrating technology into the curriculum. [#2452867]

This is my main concern: there should be a uniform, predictable level of technology and furniture that allows for a variety of approaches to instruction across campus, or there should be a way of matching needs to spaces. As it is, lots of technology goes to waste when people teach multiple sections in different classrooms with different levels of enhancement. In such situations, we necessarily adapt our lesson plans to the classrooms that offer the lowest level of technology. [#2452874]

increase numbers of smart boards in libraries and classrooms [#2452998]

I only have 30 students for a class and I am unable to get a classroom with the proper technology for 3 hour blocks unless I am willing to teach at night. Thus, all class exercises must be completed outside the class as 75 minutes is not sufficient. [#2453093]

I have a hard time using the computer-digital projector systems in 314 and 264 Communications Building. [#2453152]

It would be great to have projection systems to which students and instructors can connect wirelessly with their own devices. This could facilitate more collaborative learning experiences. [#2453217]

While teaching, I often have technology issues. Some days, my UT computer won't connect to the projector system. Other days, my new laptop won't connect to the system at all. Sometimes, the sound doesn't work. Often, a room with technology isn't available. Commonly, the projector screen blocks a dry erase board, making it unusable. Big improvements could be made here. [#2453286]

Any improvement in classrooms would be a bonus--especially sound proof [#2453293]

we need better and updated classrooms to enhance student/faculty teaching-learning (r/t technology). For group work, IT support etc [#2453373]

Technology in the classrooms is positively awful. It is time to enter the 20th century let alone the 21st. IT is the worst I have seen of any university. [#2453396]

Too few rooms are active learning rooms, even those that are available are not always best equipped. E.g., rooms with white boards do not have wiping cloths, or markers. [#2453397]

Rooms with whiteboards need to be upgraded to glass boards. I teach in a large OIT-controlled lecture hall. The white board, which is less than 1 year old, is now difficult to erase and previous writings remain even when it is erased. A poor choice (whiteboard) was made, and now it needs to be addressed. Wasted \$. The new Wolfvision or whatever it is -- more wasted \$. [#2453402]

Too few of these. Many of those "updated" need newer enhancements. [#2453403]

The computers in the Comm. Bldg. are tricky. If a user doesn't log out, the computer will LOCK automatically and not even allow me to switch user. So the only way to rectify this is to unplug the whole thing, which I know is not good for the computer, but I have to use it in class. Could we not set them to automatically log the user out after 5 minutes of inactivity? Thanks [#2453423]

Every classroom and meeting space should be a smart classroom. Also all VGA cables should work with all computers, there are times when I take my laptop to a room with a VGA cable that only produces gibberish. [#2453438]

Classrooms need to have computers. Classes that only have connections and you must use your own personal device as an instructor is NOT a smart class. [#2453463]

In some classrooms, there is so much of a hi-tech clutter that one can barely access the board; specifically in Ayres, these monster high tech furnitures boxes hog up a lot of space that sometimes gets in my way. *If* I use the (single) projection screen, it blocks a lot of board space that I may wish to use simultaneously. On the other hand, a single projection screen is puny; frequently one would wish to display at least 2 pages worth of material simultaneously, which cannot be done in that hi-tech environment. In olden days, one could have this with ample board space or two projectors, or a combination in which the projectors were directed at an *opportune* location, rather than a pre-determined location that hijacks most of the board space. [#2453505]

Classrooms are lacking in the most up-to-date technology. Some only have a projector and a chalkboard. [#2453509]

Our classroom technology is lacking... poor interface with by PC. I just cant rely on it.. [#2453539]

While such rooms exist, they are rarely available. Need more or more fair availability. [#2453568]

More classrooms need to get retrofitted with up-to-date projection systems and smart TVs. To accomplish what I want to do this semester (lecture/lab course) I have had to use three different classrooms! [#2453593]

Getting timely resolution of technology problems that I am experiencing.

Overall, and 98% of the time OIT does an amazing and great job of responding to issues whether identified through email, OIT system, or personal OIT assistant. THANK YOU and GREAT JOB. I do think assistance from Media needs to be much improved. If an individual does not want to work with new faculty please assign an OIT personnel who is happy to work with new faculty and helpful. This can be quite involved for specific course requirements requiring working with outside resources to accomplish media capability for large numbers of students. [#2447232]

This is usually fine, but I did make a request about a malfunctioning hdmi input in a classroom like three weeks ago and, other than the auto-reply, never heard back. [#2447246]

Excellent! Thank you. [#2447377]

This is my very first semester as a lecturer. We've been busy trying to "hire" me since early fall. Now, nearly 40% through this semester, neither my ID nor my elevator key function properly and I do not have a parking permit. Somewhere in the midst of the maze of paper and online forms, no one seems to know what to do next! Is the problem technology related? Who knows? But something's NOT working! [#2447438]

Amazing service. No suggestions. When I have trouble with classroom technology, I'm amazed at how quickly the OIT reps show up and how cheerfully and completely they fix the problem. [#2447795]

Getting help with individual problems has been great; struggling to get help with hardware issues (smartboard in our conference room, greve 122) [#2448034]

I am gratified by the quality of support that I receive for OIT, given my status as an emeritus faculty member living almost a thousand miles from campus. [#2448247]

Centralize all IT and eliminate variation due to college level IT personnel. [#2448360]

OIT supply for setting up new computers has been extremely slow in my experience. [#2452301]

I have had very good experience in this area. The IT personnel I have worked with are very knowledgeable and friendly and even if they don't know they work hard to figure it out and help me get what needs to be done to run my program efficiently and effectively. [#2452321]

Most of the time UT's OIT support help me quickly - I appreciate it so much! [#2452402]

The help desk system is sometime slow and I have to repeat questions. It's never clear if I can go straight to the specific person or go through the ticket system. Sometime I'm ok with a few days response but others, like Canvas, I expect quicker response --- OF THE SYSTEM --- When I get in touch with the people, they are always great! [#2452426]

I submitted at least one, and I think 2 requests last semester that were never responded to. One was a question about how to let a student use his cellphone as a clicker. Perhaps this was not OIT's purview? If not, I wish someone would have redirected me to the correct place to ask this question. [#2452464]

I believe OIT has come down a notch or two in this regard. Customer service doesn't seem to be the end-all anymore -- not that it's bad now, it's just that for several years it was incredible. [#2452696]

Excellent assistance always from OIT staff! [#2452757]

I have generally received excellent service to all my questions and 100% cooperation. The last time I called on a problem with a home computer trying to interface with UT email they refused to answer any questions. I have always made it clear when I had an issue with a home computer that I was calling about a home computer and they have always helped me. I am not certain why the policy changed, or, if it did change, why some interpret one way and others do not. [#2452886]

Your phone helpers are spectacularly good and gracious. They have saved many an urgent project for me. Sometimes there is a sizable wait to speak with them. I wish you could fix that. I am always in a rush. [#2453152]

Especially when teaching, if I'm having technology issues, I need them resolved quickly. That rarely happens. Luckily I have a tech savvy student. [#2453286]

Hardware issues are not always quickly solved. [#2453397]

My experience with OIT is very positive. They always respond in a timely manner and resolve the problem. Great job! [#2453423]

see issues of management above [#2453463]

I've had excellent experiences with all my IT problems except with getting access to Argos. [#2453603]

College tech people are extremely helpful and timely - often answering questions immediately When I call the help desk - I also get good service. It's classroom tech help that is woefully lacking - such as audio working with digital videos. I have had to bring my own speakers when there are speakers with the classroom system that are not working. [#2453633]

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

I have not had success with the statistical consulting group. [#2447337]

- Geri Raghianti is the best, someone give him a raise. Newton gets a huge thumbs up. - There is a bit of a gap in tech service at the departmental faculty/staff level. OIT doesn't really do individual calls for printers, email, setting up the room conference systems, etc. But our department doesn't have anyone qualified either and our "tech" position is really a communications person who is too busy with the website and communications materials to do all the training and tech support stuff. [#2447355]

Lack of a dedicated fully competent PACS IIT support. [#2447520]

Mac users sometimes do not have knowledgeable help [#2447627]

The nameless, faceless OIT helpdesk staff are nice enough, but it seems much more efficient from a USER perspective to be able to get in touch directly with someone who can address any given issue. The help desk I can see is most efficient from a BUSINESS perspective, but as a "customer" I feel I get the runaround every time, and never a problem resolved. [#2447812]

There's been a few times that I called OIT and the person who answered couldn't answer my question, and no, I don't recall what the question was now. I think that eventually (as in days later) someone was able to solve the problem each time. [#2452273]

Most of the time UT's OIT support know exactly how to help me. [#2452402]

This has always been a plus for me for several years (except there is one individual in Bb who doesn't seem to be completely at the knowledge level one would think she would be). I have often said that one of the best things about working at UT is the technology and support we get from OIT. [#2452696]

See above [#2452886]

In trying to solve problems related to the use of the Smart Podium/Board systems, I frequently run into a problem with "technical domain". In other words, the OIT staff person will tell me the problem is related to the computer that is used in the classroom (maintained by my department), but my department IT person will tell me the problem is with the Smart system and should thus be addressed by OIT. I suggest that the two persons take a look at the problem together so that I don't have to wait several days for the issue to be resolved. [#2452971]

This is not a suggestion for improvement, but a recognition of outstanding service. When I have needed help with my Mac at the History Department, John Morgan has provided OUTSTANDING help and effective resolutions of problems. In general, over my 22 years here at UT, the very fact of the helpfulness of John Morgan and his colleagues is a real shining star in terms of the teaching and work experience here. [#2453057]

Again, your support staff members are magnificent. [#2453152]

Most of the time, support staff are helpful. However, it may take a while to get on their schedule. Once I had a laptop with a virus. They kept it for 2 months and never worked on it. I finally got vocal and a supervisor got it fixed the next day (CEHHS). [#2453286]

Ooh dat? [#2453403]

Since instructors must rely on their own devices to work, they can buy just about anything. You should not be allowed to purchase any technology without the assurance that someone will know how to support or help you with your technological needs. Is IT support even managed? It seems to me that some upper echelon administrative staff, and decision makers, are not technologically savvy, which creates problems at all levels. [#2453463]

Please make sure that everyone who needs Argos can use it. I have clearance for using Argos but there is a software problem and I cannot use it. [#2453603]

Receiving communications regarding technology services that I can understand.

As a new faculty I still do not have use of my office phone due to the difficulty of changing passwords, resetting parameters-unclear, and very involved directions which can be quite difficult, often without clear resolution. Assistance is needed beyond "read the directions" which are convoluted and differ from Quick Reference and full directions. On-campus assistance is needed to set faculty phones up the first time for all new faculty. [#2447232]

I expect that, am alone at home with no other help within reach. I hope you will continue to provide HELP DESK to me, a retired faculty member with 45 years' service at UT, via telephone and answerer taking control of my computer when necessary to solve a problem [#2447500]

more tutorials online to step through ... sometimes it is something silly that keeps me from accomplishing a task. [#2447661]

I feel like a lot of the impetus is on me to go to your website and see what is available. [#2447883]

This is not a suggestion for improvement, but a recognition of outstanding service. Your staff member John Morgan has provided OUTSTANDING help--in particular, he has always, without exception, taken the time necessary to answer all of my many questions, without rushing. That is most helpful. [#2453057]

The more online, video tutorials you can offer the better. Lynda.com is a great service. Thank you for providing it! [#2453217]

I don't know how to tell someone in the tech field to word their emails and available help information for non-tech people. They use language and terms that I don't understand to tell me how to fix things. Pictures and drawings of screen shots do help though! As long as the systems match - I.e. same version of word or same version of the web search engine etc. iMedris is very very clunky [#2453373]

Most of the time, staff is not properly trained or know where to turn. Again, issues of management. At my previous institution, ALL classrooms were equipped and instructors were provided with a specific choice of laptop or PC, and a specific managerial team was in charge of handling any of your needs. I get my support outside of UT. [#2453463]

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

Again, finding training can be difficult if one does not know where to search. Once appropriate sites for training are found one can usually find some training that is useful. [#2447232]

There is a lot of information available. However, it is in a static form--tons of reading to get to the answer; self-help videos, or guided processes illustrated with screen shots are much more efficient in my estimation. By the way, the best defense for the above is the available IT Staff--whom I call often and really, really appreciate. I get satisfactory answers and usually I can understand the process to complete what I am attempting to do when speaking with an IT support person. [#2447291]

Advanced clicker training would be helpful. [#2447330]

I don't know where to access this information. [#2448342]

I believe here at UT I can get help with anything I need to become a more effective teacher! [#2452402]

It could be I just don't know where to easily find it.... [#2452410]

We desperately need help using clickers. I know this might not currently be OIT's baby, but it's causing a lot of trouble and it takes a lot of technical futzing to figure out how to use them and get the grades into the gradebook. I would like training classes on creating interactive web pages. [#2452464]

OIT's website can be a nightmare to navigate. Fortunately, Google apps, MS 365, and Canvas all have excellent documentation. [#2452551]

we need more training options online [#2452618]

I haven't been to any training in a while, but I remember that some trainers went very fast and did not wait to make sure everyone was caught up. [#2452696]

I'm just not aware of what or who might help me with this. Where to even begin? The OIT main page is confusing at best. [#2452959]

John McNair and Anne Hensley are terrific in the amount of help they provide me and how kindly they do so. I think OIT probably has classes that would benefit me. I just wish I had the time. I've had mixed experiences with the OIT classes I've taken. [#2453152]

While I haven't made use of it so far, not having needed it, I very much appreciate the access to Lynda, as it gives me something of a guarantee that I can learn things when needed [#2453505]

Having one-on-one help for getting started with Canvas was invaluable for me: it saved me a lot of time in getting started, and the OIT person was extremely helpful. [#2453603]

Have not attended too many classes recently as I have been frustrated with prior classes. Training is excellent, but novice users dominate the trainers time, so as a proficient (but not expert user) many of my questions are unanswered. The last class I attended was in January 2017 regarding accessible documents. It was excellent and all my questions were answered. [#2453633]

Official University Email - Office365, Gmail (available to Students only)

365 as an avenue to access learning board systems and specifically email is most unpleasant to traverse. Getting documents or printing an email takes 3-4 steps which I have learned to bypass. Even went to training on 365 to find the positives for using this avenue. Still not convinced. [#2447232]

I wish mac interface was better [#2447274]

I am a creature of habit. I have stated my concerns before to other items--having to navigate back and forth between the apps and the email. Use is not intuitive. It seems that I have less control over what I can do with my email. The format of the email renders new email hard to distinguish from read email. There is not much difference between the look of read email vs. new email, so it is easy to get lost or overlook mail. I believe Google's setup of email and contacts is easier and more intuitive. I do like the ability to make subfolders in 365 for organizing my incoming mail and those to which I need to refer more frequently and am not ready to archive. I don't like that I don't seem to have control over emptying my trash and determining that a given document thrown out is truly gone. [#2447291]

I dislike Office 365. I find its layout unappealing and its forced options intrusive and inconvenient. I also too frequently do something like accidentally send an email off before it is complete because of how the system reacts. Gmail is not perfect but it's better and I think faculty would benefit from having that option. [#2447315]

mandatory folders are annoying. I want to delete them. [#2447330]

I frequently experience difficulty with filters and currently, much of my important email is going into my Junk folder for some reason I need to figure out. [#2447336]

Open up gmail to faculty/staff. [#2447355]

Not working for staff. Multiple people working in our lab cannot log into the web mail. [#2447398]

Make GMAIL available to Faculty and Staff [#2447550]

why isn't gmail available for faculty? Seems much better to me than Office365 [#2448277]

Outlook is a horror for faculty. Use GMail for all. [#2448333]

Works most of the time, but not all of the time. [#2448345]

I would like for faculty & staff to have utk Gmail email accounts as well. I find Outlook/Office365 cumbersome to work with. [#2452156]

the different emails don't talk very well to each other- again, requiring students who do more staff-based activities, or requiring faculty to use Office 365 will help this [#2452237]

Microsoft's system is just poor. I'm jealous that the students get to use Google. [#2452479]

Cannot set up mailing lists on the web-based Outlook -- only groups. [#2452491]

I have my email forwarded to a gmail account because of the inbox size capacity. I am still constantly getting emails that my mail in full or over the limit. [#2452524]

WHY OH WHY CAN'T FACULTY USE GMAIL??? I'm sure this oversight is a byproduct of our Google licensing agreement, but as a younger (millennial) faculty member, I predict the demand for Gmail will just increase and increase. Let's renegotiate our site license; other institutions of our size have Gmail available to faculty and staff through their Google Apps for Education agreement. [#2452551]

I cannot complain because I kept the larger Office365 from when I was a student to now as a faculty member. [#2452651]

I have had a couple of problems which were quickly and well resolved by OIT staff. However, there have to be mail clients out there which are better than Outlook, which actually help productivity. Also, I'm confused about what software we actually have these days, or what the best way to have it set up is (I've seen people have different setups than I have). Also, maybe there is a better place to remark on this, but accessing Sharepoint, actually finding it without having it bookmarked once one has used it, is super tricky. [#2452696]

I don't know how anyone can fix the miasma of problems in Microsoft Outlook. It's overrun with annoying glitches that might be insurmountable. One thing I'd like to see gone is the weekly SPAM. [#2452867]

I'll be trying to take an OIT course on the e-mail system. The fault may be with me. [#2453152]

Gmail for faculty, please? [#2453224]

Outlook is not very good. Hard to search. Hard to archive and retrieve. Difficult to do group things. [#2453396]

I like the old system better--there are SO many hoops to jump through now. [#2453423]

Office 365 was a terrible decision. Outlook is dreadful. Even worse is when OIT staff decide for us that we all want to add certain services and change accounts without letting us decide for ourselves. [#2453438]

This imposed spam filter feature hasn't done much good, sometimes it has been more of a nuisance. [#2453505]

Please make gmail available to everyone. I do not like Office 365 and I am not currently using it. I forward everything to my personal gmail account. [#2453559]

Online@UT (Blackboard Learn/Canvas)

make it easier to access the learning system consultants without having to explain problem multiple times [#2447184]

See my above concerns about scheduling and email support. Canvas messaging simply doesn't work as well as email. It doesn't even let me include a signature in my outgoing messages! Canvas, again, is *heaps* better than Blackboard, but there's still a lot to complain about. [#2447246]

Don't like the gradebook function as well as blackboard. Don't like having to use Google to work together on documents. [#2447274]

OIT is getting better quickly but course management remains one of the sticking points. Random outages, maintenance during regular working hours (instead of weekend mornings or late night) can cause real problems. Hopefully this will improve as Canvas becomes ingrained. [#2447315]

Still on the learning curve with Canvas. If Canvas does not have what I need, I have been able to find work-arounds so far. [#2447377]

Every 'upgrade' to Blackboard and now Canvas takes away basic functionality for managing our courses. New faculty and GTA's need a system that is simple to learn and to use effectively. Canvas may have the potential to do lots of thins for people with nothing better to do, but it is going to take a year to learn how to use it. CAnvas is not instinctive, the functions are not where you would expect to find them, and there is no easy way to learn to use it. [#2447528]

Let me (the faculty) have access to services on Canvas. I should be able to add people to my classes and merge class sections together on my own. I'm an adult. [#2447550]

The semester is about half over, and there have been at least two Canvas outages that have lasted for a day. This is not acceptable. If students are expected to access online materials (e.g., the McGraw Hill Inclusive Access Program), it needs to be up 24/7. [#2447593]

Canvas hides information in modules. With Blackboard, every daily task was visible every time you opened the the course with assignments. With modules on Canvas, it is impossible to view a continuum. You have to open everything up, one at a time. I do not like the fact that you have to create an assignment for a grade. It can be misleading. Blackboard was much more open, effective, and less constrictive on how I present my online management. I suggest we bring back Blackboard. [#2448054]

Canvas needs a SafeAssign feature for students Twice this semester (including yesterday), Canvas went offline right before large student assignments were due. Is there a chat feature JUST for students (where they can talk without me seeing)? [#2448193]

Switch to canvas is not going smoothly. I am hoping this will just get better with time and learning the new process. [#2448321]

I don't need it. [#2448325]

I couldn't access Canvas at all yesterday. The week before, I couldn't edit a rubric. I like Canvas better than Blackboard, but I wish it were streamlined with the option to turn on features (instead of having so many seemingly redundant features activated from the start). [#2452273]

more customization options with Canvas, Better multi-section class support. [#2452286]

Likes Bb; haven't learned how to use Canvas yet ... noticed it was down this week ... will that be a common occurrence? [#2452402]

Canvas is big improvement from BlackBoard [#2452422]

I'm finishing off the year with Blackboard. Looking forward to switching to Canvas. [#2452479]

I have not used Canvas all too much, but so far I am not impressed. As much as I complained about Blackboard in the past, I am pretty certain that Canvas is not better. Maybe this is just a general feature of all classroom management software that everything is terribly convoluted and simple things such as sending an email to all students is nearly impossible. [#2452540]

VERY pleased with Canvas. Keep adding to it! I would like to see >combined attendance for merged, crosslisted classes >the ability to edit student names/put in a preferred student name for my students who go by nicknames or middle names (this is possible at other institutions) [#2452551]

need canvas training [#2452618]

Still, CANVAS has a lack of functions (for example, setting up to schedule materials based upon the posting dates that I want to. [#2452641]

It should be easier to add additional instructors to Canvas course sites than it is right now. [#2452651]

Not sure Canvas lives up to its hype. One problem is that they don't fix issues as soon as they seemed to indicate they would. Some issues should be very high on their list, but in their suggestions area, they say things such as "will consider it" instead of "working on the issue." Sometimes they close requests without action, and they really should be taking action on it. Their attendance taker is virtually useless. It is easier to use by the casual user, there are some aspects of Blackboard that will be missed.

[#2452696]

I'm really glad we're transitioning to Canvas. Canvas is much better than Blackboard Learn. However, we still don't have a photo roster in Canvas or the ability to generate attendance reports that give NUMBER of absences, instead of percentage of attendance. [#2452959]

The decision to drop Blackboard and move to Canvas, both systems I have experienced, seems to me a mistake. Blackboard corresponds much more readily to my course needs. [#2453057]

Hopefully Canvas will be easier to use than Blackboard. I have not had time to look into Canvas yet, but will be perusing it this summer while I am off so that I can be successful with its use in the fall.

[#2453149]

not really looking forward to the switch from blackboard to canvas [#2453293]

All of these platforms are problematic. AND then we have to face angry students. [#2453396]

Essential. [#2453403]

more tutorials [#2453419]

we were able to switch to Canvas without tech support in place [#2453463]

thanks for dumping blackboard. Canvas seems like progress. What I am really missing at this time is a notification feature by which I get an e-mail whenever a student adds or drops a class of mine. This could be on an opt-in or opt-out basis, I don't care which. Shouldn't be imposed on those that don't want such emails, but it should be available for those that do. In particular during the first 10 days of classes, but (for drops with W) also later. [#2453505]

Canvas came in with a lot of promising potential. However, there have been numerous administrative changes that have limited the features that Canvas is known for (addition of guest instructors, students, etc to courses), instructors not able to add apps to Canvas. I have numerous colleagues across the country who utilize Canvas Free for their courses and the only thing they are missing compared to what we now have is institutional branding (which is still lacking). [#2453509]

Canvass is better than Blackboard.. but not by much... Needs to be simplified for the user.. [#2453539]

I do not like the Canvas grading system. In my view Canvas is the right decision for students but not for us who teach. [#2453559]

So far this semester (my very first here), some of my students' scores are in Canvas, others in (Pearson) MyStatLab. This is troubling to my GTAs and confusing to my students. [#2453567]

Please make sure that all courses and other documents are migrated from Blackboard to Canvas before Blackboard is discontinued. I would like more communication in that respect. [#2453603]

UT System Services (IRIS, ANDI, Evisions SP/424)

I had a few minor problems with IRIS to access some reports. [#2447217]

Navigation still needs some work to be intuitive for all of these. [#2447355]

You could tell me (and others completing this survey) what an IRIS, ANDI, Evisions SP/424 might be. To me this question reads as "When it comes to UT Systems Services Gobbleygook. [#2447827]

N/A [#2447881]

I have tried to change my home phone number in IRIS but it does not work. I have tried many different things Got frustrated and gave up. [#2452464]

IRIS is difficult to use in terms of finding the reports you need. [#2452620]

I believe IRIS is improving gradually, but it is still challenging to use. Not user friendly or intuitive...even for basic reporting. [#2452825]

Difficult to navigate. IRIS works sometimes and others. It is a chore and a mystery each time.

[#2453396]

WHY ARE YOU GETTING RID OF BLACKBOARD???? [#2453423]

iris is impossible to understand as an occasional user I do not know what the other two listed are. [#2453575]

The IRIS approval system is difficult to comprehend: I manage to approve things, but the actual steps vary and it is not clear to me why that is so. I would appreciate having explanations about the steps to be taken attached to the approval pages. [#2453603]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Attendance tracking for Title IV is clunky and difficult to use. It should confirm that we have entered the required data, indicate if we have omitted someone and direct us to the remaining students who need data entered. A lot of faculty had difficulty doing this correctly this semester. I love that we can submit grade changes electronically through myutk now! [#2447184]

I find locating information quickly very difficult through MyUTK, especially but not only when teaching a large class. DARS reports contain useful information but are difficult to interpret. [#2447315]

Banner is the most labor intensive and effort wasting system imaginable. It has no capacity to complete batch processing or printing for all sections in a class. Instead, you have to go through multiple steps and complete an action for one section - bail out of that part of Banner, then move back through multiple steps to complete an action for another section... and on, and on. You can't go in and print out everyone on the waitlist or the roster for all sections for a particular class. Our previous operating system looked like an MS-DOS system from the late 80's - it was better at many departmental management functions than Banner. [#2447528]

would be really nice to integrate Banner and DARS [#2447618]

DARS is still a pain to use. [#2447845]

Banner is slow and poorly organized. Hard to locate information on it. It works like a 90s program; very clunky, unwieldy, and slow. Should have one site where one can access student advising info and DARS. [#2448285]

MyUTK forces a lot of clicking. The new attendance Title 4 system is even worse. (It's really terrible, actually. Counter-intuitive, zillions of clicks.) I would be nice if something would allow for less. [#2452479]

We need new registration software. Data about course substitutions can be accessed by DARS, but not by the registration system. When students take courses at other institutions, DARS "knows" when we substitute them for UTK courses. But the registration system does not "know" this, so we have to give override permissions (MANY OF THEM) and document them for our accreditors. Having better registration software would save us a lot of work. [#2452484]

Banner is so clunky. And why are all of our applications on other people's servers? "utk.suchandsuch.com" makes me uncomfortable; I would much rather see gradesfirst.utk.edu or canvaslms.utk.edu [#2452551]

Too many steps required to access information...drop down menus in MyUTK, for example, are cumbersome and time-consuming. [#2452565]

I rated this poor because it's a mish-mash of disparate systems which I don't use frequently enough to gain expertise in. Every time I have to access one of these systems I have to remind myself how they work. And they often don't work very well. [#2452579]

Several of these are not intuitive and are difficult to use. [#2452620]

MyUTK is very slow [#2452649]

Kind of needlessly tricky to navigate. [#2452696]

Banner / DARS / etc. is desperately in need of modernization. Getting to any common task (e.g. class rosters, course schedules) is tedious and takes substantial navigation. The interface is dated and slow. I can't even get to more important features now (such as student photo rosters, which I used to be able to access through Blackboard). [#2452754]

create a one-screen selection process for semester, year, college, degree, program; current multi-screen is antiquated and cumbersome [#2453022]

If, in MyUTK, I click on a class, I get sent to a drop-down with the exact same list of classes. Why this redundancy? Also, if I ever try to open two different classes in different tabs, MyUTK gets confused. This works in most other web apps. [#2453389]

Some places need improvement - e.g., add ability to file dars reports for adviseers without going to DARS - it should be available directly from list of advisees [#2453397]

better interface [#2453419]

pictures of student would be helpful. [#2453463]

The menus of Banner are clumsy: various advising links are scattered over different items, rather than together, and they are so in a rather unintuitive way. Moreover, the auto-logout after too-short a time is obnoxious when I am working on my own non-shared laptop (as most do). [#2453505]

MyUTK is very cumbersome/nontransparent. In particular, the attendance tracking is very unclear. Why must we double-click to affirm an absence as opposed to merely not marking the student present? The instructions were unclear on this part of the system, btw. There has to be a better way . . . [#2453514]

Banner is cumbersome - requires too many clicks and is not intuitive. Timetable is also cumbersome - requires too many clicks Sometimes when I choose a course in my teaching schedule it defaults to a different course on the next screen and I have to reenter the desired course Many of the links at the bottom of the page should be re-titled to better reflect their purpose. [#2453633]

LiveOnline@UT (Zoom) virtual classroom environment support

As a course coordinator needing premium account and increased numbers of access, OIT is unsurpassed. OIT was most helpful with explanations and assistance to make ZOOM work with large numbers of students. Zoom is simple, easy for students to use and a GREAT RESOURCE for faculty to use for meetings whether with faculty or students. LOVE ZOOM. [#2447232]

I use Zoom rather infrequently. When I really need it, it does most of what I require. But it does seem a little touchy when showing documents. [#2452479]

There is little information on how to use Zoom. I use a trial, but want to know where I can get like Skype by UTK. [#2452641]

I love ZOOM! I use it 2 -3 times per month [#2452867]

Wish we could force log in via UTK account so that actual student names would show up for students participating. [#2453224]

I really don't know anything about this feature; but I'd love to know more about it, in particular in view of possible snow-ice cancellations of early morning classes. [#2453505]

Zoom is very helpful... keep enhancing its ease of use.. [#2453539]

Customized help with developing course materials and lectures for online teaching.

Distance learning, MOOCs and tele-medicine resources are very limited. University position relative to Appalachia could make UTK a leader in this area. [#2447193]

It would be helpful if Colleges or Departments were assigned a designated rep to help with course prep so that we would know who to call for help with this. [#2447519]

There may be more available than I know. [#2447883]

The training is good, however, not nuanced. The diversity of skills among those who teach online here is drastic, and I find that after teaching online for 10 years, I am in many ways a novice in handling new software, but still quite advanced in understanding the way online learning works. I have built my own LMS, coded ALI's and created learning experiences in FLASH. I find Canvas a total enigma in that it is not intuitive, assumes bazaar user behavior, and allows for code development that turns out to be counterproductive because tools are available but hard to locate, suggesting they don't exist. Training on these tools needs to be done by someone who has been around these machines for more than a few months. Having taught online for more than 10 years would be a good pre-req for at least some of the instructors. I find I cannot see eye to eye with people new to online learning even if they are experts in Canvas because the choices they make are so rudimentary as to be insulting. [#2448226]

Hire additional personnel to develop and load online courses [#2448360]

This is not a service I've been made aware of. [#2448386]

Awesome resources! Need complement of TTLC & OIT. Cannot be just OIT (tail wagging the dog---technology is the tool, not the objective; earning is the objective). [#2452757]

Perhaps you can push more information about training opportunities in this regard? [#2453217]

I got good help from OIT because it is not easy to figure out on your own. [#2453396]

Absent in my department (Microbiology) [#2453397]

Apps@utk.edu

The Citrus server is slow and keeps crashing. My prior institutions has software available at a reduced price. For example, the full Stata was about \$150 for a license. I would much prefer that option. [#2447337]

I have no idea what this is [#2447528]

Cannot answer since I have no idea what Apps@utk.edu might be or do. [#2447827]

Apps is vital to my work [#2448218]

The one I use most often is the VPN service. It's solid. But it would be even more solid if we could use it on more than one device at a time. [#2452479]

Gmail! I want Gmail! Please, please, gmail! (In case you can't tell, I'm hoping for Gmail.) [#2452551]

Sadly, I don't know what this is. [#2453217]

Ability to access institutional/departmental reports to make data driven decisions

I had a few minor problems with IRIS to access some reports. [#2447217]

I don't know what function this question is referring to. I can't offer a response. [#2447528]

Awful internal website interferes with all this. And we don't have a place to store data that everyone can access without paying money for dropbox space. [#2448342]

See above. [#2448345]

The university is getting much better but still has a little ways to go. [#2452395]

Department supports Google docs - no a big fan! [#2452402]

When data from OIRA on enrollments, numbers of degrees granted, etc., are compared with data from other sources (e. g. direct download of enrollment data from ARGOS), there is often significant disagreement. As a result, we do not trust OIRA data for our programs. This has been the case for the more than 30 years that I have been at UTK. [#2452484]

The new University website is not very intuitive. Seems to not be very faculty friendly. Very outward-looking, but frustrating for faculty. Why is libraries at the bottom? [#2452757]

simplify access granting process [#2453022]

More ability to identify students across departmental and institutional databases. [#2453083]

Personally, I have not requested data reports. However, our department did a few years back for an APR. While we needed a lot of data, we did need it quickly. We were told it would take 2 months. [#2453286]

It is a navigation nightmare to find the information you need. NOTHING relies on common sense. [#2453396]

Very limited - not sure where the data are stored and how to access it. [#2453397]

Many peer institutions have Office of Institutional Research which will respond to requests for reports. We got nothing, as far as me and my colleagues know. [#2453402]

Require academic units to post and update SACS metrics [#2453539]

OIRA data about SCH must include all sections of cross-listed courses. For departments that have a significant number of such courses, this makes a difference for their overall SCH and SCH/FTE. [#2453603]

Ability to invite/schedule appointments with others through calendaring services

Right now there is outlook calendar, which the instructor must initiate, and canvas, which the student must initiate. I would like a system in which I could let students sign up for times that suit their needs (like in canvas) but in which I could also, then, schedule special appointments with individual students (like in outlook). [#2447246]

Make GMAIL available to everyone. Integration of a separate google calendar with office 365, outlook, and my utk google account is annoying and should be unnecessary. [#2447550]

Microsoft hates Apple. They don't work well together. I don't appreciate being forced to use Microsoft products, and Apple versions are simply inferior. Hosted (Office365) is the worst. Ever. [#2447812]

If all department would let the other know ,went they have something going on so that there is know miss understand ,about were everyone is to park. [#2448037]

It would be great to have something as simple as "assistant.to" for quick scheduling through email. [#2448277]

force people to use existing systems - they are worthless for group scheduling if not everyone uses it. [#2452286]

Integration of calendars from Apple and Microsoft does not have the functions I need, so I keep two calendars. [#2452484]

I appreciate the change which was made to allow calendar details to be shared with a non-UTK google calendar. I am now able to keep all my appointments in one place, which is extremely helpful. [#2452551]

I wish more people would use this. [#2452696]

I've had several occasions to try to use it recently. I haven't been able to make it work. The problem may be with me. [#2453152]

It would be great to have access to services or apps that provide self-scheduling options. This could help with scheduling meetings with students and research participants. It would help me to spend my time more productively. Perhaps Bookings as part of Office 365's Business Premium plan could be an option? [#2453217]

I find it difficult to use appointment scheduling through the calendar services. I use Google calendar. Most of the invites I get go to the Office 365 calendar. I wish they would sync. Also, when I tried to use Google calendar appointment options for students, there were issues with time zone settings. A student may have scheduled a meeting with me at 9:30 on my calendar, but it was shown to them as 11:30 because their device was using a different time zone. I guess there's no way to resolve that. [#2453224]

I have no idea how to do this. [#2453396]

It would be good to provide some unified service for that - we currently have to use doodle polls [#2453397]

I'm not sure how to share a calendar with someone. [#2453423]

This is critical, but it does not work well for me here at UT [#2453539]

I do not know what it is available. [#2453559]

I despise outlook so I do not use it for email or calendar scheduling. Should have a google based choice as well or something that articulates with google. [#2453568]

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)

7.1707 (n=246)

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

6.6041 (n=245)

Key Findings for University Role In ('Staff')

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

Positive Perceptions (Adequacy Gap Score > 0)

Having an Internet service that operates reliably.
Adequacy Gap Score = 0.34; N = 735; P = 0.00

Having an Internet service that provides adequate capacity or speed.
Adequacy Gap Score = 0.37; N = 714; P = 0.00

Having online services that enhance the teaching and learning experience.
Adequacy Gap Score = 0.27; N = 437; P = 0.00

Having technology services that allow me to collaborate effectively with others.
Adequacy Gap Score = 0.20; N = 630; P = 0.00

The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
Adequacy Gap Score = 0.23; N = 438; P = 0.01

Getting timely resolution of technology problems that I am experiencing.
Adequacy Gap Score = 0.40; N = 675; P = 0.00

Technology support staff who have the knowledge to answer my questions.
Adequacy Gap Score = 0.31; N = 668; P = 0.00

Receiving communications regarding technology services that I can understand.
Adequacy Gap Score = 0.43; N = 664; P = 0.00

Getting access to training or other self-help information that increases my effectiveness with technology.
Adequacy Gap Score = 0.33; N = 653; P = 0.00

LiveOnline@UT (Zoom) virtual classroom environment support
Adequacy Gap Score = 0.37; N = 252; P = 0.00

Apps@utk.edu
Adequacy Gap Score = 0.40; N = 190; P = 0.00

Ability to invite/schedule appointments with others through calendaring services
Adequacy Gap Score = 0.43; N = 577; P = 0.00

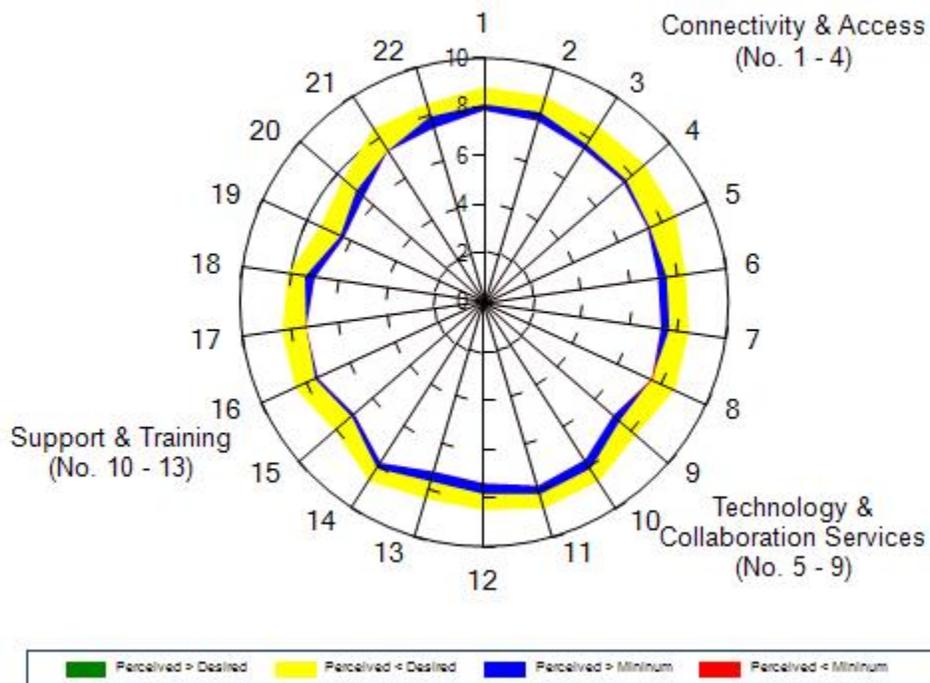
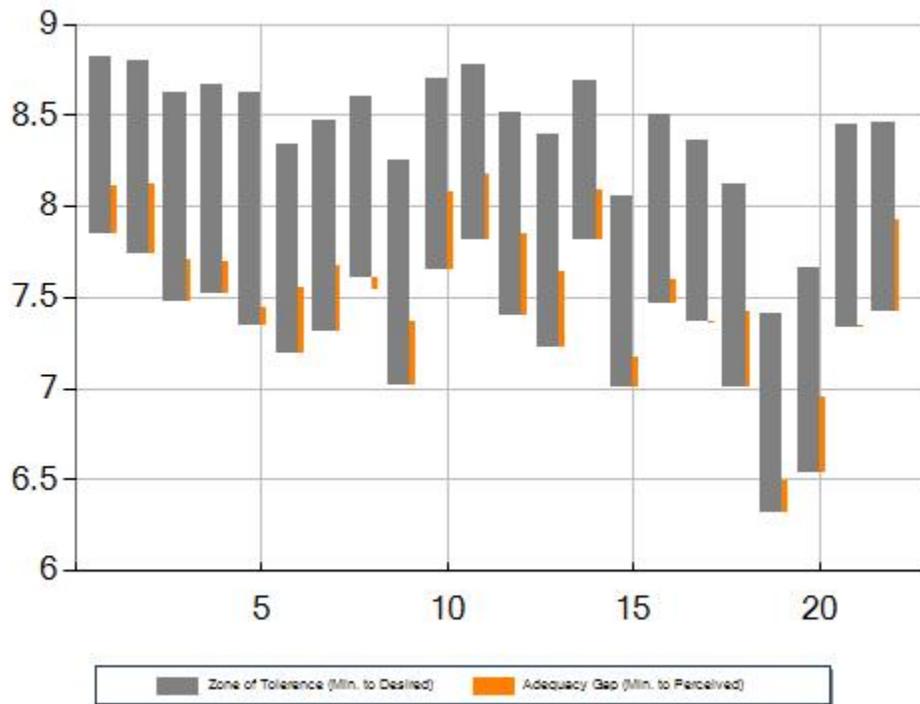
Negative Perceptions (Adequacy Gap Score < 0)

Having systems that provide timely access to data that informs decision-making.
Adequacy Gap Score = -0.13; N = 608; P = 0.04

Ability to access institutional/departmental reports to make data driven decisions
Adequacy Gap Score = -0.18; N = 435; P = 0.03

Results for UniversityRole In ('Staff')

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



Data Tables for UniversityRole In ('Staff')

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

Connectivity and Access

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
1	Having an Internet service that operates reliably.	Mean	7.72	8.79	8.06	0.34	-0.73	735	0.00
		Dev	1.36	0.58	1.14	1.31	1.06		
2	Having an Internet service that provides adequate capacity or speed.	Mean	7.69	8.79	8.06	0.37	-0.73	714	0.00
		Dev	1.34	0.57	1.20	1.41	1.16		
3	Having an Internet service that provides adequate Wi-Fi coverage.	Mean	7.45	8.60	7.56	0.11	-1.04	696	0.10
		Dev	1.55	0.91	1.51	1.80	1.57		
4	Having adequate cellular (or mobile) coverage throughout campus.	Mean	7.55	8.67	7.46	-0.09	-1.21	698	0.19
		Dev	1.50	0.79	1.69	1.85	1.66		

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

Technology and Collaboration Services

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
5	Having Web sites and online services that are easy to use.	Mean	7.37	8.63	7.31	-0.06	-1.32	692	0.34
		Dev	1.40	0.68	1.42	1.63	1.41		
6	Having online services that enhance the teaching and learning experience.	Mean	7.13	8.30	7.40	0.27	-0.91	437	0.00
		Dev	1.64	1.10	1.45	1.60	1.32		
7	Having technology services that allow me to collaborate effectively with others.	Mean	7.32	8.48	7.52	0.20	-0.96	630	0.00
		Dev	1.46	0.87	1.42	1.54	1.35		
8	Having systems that provide timely access to data that informs decision-making.	Mean	7.56	8.58	7.43	-0.13	-1.15	608	0.04
		Dev	1.39	0.84	1.45	1.55	1.36		
9	The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.	Mean	7.01	8.21	7.24	0.23	-0.98	438	0.01
		Dev	1.85	1.38	1.62	1.90	1.58		

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

Support and Training

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

#	When it comes to...		Min	Des	Per	Adeq	Supr	N	P
10	Getting timely resolution of technology problems that I am experiencing.	Mean	7.60	8.69	8.00	0.40	-0.69	675	0.00
		Dev	1.38	0.71	1.23	1.38	1.18		
11	Technology support staff who have the knowledge to answer my questions.	Mean	7.76	8.77	8.07	0.31	-0.71	668	0.00
		Dev	1.36	0.59	1.25	1.46	1.24		
12	Receiving communications regarding technology services that I can understand.	Mean	7.34	8.48	7.77	0.43	-0.71	664	0.00
		Dev	1.51	0.88	1.28	1.46	1.25		
13	Getting access to training or other self-help information that increases my effectiveness with technology.	Mean	7.18	8.38	7.52	0.33	-0.86	653	0.00
		Dev	1.61	1.02	1.47	1.65	1.40		

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...		Min	Des	Per	Adeq	Supr	N	P
14	Official University Email - Office365, Gmail (available to Students only) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.79	8.70	7.92	0.12	-0.78	490	0.06
		Dev	1.40	0.82	1.41	1.45	1.23		
15	Online@UT (Blackboard Learn/Canvas) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.92	7.99	6.99	0.06	-1.00	222	0.62
		Dev	2.02	1.70	1.97	1.89	1.70		
16	UT System Services (IRIS, ANDI, Evisions SP/424) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.42	8.49	7.50	0.08	-0.98	468	0.26
		Dev	1.66	1.09	1.71	1.61	1.48		
17	Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst) <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.34	8.34	7.26	-0.08	-1.08	285	0.38
		Dev	1.80	1.41	1.85	1.61	1.46		
18	LiveOnline@UT (Zoom) virtual classroom environment support <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.95	8.07	7.32	0.37	-0.75	252	0.00
		Dev	1.91	1.55	1.89	1.66	1.50		
19	Customized help with developing course materials and lectures for online teaching. <i>Self-reported faculty, staff only.</i>	Mean	6.32	7.41	6.39	0.07	-1.01	150	0.62
		Dev	2.39	2.16	2.37	1.78	1.77		
20	Apps@utk.edu <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	6.44	7.59	6.84	0.40	-0.75	190	0.00
		Dev	2.14	1.89	2.12	1.76	1.57		
21	Ability to access institutional/departmental reports to make data driven decisions <i>Self-reported faculty, staff only.</i>	Mean	7.35	8.44	7.17	-0.18	-1.27	435	0.03
		Dev	1.53	1.02	1.67	1.72	1.61		
22	Ability to invite/schedule appointments with others through calendaring services <i>Self-reported faculty, students, staff, not declared only.</i>	Mean	7.33	8.39	7.76	0.43	-0.63	577	0.00
		Dev	1.61	1.06	1.46	1.57	1.36		

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

Suggestions from UniversityRole In ('Staff')

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

Having an Internet service that operates reliably.

I feel like i need to have the ethernet and wireless set up on every device I own because otherwise I don't have reliable service. [#2447248]

CRITICAL in this day and age. [#2447518]

Our internet connectivity is a LOT better than it used to be. [#2447747]

Use Cat6 cabling in the SERs, & 1Gb ports for all. [#2448018]

Reliability in internet service is a given [#2448222]

at times grades first will glitch or i wont be able to get to a webiste that i have to have to perform my job [#2448227]

ya think? [#2448344]

Sometimes the internet goes down briefly. [#2448369]

Make sure that the internet services can supply the demand for it. [#2448379]

Need for communication. [#2448407]

Internet service is mostly reliable. [#2452227]

Our SIS systems are all internet based. We are totally dependent on it. [#2452293]

Not sure if it our programs or internet service but we have been having glitches occasionally in the Mail Services Bldg on Stephenson Dr. [#2452533]

There is too much delay, especially with Outlook. When I type emails often the words do not appear right away but are on a delay. I also have frequent connectivity issues with the server, although less than I was having a year ago. [#2452659]

sometimes this internet goes in and out [#2452858]

We have weekly meetings online and they often have a delay/feedback [#2452993]

not all the applications run on all the browsers. Most new PC run win 10 and Edge, but several applications do not run on it. is it because edge does not support Java? [#2453060]

I am located in Blount Hall and Outlook connectivity can be sketchy. I lose connection to the AVCRD email account (emails hang in the Outbox) at least once a week and requires me to log into the account separately for email to send. Even then, it does not always work. One workaround I have found is using Outlook 365. If an email is hung up, I am able to send with Outlook 365. [#2453106]

Not something that makes you look like a fool with customers. You know just the operator. NOT!!!! [#2453126]

Yes it operates but slow [#2453153]

When an outage occurs during M-F 8-5, my work stops. For 96% of my work, I need access to the internet to use chrome, IRIS, email, onenote, zoom, etc. In 2016, 1-2 times a year I was not able to work. [#2453377]

None [#2453483]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

Having an Internet service that provides adequate capacity or speed.

Wifi speed needs to improve compared to cord connection. [#2447174]

Critical. [#2447518]

Hard to know source for occasional slowdowns. Maybe it's me. [#2448159]

Capacity and speed are givens in today's internet use [#2448222]

This is very frustrating when trying to produce reports and the system is running very slow. [#2448339]

really? [#2448344]

Make sure that the internet services can supply the demand for it. [#2448379]

Processes have been very slow lately [#2452339]

The service is frequently slow on my laptop. The hard line seems fine except when the whole system goes down. [#2452372]

Internet is slow at times. [#2452466]

Internet does somewhat often slow or stall & we could probably use more servers for hosting data & ebooks. [#2453001]

A minimum of 1Gb speed to desks should be standard at a top 25 University, or one that is trying to become one. Also, certain labs on campus should have the ability to have 10,25,40, or even 100 Gb to connect to colleagues at other sites and data sources off campus. [#2453052]

Now that the border connectivity is 100G, the infrastructure on campus at strategic buildings for faculty, staff and students doing engineering, computer science, social science, medical (-omics) research (and supporting proposals) that relies on moving BIGDATA to/from UTK should support at least 10G server connectivity at each of those strategic buildings. That means the capacity of the core at these buildings should support higher than 10G so as to not cause bottlenecks. Examples include but are not limited to Min Kao, Tickle [#2453103]

UTK shoots itself in the foot by having sub-standard Internet speed. We at the Office of Disability Services provide online services for students such as real-time interpreting and captioning for Deaf students, and the video quality is typically poor through both Blackboard Collaborate and now through Zoom, but also with Skype. Not only are there ethical considerations, but legal ramifications as well. [#2453531]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

100MB network in my building (Burchfiel Geography) has been a serious limitation and strongly suggest that it be upgraded. [#2453611]

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

As a trainer, I have experienced occasional outages in Wi-Fi coverage. It has improved since eduroam has been made available. Although I am not able to have eduroam accessible on my laptop. [#2447167]

Why does my Internet come to a screeching halt whenever I go into alumni Memorial? It doesn't matter if I'm on open or if ! Ueduroam [#2447248]

Not consistent throughout campus. Many buildings do not have good service, and even some places outside as well. [#2447375]

Wi-Fi coverage in the Student Services Building is practically non-existent. Every time I attempt to connect a device (laptop, mobile device, etc.) it won't connect or if it does the signal is so weak I can't accomplish anything. [#2448071]

Have service in parking areas on campus and outside of buildings. [#2448135]

More devices are becoming the method of creativity and Wi-Fi plays a key part in this on going advancement. [#2448214]

Less expensive for users to have adequate WiFi to avoid LTE-related data chrages [#2448222]

Even with OIT assistance, I am not able to consistently access eduroam and have to use UT Open. [#2448225]

N/A [#2448264]

The signal can be weak in the Howard Baker Center for Public Policy [#2448339]

fuck you I get no signal in my office [#2448344]

Make sure that the internet services can supply the demand for it. [#2448379]

A MUST [#2448407]

Not sure why this is the case in the Student Health Building but it seems that the eduroam wifi is slower than the old utopen wifi network. Perhaps it is just a matter of traffic load on the two networks being lower? [#2452204]

as with all Wi-Fi it's a little spotty [#2452339]

The new Student Union has zero Wi-Fi coverage. [#2452367]

Eduroam is highly irregular. My work laptop has to first connect to UT open and then it will allow to eduroam. Then during orientation it frequently kicks my off eduroam and logs back on. It is not optimal. [#2452372]

Connectivity to WiFi across campus and in various buildings off campus is inconsistent. [#2452431]

Hit and miss signals. [#2452466]

Some locations in the building (Morgan Hall) lose WiFi coverage. [#2452528]

A lot of machine room does not have wifi. [#2452536]

Being able to always be connected to Wi-Fi is so nice. Knowing I don't always have to use my data on my phone is wonderful. [#2452599]

We rely on Wifi coverage to provide access to students in the classroom. The coverage is vital in making that successful. [#2452654]

Wifi is spotty and can be intermittent [#2452727]

coverage is good but connecting phone to netreg is not easy. it does not have an option for wireless, just gaming and streaming devices. [#2452790]

I just plain avoid using UT wi-fi, its troublesome and awkward. [#2452890]

Service in our building is terrible but I am sure it is because of the massive space and amount of concrete that exist here [#2452966]

It is erratic. [#2453001]

WiFi in my building (Dunford) is spotty...May need more relays or repeaters or something to boost the signal. [#2453024]

WiFi drops out in many places. While it is greatly improved from several years ago, there are still plenty of dead or near dead spots. [#2453105]

When we had three ways to login in it seemed like it was faster. [#2453153]

The Wifi coverage in my office is very spotty. I will need to check an email on my phone or skype/facetime and it will not have a good enough connection to complete these tasks. I have heard others have this problem as well in the Health, PE, and Recreation Building. [#2453365]

I use eduroam on various campuses and this work fairly well most of the time. In 2016, I had a meeting on the ag campus and then Zoom conference with UTM. I was ending my presentation on Zoom when eduroam down. I could not get my connection back. Next time, it is something that important, I will go back to my office and use an ethernet connection. I do not feel I can trust eduroam for really important work. [#2453377]

I work in the ELC building at 1206 White Avenue, there are spaces in our building where the wi-fi is spotty at best [#2453416]

I'm only complaining here because the athletics program won't listen, but for the love of all that's holy can nothing be done about wireless service during football games? [#2453424]

This is a university. Internet service should be fast, always. There is NO excuse for slow service on a university campus. [#2453538]

Having adequate cellular (or mobile) coverage throughout campus.

In the newer buildings I have little to no cell phone service. This makes it difficult when we are hosting events or meetings and need to get in touch with staff members and campus partners. [#2447153]

Cell service is poor in the tunnel level of the UT Conference Center [#2447167]

I don't know how to fix it, but it's broke. Minimal service for Verizon users especially in the area I work - Lower Level Andy Holt Tower. Very frustrating - cannot make or receive calls, limited texting ability. Did I say it's very frustrating? Thanks for listening. [#2447179]

There is zero signal in some buildings. My suggestion would be to install cell repeaters in buildings where cell signals are low. [#2447182]

It's usually pretty good; just some odd dead spots. I use AT&T if that helps. [#2447188]

T-Mobile signal in some buildings is weak. [#2447214]

In Haslam College of Business, you can not always have cell service in every section of the building. As a staff member it is important for us to be able to contact our office if we need something and we can not do so. [#2447238]

I work in the Tunnel in the Conference Center building on Henley St. Phone service in my office is iffy - I can sometimes receive or make calls on my cell, and the same with messages. Please get consistent service. [#2447244]

Cell phone service in Blount Hall is sporadic. [#2447269]

Densely populated areas are difficult to find reception (Neyland and Thompson Boling). Also, some of the buildings could use more repeaters so signals don't get dropped. [#2447327]

Keep on installing and updating our systems. [#2447344]

Need cell phone service in lower level/basement areas- in case of emergency [#2447345]

Not consistent throughout campus. Many buildings do not have good service, and even some places outside as well. [#2447375]

Some buildings, such as Circle Park, have little to no service in certain parts. It's not that big of a deal for me though. But it's important to know. [#2447426]

There are definite gray zones on campus. My office with its cinderblock walls is one of them at times. At other times it is just fine. [#2447436]

football games [#2447477]

Some areas in UTVTH have limited cellular access [#2447496]

Construction around campus has affected cellular coverage at least for certain providers. I realize that cellular towers are out of the control of the university but there are any steps being taken during construction to ensure signal remains adequate? [#2448071]

The new student union building needs adequate cellular coverage. Nice building and no coverage in case of an emergency [#2448078]

This is essential and needs expansion. [#2448082]

There are times that I have trouble with text messages going through at Dunford Hall. I am not sure why. It is important to have messages to push through because I communicate with staff and student workers this way. [#2448110]

Mobile devices do not work in the interior rooms in a lot of cases. Since personnel are more dependent on mobile devices and land lines are not being installed as a result, some areas are becoming unsafe due to the lack of phone services. This is particularly true in dangerous lab areas where accidents can happen and emergency phone access is needed. [#2448135]

Our Building (vet med) presents many challenges for cell coverage. The latest conversion to Verizon has helped a lot. [#2448149]

Improve signal strength for first floor of the Communications Building. [#2448159]

There are many areas inside buildings with very limited cellular service. Calling over WiFi bridges most of those gaps, but only for devices where that's an option. Deploying in-building cellular service would be appreciated. [#2448203]

Improvement of the cell services would be a good action item. Current services seem to be getting more restrictive. [#2448214]

Extremely important for communication in personal and teleconferences [#2448222]

Too many dead spots in buildings. [#2448254]

Some rooms in some buildings have no cell coverage at all. [#2448264]

The signal is weak in several older building on campus [#2448339]

I get no signal in my office!!!!!!!!!!!!!! [#2448344]

I have trouble with cell phone service in the CVM building. [#2448369]

Make sure that the internet services can supply the demand for it. [#2448379]

spotty service in some athletics buildings [#2452175]

Cellular service is not consistent in my office. [#2452227]

Cell service is very poor in many parts of campus. This includes the bottom floor of HBB, parts of TBA and Neyland Stadium. [#2452243]

There is no cell coverage on G3 in the student center. [#2452244]

I work in the subbasement of HPER and have minimal to no coverage for verizon. I don't have an office phone that I can use readily, so cell service is pretty important. [#2452297]

We have almost zero cell phone signal/service in the first floor of Student Services. If a mobile phone is not placed in airplane mode, a full battery will drain over the course of a workday just searching for service. [#2452303]

I can't make phone calls from my office. My office has large windows and no obstructions. It's baffling. [#2452344]

Cell service in buildings is horrible, especially TBA [#2452386]

More repeaters in buildings that not all cell phones are capable of getting a signal, for instance in the Haslam Business Bldg. on the first floor some cell phones don't get a signal. This could prove to be life threatening should that need arise to access emergency personal from a spot that a cell phone signal couldn't be obtained. [#2452420]

There are areas on the engineering campus (the backside of the Hill) that do not receive cellular signal well. [#2452428]

Very poor signal in and around my work environment. [#2452466]

Having to go outside of buildings to receive text or cell calls is a problem. [#2452472]

The cellular coverage in my building (the Law Library) continually drops calls or sends calls directly to voicemail. This is why I feel the cellular (or mobile) coverage could be improved throughout campus. [#2452502]

If more towers were available near Brown or Stokley Halls, that'd be great for making calls within those buildings! [#2452554]

Not great in parking garages (understandably) [#2452608]

Cellular Service is frequently non existent in Andy Holt Tower garage. I realize this is underground but this has gotten worse since the Stokely Residence Hall started going up. Whatever that building blocks should be corrected. [#2452613]

drop zones or no signal in some buildings [#2452656]

more repeaters within buildings [#2452677]

I don't have great cell service in my office, though it has improved over the years. It's great on the rest of campus, from my experience. [#2452765]

Working in a new building, I have to use wifi calling to even make or receive calls. I still have issues with send text messages. I feel that there is a solution that could alleviate these issues. [#2452798]

some of our new buildings do not have cell phone coverage which is highly important in an emergency situation. [#2452858]

Better coverage in the concrete buildings for safety purposes would be great. [#2452890]

Parts of Andy Holt Tower (basement) do not have very good cell coverage at all. Calls will come through but drop easily. [#2452955]

Service in our building is terrible but I am sure it is because of the massive space and amount of concrete that exit here [#2452966]

My office is in Andy Holt Tower on P2. I hardly ever have cell service (Verizon). Also, in the parking deck, I lose calls. Additionally, if driving on Volunteer, calls are dropped [#2452992]

Also erratic throughout Hodges. [#2453001]

Nearly zero coverage inside new Student Union . [#2453102]

Cell service is spotty at best in many buildings, especially in lower levels. If landlines are not going to be provided in laboratories, the cell service should be adequate enough to enable calls to be made from each laboratory in the event of an emergency. Currently, cellular calls are not possible in many laboratories and landlines are not always provided. This should be a basic service provided (either adequate cellular coverage or landlines provided) and not charged to the individual lab or department. [#2453105]

It seems like in the basement levels of buildings like HPER is the most challenging. [#2453153]

I work in the sub-basement of HPER. What can you do about cell service down here? I work with off-campus clients and cannot always make or receive cellular calls from my desk. [#2453208]

too many spots with low or no coverage - especially in new buildings [#2453251]

na [#2453362]

I use Verizon Wireless, and my phone constantly drops calls when I get on to UTK Campus. Specifically on Volunteer near the Music Building and on Circle Dr. [#2453365]

There is no coverage in the lobby of AHT (P1) or garage. I think this is a serious danger in the event of an emergency. We also have to consider that this garage is used for parking by visitors coming to games, etc. [#2453369]

There are dead zones across campus that need to be looked at and corrected for convenience and safety sake. [#2453375]

I don't know how the cellular connection in the Conference Center could be improved. It is an old cement building and my office is under ground. I cannot make or receive a cell phone call from my desk. [#2453377]

This is crucial in today's world. My building - Haslam - has so many dead zones or weak spots. [#2453407]

Enhance cell coverage within dorms and other buildings. Also having coverage improved in dead spots around the general campus area. [#2453415]

Ceephone service very spotty in Music building [#2453462]

I work in P2 in Andy Holt Tower. I realize that I work in what amounts to a concrete bunker, but I get really poor cell service down here. Having the ability to make phone calls on my cell is important, but sometimes it is difficult given the location of my office and where I park (P1). [#2453532]

Several places on campus is extremely hard to get service. Service needs to improve all of campus. [#2453565]

SERF, Estabrook, Pasqua, Ferris have issues with cell connectivity when on the lower levels. [#2453592]

DAS in buildings with spotty cellular coverage. [#2453605]

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

Although many websites are being updated, in terms of their look-and-feel, very often content strategy is not taken into adequate account, and they are still difficult to use, even though they may look better. [#2447155]

Although I cannot give a specific example at this time some websites are difficult to navigate and find the information that is needed in a timely manner. Also, there does not seem to be a consistent manner in which forms can be completed. Some forms are interactive, some must be printed and sent to the department and it usually takes some effort to get a complete copy of the form, font sizes keep changing on the form, etc. Most forms I am speaking about are related to HR or the Treasurers Office. [#2447213]

On the Ag Campus (UTIA), we are using an inadequate web platform. I believe there are plans to upgrade to a different platform, but it should happen sooner rather than later. OIT services on our campus are great. Carol Templeton always solves my problems! [#2447225]

so many different sites sometimes it's difficult to navigate. [#2447226]

This is very important. If we have to spend too much time looking for something, then we are not doing our job to the best of our ability. [#2447238]

when asking for assistance, such as how to assign shortcut keys to MS Word font colors. when answering this questions it would be nice to have a typed instruction sheet to go with the speedy key strokes the OIT tech uses during remote assistance. Im old & slow written directions to use again later would be helpful [#2447275]

Primarily the UTK website is not exactly user friendly. A lot of things you have to dig through layers to find what you are looking for. If you do not know exactly where to look, you may not be able to find it. Search parameters should be wider when looking for things. This may be difficult, as there is a vast list of offerings. [#2447327]

Lots of times training courses have links that don't work, or if we have to leave the surveys in the middle, then we have to start over to finish the surveys, and they waste a lot of our time. [#2447344]

It would be helpful if someone periodically checked various campus websites to ensure that links work properly. [#2447391]

Our new website design is better, but it has some very un-intuitive features. For example, in the Tickle College of Engineering if you go to Alumni & Friends, it brings up a box to the right. However, to get to the message from the Executive Director you have to click on Alumni & Friends IN THAT BOX. I've already clicked on it to get to the box to begin with. I would not think I had to click on something named the exact same thing. This is my message and it admittedly may not be crucial, but the same thing happens at the college level. You cannot intuitively and easily get to the dean's message -- admitted MUCH more important for prospective students, alumni, or corporate leaders. [#2447436]

Our Extension website platform is hard to use, restrictive, and too complicated. [#2447437]

I don't like the way the main page is set up. Before, I could easily access the A-Z index, directory, MyUTK, search. and Office 365 at the top of the page. Now I have to scroll all over the page. The change in the A-Z index also causes me to have to guess what an item might be under. For instance, if I want to go to OIT's web page, instead of looking under "O" I have to look under "I". I understand that

there would a lot of "Office of's" listed in the "O" section, but that is literally what the department is called - OIT. Sure, I eventually get there, but it just takes more time, which can get frustrating. [#2447451]

Critical. [#2447518]

Finding information and forms, etc. is frustrating because they are a moving target. You shoot until you let lucky or give up. [#2447563]

The "new and improved" UTK website is awful. It is a marketing tool primarily, not an information source. It is difficult to find what one is looking for. [#2447747]

need more consistency across units, depts., agencies, etc. so that transitioning from one site to another is more seamless [#2448047]

The collection of websites is a cluster. There is a great deal of information out there but it is difficult to find. The OIT website is one of the worst in terms of organization and being able to find what I am looking for. [#2448080]

For some reason, I never find what I'm looking for when I use the search function on our main utk.edu web site. Usually the A-Z index is more helpful, but that could use some additional entries as well. For example, if I want to send a prospective student a link to set up a campus tour, it's not under C and it's not under T. It does come up on the search, however. If I want a quick way to get to our list of minors, it's not under M, nor is it in the search. I have to know to go through the catalog. [#2448120]

why was UT's web site changed. It became worse not better. Someone seems to believe that functionality like the directory functions, should be buried at the bottom. Why? Also, why are things like the holiday calendar, so hard to locate? [#2448135]

It would be great if links to old departmental webpages would be automatically re-directed to new site. And then it would notify webmaster of the "from" site to change the link. Has anyone invented that yet? [#2448152]

Assuming this refers specifically to the OIT site and not UTK sites in general. [#2448159]

Its probably just user error, but it seems like the old way (circa 2012) was easier to find certain options that you were looking for because it was all listed out on the home page. Now I just google to get where I need to go because the home page is confusing. [#2448196]

The new website design is adaptive and accessible, but the menu format sometimes forces us to hide content in unclear areas. More research is needed to create an optimal taxonomy for web menu browsing. Internal search is also not ideal. [#2448212]

User-friendliness is paramount [#2448222]

at times it can be confusing and daunting just trying to find the right place to located the information you are looking for [#2448227]

The new template isn't the most intuitive. I'm getting complaints from people outside UT that are having trouble locating information because of the limited side items. [#2448232]

The OIT Knowledgebase could be more user friendly. Divided into topics (like the Adobe page) or something. When searching for (example) first time password setup, you find nothing about that if you use that phrase. [#2448264]

Do more usability testing with new UTK themes - especially at the departmental level! [#2448266]

The UTK landing page is useless when I simply want to get to the campus directory. [#2448298]

The UT web cite can be a bit confusing sometimes and as a consequence one can spend significant amount of time trying to find what one is looking for. [#2448326]

Search engine for UT's site is very poor. I get better results using Google Advanced Search and limiting the responses to "utk.edu". This is more time consuming than using UT's search. [#2448328]

Finding university information isn't always easy in the UTK website. Word searches for particular events or name searches in the directory don't always produce the answer you are looking for. [#2448339]

This would be nice [#2448344]

Online staff and faculty directory needs to be updated with full information (email addresses, phone numbers, office numbers, etc) [#2448369]

Do Not make it hard to find the information that I need. [#2448379]

I think this is very important for each department to have forms that are easily accessible and user friendly. There are still some that are not. [#2451677]

I don't like the online help on the UT web sites [#2452166]

The UT main page is not intuitive at all. It is hard to find information you need through the search function. [#2452202]

Some UT websites are not as friendly as others. [#2452227]

getting the hang of wordpress was a bit of a learning curve, but it's not like OIT doesn't offer help, so I can't complain too much [#2452231]

Please limit the use of flash and pictures on the first page of any website. Would like to see an "index" type of guide on all first pages so I can focus in on information I am searching for. Having lots of pictures and flash type of objects might be pretty, but difficult to navigate through on tablets or smart-phones. Keep the main page simple. [#2452305]

Working with UTIA, no department can work on current platforms and our websites are falling behind. [#2452339]

I know we are enabling our sites to be easier to navigate on a phone, but that has come at the expense of navigation on a computer. The main web page is my least favorite we've ever had. Yes it's pretty, but I had to bookmark things that I need constant access to like the campus directory. [#2452372]

make them user-friendly [#2452389]

I think the updated and "new" university website is more difficult to use than the previous one. Directory information is no longer easy to find, you have to scroll to the bottom. A-Z links seem to lack some of the areas that were previously there, system information. Search bar doesn't locate what you are looking for more times than not. [#2452456]

? [#2452503]

Whenever I need to find anything (phone numbers, benefits info, academic calendar) on utk.edu, I google it. I know I will never be able to navigate to it through the site. [#2452509]

The UTK website is horrible. The only good thing about it is the A-Z index. [#2452545]

Would be great to have some online tutorials with voice and screenshots or guided simulations. [#2452554]

The web sites have changed so much that it is hard to locate fiscal policies and other information that is important for staff to use. The pictures are so large, you must scroll and click too many times to find what you need. it seems like pictures are important not information. It is frustrating! Users should be included when changes are being planned. [#2452576]

It depends on the service. Some are easy to use. Many are hard to use and confusing. [#2452589]

utk.edu is now more difficult to navigate to get to staff information. [#2452633]

quit changing the main web page...it is not user friendly now, so many students do not like it [#2452650]

hard to find information easily on UT sites. Search terms don't return good results [#2452677]

lol [#2452727]

The search engine on the OIT Knowledge Base is deplorable. Given this service has the potential to significantly reduce burden on OIT, as well as all users, this is a fundamental resource that truly needs improvement. [#2452756]

Information should be up-to-date, consistent, and accessible. I don't know that this is always the case. [#2452786]

Compared to other universities, some of the the web-sites are lagging behind and need improvement, while others are good. I understand this is organization dependent. [#2452890]

The new UT website redesign is not user friendly for desktop/laptop users. It is hard to find where to look for information and to navigate. Perhaps it works fine for mobile device users but is very frustrating

for the computer users --or at least to myself and many of my co-workers. In addition, not all of the links on web pages have been updated nor will link back to the previous site. [#2452919]

I usually have a hard time searching the site to find what I'm looking for (usually help or setup...ex. downloading Adobe Creative Suites) [#2452993]

Things are not actually all that easy to find. [#2453001]

classify needs to be integrated in to netreg. It would be nice to have a mass disable/enable for registered machines. It is available under individual edit window. [#2453007]

My only real complaint is with the awkwardness of reaching e-mail once I've left Explorer for some reason (system malfunction, my mistake, or whatever). It seems as though this should be smoother. [#2453008]

yes i like out web site offerings. [#2453153]

Some of the changes that have been implemented lately have made finding information on webpages very difficult. Where it used to be readily available on the first page, you now have to click through several pages to find the information. Graduate School Human Resources [#2453291]

IT is often difficult to locate a service by using the search box--many times you have to go to a department that you think is where the service is provided, then drill down to get to what you are looking for-- [#2453318]

I find the Google search appliance a good resource but, whenever i search for anything i never can seem to find what i am looking for. I don't know if anything can be done and i can not think of a good example but, just my thoughts. [#2453341]

I am not sure if this is an OIT service or departmental, but some pages are constantly re-designed and things are moved and hard to find. For instance, recently the HR webpage was re-designed, and I found I had to "dig" around to find the Taleo link It seems that would be a good thing to not have buried under "recruitment" but to be a link from the main page. When you try to categorize things too much, and a user is not necessarily familiar with the inner workings and organization of a department, it's hard to know which tab to look under. [#2453369]

The web site is not useful. We need an employee portal that functions more as an information resource with stripped down graphics and much more functional search and site index capability. Sometimes the sites are terribly slow to load, as well. [#2453424]

the new template is hard to navigate and doesn't look good or work well on cellphones. The new template has made it harder to find informaiton [#2453429]

The decentralization of web maintenance has contributed to some sites being not so easy to use or navigate. [#2453445]

None [#2453483]

Having online services that enhance the teaching and learning experience.

Add features to training to save partially completed training; make sure the websites and all of the links work [#2447344]

I run experimental power labs which require everyone using those labs to have safety training. As a result, I have been using Skillsoft training courses to fulfill those needs. For some reason, these classes are difficult to access and in some cases, like visiting scholar and visiting students, it is difficult to provide access to those training courses. Furthermore, our sponsor (NSF) has directed us to provide the same safety training to all personnel associated with our center. Some of these persons are not on campus and will require remote access to this service. This MUST be considered when changing over to another provider, instead of Skillsoft. If this isn't taken into account, I will be forced to purchase this functionality outside of the university, where I can control access myself. [#2448135]

N/A [#2448264]

I do not go to school anymore [#2448344]

is fine. [#2448379]

I don't think its THAT important to have this. That said, the switch to Canvas was a step in the right direction. [#2452231]

I'm taking an online class and getting my first experience with Blackboard, which I assume will be gone after this semester based on the notices. That's good - because it's terrible, unintuitive, and difficult to use. I hope Canvas is better and look forward to trying it. [#2452637]

I think more of our classes could benefit from a technology component [#2452786]

Accessing online tutorials, etc. is clunky. [#2452912]

have not had to use that yet. [#2453153]

Learning what you want me to learn outside of a direct class environment? I am not sure we have that kind of free time. We need downtime to learn independently. [#2453264]

None [#2453483]

most of the platforms are not as user friendly as we assume them to be. [#2453538]

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

Although Office365 purports to have collaborative tools, most of them are only rudimentary at best (Yammer, Planner, etc). Skype is marginally better, but still not very effective on a large scale. Tools such as Slack would be much more effective, if utilized at an institutional level. [#2447155]

Teaming rooms with capability to plug in laptops and share screens would be handy. [#2447170]

Not sure of what kind of collaborative technology service is provided by the University. [#2447214]

Make Archibus integrate fully with Iris; also make all of the project management module in Archibus available and provide training. [#2447344]

It is great having the technology available to be able to work from anywhere and communicate with the campus services remotely. [#2448077]

Bomgar is a great tool for my work. [#2448080]

Get out of the stone age. Stop charging for functionality that is needed in the modern business world. We should have access to video conferencing functionality with large groups, without having to pay per view. [#2448135]

There are a variety of platforms available, which helps because everyone has different preferences. I would appreciate more guidance from OIT on which platforms (Sharepoint, Google Drive, Office 365, network storage) should be preferred for different uses. We might spend less time negotiating what platform a given project is going to use in that case. [#2448212]

Teleconferencing capability is very important [#2448222]

I'm not sure I know what type of services you mean-- like Zoom? I'd be interested in learning more about what collaboration services are available [#2448249]

Too many choices. No dedicated support for any one method/technology. I almost wish OIT would say "this is what we're supporting" and beef up training and integration on that one technology. It seems as soon as we move to one tech (say Sharepoint), another, better one (OneDrive or O365 groups) comes along with more storage, more security, more features. [#2448264]

things are not good [#2448344]

zoom equipment is unreliable and there is inadequate training and technical assistance available when things do not go as pre-scribed. Faculty get mean and frustrated very easily. [#2452339]

I am in the department of Theatre, and we regularly collaborate (and share MOUNTAINS of files) with Faculty, staff, students AND outside guest artists. UT hasn't really provided us with an effective way to share large amounts of info with our guest artists (these individuals are usually in a contract that lasts several months and getting them a net ID has been prohibitive). We end up leaning heavily on dropbox and all our personal accounts have been maxed out by work usage. [#2452765]

We could use some more accessible collaborative software that's a bit easier to use while still maintaining FERPA standards. [#2453001]

I love zoom. Increase the 45 min limit to 1.5 hrs and less people would request pro. [#2453007]

Given the broad spectrum of web browsers used, I understand there may be occasional issues with communication between UT Blackboard, Canvas, etc., dependent on whether access is obtained through Google, Mozilla, Safari, IE, or other. Is there a method that will guarantee complete and effective access no matter which browser application is used? [#2453055]

My coworkers desperately need to update their technology skills. Like using Outlook calendar or Onedrive for online collaboration. Will there ever be a push to get older employees to learn how to do these things so the rest of us don't have to accommodate their technology incompetence? (My boss won't even mass email us documents; he prints them out and puts them on our desks or in our chairs to be sure we get them. Seriously!?) [#2453208]

Improve video conferencing capabilities for each staff member. [#2453229]

Find a good single solution that combines equipment checkout, asset management and collaboration (WebCheckout) [#2453264]

We need something that works like Sharepoint but isn't Sharepoint. Is Google Docs really secure? If I post something with student information, are we certain Google can't access that, and if so, are we violating FERPA? [#2453424]

None [#2453483]

I share a lot of photos and videos every day as a part of my work. I often have to resort to using a third party cloud service like Dropbox to share our files. Access to our server is slow and I'm worried that I'll go over my storage quota so I don't use it much, which is disappointing. Also, the server doesn't allow for files' metadata to be searchable, which is a huge frustration and the main reason why I don't use it for sharing. Being able to search for our content is vital to our work and the storage options provided on our shared server don't allow for it. Because of that, we have started looking at outside vendors to serve as a digital asset management system for our needs. [#2453532]

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

Please see the above comments. [#2447155]

Updates seem to take too long; seems like they should be more instantaneous (referring to ANDI). [#2447188]

We need a system that will provide us with all the information that we need when we need it. [#2447238]

With the multitude of different systems, not everyone having access to the necessary system for said information, and the delays between handshakes of systems, makes it sometimes difficult for timely information. If there were a way to have all departments on the same systems, or one broad coverage system that handled all tasks, I believe the University would be much more efficient in its day to day dealings. [#2447327]

Eliminate the hand entry step for timekeeping; expand Archibus to be more useful, or switch software. [#2447344]

Old documents and pages need to be updated, replaced, or removed. [#2447437]

GET RID OF ARCUBUS. IT'S A WASTE! [#2447563]

our agency has mostly Lotus Notes databases. they are great for storage but terrible for retrieval. we have no way to sort across multiple fields. sigh. [#2448047]

IRIS is horrible in terms of user friendliness. [#2448080]

Banner seems to be testy too often. When it's down, I can't see anything regarding my students. The reporting system for student data is HORRIBLE. It's way too hard to get anything of real value. I've requested new reports, and I've been assured that I'm on the list, but it's been over a year with no results. That's pathetic. [#2448120]

Getting reports out of IRIS that are straightforward to read can be a challenge. [#2448149]

Timeliness is always important [#2448222]

It's not clear to me what type of data you are referring to. [#2448249]

N/A [#2448264]

This pertains to IRIS also [#2448339]

I do not get to make decisions [#2448344]

is fine. [#2448379]

Adding on to the 'keep the main page simple' idea; the web pages with an "index" of quick links across the top are more helpful to find relevant information. A 'Search feature' usually results in finding too much un-relevant information, or the data returned is out dated. [#2452305]

To data mine we must have accessibility to data. Special request must be made to draw down data if it's available and if it's clean. Often requests are ignored. [#2452339]

? [#2452503]

UT suffers from a lack of management reports and a central repository from which to access and join financial, HR, student and research data [#2452544]

I am looking for greater access to shared departmental files from off campus. [#2452765]

This is essential, so the most timely way to request and receive information is preferred. If direct access can be available, then that is the way to go. [#2452944]

The word "timely" is what throws off the data question. We request reports, and must follow up to get it in a reasonable time. Sometimes I wonder if we didn't follow up whether we'd ever get the requested report. Once we get data, sometimes there's no help in analyzing it. Cary Springer has been wonderful in this respect. [#2452992]

No capability of reporting history in Banner. We should be able to retrieve enrollments for a series of years by semester by class. If the capability is there and I lack the training to do the task, please have someone let me know. [#2453202]

Can't compare with other campuses, can't cross student with finance with research [#2453255]

need WebCheckout [#2453264]

I have been waiting for a report from SERA for weeks. They are far too understaffed to do the work they are tasked to do. [#2453291]

It seems there is not a single place to go and get financial data. Maybe I just don't know where to go. [#2453341]

Why can advising administrators not be trained and be given access to SERA? We have a legitimate reason to access that, admissions information, and other relevant data. We're hamstrung, but we have a level of professional responsibility that warrants at-will access. [#2453424]

requesting data is easy, but receiving it in a timely fashion is hard. There are reports that I need regularly to do my job and I have to keep requesting them and by the time I get them the data is old. It would be great if the reports were built in ARGOS and I was given access to run them as needed [#2453429]

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

It may be beneficial to include adapters that work with Apple products in classrooms so that Mac computers can also be connected to projectors without having to come prepared with your own connectors. [#2447208]

There are too many meeting spaces without technology and we definitely need it. [#2447238]

College of nursing: rooms 103 & 105. need power distribution points at every seat for students to connect their lap tops to. this could be accomplished by erecting stadium seating in the rooms with power conduits placed inside each tier coming up out of the floor [#2447275]

The resources available are great, but on heavy load periods, if you do not make reservations way in advance, sometimes it is hard to find the necessary resources. Also, the room reservation system, has frequently dropped reservations and we sometimes end up scrambling to find rooms that were previously reserved. [#2447327]

Continue working on expanding the OIT network into all classrooms with good wi-fi. [#2447344]

It is difficult to find training labs for staff. I give OIT credit for having a good one but we need more of those at other locations on campus. [#2448080]

The on-line meeting system generally requires someone from OIT to come to the meeting in order to access the system in some conference rooms. Instructions on how to access the online meeting system and any system requirements should be maintained in each conference room for which this is an option. OIT should periodically check each room to insure the online systems are working. [#2448115]

I understand the costs would be very high, but technology is so inconsistent from building to building. [#2448120]

I regularly schedule computer labs for training - it is sometimes difficult to find one. [#2448225]

Free Cake! [#2448261]

As zoom becomes the defacto meeting and classroom web conferencing system, classrooms are needed that can support camera/speaker/mic systems that are used with Zoom in blended modalities. [#2448264]

Rooms are always booked; more space is needed. [#2448369]

is fine. [#2448379]

We use technology in video conferences and webinars on a regular basis. This is very important for us. [#2451677]

some of the classroom technology is difficult to use. I still don't know how to use some of it. It's not particularly user friendly once one gets outside of a powerpoint presentation. [#2452226]

HYPER has crappy meeting spaces [#2452304]

We need large public accessible workshop/conference spaces [#2452339]

It's not consistent what technology exists in what spaces, nor how to use said technology. [#2452372]

It is not clear to me how to reserve a room that is not in my department or building. [#2452425]

Needing more classrooms UT campus wide that support video capture of lectures. [#2452472]

Hard to find labs for training. Need everyone to have a computer and sometimes end up with 2 or 3 people per computer. [#2452633]

Many classrooms and meeting spaces have outdated technology, old connectors (VGA only), etc. [#2452637]

limited classrooms available [#2452656]

Ensure all classrooms and meeting spaces with projectors have available vga and audio cords. Conduct semi-annual checks of spaces to account for broken systems or missing equipment. [#2452698]

Some rooms in some building (i.e. Claxton) are simply subpar when compared to other buildings (i.e. business building) [#2452762]

There is a need for more meeting spaces (esp. for larger groups) with technology such as video conferencing. [#2452783]

Meeting rooms occasionally get double-booked (despite the automated process which should prevent that) & then leave people scrambling to find another meeting location. [#2453001]

This is more of a rooms issue. Being more flexible on allowing people to use the rooms with technology. [#2453216]

Technology is like raisins. You may like raisins, BUT just as not all cookies require raisins... not all classes REQUIRE technology. WebCheckout can track technology need and or use. [#2453264]

Getting timely resolution of technology problems that I am experiencing.

Timely response has improved drastically in the last year. Thank you! [#2447327]

Jim McCarter does a good job. Some of his staff are very slow, but they eventually figure out how to help. [#2447344]

Getting the right personnel to resolve some problems is almost impossible. Who handle Skillssoft? Who designed the screwed up mess that is to door access system? I realize that the second one may not be OIT, but that system impacts OIT services, like the email. What used to be one request for access to a group of doors has now become a request for each individual door. In addition, it used to be done via email with one person involved in the requesting group and one in UTPD. Now three people in the requesting group have to approve automated emails and they have to do it for each door being requested. This is generating thousands of BS emails that don't add anything other than delays and clogged Inboxes. [#2448135]

Help request form goes to desktop support only. Would be nice if there was a drop-down to allow one to select other areas of OIT (network services for example) [#2448152]

The OIT staff is always very quick to help solve any technology related issues I have. [#2448194]

N/A [#2448264]

yeah right LOL [#2448344]

I had a broken key on my keyboard and it took several days to get it resolved. I went back and forth with Dell over it before they finally sent someone out to fix it. I know this wasn't your all's fault, but it was a problem. [#2448349]

Department IT is hard to reach [#2452202]

UT Student health center overall has excellent OIT support for desktop issues. Rapid IT support is critical to the operation of all aspects of Student Health Center because information is critical to the treatment and support of our patients. [#2452204]

I have had a few requests to OIT that were never answered. It could be that I sent something to OIT that they were not actually responsible for, but I did not hear back...even to say that I needed to check with another department. [#2452297]

Help desk has typically been useful [#2452339]

It would be very helpful if there was a faster way to escalate a problem beyond the basic help desk assistance when being reported by departmental IT staff. [#2452431]

I truly wish you would support service to older operating systems. I just started this year, and am expected to use older technology purchased over the last 15-20 years, and there is no OIT support. This includes older versions of windows, older expensive scanners and old external hard drives. I did receive a new computer when I started but it can't read all of the older files. [#2452589]

Some matters are resolved quickly, others are not - and often with little or no communication. [#2452637]

I believe there needs to be more staff available, I had expected someone come to my office to resolve something and they continued to troubleshoot remotely. I believe it was lack of staffing to send someone to do things on site. [#2452654]

In my experiences with OIT, solutions have been quick and exact. Each time, the individual contacted me quickly and had resolved my problem in a very timely manner. To date, I have had a pleasant experience every time that I needed assistance from the OIT helpdesk staff as they have not only been quick and efficient, but very polite and helpful as well. [#2452712]

there seems to be this problem with all the different program at UT. Banner, Volcard, housing, and so on and trying to get departments from each program getting together to improve communications or sharing data. [#2452744]

See above [#2452817]

I'm used to fast quality service experiences at other universities. I'd like to see a 'lets get it done' attitude instead of 'well that's not my job or that's not how we do it here' attitude. Overall service employee moral is low. There needs to be a kudos or award program. It appears that people are put down or disincentivized for doing quality work. [#2452890]

Sometimes when an issue has been resolved, there is no communication that the problem has been taken care of. More communication after the issue has been resolved would be nice. [#2452941]

The Help Desk does a great job. [#2452944]

Rapid response is key. I can get a call back, but then no resolution. Sometimes my OIT tickets get closed out when the problem has not been solved. [#2453005]

our department staff does a great job. [#2453153]

There are a few instances where service requests that should take minutes of time end up taking 7-10 business days. I do not know if this is a systemic or an agent issue, but the increasing rate of delays is concerning for end users. [#2453168]

ITES is wonderful. IT help desk is notable also. Some problems require the person having the problem (not saying that it is the person that IS the problem) but many technology issues require behavior modification and not technological manipulation. [#2453264]

Dougherty Room 406 has distance education courses that connect with UTSI. This equipment is extremely difficult to use and frequently does not work correctly. I have been unable to get satisfactory training or help with these issues on numerous occasions. [#2453291]

Appreciate the extended hours of the customer support staff! [#2453445]

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

It takes a lot of patience, but our IT personnel in my department do try very hard to provide good service. I appreciate their efforts. [#2447344]

Help desk is great at pushing off issues they should be able to deal with. [#2447352]

I'd 60-70% of the time OIT tech support have resolved my issues easily and effectively. The rest of the time I would have been in trouble if my department/college didn't have our own in-house computer guru's to help me. [#2447518]

OIT staff are not very sociable. They think that everyone should know what they are talking about. However, there are times when if a small issue needs solved they are very helpful and quick [#2448076]

The staff that set up computers need additional training. Generally information from the old computer is lost when a new computer is established and the new computer generally does not work as well as the one replaced. [#2448115]

It's great to have students answering the phone, but they need to bail out and refer to someone else when they don't know the answer. They eventually do this, but not until they've spent a lot of time redoing what I've already told them hasn't worked. [#2448132]

Whoever is in charge of managing Skillsoft and looking into transitioning off of Skillsoft to another platform, needs to pay attention and respond to the users needs. This is impacting hundreds of users! [#2448135]

I'm a Mac user, and often it can be problematic to find somebody familiar with technology issues or limitations due to the fact that I use a Mac on the job. [#2448137]

While I understand the purpose of the OIT HelpDesk is to help the majority of people on campus, there seems to be a lack of reliable help for higher IT professionals such as myself. If I come to OIT with a problem, I have already exhausted all other troubleshooting techniques and have searched for other answers to my problem and very few times have I gotten help that resolves my issue. Most of the time I have to continue to search for solutions for my issue and that is how it gets resolved. [#2448146]

My department had it's own IT department, but recently it was moved into the general OIT offices. Since our registers are ALSO under our IT, when a register goes down and we have to depend on OIT to answer and then the operator doesn't know anything and they have to have someone CALL US BACK, while we have lines of students waiting...that's not an improvement. The number of Tech support staff who have the knowledge to answer my questions is miniscule. [#2448150]

Once, in the last year and a half, I did not receive an answer to a question submitted electronically to OIT. [#2448225]

N/A [#2448264]

Your first tier technicians are friendly and capable but when the problem rises to the second tier the technician often appears put out. [#2448290]

This would be nice [#2448344]

In house support staff is intimidating [#2452367]

dont have people come to a dept who have NO idea what to do and have to call others more experienced to do their job. Send the person who is experienced the first time and stop sending the others waste of time and resources [#2452507]

I understand that not everyone is going to know the answer to every question, please make sure to train support staff so they know not to guess or make up an answer to a question. If they don't know I am ok with them telling me they don't know and will have someone else call me. [#2452530]

not always good tech support on phone. The answer isn't always 'reboot and try again.' [#2452677]

In my personal experiences, the staff members have always been very knowledgeable. They knew immediately what the issues were and provided the solution very quickly. [#2452712]

I have occasionally received explanations that didn't make any sense. I have no recommendations for solutions. [#2452756]

I use SharePoint sites regularly and still need to contact the Help Desk with questions about granting permissions at other locations (especially Martin and Chattanooga) and the steps to authenticate seem somewhat cumbersome and could be streamlined when issues are known to exist. More communications about SharePoint Site management would be helpful. [#2452783]

I would appreciate having technical staff that can help with computer issues. The people answering the phone at the 9900 number are ok and helpful most times. However, the on site support we have here on the Ag Campus is terrible. It should not take weeks to get a computer imaged and installed. Also, it would be nice if the support staff remembered that they are serving us and we are not an imposition to them. [#2452817]

The greatest frustration with IT services at UT is the slow response times, and the lack of quality knowledge and processes. I'd rather learn to do it myself and take my systems off site or get assistance through other universities or friends than have to deal with UT OIT. [#2452890]

All of my experiences with the OIT staff has been extremely positive. Every OIT staff member I have worked with has been pleasant. They did not make me feel foolish if I was the cause of the problem. My only suggestion for improvement is in regards to access problems that OIT refers to the Libraries staff. I work with the Libraries electronic resources and do troubleshooting. I suggest that representative(s) from OIT and the appropriate Libraries staff meet to discuss how we can better serve our users. For example, this semester a user who is both a UTK graduate student and an adjunct teacher at UTC was unable to use the UTK Libraries electronic resources because their status was pointing to the UTC location and ignored their status as a graduate student at UTK. The graduate student was referred to the Libraries by OIT. The problem was filtered down to the Libraries eproblems@utk.edu email account. In looking at the problem, I noticed their status in the OIT directory and told them they needed to speak to OIT because that was what we had been told to do in the past; but then OIT told them they needed to talk to the Libraries Electronic Resources staff. Rather than keep the user in this "roundabout", I called OIT and discovered that OIT was no longer responsible for their status in the OIT directory but rather they needed to have OneStop Express update their status. Armed with the correct information, the student was able to have their status updated and is now able to use the UTK Libraries' electronic resources. I am not pointing fingers of blame but merely use this example to show how we need more

communication between our units so we can provide better customer service to our users. The student would not have had to jump through all these hoops if the OIT staff who initially helped them had known to point them to OneStop Express or if the Libraries staff had known that OIT was no longer the department who could update their status to active. [#2452919]

Since I am in a technology support group at my college, sometimes I need 2nd tier support. I have called in on multiple occasions to speak with someone in the NOC to address an issue that I know the help desk can't perform. It would be nice to be able to have 2nd tier access without having to jump through hoops to try and get the help desk agent to patch me through to who I need to speak with. [#2452941]

They don't always know the answers, & sometimes the person I'm directed to who should know, doesn't quite adequately communicate them. [#2453001]

Sometimes finding the correct person, or that no one knows, takes some time. My questions tend to be unreasonably complex, so this meets my expected minimum service level. My desire to have at least someone who is intimately familiar with each area in which I have questions is a pipe dream. There are a good number of extremely competent members of OIT staff that I appreciate working with regularly. [#2453168]

At our department, one of the OIT employees is excellent and another is very poorly educated about computer issues. That person that is poorly educated needs a lot of training. [#2453229]

good for my individual issues. if-y for my general departmental problem solving. [#2453264]

They should listen to our concerns instead of perceiving to already know. [#2453296]

The student health center migrated to an electronic record 5 years ago, which was a dramatic change in the amount of technology required to perform our duties. This new system involved learning new hardware and software for 50+ employees. (this was not a choice, but a mandatory process for all health care facilities) We have had one part-time IT person over the past 5 years, who has no expertise in our software program and is not at all engaged in learning how to utilize the system or helping with the implementation of this software. This service would be improved if we had a dedicated IT person to manage the hardware and learn the software that is critical in our daily operations. Similar universities have a minimum of one dedicated IT person for the Electronic record system. This is the most frustrating work situation I have ever experienced. [#2453318]

None [#2453483]

sometimes the people are unable to help & the time I have to wait to get a response back is WAY too long. Unacceptable. [#2453538]

Usually 4-9900 will connect me with someone who can help. Sometimes I am connected with someone that appears to know less about computers than I do. I would appreciate consistent training for OIT employees, and not letting inexperienced people attempt to fix things they don't understand. I recognize that training on the job is required for this sort of job, so not penalizing new employees for asking for help, or letting them perceive they will be penalized for asking for help, is paramount. I don't have specific examples, I'm sorry. I am remembering conversations I've had over the last several years. [#2453614]

Receiving communications regarding technology services that I can understand.

Only once in a while are the communications "over my head". But I'm sure that it's more often for other folks. [#2447344]

The Pinnacle bill is very hard to read. Work order descriptions are usually not on the departmental bill which makes reconciliation very time consuming. It would be nice to know which charges are recorded to each GL code. There are currently only totals for each GL code but no way to identify which charges are included in each total. [#2448124]

Not only adding tech services but the equipment to be most advanced and updated continually. Easy to say and addressing funding to have UTK top in state and no. 2 in the nation, knowing that CA is a leader at this time. [#2448214]

Easy of understanding equates with services being employed by users [#2448222]

Use language that people without college degrees can understand. [#2448254]

N/A [#2448264]

No comment [#2448298]

This would be nice [#2448344]

Communication emails and websites could be easier to navigate. Often have to hunt for the links you're looking for in text-heavy pages and URL's that are difficult to remember if you don't access them regularly [#2452175]

Sometimes instructions that I've received don't follow the screen options available, so current documentation and varieties of instructions should be given. Sometimes the instructions are not clear at all or are the wrong instructions. For instance, I was given a link to instructions that didn't cover the entire process of connecting to the Tivoli backup server and assumed that I already knew what to do (which I didn't since it was the first time I'd connected to that server). I put a ticket in and the issue was resolved quickly so I'm thankful for that service. [#2452420]

It often seems like communications from OIT are only reviewed by technical people close to the issue being discussed, and not tested on non-technical people without the context or subject matter expertise related to them. This makes for communications that likely make perfect sense to OIT, but often remain opaque to others. [#2452637]

Here on the Ag Campus we seem to be forgotten. It would be nice to see things about upcoming courses, new software, new operating systems, etc. [#2452817]

Sure, why not. [#2452890]

Comms are far too technical, long, and dense. [#2453255]

More technical training for dept IT support staff [#2453257]

the update I receive are fine for me [#2453264]

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

Sometimes finding the correct information needed quickly online on the OIT site is difficult. [#2447155]

Super important. Please, please, please!!! [#2447238]

More software online training would be helpful. For example, SharePoint training no longer exists (at least that's what I was told and I can't find anything online). If software/programs are used by staff, faculty and students there should be online training (self-training, Zoom, etc.). [#2447269]

its difficult sometimes using UTK portals to find workshops for things like PowerPoint classes. smart tablet/podium 101 training. [#2447275]

My general understanding is a bit on the higher end. I still feel that some people who are not technologically savvy may struggle with the understanding, or not have the desire to learn. [#2447327]

Make me aware of what resources are available. [#2447344]

I've attended some of the OIT training classes for specific software usage. Too often I leave the class feeling like I didn't really learn how to use the software. Not sure what the purpose of these classes is when using the software isn't what is being taught. I've also scheduled time with "experts" on SPSS, for example, and the person I worked with knew less about solving my problem than I did. Very frustrating to say that you fully support something that doesn't seem to be fully supported. [#2448047]

Where is this functionality even accessed from? If it is beyond the help provided in the application, how do I get to it other than a search on the internet? [#2448135]

I've taken some technology in-person classes and the level of teaching competency varies considerably. Lynda is great if you are the type of learner that doesn't need hands-on. [#2448152]

I appreciate the Lynda.com training availability. [#2448212]

N/A [#2448264]

Access is only part of the equation. Getting time to participate in training also needs to be provided but I don't suspect this is up to OIT. [#2448298]

who knows [#2448344]

Online stuff needed, i have not time to meet with a library/oit expert [#2452304]

Offer more classes specifically for faculty/staff. I'd love learn more about excel, but not with students. [#2452372]

Perhaps I don't use it right, but OIT Knowledgebase returns an overwhelming number of entries, typically only on one keyword, even if multiple are entered in the search bar. Being able to narrow down (perhaps by category) or sort (by relevance) would help, if we cannot search using a phrase. [#2452428]

Not so expensive for IT classes for Staff [#2452503]

I would like UT or EOD or OIT to offer in-person, hands-on intermediate Excel training in a classroom setting. This was formerly offered by EOD and is not presently available (the trainer retired, and I guess it was decided not to replace her). This is a loss because it's difficult to do Help menus and other online training at my desk because of continual interruptions. A dedicated class would be helpful. Thanks, jane Gulley [#2452723]

spend money on people that have knowledge in technology. I have had more help with undergrads than with any class I have taken. [#2452744]

The search engine on the OIT Knowledge Base is deplorable. This service has the potential to significantly reduce burden on other OIT resources, particularly its staff. Having a search engine that can dependably and quickly zero in on information that is truly relevant to the corresponding query is a necessity. [#2452756]

I appreciate Q&A's when added to IT sites on specific topics such as SharePoint and Zoom v.c. [#2452783]

the training on cyber security is not very useful. It takes about 45 minutes to tell things that are obvious. also, It could less rhetorical and more concise and updated since the number of dangerous situations evolves continuously. [#2453060]

Yes i know that training exists ...sometimes its hard to schedule attending [#2453153]

I feel like there are some good training opportunities out there, but I personally need more University support to get my boss to realize that if he doesn't allow me to learn these new things, I and my entire office will continue falling far behind the modern world. Some statements or mandates from the University that all employees should/will be able to use [x,y,z...] by a certain date would be really helpful. We don't need you guys to go to all the trouble of providing additional services and technology if the older generations - who often happen to be the ones in management and supervising positions - will not commit to keeping their staff trained in current uses of software and technology uses. [#2453208]

Make other training available. Have Directors to provide list of needed training for their group. [#2453229]

I miss 1-credit classes. 4 weeks of introduction. But we don't use them for a reason, we need to remember the reason. [#2453264]

Dougherty Room 406 has distance education courses that connect with UTSI. This equipment is extremely difficult to use and frequently does not work correctly. I have been unable to get satisfactory training or help with these issues on numerous occasions. [#2453291]

It would be good if there was a published list of people who perhaps teach IT classes that we could call when we have difficulty with particular software. For instance, I am having an issue with an Excel spreadsheet that I could use help with. I don't think the "help" desk is for that purpose, but I'm not sure who to call for assistance. [#2453369]

None [#2453483]

Official University Email - Office365, Gmail (available to Students only)

office 365 emails is complicated [#2447142]

Need to improve the "email groups" system adding employee names to the managing tools. NET ID only appears and this makes adding and removing persons from groups cumbersome and time consuming. [#2447288]

If Staff could get Gmail I would be delighted. I had gmail at my past institution and it was fantastic! Office 365 is not nearly as good of a system and does not provide you with full access unless you are on your desktop. [#2447425]

I use multiple different computers in different places, so Office365 is critical for me to be able to function. I have found it to not be intuitive and to change format without warning. [#2447518]

Email and calendars are critical [#2447563]

On the page where you have to type out your full email address...get Microsoft to stop the action where before you can type your password...you have to select whether it is work or personal...'Of course it is work!' Stop that ...makes me really angry 'every time'!!!!!!!!!!!! GGGRRRRRRRRRRRRRRR Talk about a stresser! There is no reason that should happen AT ALLLLLLLLLL!!!!!!!!!!!! >:-] [#2448018]

It can be difficult to use from my home computer. Sometimes it is difficult to find information in e-mail or see department calendar [#2448045]

Office 365 is not as simple to use/navigate as previous methods of accessing email off campus. [#2448225]

Make it simpler to get access and have training on using it. [#2448254]

Add gmail to be available for staff and faculty as well. We need access to our emails outside of office and government owned devices. And it is not acceptable to require that the OIT has a total control of the private phone due to the fact that the mail service is set with such security measures. [#2448326]

I miss tmail [#2448344]

Works Fine. Maybe just a little slow. [#2448379]

Office 365 is horrible. Not intuitive [#2452367]

Outlook browser is much easier to read/work through than the online browser. [#2452456]

Several issues with syncing devices and keeping send and deleted folders correct. This is been an issue over the past 6 months. Also, I have lost all calendar information for events over 6 months old. [#2452466]

Outlook continues to have intermittent periods when it is slow or unresponsive (locks up). I am also experiencing issues finding e-mails since we have switched tot he the cloud based storage model. [#2452544]

I am an employee of the Hearing and Speech Center and also take classes on campus. I want to have access to gmail, but OIT has told me that I cannot. It is very frustrating when teachers have documents on blackboard that I cannot open. [#2452575]

See Calendar/scheduling question... [#2452765]

Office365 is mostly ok, but there is always room for improvement. [#2452919]

Low attachment limit, no Gmail for staff. [#2453005]

It would be nice to sync outlook with gmail as I have calendars on both. Why not use gmail for faculty and staff as well? [#2453024]

Outlook 365 use remotely does negatively effect my ability to do my work. It is not easy to navigate, but I make due since I am at the level that does not require VPN use. [#2453106]

not as easy to access as it should be. [#2453153]

Just don't care for Office365...not user friendly [#2453361]

I do not like office365. I don't find it user friendly. It is not self-explanatory, it has to be a learned program which then takes too much of your time to communicate what other programs can be used and not take up precious time. [#2453375]

I absolutely detest Office 365. Change this and it would be great. [#2453481]

The search function on Office365 and on the Outlook iOS app is abysmal, but that isn't UT's fault. [#2453532]

Gmail availability to staff! [#2453611]

While I am staff and not a student, it is critical to me and my ability to do my job efficiently that the students have well-functioning email. For instance, categorizing as "Clutter" the majority of emails sent by me to students for over a months is simply not acceptable. Please do not make it easy for students to ignore emails sent from any staff members' UT email. [#2453614]

Online@UT (Blackboard Learn/Canvas)

I only work with the calendar on Blackboard [#2447238]

It might be nice to have an online tutorial for new students and or faculty who may be new to the system. Once you dive into it, it is not that difficult. It can however be overwhelming at first. [#2447327]

Problems more with training not being loaded properly, so it can be accessed. [#2447577]

No longer use as staff but as a student there were often times that BB would be down or the faculty chose not to use it. [#2448076]

My answer refers to Blackboard. I haven't used Canvas yet. I use Blackboard for org sites. When I sent to the Canvas training, it wasn't clear how I would use Canvas in the same way as Blackboard. [#2448249]

N/A [#2448264]

Faculty need incentive to use and need hands on instruction to climb out of the 90's [#2452339]

Blackboard is slow, unintuitive, and confusing to use. I hope Canvas is better. [#2452637]

Making a system that supports organizations. [#2452665]

I find blackboard a little clunky and byzantine, although I don't use it as regularly as full time faculty (i teach one class per academic year on average). I wish it were linked to myutk so the process was a bit more streamlined. [#2452765]

class lists need to be available through canvas. blackboard has them [#2452790]

Canvas is much less user friendly than blackboard. I wish the service could be improved to make it more logical to navigate. [#2453063]

Canvas has been a great improvement [#2453416]

The aspects of these programs that are good are...well, good. However, they do not, in many capacities, adequately consider our students with disabilities. [#2453531]

These platforms are often under service. Canvas should not have been rolled out as soon as it was. Some students are forced to use 4-5 different teaching platforms, and that is ridiculous and ineffective. [#2453538]

UT System Services (IRIS, ANDI, Evisions SP/424)

My answer applied to IRIS only. I do not use ANDI or Evisions SP/424. Perhaps these should be separated into three separate questions. [#2447170]

Ditto: For my initiatives, it would be helpful to have access to Banner and for the information in Banner to "talk to" ANDI; information is inconsistent between the two systems. [#2447188]

I'm in the Facilities Services Design Services section, and we really need to be able to see the accounting for our projects to be able to interact with Facilities Planning and the architects and contractors. [#2447344]

I only use IRIS. It can be very confusing and difficult to find information I am looking for. I have attended IRIS classes which address specific transactions to perform for the class subject. It would be helpful to have an IRIS class to address navigation of the system when you are looking for information that you don't know where it is. [#2448045]

I use IRIS for a few tasks and it is not at all intuitive. Very difficult to do some basic tasks with IRIS. I have received training on how to use it, too, so I'm not just winging it. [#2448047]

Just learning these systems [#2448076]

IRIS is horrible. [#2448080]

Employee self-service is lacking; need a modernized travel system for end users that is completely paperless. [#2448082]

IRIS is ancient and not useful for all things financial. [#2448113]

IRIS - is improving, but sure is taking a long time..... [#2448152]

It is important that we continue to have support with ANDI to do our jobs effectively. [#2448194]

Need access to live IRIS or Business Warehouse data. It would be great to have read-only permissions to connect with the data tables. Can't get access to ANDI which contains information I need and have to ask and wait on Foundation staff which is not always timely. [#2448230]

N/A [#2448264]

IRIS isn't always user friendly when looking for information [#2448339]

IRIS is not overly user friendly and I do not know where to look to find answers to my questions other than by looking through the IRIS tree. [#2451676]

Administration needs to provide resources so IRIS can be more functional related to Human Resources and custom reports. It's lacking too much right now. [#2452196]

IRIS - The information needs to be updated more frequently. Particularly payroll. It is difficult to provide accurate billing or budgeting information when the system isn't up to date. Evisions - This needs search

options. The ability to search by key words, PI, proposal or award numbers. Also, the ability to open more than one proposal or award would be useful. Currently if you are entering new proposal information (A) and open a similar proposal (B) to see information it contains when you try to advance to another "page" the similar proposal (B) page changes to (A), your new proposal. I don't think there is any data lost or corrupted but not sure. [#2452228]

I know there is a long list of improvements needed, but it doesn't seem to be moving forward [#2452339]

Cayuse is very cumbersome and takes forever to find any information. [#2452369]

Could be more intuitive and user friendly and by that I mean it shouldn't be so hard to drill down to find information [#2452530]

Browser support on the Mac seems inconsistent. For years I had to use Chrome and not Safari. Recently, IRIS stopped working in Chrome but thankfully it is now working on Safari. The web interface is still slow and confusing, however. [#2452637]

Evisions/Cayuse is balky at times. slow response. [#2452677]

I utilize IRIS in my position and have found IRIS to be useless for completing day to day operations efficiently. The system definitely needs to be updated to a system that is structured to fit the needs of our organization. [#2452712]

spend money to update the program, and hire people that are skilled in this area. [#2452744]

IRIS is always changing and improving by tweaking processes - which is good. [#2452783]

IRIS is cumbersome. [#2452919]

IRIS is extremely difficult to navigate through. More free training through the work day/ for on boarding. [#2453004]

Online training or OED training classes on Evision would be helpful. This survey was difficult to complete with the design. [#2453067]

Same note: no method to build reports and analyze data. [#2453202]

oh, boy IRIS needs updating.... WebCheckout can do that too. [#2453264]

Taleo is a horrible, awful program. It impedes effective evaluation of candidates without downloading materials. If that's what we have to do, then why not just be able to receive all candidate applications via the vault? [#2453424]

IT would be great if there were more report in ARGOS/Evisions [#2453429]

not user friendly [#2453538]

When changes are made to IRIS, or to how various things are to be processed in IRIS, announcements are not always made. So if there is something I do on an infrequent basis (ie, Travel), and I try to do it the way I did it 6 months ago, sometimes I end up having to redo the task because the rules have changed. Or the form you are supposed to use was updated or replaced. Communication to SAP users could be much, much better. The IRIS documentation is also frequently outdated. Many of the instructions are only available in long step-by-step tutorials (meant for beginners), and all I really need is a one-page reminder, which is not available. Handouts from training are sometimes given out with "by the way, these are outdated, sorry". (That was for SAP-Entry). I still can't find the updated handouts that were supposed to be "on the website" - which has a "search function" that is beyond frustrating.
[#2453614]

Student Information Systems and Online Class Registration (Banner, DARS, MyUTK, Gradesfirst)

Banner can be very difficult to use and these systems do not always talk to each other effectively. [#2447161]

For my initiatives, it would be helpful to have access to Banner and for the information in Banner to "talk to" ANDI; information is inconsistent between the two systems. [#2447188]

Again it would be easier, if all systems were uniform and this information could be done through one broad based system. [#2447327]

Banner, like IRIS, is very quirky. Very difficult to navigate when you don't use it very often. [#2448045]

There have just been minor outages, usually for short periods of time. However, this is the most widely used system for my job, so it's really damaging when it is out. [#2448120]

The Grades First System leaves a lot to be desired in terms of functionality and reliability. While I know that this is a third party software platform, I'd certainly like for somebody in OIT to know that it is not a trusted platform for many in my line of work who have to use it. [#2448137]

We have to move towards our various systems talking to each other. They all work and one can get the information one needs, but one has to log into 3-4 systems at once. And running reports means merging multiple Excel files together. A pain in the neck. [#2448152]

My UTK is a nice "dashboard" system, however, I don't fee the same about Banner, etc. When reviewing student grades/academic histories, we used to be able to get a compact "transcript" looking form to easily and quickly review an AH. Now, with Banner, to review a students AH, you have 10 pages. Not better. [#2448232]

N/A [#2448264]

More training on Banner. I use the SOAHOLD part of Banner but I don't have any understanding of how it affects any other part or whether I'm using it in the most effective manner. [#2448298]

These systems are old and have too many problems. Banner and Gradesfirst are supposed to link with each other but the information is rarely accurate or dependable. [#2452202]

Staff get questioned by students often, but we rarely have access to information to assist them [#2452339]

I understand that banner sometimes needs maintenance but as an academic advisor, doing maintenance M-F from 730-6 is not an option without adequate warning. We rely way too heavily on the academic histories for us to not know we won't have access until 8 or later. Many of us arrive early to prep for our appointments and we have to have their information. [#2452372]

Improve some of your offerings in Banner. I came from a TBR system and we had so much more at our disposal to assist students than UT does. [#2452392]

Banner is not user friendly. Or self-explanatory. [#2452528]

Banner is difficult to use. [#2452633]

See blackboard notes. It seems like these two services could be merged into one more elegant and user-friendly platform. [#2452765]

The DARS system is very complicated to use as an academic advisor. From confusion in the input menus for the type of student degree, to reading it and figuring out degree requirements and where all of the classes fit in, it's a somewhat useful tool but does not give a full picture of degree progress. It needs to be simplified, in my opinion. [#2452912]

There's a lot of information to sift through there, a search box would help. [#2453001]

When looking for classes, I wish there was a way to see the last three times it was offered (such as which semesters/days/times it was last offered). It makes it easier to plan my schedule. [#2453063]

I would like banner and gradesfirst to match. [#2453153]

none [#2453160]

It takes too long to log into Banner! The fact that you have to go into ASTRA to get a class roster is antiquated. This technology is very old. [#2453202]

Looking for classes in Banner sucks big time. Fix it so you can toggle back and forth without having to start all over at select a semester and year... way too clunky! [#2453208]

Often in Banner, I will try to add a student to a class, but they have not met the pre or co requisite for another class that they already registered for. The problem is that I can't fix the other class from a different department. I generally have to force close the system and start over. It would be great if there was a way to flag the problem and send to the advisor, or let me add the course that has no problem. [#2453365]

Banner needs a better interface for the user. [#2453407]

DARS is like using a window crank to roll down a window. It's an anachronism, and there's no point. New system please. I refuse to believe that Banner is not capable of some of the things we have requested. The TBR system version can do much more. I'd like a regular (maybe semesterly) meeting of relevant offices to create investigation items for future Banner usage. Grades First is not providing the service they have promised. That's a breach of contract. Someone needs to enforce that. [#2453424]

knowing in advance when work is going to be done in these systems would be helpful. I get notifications sometimes, but not always. [#2453429]

None [#2453483]

not user friendly [#2453538]

Banner is ridiculously difficult to learn, and overly complicated and inconsistent. "Help" is not enabled, the instruction book is overly complicated and generally not helpful, and there is no search function. The good news is that there are people who are glad to help you figure out how to do what you need.

However, there is no reason for Banner to be so user-unfriendly. Again, no suggestions on how to improve it, except to maybe replace it with something much more user-friendly. [#2453614]

LiveOnline@UT (Zoom) virtual classroom environment support

We need better instruction on how to use this classroom equipment. [#2447238]

We need to be able to invite customers to virtual classrooms. It is hard to include non-UT people in virtual meetings and classrooms. [#2448047]

I do not know if it is a training issue or the system, but UT needs a reliable on-line meeting system. [#2448115]

Ideally, all faculty/staff would automatically get a Pro account rather than have to request it individually. Too many times a F/S person will try Zoom, think it's great, until they get kicked out at 40 minutes and wonder what the hell happened. Then they are hesitant to try it again and/or want extensive support b/c they've been burned once. [#2448264]

this needs work; its unreliable [#2452304]

Based on 2016 experience it's adequate but can be temperamental. [#2452339]

Sometimes in meetings the connection is not good. Also when a presenter has to share their screen it is not easy to allow those who are Zooming into the meeting to see the group as well as the presentation screen. [#2452425]

I need a tutorial [#2452608]

The handover within OIT groups has started to become a problem. I hope this will get worked out, but there is a big learning curve that Course Delivery is having a hard time climbing. [#2453168]

Love ZOOM! I work remotely and having Zoom has made it possible to continue having meetings. Great service, please keep! [#2453358]

None [#2453483]

The interface is not as good as Collaborate, from what I have witnessed, (granted, part of this may have to do with professorial lack of knowledge/savvy for Zoom and its features)and the video is often choppy and/or dragging, which limits our ability to provide services for students with disabilities. [#2453531]

other programs with better support/functions and capabilities are available. [#2453538]

Customized help with developing course materials and lectures for online teaching.

I have used Blackboard but I have never used customized help from OIT. [#2448047]

Maybe advertising this better, as I didn't know this was available. [#2448120]

I need a bunch of safety training classes which aren't tailored to maintenance personnel but are applicable to engineers. What seems to be available are simplistic courses which may not cover the desired OSHA or safety training required. Who provides this for the University? Really need classes that you would get if you are out in industry. I need electrical. Other groups may need chemical or construction. [#2448135]

This is critical for new teachers. If we had a template or a space where former teachers could provide some help to these new teachers-that would go a long way. [#2448153]

There is continuous and unrelenting calls for timely, efficient and available instructional design help from our faculty. They desire a departmental hire in order to make up for what they see as inadequate support from campus. [#2448264]

I do not think anyone is learning much anyhow [#2448344]

Faculty continue to struggle with keeping up with technology [#2452339]

The classes/instructional lectures are not specific enough to my specific application. General application techniques are understood through trial and error, and possible classroom lecture. When getting down to specifics, it may be more desirable for a one-on-one session if time permits. [#2453055]

Hire more Instructional Designer and Technologists [#2453264]

None [#2453483]

Apps@utk.edu

People in the Apps group appear to speak in a condescending tone to clients. For the cost and complexity of services, they should do a better job at working with the client and customer relations. [#2447221]

The only app that I know of is the Emergency Alert system. I'm new enough that I don't know if it works or not. It seems like other apps should be available, like an app to buy tickets to on-campus events, or an app that shows construction work and road closures. [#2447344]

Deliberate outreach to staff and faculty who could benefit from using apps@utk.edu [#2448047]

Rated poor because I had never heard of this before the survey. When was it publicized? [#2448152]

I've never heard of this. [#2448249]

I only just learned that Apps@utk.edu exists. I don't know why I'd need to look any deeper into the offerings but then I don't know what I might even be looking for. [#2448298]

I was unaware of UT Apps until I participated in this survey. I will have to explore. [#2451676]

No platforms exist to help UTIA [#2452339]

Apps feels like a really old truck that has problems starting, driving, and generally running. [#2452976]

None [#2453483]

not user friendly or very helpful [#2453538]

Ability to access institutional/departmental reports to make data driven decisions

It is often difficult to get easy access to reports that are changing on a daily basis, but that are critical to providing the best data for decision making and communication. Even when a report is created that can be used multiple times, it doesn't allow for enough customization to make them relevant to what is needed at that time. [#2447155]

We do a lot of surveys for the university and we can not always get the information needed. I work in the Business Analytics and Statistics Department and I try to get information about who is a stats major and minors. I can get the majors, but can not get the double majors or the minors. I must request the information and it is never timely getting to us. [#2447238]

See previous question regarding technology systems for information. [#2447327]

I think the issues we have as an agency come about because we still store a lot of data in Lotus Notes databases. Searching and browsing provide results that are neither consistent nor complete. [#2448047]

I use Argos to pull EVEA data on graduate students and the process is so arduous and takes forever to retrieve (45+ minutes at least). [#2448071]

I currently have no need to access reports [#2448076]

IRIS is a nightmare to use. [#2448080]

We need better IT support with IRIS in getting financial reports that are more useful in making day-to-day decisions. [#2448113]

See previous answer: Banner seems to be testy too often. When it's down, I can't see anything regarding my students. The reporting system for student data is HORRIBLE. It's way too hard to get anything of real value. I've requested new reports, and I've been assured that I'm on the list, but it's been over a year with no results. That's pathetic. [#2448120]

The libraries would benefit from smoother access to reports and data from the wider institution. [#2448212]

Many years ago the Grad School had an office that handled stats for graduate students/programs. It was great! When the Grad School was dissolved and then brought back, this office was supposedly rolled into the UG version, but information we used to get from the Grad School is no longer available. [#2448232]

IRIS isn't always user friendly when looking for information [#2448339]

I do not teach any more and never want to again [#2448344]

Sometimes have to wait weeks for requested reports [#2452202]

Few reports are accessible, for example we cannot determine how many students have earned a minor in our department. [#2452339]

I think this may be more of a concern for OIRA, but I need to be able to see the number of remaining advising holds amongst my advisees in real time and we don't currently have that. [#2452372]

UT suffers from a lack of management reports and a central repository from which to access and join financial, HR, student and research data [#2452544]

Our department works with a sever for internal shared files, but it is quite triky to access it from off campus. [#2452765]

Direct access to run reports for departments would be ideal. Having to wait for a department to run a report for you can delay projects and there may not be 100% trust in the data when it is received. [#2452944]

Might be good to have a master list of reports that already exist posted somewhere. [#2452992]

Some reports take a long time to reach my desk. [#2453028]

The ability to analyze IRIS information involves exporting data to Excel then manipulating data. We do not have the ability to build custom reports or if they are requested, OIT does not have the manpower to do it. [#2453202]

Can't compare with other campuses, can't cross student with finance with research [#2453255]

most of my issues can be satisfied with asset management software, WebCheckout. [#2453264]

I think it would be beneficial to all departments to be able to run a report in ARGOS that shows the students in the major (available) and their GPA's (not available) Currently, we have to request a special report from SAIS, which can take weeks. We use these to determine different awards and for perquisites for courses. [#2453365]

Simply put, getting out hands on data that we need is excruciating, ponderous, and often provides us with outdated information. We need access to live information, especially regarding student enrollment status, etc. [#2453424]

Ability to invite/schedule appointments with others through calendaring services

Outlook is easy, but other calendars are not. We need great training as staff. [#2447238]

The calendar system still has some glitches, and does not always update information upon it being entered. [#2447327]

I just need to be invited to see some other people's schedules. It's very hard, though because Deans and others don't want me to have access to their calendars. [#2447344]

I actually hate this feature. For individuals with complex calendars, it is usually junior staff who try to schedule directly and do not understand. It wastes a lot of time with responses. This feature is one that needs to be used with discretion and the etiquette of using it is more important than the technology [#2447436]

An app similar to Doodle [#2447563]

Not as intuitive as you would think, but works. [#2447577]

Banner reporting options could use some SERIOUS revision [#2448023]

Wish outlook calendars worked better with folks outside of the university community. [#2448047]

Not familiar with calendaring services [#2448076]

Outlook works fine but we have employees that do not have enough sense to use it. [#2448080]

I use my cell phone applications. [#2448135]

Calendaring services are not the issue. Personnel actually using the available services are the issue, and I do not believe that OIT can solve that. [#2448203]

Outlook gives people the ability to schedule appointments, but most people in my department still announce meetings by email, rather than meeting requests. More training is needed. [#2448212]

There should be simpler ways to invite/schedule meetings, etc. [#2448232]

Honestly there are too many options. The collaboration spaces (google, sharepoint, etc.) all have their own calendaring. And there are issues with outlook calendars appearing/updating on mobile devices. Every calendaring solution we've tried has failed for one reason or another. [#2448264]

I have found that the use of the calendaring service is highly selective. Its use at the university is not obligatory and therefore leaves holes in effectiveness. Also, the ability to book conference rooms is, in our department, hit or miss. Sometimes they will allow bookings and sometimes they won't, and no reliable solution has been found. [#2452150]

Again, Gradesfirst is supposed to link to outlook and that rarely works [#2452202]

Outlook is not used for scheduling as it should be. Many folks do not like to use the calendar scheduling feature. Where I worked before we used it constantly and scheduling was much easier. In order for the product to work, it would mean folks would have to keep updated calendars. Not a priority for some staff/faculty. [#2452296]

UT does not have this. Doodle polls are only option [#2452304]

Office 365 works well for me to schedule meetings with people whose calendars I can see. When looking for a date to schedule with a large group of people I am using Doodle. I noticed that a Polling feature appeared in Office 365 Calendar, but I haven't tried it yet. [#2452379]

Make university-wide standard to use outlook calendaring. So I can use simple busy search to identify possible meeting times. Seriously. I spend so much time asking people about their availability it's ridiculous. Also, enable IMing through outlook. [#2452401]

365 outlook doesn't always match outlook calendar [#2452656]

Difficulty viewing others' calendars. Difficulties between Macs and PCs. [#2452762]

I need to schedule meetings every day with staff, students and faculty. It is a huge problem for us when the gmail and outlook don't speak to each other (I'm referring mostly to the free/busy scheduling assistant). Also, various people have had mysterious syncing issues and we all spend way too many man hours trying to resolve them. It would be great if all official UT email went through one platform OR if the platforms were contractually required to speak to each other. [#2452765]

Outlook has issues -slow or does not respond several times through the work day. Twice it has had to be taken off completely and reinstalled because it would not open. Is this an issue with others? [#2452816]

There seems to much reliance on outlook. It would be nice to have a more cross platform calendaring system [#2453007]

Not everyone uses Outlook. In trying to set up a calendar to schedule appointments with various faculty, the calendar had a lot of bugs. Sometimes the appointment just didn't show up, and when they did, I could not edit anything. It just didn't work for our needs. [#2453105]

I wish it was required for everyone to use. I know, Good luck on that! [#2453106]

The service is there, but I cannot get my bosses to use it! Help!! [#2453208]

Can't see availability for some people, esp. at other campuses. [#2453255]

I know of a program that can do this! WebCheckout, it is a great asset management solution. This issue can be resolved a few different ways with WebCo. [#2453264]

The process to add an invitee to attend a meeting can be a bit cumbersome. You have to type the persons name exactly as it is registered in Outlook which often times begins with their last name and also includes a middle name/initial. [#2453358]

It's more than likely due to me using a Mac and the Outlook for Mac is primitive. [#2453407]

I'd love a service that allowed people across all departments to post available appointment times that would allow someone to see availability and send an appointment request. Even more so if the service would allow people to search for possible meeting times involving multiple individuals without having to use Doodle, etc. [#2453424]

I realize that this is a personal choice but I loathe Doodle polls when we have a system in place with Outlook for comparing calendars and taking an initial stab at scheduling without having to use an independent system to query invitees. [#2453445]

Outlook just keeps getting worse, and worse, and worse. I don't have any suggestions, except to maybe replace Outlook with something that is reliable. I have to access about 10 calendars on a daily basis, and Outlook keeps making changes that make that harder for me, not easier. There are problems with synching, access being suddenly denied for no apparent reason, and the difficulty of setting up repeat appointments, but then having to adjust one or two - that process is frustrating. Also, if someone sets up appointments for every Tuesday, but enters the incorrect ending date (or no end date), and then I enter the correct end date, it will undo any changes made on individual appointments. That is frustrating and illogical. Also, the fact that the desktop calendar version and the web version are so extremely different is also frustrating. [#2453614]

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)

7.6044 (n=685)

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

7.0250 (n=680)
