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From the Higher Education TechQual+ Principal Investigator

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

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

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

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

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

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

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

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

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

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

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

Jackson, Robert
Associate CIO and Chief Information Security Officer
Information Technology Services
rjax@memphis.edu
Higher Education TechQual+ Data Analysis Guide

The data from this survey is presented in multiple ways:

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

Service Adequacy Gap Score: This score is computed by subtracting the minimum level of service score from the perceived level of service score. A positive number indicates the extent that perceived service levels exceed 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 Higher Education TechQual+ Survey

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

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

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

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

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

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

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

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

Core Commitments and IT Service Outcomes for This Survey

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

**Connectivity and Access**

*When it comes to...*

- Having an Internet service that operates reliably.
- Having an Internet service that provides adequate capacity or speed.
- Having an Internet service that provides adequate Wi-Fi coverage.
- Having adequate cellular (or mobile) coverage throughout campus.

**Technology and Collaboration Services**

*When it comes to...*

- Having Web sites and online services that are easy to use.
Having online services that enhance the teaching and learning experience.
Having technology services that allow me to collaborate effectively with others.
Having systems that provide timely access to data that informs decision-making.
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

**Support and Training**

*When it comes to...*

- Getting timely resolution of technology problems that I am experiencing.
- Technology support staff who have the knowledge to answer my questions.
- Receiving communications regarding technology services that I can understand.
- Getting access to training or other self-help information that increases my effectiveness with technology.

**Additional Questions**

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

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

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

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

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

### Total Population / Respondents

<table>
<thead>
<tr>
<th>Attribute: University Role (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>287</td>
<td>14</td>
<td>4%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>186</td>
<td>139</td>
<td>74%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>292</td>
<td>224</td>
<td>76%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>752</td>
<td>533</td>
<td>70%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1517</td>
<td>910</td>
<td>59%</td>
</tr>
</tbody>
</table>

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

### Attribute: Sex (self-reported)

<table>
<thead>
<tr>
<th>Attribute: Sex (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>305</td>
<td>24</td>
<td>7%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>825</td>
<td>591</td>
<td>71%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>387</td>
<td>295</td>
<td>76%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1517</td>
<td>910</td>
<td>59%</td>
</tr>
</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>Attribute: Age Group (self-reported)</th>
<th>Pop (N)</th>
<th>Resp (n)</th>
<th>Resp (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>393</td>
<td>87</td>
<td>22%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>398</td>
<td>278</td>
<td>69%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>290</td>
<td>205</td>
<td>70%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>134</td>
<td>96</td>
<td>71%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>122</td>
<td>101</td>
<td>82%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>180</td>
<td>143</td>
<td>79%</td>
</tr>
<tr>
<td><strong>Totals:</strong></td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1517</td>
<td>910</td>
<td>59%</td>
</tr>
</tbody>
</table>

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

"2015 UofM Campus Technology Survey (Techqual+)**: Population Analysis
Generated on Friday, May 22, 2015
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Key Findings for All Respondents

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

<table>
<thead>
<tr>
<th>Positive Perceptions (Adequacy Gap Score &gt; 0)</th>
<th>Negative Perceptions (Adequacy Gap Score &lt; 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Receiving communications regarding technology services that I can understand. Adequacy Gap Score = 0.14; N = 818; P = 0.03</td>
<td>Having an Internet service that operates reliably. Adequacy Gap Score = -0.15; N = 980; P = 0.02</td>
</tr>
<tr>
<td>Having an Internet service that provides adequate capacity or speed. Adequacy Gap Score = -0.18; N = 957; P = 0.00</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage. Adequacy Gap Score = -0.36; N = 948; P = 0.00</td>
</tr>
<tr>
<td>Having Web sites and online services that are easy to use. Adequacy Gap Score = -0.16; N = 915; P = 0.01</td>
<td></td>
</tr>
</tbody>
</table>
Data Charts for All Respondents

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

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

Connectivity and Access

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>Mean</td>
<td>7.34</td>
<td>8.79</td>
<td>7.19</td>
<td>-0.15</td>
<td>1.59</td>
<td>980</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.65</td>
<td>0.60</td>
<td>1.74</td>
<td>1.95</td>
<td>1.75</td>
<td>0.02</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>Mean</td>
<td>7.34</td>
<td>8.76</td>
<td>7.16</td>
<td>-0.18</td>
<td>1.60</td>
<td>957</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.58</td>
<td>0.64</td>
<td>1.78</td>
<td>1.88</td>
<td>1.74</td>
<td>0.00</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>Mean</td>
<td>7.30</td>
<td>8.66</td>
<td>6.94</td>
<td>0.36</td>
<td>1.72</td>
<td>948</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.70</td>
<td>0.85</td>
<td>1.89</td>
<td>2.10</td>
<td>1.92</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>Mean</td>
<td>7.38</td>
<td>8.57</td>
<td>7.44</td>
<td>-0.06</td>
<td>1.13</td>
<td>935</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.77</td>
<td>0.98</td>
<td>1.75</td>
<td>1.98</td>
<td>1.70</td>
<td>0.34</td>
</tr>
</tbody>
</table>

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

Technology and Collaboration Services

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>7.18</td>
<td>8.62</td>
<td>7.02</td>
<td>-0.16</td>
<td>1.80</td>
<td>915</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.57</td>
<td>0.77</td>
<td>1.67</td>
<td>1.94</td>
<td>1.69</td>
<td>0.01</td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean</td>
<td>6.98</td>
<td>8.35</td>
<td>6.90</td>
<td>-0.09</td>
<td>1.45</td>
<td>814</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.76</td>
<td>1.16</td>
<td>1.75</td>
<td>1.93</td>
<td>1.75</td>
<td>0.20</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>Mean</td>
<td>6.89</td>
<td>8.31</td>
<td>6.97</td>
<td>0.08</td>
<td>1.33</td>
<td>852</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.83</td>
<td>1.18</td>
<td>1.75</td>
<td>1.89</td>
<td>1.75</td>
<td>0.19</td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>Mean</td>
<td>7.18</td>
<td>8.51</td>
<td>7.09</td>
<td>-0.10</td>
<td>1.43</td>
<td>824</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.66</td>
<td>0.95</td>
<td>1.71</td>
<td>1.86</td>
<td>1.71</td>
<td>0.13</td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>Mean</td>
<td>6.92</td>
<td>8.37</td>
<td>6.89</td>
<td>-0.03</td>
<td>1.47</td>
<td>813</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.92</td>
<td>1.17</td>
<td>1.87</td>
<td>2.14</td>
<td>1.97</td>
<td>0.69</td>
</tr>
</tbody>
</table>
## Support and Training

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>Mean</td>
<td>7.33</td>
<td>8.63</td>
<td>7.37</td>
<td>0.04</td>
<td>-1.26</td>
<td>850</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.62</td>
<td>0.85</td>
<td>1.73</td>
<td>1.92</td>
<td>1.69</td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>Mean</td>
<td>7.54</td>
<td>8.68</td>
<td>7.53</td>
<td>0.02</td>
<td>-1.15</td>
<td>833</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.56</td>
<td>0.81</td>
<td>1.68</td>
<td>1.89</td>
<td>1.68</td>
<td></td>
</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>Mean</td>
<td>7.15</td>
<td>8.45</td>
<td>7.29</td>
<td>0.14</td>
<td>-1.17</td>
<td>818</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.77</td>
<td>1.06</td>
<td>1.66</td>
<td>1.86</td>
<td>1.64</td>
<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology.</td>
<td>Mean</td>
<td>6.71</td>
<td>8.16</td>
<td>6.73</td>
<td>0.02</td>
<td>-1.43</td>
<td>790</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.94</td>
<td>1.35</td>
<td>1.86</td>
<td>2.06</td>
<td>1.89</td>
<td></td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for null hypothesis H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired; Yellow Color = Potential Problem Areas
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.
Reliably? Not even close on this campus! Again, I'm not sure what sort of suggestions you expect me to provide. Get better service? [#2038301]
-----
Spotty internet, too, is something we all have grown to come to expect and this is unacceptable. [#2038303]
-----
Why would you mark anything lower than 9? [#2038305]
-----
I consider internet a necessity and would sacrifice speed for reliability [#2038325]
-----
For the most part, LAN internet works fine. only problems come in with Wi-Fi. [#2038327]
-----
Satisfied. [#2038333]
-----
Most of the time, at most locations. [#2038339]
-----
Using banner is a critical part of my job and I cannot do this without internet service. There are times when this is a little bit slow, but not for long periods of time. [#2038342]
-----
Critical in today’s world. [#2038385]
-----
The wifi connection is poor so maybe strengthening that [#2038402]
-----
At certain times in the semester (at the beginning and end of the semester, typically) our internet service becomes less reliable, as does access to myMemphis and eCourseware. Perhaps improving the network's capacity would resolve this issue. [#2038418]
-----
Upgrade wireless connection points in classrooms to support laptop use in classes. [#2038434]
-----
I mostly can't use the internet when I am in like a class like history and we are trying to answer questions online, everyone seems to use the internet at the same time so it's really hard to put your answers in with the internet not responding. The only encouragement I have it so find another solution to this problem. [#2038435]
-----
Mozilla Firefox is constantly having an error and shutting down. [#2038448]
-----
I would like that [#2038458]
-----
Honestly, it is more than likely the crappy computers that staff are given than the internet, but since it disconnects so often, I really cannot tell a difference. [#2038462]
-----
There are many places indoors throughout campus where internet signals are low---to the point of one loosing connection. And the coverage signal outdoors is practically inexistent. [#2038472]
-----
Every class I have requires some form of internet usage to be successful. Because I am a disabled student, I wish there could be more labs open like when Smith was open. Getting to the UC is hard and the library is even harder to get to when the biology dept. lab is malfunctioning. [#2038476]
-----
In login portal [#2038498]
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This semester I seemed to have to connect to internet everytime I closed my lap top, instead of it automatically connecting which gets annoying [#2038523]
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Between my computer and/or the system itself, I have several days where sites take minutes to open. Reminds me of Dial-Up back in the 1990s. [#2038535]
-----
Critical to my job and our institution’s community outreach mission. Confident that reliable service, with either a T2 connection or ping from Wilder will be in place prior to our completion and full occupancy. [#2038547]
-----
Generally good on the internet, but sometimes goes out without notification. [#2038554]
-----
Not an issue from my experience. [#2038563]
-----
I think one of the problems we are facing is Internet Explorer has become basically useless on our computers. I think our Internet servers need to be updated. [#2038639]
-----
The internet works great in some places in others the connection drops frequently. [#2038650]
-----
I work with student’s degree audits and need reliable internet at all times. When the internet isn’t reliable I can’t do my job. [#2038656]
-----
I rated the perceived performance a 6 simply because of the “SafeConnect” validation software. I use a University of Memphis owned laptop - and I must re-validate the software multiple times per day. On occasion, the re-validation process seemingly does nothing, and I must reset my wireless connection. It is incredibly frustrating, and this happens at least 3 - 4 times per week. [#2038659]
-----
There have been several occasions of which I could not gain Internet access on campus. I noticed that during high volume times of the day, service can be unreliable. [#2038673]
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signal strength near areas like wilder tower is very low. Installation of equipment that boosts the signal is preferred. [#2038750]
-----
Absolutely required [#2038757]
-----
Can't always access all sites equally well. Sometimes not at all. [#2038786]
-----
The classroom’s on the 1st floor of the engineering science building is the only place I have ever experienced difficulty with maintaining a good internet signal [#2038806]
-----
This is pretty obvious! [#2038825]
-----
The on campus internet seems to function well. [#2038837]
Having to redownload safe-connect four times a day is not desirable. Also having to switch between uofm and uofmguest wifi to try and find more reliable internet gets to be really inconvenient [#2038851]

-----

The banner platform is not compatible with satellite Internet. This is a huge problem. It needs to be resolved. Until then, I cannot do anything for my home that requires access to banner, including posting course grades. [#2038875]

-----

The outskirts of campus have terrible coverage. Certain buildings (Robertson) the signal isn't has strong either. [#2038878]

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Internet service is completely unreliable. Emails that are believed sent often end up in "Drafts". This is particularly true when working in my office during the afternoons. The service appears to simply stop. [#2038902]

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Send techs out to check the strength of decibel signal every 2 days. [#2038951]

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Connecting via laptop on campus and having a begrudgingly abysmal load time due to numerous individuals accessing the service for class registration or dropping courses. On a few occasions this week I have had to discontinue attempts at homework online while I was on campus due to the system being overburdened. Other than an upgrade which can be costly, the problem arises very little but is annoying when it does. [#2039027]

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The internet service goes offline very frequently in the Engineering Science building, making it difficult to work on homework. [#2039031]

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Internet is VERY spotty not only around campus but in my office as well. Even though monitoring is done I think it should be done more regularly rather when problems are mentioned. [#2039090]

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It's frustration when I cannot gain access to eCourse and email when servers are overloaded. [#2039190]

-----

Operates reliably across all device types and OS is important. Found more problems on my android tablet then my IPhone. My Win laptop, work supplied, was never fast on teh wireless at either main campus or Collierville new camps. [#2039212]

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I-phones are not compatible with mymemphis [#2039224]

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This is of utmost importance!! [#2042489]

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not reliable always. I think there are a lot of users logged in to the system the speed drops exponentially. [#2043338]

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The internet at the Carpenter Complex buildings is terrible. It takes forever and sometimes does not work at all. [#2043544]

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The wifi is really slow sometimes and won't load [#2043572]

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I am constantly installing the dam service installer because it wants me to I feel that is the most inconvenient thing ever for a wifi system. [#2043589]
There will be occasions when the internet just does not respond or takes a very long time in going to a new link. [#2043595]

Typically this is never an issue. [#2043611]

I am grateful for the reliable technology sources here on campus. [#2043656]

its most of the time reliable and some days it isnt. [#2043664]

This is the biggest problem. So many different teachers use the same computer, that settings get changed or something. Half the time I'm praying the projector, internet, and sound all work. If not I have to cancel class. [#2043685]

Several times per week, Internet Explorer shuts down while I am trying to look up information. I don't know if this is a problem with Explorer or UofM's network. [#2043692]

Service works fine but SafeConnect is onerous. As a researcher with a computing background, I don't understand the point of it. It does not cover every platform (e.g., no Linux and I am not even sure if it does Mac), so it is an incomplete solution. Second, it is an onerous solution to make everyone install extra always-on software. SafeConnect also does a terrible job of reporting which anti-virus software will be accepted to allow connectivity. Particularly for WiFi and areas where visiting speakers often need to hook up wired internet connections, it is really just not an acceptable barrier to access. [#2043715]

Internet service on the main campus is reliable, but internet service in GSFH on the Park Avenue campus routinely goes out or goes at a snail's pace. [#2043719]

Poor [#2043765]

The cloud seems to have a lot of lightning bolts, momentary disruptions of connection that come at the most inopportune moments. [#2043781]

Occasionally the internet stops working in my office. This pretty much turns into a free day off, since all my work is online. Quite frustrating if you are in the middle of edits or other work. [#2043790]

Randomly (not often at all), my internet won't work and I have to restart my computer. [#2043805]

I have lots of wifi issues on the regular. [#2043813]

When I'm on a wired computer, I don't notice trouble with the internet service. The WiFi coverage the more of an issue. [#2043820]

We rely on internet in todays world. This is a must! [#2043831]

At points when I am on campus in a specific place, I am unable to connect to the wifi because there are too many devices on the network is my guess. This would be nice if it could be fixed. [#2043836]
Really disappointed that Lockdown is so unreliable. Can’t we have our computer science people design a secure browser that works with our systems? Also I'm not sure if it’s the network or eCourseware, but in online testing I often have BYOD students experience a break in connections. Their computer stops saving answers to eCourseware as the clock winds down on their assessment and they have to write answers down by hand, which defeats much of the purpose. I'm not sure where the breakdown is, but we need reliable and secure online testing and we simply don’t have it. Here is a community-based project challenge. [#2043874]

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My own personal pc is slow and affects the speed of internet, otherwise I think the campus provides great internet service. [#2043876]

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The wireless in the Fogelman building is very unreliable. [#2043881]

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I can be looking up information on the internet and I lose connection. [#2043894]

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I live in the graduate student housing, and I'm hardly ever on the main campus. Internet access is supposed to be included in the cost of rent that I pay, but it never works! I would have never moved here had I known I would have this much trouble with the Internet. [#2043905]

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Although the wired connection is fast and reliable, the wireless is mostly useless. The connection is only intermittent, and the IT department continually blocks useful ports which leaves several communication applications inoperable over WiFi. [#2043916]

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I do not get internet access or wifi at the dorm and that is something I have been battling this whole year. [#2043918]

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In housing, the internet is not always working or is incredibly slow. [#2043919]

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The major problem I’ve been having is that the Internet suddenly cuts out. While it’s running it’s usually very effective, but when the connection drops suddenly it screws up my computer. So I usually have to refresh the page which then makes me lose any work I’ve already done. [#2043925]

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Add more areas where the Internet can connect to. Higher level buildings make it difficult to access the Internet in the higher floors because they are out of reach. [#2044004]

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Staying in the dorms often promotes SLOW, SLUGGISH internet. It often takes the internet quite some time to load a page no matter what computer I am using. I feel that this is a nuisance when I am trying to complete an assignment online. [#2044009]

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Internet connectivity is pretty good but having important programs like Banner go down is very disturbing when it happens. [#2044026]

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Extremely important - I have had a few problems with this in the past. [#2044073]

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The internet is so slow. I am not a tech person but if there is a way to improve the speed, it would be amazing [#2044130]

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The internet doesn’t currently work on half the campus; try getting online in the honors psych lounge. [#2044144]
VPN often is slow and reliable during the week. It used to be much faster 24/7. [#2044163]

See above [#2044173]

My Internet works great. [#2044179]

Sometimes there are accidental disconnects, but that can be solved through close monitoring. [#2044184]

Have not had a problem. [#2044196]

It is often that I cannot connect to the internet from the third floor of the ACB. [#2044200]

Very Important and necessary [#2044205]

any u of m web contents include instructor created within u of m contents service should be able to display and play audio/video correctly in any major browser. [#2044255]

The campus internet at the Lambuth campus is not reliable. You can not connect to the the web site you need to connect to when it is necessary. [#2044269]

Many times this semester the memphis.edu, specifically email has not been working properly or very slow. [#2044329]

The internet service on campus is pretty reliable...8 times out of 10. However, the ones at the carpenter town-house is completely unreliable! [#2044332]

Internet for the on-campus residence halls goes in and out periodically, which is incredibly detrimental during finals and midterms. Maybe provide hard wired ethernet plugs in residences. [#2044333]

Graduate Housing seems to have unreliable internet service. Access and speed are inconsistent. When I am on the main campus the reliability of the internet service is much better and I have never had problems. [#2044344]

Honestly, sometimes I have had to use uofm-guest wifi because the actual uofm wifi was pretty bad. I've also had to use my own mobile data wifi for internet while on campus because the internet is a little bad, especially on the 3rd and 4th floor of the library. Having internet service that operate reliably will really help especially for people who cant use their mobile data. [#2044355]

Sometimes, the internet is unreliable during certain times of the day. [#2045813]

No matter the device I am on the internet will drop. This happens in the LLC and UC and Engineering [#2045821]

Some years ago the university switched to a different set of routers. The new set have a more limited range than the old equipment. Unfortunately this has created an interesting problem: the routers are competing with each other for each computer. This is a potential waste of resources when a computer
can access numerous routers at a time (upwards of 5 to 7). And proves to be a consistent irritation when a student's laptop has to spend its resources to sort out what router to use every 30 min. Many of my fellow students have been kicked off as a result. [#2045843]

-----

As to the Memphis' internet service, it is really hard for me to gain access to the main wi-fi service through my laptop to do assignments and surf the web. I have always had to go to the Guest wi-fi. It would probably help if the process to get on the main wi-fi was a bit easier because I could not access it with my laptop. (HP Pavilion) [#2045895]

-----
**Having an Internet service that provides adequate capacity or speed.**

The Internet can be super slow...or not even work. I hate using the school computers. [#2038301]

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Important for speed. [#2038317]

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I’m an off campus student but speed is very important as streaming media becomes more and more important [#2038325]

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For the most part it is adequate [#2038327]

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Satisfied. [#2038333]

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Capacity and speed can be a major issue since we used several web-based products. [#2038369]

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with the exception of wifi, we do fairly well. [#2038385]

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I see U of M as their own and maybe we need to have our own special service provider if we can not provide it for the university alone ourselves. [#2038419]

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Time to time temporary Internet interruption [#2038427]

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I understand that a lot of people attend the University of Memphis and most likely 90% of them are using the internet. Maybe install some more internet spots around on campus. [#2038435]

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Mozilla Firefox has a lot of issues (error messages) that prevent me from completing searches in a timely manner. [#2038448]

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I often think bandwidth capacity is low when it comes to moving large data. In particular, the service to the HPC in terms of bandwidth capacity for large files transferring to other computing centers throughout the country should be significantly improved. [#2038472]

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ok [#2038475]

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Overall, I am pleased with the Internet service provided at the University of Memphis. It would be helpful if it were a little faster. But overall I am very pleased. [#2038513]

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It is really slow at times [#2038533]

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I suspect my "outlier" status will corrupt your stats, as I am the lone occupant of our police satellite office at this time, which is still very much under construction and limping along, temporarily, with a UVERSE residential subscription whose function is undermined entirely by hard crashes related to electrical issues. [#2038547]

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Really pretty happy with the speed of the standard internet. [#2038554]

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Often have slow processing due to, I believe, invasive university security softwar. [#2038597]
I think in general, our internet is good but it has been known to go down at times and could probably be slightly faster. [#2038639]
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Sometimes the connection in the dorm I stay is very slow. [#2038650]
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Speed is important as I am with students all day and need information quick. [#2038656]
-----
Opening website links has become unbearably slow within the last 3-4 months. [#2038669]
-----
sometimes it takes forever to load [#2038699]
-----
slow speed, often disconnected. [#2038746]
-----
The speed is really good when there is adequate signal [#2038750]
-----
The Internet speed is slow for a research-focused university. I have had trouble downloading academic articles too many times. [#2038762]
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Wi-Fi ought to be campus wide and very fast all the time. That is a minimum requirement these days. [#2038786]
-----
Please ensure adequate temperature control in the computer labs at Lambuth campus. I recently had a major test in a room that was 85+ degrees and this has happened before. Thanks. [#2038805]
-----
As well as this one. Important, yes. [#2038825]
-----
The banner platform is not compatible with satellite Internet. This is a huge problem. It needs to be resolved. Until then, I cannot do anything for my home that requires access to banner, including posting course grades. [#2038875]
-----
I was thinking about the Outlook web mail system when I answered this question. It is slow and crashes a lot. I am not sure what to do about it. [#2038915]
-----
Get a fibrotic connection because its faster [#2038951]
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no comments [#2039130]
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See the city of Chattanooga and their internet providing history [#2039210]
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Slow on win, apple of android in general. Probably an anti vurs, trojan, hack protection but it was not as fast as expected. [#2039212]
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Once again, wifi is slow sometimes. [#2043572]
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It can sluggish especially when I need to do internet meeting and the internet here is very slow. [#2043589]
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Our computers are extremely slow in starting up after students log on. It would be nice to get that upgraded when possible. [#2043595]

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i give that an 8/10 [#2043664]

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So many times as I am getting ready to start teaching class, the logging on and waiting for Internet takes forever. [#2043685]

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I cannot access some web pages because my computer's browser or operating system is too old. [#2043692]

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faster speed connecting to wifi. [#2043701]

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Internet service on the main campus is adequate, but I live in GSFH and the internet speed and service is abysmal. [#2043719]

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generally pretty good [#2043725]

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I have a slow computer. Haven't had a new one in 10 years [#2043753]

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Sometimes, it seems like the cloud is being used by third parties to sequence genomes, and we get kicked to the dial-up curb. [#2043781]

-----
I am not sure how to solve, but there are definitely drops of hard wired internet services in my office. My guess is that power shifts at specific times from offices to residential areas, but some of us work later than 430 and being able to maintain speed and capacity is a requirements. Often times I leave the office after not being able to research online with any efficiency. [#2043827]

-----
VERY IMPORTANT! We are a face paced society these days, so speed is crucial! [#2043831]

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The reliability of connection varies; some days there are few issues with speed, but from time to time it will fluctuate, and pages will fail to load completely. Overall the speed across campus could be much faster, but considering the sheer number of users it is understandable to have a few difficulties. [#2043856]

-----
I, like many people in my class, struggle with the internet in Fogelman classrooms. [#2043881]

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Residential service is slow on the weekends and at nights. Video is almost impossible at these times. [#2043914]

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Could be a little faster but that is asking a lot. [#2043918]

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Wifi is much needed on a college campus everywhere. [#2043932]

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Better speed and signals for internet and phone services. For example in the basement and first floor of the Arts and Communication building [#2043952]

-----
Classroom computers, which I use everyday for instruction (powerpoint, youtube, teaching tools available in real time on the internet, etc.) are frustratingly slow--enough to slow progress in class. I've submitted the problem to the IT help desk and have been told that's as good as it's going to get. I find this unacceptable. [#2044002]

It has gotten better! [#2044082]

When it does run, it's crazy slow. [#2044144]

Internet services are important and need to be in continuous improvement. [#2044184]

It is extremely slow. The entire system at the Lambuth campus needs to be updated. It wastes precious study time. [#2044269]

I seldom get data coverage at carpenter townhouse and when i do, it is EXTREMELY slow. Please something needs to be done about it ASAP! [#2044332]

Having an Internet service that provide adequate capacity or speed is really helpful when you got a huge group of students in one class like history who are all trying to access the internet. [#2044355]

Maybe providing students with ethernet cords. [#2045813]

When a prof has the class do something online in class, the internet speed is insufficient. (Engineering) [#2045821]
Having an Internet service that provides adequate Wi-Fi coverage.

The wifi on campus is a joke. It works so little that I'm often surprised if it does. And if it is working, it's often so slow that it isn't even worth the trouble. Seriously?!? [#2038301]

Internet access is integral to scholarship today should be available in all areas of a university campus. [#2038303]

It's good. But it can always be better. I.e. outside of buildings [#2038305]

good [#2038311]

I guess the wifi coverage is pretty good. I don't use my laptop a lot, so I don't know, but when I do the process of getting signed in is either too complicated or too time consuming. [#2038312]

It's important because I would be working on my laptop most of the time in the university and I heavily rely on WiFi. Please concentrate on all the areas in the university as at some areas like Fogelman college, there's weaker signal comparatively [#2038320]

Wi-Fi coverage seems to be sporadic depending to the building location and construction. [#2038327]

This is important to make sure I have access to Internet whenever necessary on campus [#2038328]

Not satisfactory outside the building within the campus. [#2038333]

There are several locations on campus with limited wifi coverage. We do not seem to have a plan to improve. [#2038385]

The wifi isn't good. [#2038395]

There are areas that are hit and miss with the Wi-Fi and now that e-books are being used more often, it makes it difficult. Finding out why it is hit and miss would be a great step to solving the problem. [#2038419]

Wifi is not available in some of the areas like Garage. [#2038427]

Coverage in buildings is pretty good, except for a limited number of areas where it is dropped. Would be great if there was a way to have the entire campus grounds receive a wifi signal, including the outside areas. [#2038436]

Campus Wi-fi that stretches to auxiliary parts of the University of Memphis campus; such as south campus. [#2038443]

Would be nice [#2038458]

Just like the cell service, there are places on campus where the wifi signal is very weak. [#2038461]

The wi-fi on campus tends to drop in random open air locations. I cannot access wireless via my phone in most outdoor spaces. [#2038462]
seems like there are some areas on campus when walking from one area to another where the wifi service is questionable and won't allow emails to download consistently; not sure if that can be fixed or not, but that is why the rating is lower than 9. [#2038471]

There are many places indoors throughout campus where WiFi signals are low—to the point of one loosing connection. And the coverage signal outdoors is practically inexistent. [#2038472]

ok [#2038475]

My work space depends on Wi-Fi and there are times that those attending sessions have difficulty accessing the internet. [#2038479]

Many times in ES114 there is no internet service or signal when it is required for my classes [#2038488]

The Engineering Science building has been experiencing Wi-Fi Issues for months. We were told we needed to add an access point. I guess no one did a study for growth and install the necessary equipment. Our department does not have the money to install another access point. Therefore, our students go without. [#2038499]

Poor WiFi coverage in Recreational Building. EX. People like to listen to music when exercising, but we can't because WiFi is too slow or cutting in or out. [#2038502]

I think that the wireless network is out of date in some areas. New equipment could improve capacity and performance. [#2038514]

There are areas around campus where wifi is weak or can be hard to stay connected. Some of the rooms and offices in Scates Hall for example. More/stronger routers might help. [#2038524]

My phone uses Wifi so this is even more important than 3g for me. [#2038525]

The connection keeps fluctuating from one floor to another or one room to another [#2038533]

Actually, I would like to be able to spend my days where there is no pervasive WiFi or cellphone coverage. These are creating health issues for me. [#2038535]

I would appreciate it if UofM would host security workshops on how to secure personal devices when using public WiFi [#2038545]

Second in importance to our mission only to "internet service that operates reliably." [#2038547]

Wifi is choppy in the building where I work (Fogelman). Sometimes great and other times it goes out. Not sure if it's the machine or the wireless. Better than a year ago. It is confusing why the wireless security client has to be reinstalled on machines that have already been registered. In odd times, it just forces me to register a device that's already been registered. Hasn't happened in a couple of months though. [#2038554]

This is very important to me because I believe students, faculty and staff need reliable access to email and the internet to be effective [#2038574]
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It is archaic that the campus isn't completely wireless (including outside of buildings). [#2038585]

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No Wi-Fi walking/sitting between buildings on campus [#2038592]

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Improve reception in the Fieldhouse [#2038619]

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The basements of buildings can have limited Wi-Fi coverage. [#2038641]

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Although different spots in the university have different connectivity performance, some buildings are really slow. [#2038655]

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Wi-Fi is horrible on this campus. It goes out often. If too many users are on at a time it slows it down. [#2038656]

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The Roane Fieldhouse has very poor wi-fi coverage and cell service. [#2038657]

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If a building is wired for Wi-Fi it should include staff as well as public areas. [#2038669]

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Provide high speed/ high capacity WiFi routers closer together to create a better blanket of service [#2038703]

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Make Wi-Fi available throughout the whole campus. Wi-fi is usually super strong in one part or spot on campus and when you leave that area, it drops to little or nothing all the time. [#2038705]

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The wifi in my building is intermittent. If we're just a matter of me getting emails on my iPad or phone I wouldn't complain. But I teach off my iPad and there are times when I cannot get to the internet to display videos or get cloud content. [#2038728]

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We are going to BYOD classrooms so this is extremely important. [#2038757]

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Wi-Fi ought to be campus wide and very fast all the time. That is a minimum requirement these days. [#2038786]

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Same problem with cellular service. When the Wi-Fi coverage is so low or doesn't work at all in certain areas on campus, turning Wi-Fi off doesn't work either because of no/little cellular service [#2038825]

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Provide a stronger WiFi connection in residence halls. [#2038830]

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I seldom use the wifi on campus. [#2038837]

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Areas of campus that are south of the railroad tracks do not have as strong of a wifi connection that the north side of the tracks has [#2038908]

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Wi-Fi coverage can be tricky over a large area like the Main U of M Campus. Being disconnected multiple times during a homework assignment on days that multiple users are accessing the service to register or drop from classes is a tiring issue. It is hard to gauge a proper response for connectivity.
issues with wi-fi in a cheap manner, but beyond the few times in the semester where the problem arises, it is mostly negligible. [#2039027]

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The wifi coverage in the Engineering Science building needs to be improved. Many students study in the lounge room and the class rooms at both ends of the hall on the third floor, but the wifi coverage is very weak there. A lot of the times students have to leave for somewhere else in order to gain internet access. Recently, teachers have been unable to access E-courseware to obtain their class notes, and have been having difficulty in teaching their classes because of it. [#2039031]

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Please expand Wi-Fi coverage, both inside and outside buildings, and enhance existing service to provide more reliable signals. [#2039077]

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Can be slow [#2039079]

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This has been issues over the years and has gotten better but there can always be room for improvement. [#2039090]

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WiFi is very poor in graduate student housing. We usually have decent signal, but the connection will intermittently drop for extended periods. [#2039174]

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pretty much there. [#2039212]

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U of M guest won't work frequently [#2039228]

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some times my cell service is faster than the wifi on campus [#2042498]

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There are several “deadspots” on campus, where the WIFI drops out. There are some locations inside buildings. I would also recommend equipping outside areas with WIFI. [#2042542]

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Wi-fi is not strong in many areas (academic buildings, for example) [#2042721]

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no comments [#2042735]

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Wi-Fi is very hard to connect to unless I am in a building on campus. It would be nice to be able to sit outside and still have internet access. [#2043234]

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The coverage is not very powerful within buildings. Sometimes we have it at its full speed, but suddenly it drops. [#2043338]

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In FIT the WIFI coverage is not good. Many times it disconnects from the internet [#2043560]

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wifi is in and out in some areas [#2043572]

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Probably the biggest disappointment. Service is minimal in our building. Some days I have to go to another part of the building. [#2043580]

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It constantly goes up and down in connection. I am doing the survey on wifi from the same spot I work everyday on campus I have full signal sometimes but now only two bars. [#2043589]
This is another thing that the library sometimes struggles with. Wifi connection within the building can be spotty. I field complaints from patrons about this often. As an employee using the library as a patron I have experienced this first hand. [#2043611]

I have students who report inadequate Wi-Fi coverage at Carpenter Complex and on the South Campus housing. [#2043632]

Anytime I use the Wi-Fi on campus, it usually works just fine for me. [#2043648]

The Elma Roane building, I know its old, but it definitely doesn't provide adequate wi-fi coverage. Having more wireless routers could increase the coverage. [#2043655]

I honestly feel that needs to be fixed because dealing with University of Memphis you have to check your email and some days it messes up we parent students are going to be able go on campus like myself when i had my daughter. [#2043664]

That is really critical for the university to work at any place around the campus and access the e-learn on the go. [#2043669]

Campus WiFi is not very good for connectivity or speed. For example, in FIT, the guest network actually works better than the main campus network. Worse, neither Wireless network is very good for video conferencing, which is fairly common. As much as possibly, I take my video conferences at home or on a wired connection because I can trust my connection better. However, for workshops or larger meetings, it is onerous to need to set up a wired connection. This goes double for visitors, whose machines will not have SafeConnect and other things that the wired connection requires. [#2043715]

Wi-Fi often goes in and out between buildings, but that's to be expected. The majority of my work is done indoors. [#2043719]

Wi-Fi should be accessible across the entire campus; use more powerful routers to cover the entire block. [#2043733]

Wi-Fi does not work properly at some places and at some places the Wi-Fi strength is low [#2043738]

Ball hall first floor has terrible Wi-Fi. Also there are dead coverage areas all over campus. [#2043764]

This is an absolute must! I spend most of my time in the Fieldhouse, and the WiFi coverage in there is sluggish, if I receive WiFi at all. Please fix the WiFi coverage on the first floor of the Fieldhouse. [#2043820]

There are spots on campus that my computer or phone will not pick up wifi. This is frustrating. [#2043831]

The range of the WiFi has pretty adequate signal except in some outdoor areas. But I usually am checking my phone and walking from building to building. [#2043836]

Add coverage all throughout campus. I will have wi-fi service by one building, then walk to another building and it will completely drop. [#2043851]
The security on the wi-fi seems to be incompatible with my security suite, so I'm stuck with the guest network. [#2043881]

The wifi coverage has been pretty good, only on the edges of campus it can be kind of screwy. But I understand that that is pretty normal. [#2043925]

It would be nice to have wifi everywhere (on pretty spring days) but its pretty good as of now. [#2043943]

I feel as though there should be more Wifi coverage around campus especially near the north side. [#2043957]

My Wi-Fi drops when moving across campus and requires that I use 'safe connect' to get access when I move between buildings. This happens about once a month. [#2043958]

At my office i do not have wifi coverage, so i have to use cable, in order to do this i had to buy external device for my mac :( [#2043977]

I lived in carpenter complex for a semester and we always had terrible service over there, and I know that they still do, so having better service over there would be better [#2043987]

The wi-fi coverage is not good especially in the Fogelman Classroom Building. My phone and laptop do not get connectivity especially on the 3rd floor. [#2043988]

The internet service in the Carpenter complex is nearly nonexistent. I can rarely use wifi in that area. [#2044015]

Maybe adding more routers [#2044021]

I was hoping for wifi at Richardson Towers, but I don't think it really matters anymore since it is being torn down. [#2044067]

I Still cannot get wi-fi in some areas of buildings and or on the grounds. [#2044082]

Same issue; internet doesn't work over a wide area. [#2044144]

WIFI is hit and miss at Lambuth [#2044173]

WiFi is great everywhere I go. [#2044179]

It can be strengthened. [#2044184]

I have not had to use WiFi other than in the classroom and Tiger Den. [#2044196]

There are places in the library where internet is not available. Largely by the Eastern windows on the upper floors. [#2044200]
Sometimes WiFi is not good to use. [#2044211]

Wi-Fi coverage is unavailable outside of most buildings and could use a range boost. [#2044249]

In this age, not having a completely wireless campus (including wireless accessibility in all green spaces and non-building facilities) is ridiculous. [#2044292]

no Wi-Fi in Hudson Health lab [#2044300]

I live in South Park and sometimes the internet doesn't always work when I would like it can be a bit of a challenge to have to come to the campus when the internet is down or moving too slow. [#2044324]

The Wi-fi coverage on campus is great but the one for the dorms is horrible! Especially in carpenter, most times I don't even get wi-fi coverage at all and end up having to do all my work on campus before heading back to the dorm. I have even gone my personal cellular data on my phone a couple of times because I end up having to use my phone instead when i'm in the dorm for everything. [#2044332]

Same as cellular service. Very bad in some spots of campus such as the field house and science buildings. Maybe need to update or increase access points. [#2044333]

I personally didn't have any to much Wifi in my old dorm. Last semester I lived in Rawls (#509) and connecting to Wifi from my room to either my laptop or phone was nearly impossible. I live off-campus now and rarely experience many wifi problems, but I think the end of hallway dorm rooms need better wifi. There are also dead spots on campus [#2044342]

In the Engineering Tech Bldg the wifi is almost nonexistent at times. [#2045821]

In-between buildings, and sometimes within buildings (e.g. Jones) coverage can vary and the connection can stop or be lost. Although it has improved, students used to have problems connecting to their laptops to do classwork in some classes (we were told the number of users for each hub needed to be increased, so since problems are now rare instead of frequent I believe this has been addressed mostly) [#2045834]

there is no Wi-Fi in the parking lots while waiting for carpool rides, etc. It would be nice if service area was wider on campus. [#2045858]

Dead zones in the dorms and other buildings [#2045937]
**Having adequate cellular (or mobile) coverage throughout campus.**

I dropped Verizon and went to Cricket since Verizon's service on campus was so terrible. [#2038256]

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not good in big parkin lot [#2038311]

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Important especially those aged 18-27 [#2038317]

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Exactly the same Thing as the WiFi. In fogelman college, I don't get proper cellular signal sometimes. Even though it depends on the carrier network, I would love to see uninterrupted signals [#2038320]

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only trouble in some buildings [#2038327]

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This is important for students with data restriction. [#2038328]

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Coverage in the bottom floor of Hyde is almost nonexistent. [#2038329]

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Poor coverage inside the engineering building. [#2038333]

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A few dead spots in buildings, but for the most part ok. [#2038385]

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The coverage is fine. [#2038395]

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N/A [#2038419]

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I have AT&T, which never gives me any trouble. However, speaking on behalf of my co-workers that do not with other providers i think broader stretching wi-fi and additional tower support may help with poor signal given the number of people in the area. [#2038443]

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There are some buildings on campus where my phone works intermittently. I don't know what can be done about a buildings structure to fix this. [#2038461]

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seems like there are some areas on campus when walking from one area to another where the wifi service is questionable and won't allow emails to download consistently; not sure if that can be fixed or not, but that is why the rating is lower than 9. [#2038471]

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There several places indoors throughout campus where cell phone signals are low, but in fairness with the University, this is a problem of the Memphis metropolitan area overall. [#2038472]

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not that good [#2038475]

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I get very spotty converge across campus. And because I gave up my office phone, my cell number is my primary number. [#2038489]

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Would be nice to have areas where cell phone coverage does not reach. Again---it's healthier without them [#2038535]

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Cell phone coverage is basically good. Occasionally I have experienced a dropped call but it is rare and could just as easily be my own cellphone. [#2038639]
n/a [#2038656]

I am in the basement of a building and barely get cell phone coverage. No real surprise. However, I use my cellphone for University business because handling long distance phone calls rather than my office phone. A solution for improving cell coverage in lower floors of buildings would be greatly appreciated. [#2038659]

Cell service is sometimes spotty near College of Business. [#2038724]

More IT technicians available on the hotlines at a time to provide faster service would be fabulous!! Thank you for all that you do! [#2038765]

I find that the parking garages typically have no cell service at all, and much of the campus only allows 1-2 bars. As a woman taking night classes, I feel making a voice call from any location on campus reliably is simply a requirement of safety. I'm not sure what the solution would be, other than partnering with the major cell phone companies and local government to add towers or repeaters for cell service on campus. [#2038822]

I am a sprint cellular customer with a Samsung Galaxy 5. Very poor coverage on campus!!!! [#2038825]

If you are not in a building, then you have virtually no wifi. This makes no sense, as many people like to sit outside and do their work, or walking from class to class and trying to check important emails. [#2038851]

It would be nice if there were more cell towers in the area to allow use of cellular technology everywhere. There is no reception in many places on campus - Ball Hall is one of those places that could benefit from better coverage. [#2038874]

NA, we have cellular coverage throughout campus that I have experienced. [#2038967]

In the McWherter Library, getting good cell service is difficult unless I am near a window. I have AT&T with which I usually have great service but it is tough to get it in the library. The lack of service makes me not want to study in the library. [#2039033]

Offices do not always have an adequate signal [#2039079]

I would like to have good coverage in the Physical Plant Bldg. Especially in the Landscape shop. [#2039182]

My office reception is Intermittent. [#2039190]

I can receive calls on my cell phone in my office, but when I answer, the caller can never hear me. I have to go outside & call them back before they can here me. Happens 2-3 times a week. [#2039218]

U of M guest won't work frequently [#2039228]

Cannot access cell coverage in many classrooms. It makes it impossible to use polleverywhere or other interactive services. [#2042721]
The first floor of the Fogelman Executive Center does not have cell phone service. [#2043561]

Coverage is not great. I do have an office phone that can provide help as well. [#2043580]

Increase wi-fi for more outdoor areas [#2043607]

This is always an issue. For being on the top floor of my building you would think that I was working in a bomb shelter. [#2043611]

I've noticed for years now that cellular service on campus is not the best. I often have to turn on wifi in place of my 4g connectivity through my carrier which is usually pretty great. I've always wondered if it was something about the connection on campus that sort of made the coverage so bad. It's always back to great cellular reception when I am away from campus. [#2043638]

it works from time to time [#2043664]

Many students will have the ability and more usage for more of classroom work assignments to be able to complete. Many staff members will have a great opportunity at this while at this campus for any usage. [#2043690]

Cellular coverage works perfect but it starts cutting off or it is slow when you start walking around campus outside [#2043691]

Mobile coverage is adequate, and I believe the few issues I've faced have come from the physical properties of the buildings I use (first floors/basements in concrete buildings). [#2043719]

there is no cellular coverage at some places especially in the basement of arts and communication building [#2043738]

I cannot get reception on my cell [#2043753]

I feel like when I'm walking around campus, I never hit the wifi. [#2043767]

Phone reception is bad in some of the labs/offices which are deep inside of campus buildings. [#2043796]

One area of weakness is within lower levels of some buildings (ACB basement for example). Could boosters be placed in such places? Main concern is safety for students working late. [#2043807]

My phone calls drop in different areas on campus.... also it will not allow me to FaceTime using the Wifi, but rather have to turn it off to do so. [#2043831]

ok [#2043873]

cell service is spotty in some buildings [#2043876]

mobile coverage weak inside some buildings (ZC Garage) [#2043893]
This is fine. But if there was wifi in the dorm that would be much easier. [#2043918]

fix the signals in older buildings and in basements [#2043952]

boosters for ACB basement [#2043986]

This service seems fine [#2043988]

Phones do not work in every building ie Rec Center. [#2044082]

It would be quite great if wireless routers were spread out around campus, the one we have is very slow [#2044130]

Same issue with coverage. You guys have crap signal. [#2044144]

Some labs in the basement areas of Lambuth have no service [#2044173]

The cellular signal or coverage should be strength. [#2044184]

Cellular service is terrible in on some parts of campus, such as the fieldhouse and chemistry building. Maybe put signal boosters in these buildings. [#2044333]

Please improve cellular service. I have AT&T & sometimes I can't make an outside call in outside patio behind Communication bldg. Twice I had to input my passcode just to answer a call from my daughter. I am an Audit student Taking 6 hours & do not bring my Laptop to campus. Thank you [#2045870]

Dead zones in the dorms and other buildings [#2045937]
**Having Web sites and online services that are easy to use.**

Trying to find online help through the UOM IT sites takes some digging. [#2038299]

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I think the website is dated and hard to get around. It's actually easier to search for the page you're looking for, plus 'University of Memphis' in Google than it is to search on the website. Do I know how to make it better? No, I'm not a website designer, but you should get a better one. [#2038301]

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Our present website's usability is atrocious. The logic of layout and links need to be wholly reworked in order to allow information to be accessed. [#2038303]

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n/a [#2038327]

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The UoM web sites are not very informative - the recent updates don't look like improvement - it's just pictures & less content/information [#2038334]

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Searching for specific department, college, or university-wide information is somewhat difficult. [#2038339]

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We often have to use outdated hardware that does not meet our needs due to budget constraints. This is increasingly difficult because equipment fails because it is unable to run modern software applications. [#2038369]

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Web sites should be consistent throughout the university. All should have basic contact information like office/department telephone number and location on the first page you come to for that site. All should have a list of staff/faculty that has contact information for each person. Contact information should include office telephone number, email address, and office location/address. [#2038378]

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Any information I am looking for, if I need to make more than three to five click to reach there, then this is a bad design. Finding out registration date with staff scholarship and PC 191 is a big struggle. One must not register before a specific date to use PC 191, otherwise would be penalized. I called Bursar office, and even they had to have a conference call among the knowledgeable employees to figure it out and had to call me back with the dates. I am sure, we can do better than that. [#2038427]

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Overall they are well designed, and haven't used the newly released Memphis page yet. But, the previous one depending on the type of information needed, it might be readily available or you might have to dig a considerable bit. [#2038436]

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i need online service everday [#2038455]

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Some websites dive too deep before you can locate information needed. Spend too much time getting to the source of information needed. [#2038479]

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current web site is unattractive [#2038500]

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It's often difficult to find information. As a University we have a tremendous amount of information published but finding that information is sometimes a challenge if a question is asked by a student as to where to find something. I do use the search on the website and it does help but it the naming is different it may not be able to provide the link effectively. [#2038517]

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my.memphis.elearn needs improvement [#2038530]
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We are not allowed to use the web sites. Our work-arounds are not readily picked up by students. [#2038535]
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Have important things like what date classes begin somewhere very easy to find. [#2038541]
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Many of the online assets are static and would be more helpful if they were linked to more detail for the user. For example the campus map shows the names of buildings and location, but that is all. So if someone has a notice of a given event in a given conference room, they have to search the map. You could make it easier by making each building a hotspot, with links to building maps showing public rooms, or to the organization with hours open, etc; also electronic notices could link to the map hotspot. Also, some of the online assets lead the user to broken web links. Is there some kind of tool that can scroll through all of the web pages looking for broken links? You could probably run it 2-3 times/year and eliminate those problems. [#2038545]
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General navigation of the collective U of Memphis website is mediocre and generally confusing. I can eventually find what I need, but it feels somewhat haphazzard. Banner is somewhat better but feels dated. [#2038554]
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The University website is confusing, and department specific websites are especially difficult to navigate. Many are outdated. [#2038585]
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Some website are very outdated and have old information [#2038592]
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I think most sites are easy to use for most part. I just think faculty and staff need to be more aware of what is out there. [#2038639]
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Na [#2038656]
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I dislike how umdrive operates for collaborative (dept level functions), where updates to a file must be first downloaded and then uploaded again, not to mention its clunky interface. This leads to multiple files and potential confusion. I would prefer something more along the lines onedrive for department level file storage. Personally, I use dropbox and onedrive and never one drive for file storage, due to clunkiness outlined above. [#2038659]
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It is often difficult to find services unless you already know where to look. [#2038671]
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some web sites will not work [#2038699]
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I have to use a different browser for different functions - Hyperion, Banner, Matrix, Argos, etc. Could this be solved? Would be nice if we could send all invoices to Accounting online. Invoices are currently walked over. Electronic submission of invoices would help with tracking what has and hasn’t been processed, and would let us know what stage of the process the invoice is currently in. New people find TigerBuy confusing and are scared of Banner INB. I very often get requests for student demographic or academic reports but have very little access to student info. I feel bad bombarding OIR with requests for reports that are often needed asap or in the same day. Can a system please be provided for creating unofficial student reports?!?!?! [#2038713]
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Too many of the websites appear be nothing but an advertisement for the University. Though SOME of the general information is vital to prospective students; there are departments on campus that really provide information directly to the students/faculty/staff. Put some time/money in those sites as well as the perfect marketing tool. [#2038720]

The University website is not searchable. When I want to find something at UofM I google it. The google search is a million times better than trying to search in my.memphis [#2038757]

MyMemphis is outdated, especially the idea of "channels". In general, I've found it confusing to navigate. [#2038762]

In general, the website is pretty easy to use. However, the search function is not always great and it is not good for our various constituencies to fail to find quickly what they are looking for. [#2038786]

The MyMemphis site and email usually (about 80% of the time) don't load on my phone, no matter which browser I use. Galaxy note 4. ATT. [#2038787]

Our web sites for our programs of study are so bad. These informational windows are so important for the future student. [#2038816]

I've had no problems here. [#2038837]

The banner platform is not compatible with satellite Internet. This is a huge problem. It needs to be resolved. Until then, I cannot do anything for my home that requires access to banner, including posting course grades. [#2038875]

The Outlook web mail system is very slow. It freezes and crashes a lot. I am not sure what to suggest since I am not sure what causes this problem, which occurs with usage at work and at home. [#2038915]

I'm still not clear as to how to utilize pages where I can upload my syllabus for students to see. I'm sure there have been workshops offered for this, but honestly don't remember receiving information about them. [#2038937]

We need better access to SPSS. It times out to much and to quickly especially when analyzing data. [#2038967]

E-courseware is not always easy to use, and students do not receive adequate training prior to online courses. My memphis portal seems outdated, and too many clicks are required to get to important faculty information. [#2039079]

My Memphis has a terrible design and interface. It’s not user friendly. I suggest studying other websites that are commonly used and appreciated for their user-friendliness and model my Memphis based on those layouts. Sidebars! More sidebars so I don't have to go around in the same loop everytime I need to look up classes when registering. Update all websites so I have reliable access to current information about the departments and events and the classes they’re offering. [#2039210]

Campus my.memphis.edu is terrible. Can’t identify when you should log in so you just go to teh error page instead when it is a new day on your network? come on you can get the cookie and read the date for last login and use that for sending anyone to the login page. [#2039212]
could not access to my office computer via VPN [#2039228]

That's very important to me. If it's not user friendly, I tend to give up easily. [#2042489]

This is very important because it will help with finding sources more easier for research papers. [#2042712]

Too hard to find information on our website... Search returns are not specific enough. The ITS site really needs some work. [#2042721]

On the school website, have more categories that are more specific. I spent an excessive amount of time searching for something and just going in circles. [#2042738]

The university web site is a garbage site. The pages are dull and boring. Everybody hates it [#2043338]

It would be helpful for each college to have a dedicated webmaster to maintain departmental websites. [#2043577]

The university consistently struggles with this. Having had the opportunity to make changes to some University owned websites the rigid rules and structure of the site can be limiting; especially to students. There have often been times that I have struggled to use the website and, as I mentioned, I have worked on this site. Perhaps rethinking the "One size fits all" model is the way to go. [#2043611]

I understand the mission to have all websites look alike but with we had more flexibility with content. Meaning, it doesn't take an IT degree to do web-design but only those with a degree get access. It would be more effective to have several staff members per department trained to update information. [#2043629]

The main website for the University of Memphis is awful. It's full of bad or missing information. As a first time undergraduate student (33, own 2 businesses and several homes here in Memphis) it was the worst organized website I have ever seen. Then, on top of that, once you login at the MyMemphis main page- that page couldn't be more confusing or useless. It takes 12 clicks to get to an area where you can look at your calendar or schedule a class- which is the only reason we are at school- but front and center in HUGE letters on the first page is a display of how long my password is good for. What? Who cares that I have 180 days till my password expires? The MyMemphis portal is absolutely in need of a complete makeover. It's archaic in form, confusing in execution and without any sense of user friendliness. Why on earth is it easier to schedule classes via "lookup classes" than it is to schedule them via "add or drop classes"? Because you must know the CRN to add or drop a class, which you can only find via Lookup classes. It's loads of careless stuff like that that makes it difficult. [#2043658]

It's not secret that Banner and the campus budgeting system borders on a train wreck for needing to manage any grant beyond the simplest awards. I don't know a single researcher who feels that they can get an accurate up-to-date snapshot of the remaining money to spend and commitments without needing to talk to two or three separate people, as well as looking at the computer system and some separate spreadsheets. Replacing the University's financial systems with a well-researched and professionally-designed solution should be a high priority. Hundreds of thousands of dollars (possibly millions) go down the drain unspent because no one knows how much cash is in their pocket, basically.
This money disappears back to the state or federal government, rather than being spent to support students and/or research. [#2043715]

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Some actions on Banner Self-service are unwieldy. The MyMemphis portal is cluttered with windows that are not useful or helpful [#2043734]

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Assume you mean UM. Hard to find what you need using the search. [#2043753]

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Need updates [#2043765]

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We need to overhaul the CV system especially. Why don't we have an Institutional Repository? [#2043790]

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Many of the university websites are poorly-organized or hard-to-navigate. Also, many have out-of-date information; I know that's not really an IT problem, but it still reflects poorly on the university’s technology reputation (our technology “brand”). As a solution: Maybe hire some tech. journalism interns to track down professors, student organizations, and academic departments and update their information; get broken links fixed, etc. [#2043796]

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Web design and service should be run by IT and taken completely out of the hands of marketing and communication. The latter do not know what they are doing. The new website design and implementation is just terrible. [#2043803]

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The website is cluttered. I have to go to mymemphis for one thing and elearn for another. I understand they have some incompatibilities but the things that do overlap tend to cause frustration when I long onto the wrong service. Same for financial aid/scholarship sections and bursar's/provost sections of the websites are too convoluted at times to find simple info. [#2043815]

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This is crucial. I used the search bar on everything to get to my information quickly. It is imperative for the search bars to be on every page. [#2043831]

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The online services are accessible, though perhaps some instructions on the usage of ecourseware could be demonstrated more clearly. [#2043856]

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Elearn is terrible. Very cumbersome and cluttered. [#2043881]

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umdrive is outdated, it needs to be replaced with something else that provides more space and is as easy to use as Dropbox. Having Microsoft host our email is a disaster. The outlook 365 web interface is horrible and they constantly badger you to use skydrive instead of including attachments from your computer, not to mention that my the server is constantly telling me that my password is incorrect on my mobile device. [#2043917]

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The University of Memphis website is very difficult to find things in. I find most things through the search bar instead of being able to click on a tab. It would be helpful if all information pertaining to one subject could be put in the same place. Instead I find myself wandering blindly around clicking on links that don't have anything I need. It would also be helpful if there were more instructions on how to do basic things like drop a major or who to contact from each department to get a class permit. If these things do exist, I have not been able to find them. [#2043925]

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yessssss. work on this. Simple, beautiful app. [#2043943]
Some pages, like finding requirements for a master’s degree need to be update and more clear. Long pages of text is very confusing to read. [#2043952]

The Help Desk system is effective, but a bit cumbersome. Is there any way to require fewer text entry or check boxes to get a request submitted? [#2043958]

Web sites define the university to the public and potential students. The university needs to make enhancements in order to present a good image, and the perception that the U of M is on the cutting edge of technology. [#2043971]

Web sites are not easy to use, and website should be dynamic rather than static. Its poorly maintained specially some department website. [#2043977]

The current websites are not that informative and difficult to navigate. [#2043988]

Only show the password reset reminder when it gets to 30 days. The class finder, scheduler, etc. is suboptimal. [#2043997]

Sometimes it is hard to get the right link for information. When looking for activities that are happening at the UofM that information is not easy to find. Some of the information has not been updated for years and recent or current events are missing. Especially career fairs. [#2044027]

Do not get rid of A-Z index..I use it daily!!! [#2044082]

Web sites and searches of university sites is very bad. Difficult. Different paths that go to same sites have different information [#2044090]

Website revamp to make the main U of M website more user friendly and attractive to incoming students [#2044119]

Most of the universities web pages are difficult to navigate. The layout does not make sense to me. [#2044136]

The search engines on the library site are crap. I end up using google scholar then using the search on the library site to read the full version of the article. [#2044144]

More e-mails can support the easy and comfortable ways to browse the online services. [#2044184]

A uniform system would be more effective than each site being piecemeal. [#2044200]

The search engine for Memphis.edu is useless when I need to fin campus info. [#2044256]

Some sites are not as easy to navigate or have older information. The new template may help since everyone is going through their sites so completely. [#2044283]
Your Refworks system is not intuitive at all and sort of overwhelming to deal with. I understand their are quick library trainings offered on it, but not everyone knows about it. Easy to use also means accessible, which means people have to know about it. [#2044289]
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The online services, including, and especially, the main university website and individual department sites, are very confusing to use. [#2044292]
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I find the U of M web site large and difficult to navigate. [#2044318]
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Providing more practical tutorials would be much appreciated. Tutorials that satisfies moderate and above computer familiarity. [#2044335]
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For me this focuses on the theatre database that is part of the library system. It would be helpful if the resources were updated with more current material. [#2044346]
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As a MAT student, there are many requirements and lots of forms to complete. There have been times that it was difficult to find the necessary information/forms. It would be helpful if all of the information/forms was more easily accessible. [#2044358]
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It is hard and time consuming to find anything on the UofM sight. [#2045821]
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The reservation scheduling system for the university is not user-friendly. Omniupdate’s WYSIWYG editor is quirky and we do not have access to the HTML code to make edits (we can see the code to compare version, but not edit it). [#2045834]
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The university website has been redone several times, yet no one has addressed the horrible search function on the site. [#2045843]
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The layout is at times not the most clear. [#2045869]
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The myMemphis site is very poor. Especially the student tab. The site could really use a refresh. [#2045884]
Having online services that enhance the teaching and learning experience.

Ecourserware is AWFUL. The discussion board, the most important part, is terribly designed. Also, why can't we email out of ecourseware to our actual email addresses? The ecourseware inbox is a joke. [#2038301]

Yes. May be something like an elearn portal but with video recordings of the lectures and material that would be useful [#2038320]

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Haven't located many tutorials or instructions. [#2038327]

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Desire2Learn is far from the leading product in this regard. It is not pleasant to use, although it has gotten better it is still less than what other campuses offer. [#2038369]

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The online library is very useful, especially for English courses, or research papers, along with bibliographies. It could use a bit of updating. It's kind of been the same since I was a freshman here. I am not a Junior, about to be a senior. [#2038382]

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elearn.memphis.edu gives trouble time to time. Learning and teaching software like Camtasia are not available for the students. Umdrive could be replaced with better option like dropbox. [#2038427]

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Yes, new skill are advancing everyday. [#2038455]

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Absolute MUST. Please employ qualified individuals for this role. Also, those that are not caught up in the bureaucratic mindset in aiding technical help for online courses. [#2038466]

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Some of the online teaching/learning assets are nothing short of great. That is some... I was in the online Educational Psychology class last year. All of the files were dated between 2009--2013. So literally, nothing had been updated for our class. Nothing. Some of the audio directions didn't match the Powerpoint (i.e. verbally directing us to page 5, but referring to material on page 6). All of the online assets were podcasts and Powerpoint. All professors should be tied to a chair in front of a computer and have to sit through their own online courses at least once. Thankfully, that was the only course that I've had that was that bad. Most have included videos, Google communities, chat rooms, etc. [#2038545]

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No major complaints in this area with what is in place currently. About the only thing missing is for collaboration (see above). Would be helpful to see something adopted for remote proctoring. However, the communication & strategy about T&L technology does not seem clear or proactive. Also the relationship between CITL and CIT is a bit confusing. [#2038554]

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Would love to receive more communication regarding opportunities to enhance teaching and learning through online services. [#2038563]

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D2L is good but not particularly user friendly. [#2038597]

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A lot of professors and staff are kind of stuck in their ways because depending on one's age and preferences some people are more resistant to technology or fear they don't know to use it. There should be easier ways to learn how technology can benefit you. [#2038639]

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Maybe more free programs to go along with college courses. [#2038705]
I use ecourseware but it is not user friendly at all. [#2038757]
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More communication between e-course ware and email. Maybe even up upgrade to Blackboard. Or Gmail. [#2038780]
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n/a [#2038852]
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The banner platform is not compatible with satellite Internet. This is a huge problem. It needs to be resolved. Until then, I cannot do anything for my home that requires access to banner, including posting course grades. This problem also compromises my ability to conduct online courses. [#2038875]
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Need state of the art options with regular training for incorporation with in class and online teaching. [#2039079]
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You have a steaming pile of poo for user/teacher consumption in podcasts, eLearning and keeping my progress through classes towards graduation. Podcasts were difficult with two classes. One the instructor was at fault in his quality. The other class the instructor couldn’t overcome your guid to each presentation he submitted. Do you have a VIDEO to help the instructors make any and all content for the students to use? Three years of classes and just about every instructor says they don’t use the potential because they just don’t know how to. When I pay a grad per 3 credit class that kind of ticks me off. Are they too lazy to learn or have they tried and are not happy with the content they create? I guess that the my degree section is a paid for package. It is probably over overcharged big time and you are stuck with crap much like we students get to buy an assembled book in plastic wrap for 100-150-200 dollars on bible thin paper with no trade in value. [#2039212]
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The RODP courses are not helpful, nor do they adequately prepare students upon completion of the courses. The text used does not match the assessments and the lecture notes provided are not adequate/helpful [#2039224]
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current e-course platform is ineffective. would like to recommend to switch to Blackboard. [#2039228]
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We may have them and we don’t know about them… [#2042721]
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Require all teachers to use ecourseware for students. [#2043234]
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I think if you can video record most of the important lectures and start a youtube channel that would be awsom [#2043338]
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Get Blackboard [#2043561]
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Uhh..have you used ecourseware lately? Why do I have a different email address for ecourseware vs my university email? I have to check 2 different locations now for one university’s email? Our emails should be one and the same. [#2043658]
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In general, the LMS systems on campus are so-so. They’re on par with many other systems, but that is just because many LMS tend to be not very good. In that light, you might as well stay the course with what we have (no sense going for “grass is greener” when there is very little green grass). If we do look into a new LMS, there should be a commission of researchers and staff on educational technology to compare options (IIS, School of Ed, and campus technical support). Maybe there are some new great products out there. One big issue with most LMS is that they are centered around a directory/document
structure, but we teach classes around a calendar structure. This is an issue for having students find the right resources at the right time, particularly since many students are inconsistent about checking their syllabi. [#2043715]

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Not sure what this question means. [#2043753]

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This is important to the overall academic experience, but more so in some classes than others. [#2043831]

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Many teachers use eCourseware and they are great supplemental instruction. Teachers often cannot make all the classes so it’s necessary to record podcasts or audio power points and load them to eCourseware to supplement instruction or makeup missed content. Teachers should be required to learn all the features so that they can give students the fullest experience. Some teachers don’t want to learn. It helps students and should be required of them. They should be tested as we are when it comes to curriculum related technology. [#2043842]

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Ecourseware is an excellent online service, though as stated above, certain instructions could be a bit clearer concerning access to some materials. [#2043856]

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good [#2043873]

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The only online services I’ve used for class that have enhanced my experience are podcasts and google drive. [#2043881]

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If when I and trying to do things like the new webpages and need questions answer and could type in the question to the website that we are using to set up the new webpages and get answers to the questions that I have when you can get information on campus. [#2043894]

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eCourseware is not intuitive at all. This is especially the case with things like creating grading rubrics. I was never given a tutorial on how to use it when I started working here 2 years ago. I have had to rely completely on other faculty in my department and once on a tech person, who accidentally deleted a Dropbox folder full of student papers, some of which I’d already graded and marked through GradeMark. Luckily TurnItIn had a backup of that folder. [#2043902]

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My biggest issue with the technology system is the utter lack of access to academic journals via the library website. It is virtually impossible to find good information from credible sources. U of M **DESPERATELY NEEDS** subscriptions to JSTOR, PubMed, etc. if it professes to be a research university. [#2043904]

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D2L is a fine resource, but it fails to include some components that I would want (e.g., randomization of questions on exams). [#2043916]

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elearn is the biggest piece of shit I have ever used. Get rid of it, move to something else. Create a Github U of M organization and encourage Computer Science (especially) and other technical programs to use it. [#2043917]

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my memphis needs drastic improvement. complete overhaul. aesthetically embarrassing. limited navigation and customization. [#2043943]

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Increase the accessibility of programs like Stata around campus, make sure all classrooms have the same access to technology. [#2044006]

This is not an inherent part of the technology, but the Cengage materials are a headache for the classes that I teach. [#2044027]

I am glad the face time options are available in online courses but I find them hard to access. [#2044040]

Online classes are sometimes poorly done and having a confusing layout. Try working with your teachers that teach online classes. [#2044144]

I would much prefer us to use Blackboard instead of eCourseware. [#2044179]

If more services are available, the school should advertise and promote these services more. [#2044196]

This would be a real advantage [#2044205]

There need to have access to more modern and relevant online services that encourage thinking about modern problems and research. [#2044269]

e-Courseware has improved but is not the most user-friendly for faculty. [#2044283]

Ecourseware can be cumbersome and it is not very interactive. A platform that had a variety of tolls to utilize, such as embedding video easily, interactive projects for group participation and to elicit conversation. [#2044289]

Not really sure. [#2044355]

It would be good if IT could collaborate more between disciplines. I've taken courses in two departments. The latest being IDT. The class I took in IDT used a "public" cloud and students that did not have a way to back up classwork to my local system. (Google Sites). From what I can gather this is a common practice in the IDT courses. As a systems IT person in the public sector I find this kind of disconcerting if not UNSAT. Because we pay additional fees for network access, especially in that department, UM should provide the software and storage capacity for this. Students should not have to house their class content on a public site. [#2045840]
Having technology services that allow me to collaborate effectively with others.

need better communication on how this can be implemented [#2038327]

UMconnect is fine for live interaction but UMdrive seriously requires updating - Java-enabled uploading no longer functions. [#2038339]

This is a problem. We have not found a good way to easily record or stream workshops to other locations. [#2038369]

We have a lot of "technology" - unfortunately not a lot is compatible. [#2038384]

I think the University should set up and provide internal access to Atlassian Jira & Confluence (http://www.atlassian.com) or some similar project management system for internal project planning & management. [#2038417]

Adobe is available, but difficult to figure out what modules are available and how to use it. Goes back to marketing and training. Adobe connect may be a good option. [#2038427]

Do not need it [#2038458]

Yes, Web conferencing and meeting venues is important for me as a professional to meet with others, but also for my student collaboration in courses. [#2038466]

An example: SeeVough service provided through the university for teleconferencing is of a very low standard compared to other services most universities use today for the same task (e.g., Bluejeans) [#2038472]

Having associations with outside organizations is difficult to know what you need to do as an employee to setup just a simple conference call. [#2038479]

existing collaboration technology appears to be complex, overwhelming, and unimpressive. Sometimes there appears to be too many brands and not enough focus on a single brand. This forces users to learn the basics of each brand to accomplish a minimum level of participation. There might be longevity issues amongst the many brands. [#2038514]

I finally have had to use my own OneDrive account to collaborate with colleagues here at work. [#2038535]

Campus doesn't seem to have any kind of collaboration resources that are managed internally. Have to rely on outside services such as Google. [#2038554]

This will become increasingly important in the present era of higher education accountability and for increasing demands related to faculty productivity. [#2038563]

I am not aware of what we do have other than OneDrive or Google.docs which I don't like to use. [#2038626]
I would like to see the University perhaps have its own Instant Messenger service. You could have the service for individual departments (We do use it in my office) but also one to contact other departments on an as needed basis. [#2038639]

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see comments about umdrive [#2038659]

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Please, please, please, please, please provide more teleconferencing spaces that can be used for collaborating with the Lambuth campus. The 2-3 spaces that I rely on are always booked when needed. People like to use Skype because they understand the software. [#2038713]

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n/a [#2038852]

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I love collaboration. Separately. [#2038903]

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There should be more rooms with computer/internet capabilities in the dorms that students should be able to collaborate in. [#2038909]

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Accessing Dropbox, and Google hangout outside of U of M. [#2038967]

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Is this to figure out what you need in collaboration? Some teachers say google docs. Most of mine have no idea what collaboration is. Thus it really doesn't matter. You need to EDUCATE your staff better and maybe these things might pan out. For my classes I set up a dropbox for my group and it went fairly easy. [#2039212]

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Need campus-wide policy, equipment and support to do a conference call via google play and hangout, skype etc [#2039228]

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Somewhat of importance. I like to communicate face to face but other ways are just as effective at times. [#2042489]

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The wiki is not very intuitive. I've not used any other UofM services for collaboration. I normally use outside resources. [#2042721]

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not important [#2043589]

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I have recently become embedded in a class to provide assistance to students taking online course. The interface for the e-courseware e-mail is awful and does not allow for effective response. Its just overall clunky in several aspects. The e-mail is merely one of those aspects. [#2043611]

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Do we have these? [#2043644]

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I need the Adobe Meeting to be available for graduate assistants so that they can easily collaborate with others. [#2043669]

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The university should not be developing these technologies or supporting them. Many existing services exist, such as Google for Educational Institutions, which gives real-time collaboration functionality that far exceeds almost any other custom or off-the-shelf tools. I'd recommend using Google for collaboration as an institutional solution, or just letting people use their own ad-hoc solutions to this problem. [#2043715]
um drive is often redundant and difficult to use - especially when sharing among many people. [#2043725]

I'm not sure the university even provides any collaborative services, most of what I use is through other sources such as google docs and dropbox. [#2043756]

Need to be trained [#2043765]

The last four words of this sentence sum up 95% of what we're paid to do. It only makes sense that it should be a priority. [#2043781]

Umdirve is wonderful but the ui is ugly and sometimes hard to grasp. I hate having to search for my classmates to edit a document for group projects. [#2043815]

The only service I am aware of the UM provides is umdrive. This service is difficult to use, especially when compared to other free services. Maybe UM offers a service I am unaware of. [#2043820]

Always important to stay connected. [#2043831]

I don't want fees to increase b/c students say the want loads of access. I want funds to be found in other areas of the budget like from sports. Don't charge me a $600 or whatever- ANY- tech fee when you pay coaches millions and I don't find it relevant how much money they bring in either. Priorities. Academics are the purpose of the university. As a nursing student, we used the tech enabled rooms a lot. We need them for the variety of courses and groups we have. I also would like to see a video (click by click) tutorial on allowing access to shared folders for group projects either on eCourseware or through the email program. Lots of group projects could be improved if students understood this process. [#2043842]

good [#2043873]

No suggestions. [#2043940]

It is quite possible I am not aware of the suite of available tools. However, if Outlook is anywhere near the top of the list of collaborative tools, then my criticism is warranted. While Outlook may be ubiquitous, it is not friendly and/or intuitive across platforms. If I am unaware of the available tools, then I wonder how I should know about them. [#2043966]

There doesn't seem to be any easy way for a department to maintain a single calendar that is accessible to all and can be kept up-to-date. I don't mean for booking classroom space, but to adequately track all of the various meetings, events, etc. that affect faculty, staff, and grad students alike. [#2044002]

I don't like being forced to collaborate with others. [#2044144]

An easier way to communicate with students over D2L where they would receive message notifications [#2044173]
The only campus resource I have used to try to collaborate with a colleague internationally was UMDrive. It was incredibly cumbersome to set up and when I tried to replicate the file sharing (but restricted to just the two of us) set up a year or two later I could never figure out how to do it. [#2044180]

I have not had the need for this other than to see other students in my classes and get email addresses. If other services are available, the school should advertise and promote these services more. [#2044196]

Instructors should be required to list all classmates in the elearn section so that we are able to have their contact information. There needs to be an easily accessible directory of all faculty and staff preferably separated by campus location. [#2044269]

Platforms to have working documents that group members can work on concurrently to make edits, maybe an embedded chat a conference video chat. Schedules are always so different, so if someone needs to go home to their kid or pets, another has to go to work but can jump in for a few seconds, another just wants to be home before dark and we could only meet later in the evening this would help facilitate that. I don't know how feasible it is though. [#2044289]

The elearn courseware has not been successfully providing a way to do discussions in my two current classes. Also, the course resources have not always been there or would go missing from the contents. [#2044318]

Having these service really enhance the way I am able to communicate with others. I say don't change anything. [#2044355]

More small tech rooms [#2045821]
**Having systems that provide timely access to data that informs decision-making.**

I don't think this is necessarily your problem, but as a GA my lack access to the matrix to help my department with admissions is frustrating but understandable. The system itself is adequate but could be easier to use. [#2038312]

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need better communication on how this can be implemented [#2038327]

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Not easily found. [#2038339]

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We have a lot of software that really isn't benefiting the University as a whole and that includes providing data for decision-making. Apparently there wasn't an adequate decision-making process when we bought the stuff. [#2038384]

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We do fairly well. OIR could be a little more user friendly. [#2038385]

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There are several good BI suites, such as Tableau (http://www.tableau.com) that could be very useful for many decision makers within the university. [#2038417]

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chatting or direct troubleshooting may be an interesting option going forward. [#2038443]

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No problem [#2038530]

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It would be extremely helpful if required text information was provided at the time of registration. The time crunch during the semester is brutal. If I had the titles of required text a month or two early, I could order early. Also, it would be very helpful if the professor included a syllabus in the course description with reading assignments and rough timeline. I could get ahead of the reading assignments and make my semester a little less stressful. [#2038545]

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It is difficult to get access to SPSS [#2038619]

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The more data that can easily be accessed, the better. [#2038639]

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Again time is of the essence in my office. [#2038656]

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As a researcher, keeping track of the funds in my accounts is critical. I currently use Banner and direct access to the banner database to track funding. On my.memphis.edu, there is "researcher's dashboard" which is routinely out of date. Researchers dashboard is easier to get to - but less up to date/ functional. [#2038659]

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Would like to have access to data analysis packages that are available to faculty and students in order to be more productive [#2038726]

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I occasionally run into the library to print out papers before a class where they are due and there are more than a few extremely slow PC computers on the first floor that take up to ten minutes just to access one document on a USB drive and print it. This seems entirely inefficient. [#2038837]

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The banner platform is not compatible with satellite Internet. This is a huge problem. It needs to be resolved. Until then, I cannot do anything for my home that requires access to banner, including posting course grades. There is nothing 'timely' about a system that requires me to drive a minimum of 18 miles
to use it (that's the distance from my home to the closest spot with free high speed non-satellite, wi-if).

Since the infrastructure is so unreliable, this objective isn't achievable.

In coordinating events there is no system to easily collect registration or RSVP's that would allow for better decision making in other aspects of event planning such as ordering food, staffing, facilities, parking etc.

Banner is difficult to use and does not provide adequate ways of accessing data. I am not sure what to suggest other than get another system.

Library access needs some work.

I'm not sure that existing data storage and management tools are being "marketed" to faculty and staff. I sometimes have to work hard to get information about these tools.

Banner has been very slow during my peak season and sometimes very frustrating.

no comments

Data is ambiguous. Big data and number crunching for BI? Nope nothing like that at UofM. Are you talking about sample data for various business classes that could be defined in cubes and or cloud environments? That is what I expect and so far from reality.

Had difficulty in accessing docs in UMdrive

signing up for JEA's new Quantum internet access may help to speed things up.

Communication would help this issue, just by letting us know what's available and where. An intranet that is dynamic and provides links to frequently-used data would be great.

Argos is difficult to program in, does not give the same kind of ease of use or quick answers that Hyperion can. We need a better reporting tool.

Financial aid needs to have a more streamlined site.

Academic systems are too disconnected and hard to use, ie banner, matrix

newer computers for staff and faculty

Many of the internal systems are clunky. However, they are also not used very much, so it is not so bad. However, they might be used more if they were not so clunky. Finally, many administrative issues that could be handled using web-based forms are instead handled using printed forms (e.g., travel authorizations). I have no idea why this is the case.

Poor
within the university operations there are too many databases that don't communicate with each other. If i have a dorm issue, then I have to pay the Bursar in Wilder and physically walk to RTS and show the receipt in order to lift my hold. What is the point of technology?

Overall, the University excels at this.

if the information is on the internet and I lose connection and have to restart the session it is very frustrating.

In recent months, the Banner system runs slowly and often screens we need will not load. Example - the encumbrance query in Finance often does not load or takes a very long time. WorkForum is slow and does not update immediately.

This is fine.

open forums where students can advocate for ideas/ change on campus.

this is pretty good.

All classes should be required to use eCourse. Post assignments, syllabus, grades, etc.

same as the above

Better systems

I highly recommend easier access to the research databases when off campus.

Need more complete access to scientific literature.

Expanding the Wifi network can be beneficial.

More timely update of information by instructors.

Have a campus map available at the home page.

I honestly was unclear what this meant other than maybe a calendar? I take this to mean I'm unaware of certain services.

Again, I refer to eCourseware and it has been difficult to work with this semester. Before this semester, it was better but not great.

Make it easier to login to the sights. Have it so you only need to login once. For example now if you go to my.memphis and then go to elearn or um.drive you have to relogin. it is VERY annoying especially when the password is way to long.
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

It can be challenging to find a room at times, but the technology is usually there. [#2038299]
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I am resigned to teach in a number of classrooms in which subpar projectors and/or computers are understood to perform poorly (yellow screen, shutting down regularly thirty minutes into class, etc.) [#2038303]
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seems adequate [#2038327]
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Satisfied. [#2038333]
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I do not currently operate in a classroom setting, but I do need areas with updated internet capability designed so that I can hold meetings. [#2038443]
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I have numerous problems with tech. E.G. takes 15 minutes to Boot and load flash drive [#2038457]
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There are several classrooms on campus that are not "smart" classrooms. [#2038461]
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A must if we are to market our university as providing online quality courses and programs. [#2038466]
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Not all classrooms are equally well-equipped. There should be a campus-wide standard. [#2038472]
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Simply put, PC computers are pieces of crap. They freeze, they get outdated quickly, and they take a LONG time to boot up. We NEED to be a Mac campus. [#2038489]
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Wifi in PAN building sucks [#2038523]
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Needs to access the internet. Needs a temporary drive that a professor could download to and not be blocked as an administrator [#2038525]
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Classrooms need better projectors [#2038530]
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More meeting spaces like the ones in the UC Tech Hub [#2038592]
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Room equipment varies and equipment is not always adequate or in great repair. [#2038597]
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Some classrooms, such as those in Fieldhouse or Kemmons Wilson, are terrible. Manning Hall has a need for upgrades as well [#2038619]
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We generally have enough classrooms but occasionally they are reserved. I am not sure this can be fixed due to limited space that well, but perhaps having a system where faculty/staff can easily access what is available and when, would be a good improvement. [#2038639]
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Smart classrooms are not enough. Our buildings are very outdated, and the furnishings in most classrooms on campus are old, clunky, and don't permit any flexibility for configuring the spaces for a variety of learning tasks. We make the best of it, but the spaces need to be redesigned. We need rolling
tables and chairs that can break out into individual units or be put together into collaborative work spaces. [#2038730]

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All my classes are in the evening and when an issue occurs with the equipment like projectors, the class is unable to continue. Presence of LSP even in the evening up-to certain time would be of great help. [#2038750]

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Many classrooms in the College of Business have slow computers. They also block out applications like Google Hangouts, which can make it difficult to bring outside connections in to the classroom. [#2038762]

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If we really want to have 21st century classrooms, then we have to invest funds to achieve this objective. [#2038816]

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It takes ridiculously long for classroom computers to boot up. What's with that? [#2038875]

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The classrooms I use need to be opened by 8 am. There is often no one to do this for me and I have to find someone from the department overseeing the classroom to open the door and enter the code. Moving to keyless entry would make my 8 am classes start on time rather than lose 10-20% of class time. [#2038880]

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While I think that a class lecture should take advantage of technology, I want to make the comment that some instructors take it to the extreme. Also, it does not enhance the learning experience if the instructor uses a power point and just reads of that power point for a lecture. I believe a power point should ONLY serve as an outline for the lecture. [#2038896]

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I teach in "smart" classrooms where the computer isn't compatible with software, one that has a non workable cd drive, and another with an inoperable VGA cord for laptops as a backup. Research intense schools would be able to have replacement equipment available within 10 minutes to minimize class disruption. Here, it is not the case. The people working with technology are capable. However, there aren't enough of them, nor is our infrastructure adequate for the task. [#2038902]

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johnson hall needs to be torn down. some of the rooms only have two outlets. not ideal for the many students who use laptops [#2039048]

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Classrooms should be checked regularly for functioning. I could not play the sound for a video during class the other day, and I had no way to resolve the problem immediately which interfered with my lesson plan. [#2039079]

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The computers are all dinosaurs. They are too slow. Also the keyboards are filthy. Have someone wash the grease daily or at least provide sanitary wipes like kroger [#2039210]

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need more inputs for visual presentations. Many times us night students have real business situations to display and an HDMI plug would be killer on each bank of desks. [#2039212]

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Not much importance but I am not on campus. [#2042489]

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We have smartboards all over. However, they take up whiteboard space and there's little, if any, instruction on how to use them. It's money wasted, in my opinion. [#2042721]
What we have works fine. I just wish we had more possibilities. Technology is growing each day and our students are more advanced than we are. [#2043580]

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ROSE Theatre needs decent wi-fi service. [#2043585]

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With have ongoing problems with the podiums in the classrooms. [#2043644]

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If the teachers respond quicker than they do it would be fine. [#2043664]

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Plenty of classrooms exist with computers, so it is not really a shortage of equipment. However, the maintenance and updating of equipment is really an issue. For example, web browsers in computer labs have been left intentionally years out of date just to support internal campus web applications (e.g., Banner). These old web browsers are insecure and incompatible with many modern sites that are used in labs regularly (e.g., Google Drive is basically unusable in some labs). Worse, regular patches are not always applied: this means that systems can become insecure or simply stop working. For example, Flash stopped working on some computers this spring because it was not updated regularly. To this I ask: Why? Not every computer lab needs to access every ancient relic that UM has in its system. Fine, make sure that the library computers and some others can access it. However, there is no need for locked classrooms to support tools primarily used by administrators. Particularly when it prevents useful programs from working. Computer lab machines should be updated regularly, not by request. This is Computer Security 101. They should also have modern browsers and modern versions of their software. If Banner or other systems don’t work: fine. I'm not booking a computer lab so that students can browse their financial aid status. They can do that elsewhere. [#2043715]

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I am a music student and finding classrooms that have recording/playback capabilities are limited. [#2043725]

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Faster and easier access to reliable wifi is needed. Some sort of teleconferencing application or mode for students could also be helpful. [#2043734]

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A lot of times something is wrong with the computers in the classroom and the professors can never get help fixing it. [#2043757]

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Not working most of the time. [#2043765]

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I have been assigned a smart classroom in Mitchell for the past few years. While it does have access to the internet and projector, I always have trouble getting the screen to stay up/down, getting the projector to turn on, being able to control volume, etc. [#2043776]

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I would like to see more computer labs that have an ability to link computers in the room so that the instructor can pass control from one student to another, or can take the “steering wheel” so to speak. Also, I would like to see more doc-cam’s in classrooms. These give instructors a flexibility that I often make use of. [#2043807]

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The campus has study rooms and labs but they’re rarely the best of both worlds. Study rooms are good but not everyone has a laptop and renting one is kinda pointless when the laptops leased come from the Triassic period. Having labs in most buildings is useful until you have a weird seating arrangement with group members and have to worry about bothering others. [#2043815]

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Technology in classrooms limited compared to other Universities. Most classrooms have a computer and projector, but these are standard features everywhere else. I would like to see additional features like innovative technology as a commonplace tool for instructors. [#2043820]

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This isn't as important for the classes I am in now, but would say that this would be helpful in some classes I had in the past. [#2043831]

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I think that a computer lab in the fogelman building should be open on some Saturdays or a central printer in the fogelman college would be a great addition. If you are on campus on a Saturday all the classrooms are locked and you have to go to FIT building to access a printer that is open. [#2043836]

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Nursing students need to be able to pull up files mostly Power Points when group studying or developing new power points for projects. Most teachers use multimedia. All classroom need technology working and the latest technology. [#2043842]

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Adding more than 1 computer room in each building. [#2043851]

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REINFORCEMENT OF TALKING, USING CELL PHONES AND EATING BECAUSE THEY CAN BE VERY DISRUPTIVE. [#2043888]

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this would have been great to have a train session for the new webpages/ [#2043894]

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The classrooms in the FCB are lousy for any purpose, and they are locked when not in use which makes them very inaccessible. [#2043916]

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This is fine. Especially in the UC with the meeting rooms. [#2043918]

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Some classrooms do not have interactive white boards which would be incredibly helpful in teaching certain courses. [#2043919]

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make computer rooms in various buildings more project- friendly and active learning centered. If you walk into manning hall, the first room on the right of the stairs has a good setup. [#2043943]

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I feel like there should be available programs on all computers in tech hub pertaining to that major. Such as Adobe CC Creative suite for graphic design majors. [#2043952]

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Currently the available space is good could be better for some of the older buildings. [#2043955]

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It would be great to have more study rooms than the amount we do have in the library and in the Tech Hub [#2043987]

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Have more collaboration rooms. Have more spaces where a student and adequately do their work without having to be in a group. Perhaps start with the study rooms in the library, update them. [#2044009]

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Sometimes I have a problem with the computer power point accessibility. The system has a short in it. [#2044027]

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All classrooms should be equipped with basic speakers to use when making presentations. [#2044072]
Many professors struggle with current technology. More should be introduced, but professors should not be forced to use it if they are not capable. It makes class slow. [#2044073]

Update classrooms to smart classrooms, especially in the REC Center! [#2044082]

Very disparate. Some rooms have basics, some don't. [#2044090]

There are many things in smart classrooms that we cannot do because we do not have administrative permission. For example, add software to be able to use a document camera. [#2044136]

When classroom computer operating systems are changed/updated/reconfigured don’t wait until the beginning of the semester to make changes and send email alerts explaining changes that are made. Login gets slower every year. Sometimes takes 5 minutes. [#2044163]

We very rarely have a lab available for classes at Lambuth [#2044173]

Computer resources often do not function as needed. Tech support, however, when they come to classrooms to address problems is very friendly and helpful. [#2044180]

More computers and printers should be installed in staff/visitors lounge and learning labs. [#2044184]

If these services are available, the school should advertise and promote these services more. [#2044196]

There needs to be more classrooms on the Lambuth campus that have computers in the classrooms. Computer lab in the Varnell Jones Building on the Lambuth campus should remain open as late as classes are being held in the building and the building is open. Computers in VJ lab, Library and Student Union need updated computers. [#2044269]

People do NOT know about the sign up system for collaboration rooms in the library. It is not obvious or implicit. Also, there was not much advertised about the tech hub rooms in the University Center. [#2044289]

Some equipment in classrooms is out of date. [#2044292]

Need more technologically equipped meeting spaces in Robison building. [#2044295]

It is important these spaces be maintained and serviced. [#2044306]

The hours could be longer in such areas as the language lab or even a typical Friday night at the library. [#2045869]

The availability of meeting spaces with technology can be difficult if AD191 is booked. The other rooms have size or the technology available is not up to date. [#2045891]
**Getting timely resolution of technology problems that I am experiencing.**

Sometimes a help desk ticket gets lost. Rare, but it does happen. [#2038299]

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No personal experience, but several colleagues have had serious problems with ecourseware that took weeks to fix. Hoping it doesn't happen to me, because I know it would be hell. [#2038301]

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For the most part, resolutions to technology problems are okay, except when it comes to connectivity. [#2038327]

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This can be difficult due to limited staffing. Often problems seem to go beyond what can be answered on the telephone and finding someone with the time to physically come to an office in a timely manner is a problem. This is not due to lack of attention or willingness to resolve the problem, it is a result of too few people with too many tasks to complete. Institutional capacity is a problem in this regard. [#2038369]

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See response above [#2038384]

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Staff do well with small problems. The larger problems of wifi coverage do not seem to be resolved. [#2038385]

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I've had a service request on a computer in the lab where I work for two semesters now...still not repaired. It takes forever to get someone to come look at things. [#2038405]

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Out sourcing "email services to Microsoft" create some issues and downtime. Sometimes it takes long time to figure out and resolve issues due to the need of Microsoft involvement. [#2038427]

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I just feel like some of the people working in those departments sometimes don't understand what my problem is or give me something totally different than what I'm trying to receive out of it. All I can say is give them more knowledge or re-test them in the department. [#2038435]

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Most of the time I just fix it myself or ask someone in another department who knows how to fix things. We have a quick response to tech issues, but not always a good response. [#2038462]

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Absolutely must have. If the student experience is less than optimal with technology issues, that will undermine a "good" online course and detract from real student learning. [#2038466]

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Have never been in a place with such a bad system for a help-desk. I am sure people there are doing the best they can, but the software itself for submitting tickets is badly designed and one often ends up in the hands of someone who does not have the privileges to take action on the request and ends up being forward to a third party. [#2038472]

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There are occasions that after the initial visit, there is no follow-up without me reaching out to determine when my issues will be resolved. [#2038479]

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The university IT Helpdesk is one of the best helpdesks in my experience. When they don't know an answer, they try to find an answer. THANKS! [#2038514]

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Some things just get lost, but generally people are very good at getting back. [#2038525]

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Doesn't always happen [#2038533]
High variability in response times depending on semester breaks, exam times. [#2038537]

I've been satisfied in the past with getting technology issues addressed in a timely manner, especially in the classroom. [#2038563]

I would like to receive an email response within an hours time of my issue that I am experiencing or a phone call. [#2038575]

Would like to be able to actually talk to an IT person. [#2038597]

My department has a computer lab that is now centrally controlled by IT. Every single class period I have problems with the computers and it effects my ability to teach. Our previous LSP was great about jumping on the problems, but had little to no access to be able to fix them. The centralized model is not working [#2038621]

The staff is usually fairly quick at solving problems. [#2038639]

Rob Thornon is great about this. [#2038656]

IT services does a good job given their limitations of policies. MJ Garrett is awesome as an LSP and really tries to solve my problems. [#2038659]

Have had a couple of problems with id information that never were resolved. Could not get tech support to understand what the issue was. [#2038726]

Sometimes someone responds and sometimes they don't. [#2038757]

I understand that you all may be busy with a lot of things but, making sure you get to the technology problems in a timely manner is very important and key to whether people will use you or not. Maybe hiring more people is in order. [#2038758]

Depends on what your definition of timely is...Sometimes I need to have my computer fixed immediately and that is hard to expect. [#2038816]

In my person experience, I have never gotten quick feed back with technical issues that i acquire on campus. It always takes to long. I understand that there are thousands of students, so I do not get frustrated. It just sucks. I can never get a response in the evenings so maybe making evening tech support available would help? [#2038852]

Re establish the availability of dial-up internet for staff and faculty off campus. It is no longer available. [#2038867]

Seriously? I am still waiting for resolution of access issues that I first reported five years ago. After years of denial from IT staff that there even was a problem, one of your senior staff finally, last spring, admitted that there is a problem (at your end, not mine), but as of today, nearly another year later, the problem persists. In the meantime, the only way I can use banner is if I drive to campus. Thanks guys. That is not an efficient use of my time. [#2038875]
No response or weeks [#2039041]

Unlike years past, I sometimes wait days for resolution of problems. Better customer service skills for newer employees would be nice; this was not a problem when AA Tech served all our needs. [#2039077]

Don't have many and past an initial log in issue never deal with you on this. [#2039212]

Score based on RODP, not Memphis online courses [#2039224]

This is typically no issue. Please see above response. [#2043611]

Need speedier response to problems; it takes too much time to go through a helpdesk ticket. [#2043706]

The tech support people work hard, but there are not very many of them so they are very busy. The ticket tracking also seems to be a bit weak, in that sometimes requests never get addressed or closed. [#2043715]

Need more personnel [#2043765]

The work has been done but not on a timely basis. [#2043772]

AA Tech usually does a great job taking care of our office. [#2043776]

The internet goes down on occasion, but the issue is usually resolved fairly quickly; however, for example this past weekend's connectivity was downright awful, and it was not resolved until the following school day. [#2043856]

I don't feel any problem receives very quick attention, as I understand the wireless has always been bad and the computers continue to get slower. [#2043881]

Does no good to complain about reports that do not work - they are not fixed. I have been waiting for the graduate assistant report to be updated for months. ARGOS does not provide the information needed. [#2043903]

Response to residential tech issues can be slow. [#2043914]

I find the IT department to be generally unreliable, nonresponsive and uninformed. [#2043916]

Specifically in my dorm, Richardson Towers, I have asked many times about getting my wall fixed for wifi and nothing has been done to fix it. [#2043918]

I have requested help in getting a test bank loaded for the D2L system. I am using a previously loaded test bank for a similar class. I have not heard either from Cengage or the tech support. I tried to upload the test bank as recently as this week and I am still getting the error message. Cengage said that it was the D2L problem. [#2044027]

When it doesn't work, it doesn't work!!! Usually our LSP can help however they are very busy everywhere! [#2044082]
 Resolution needs to be considered. [#2044184]

 Have always been helpful. [#2044196]

 Many time when I contact the helpdesk the problem I am experiencing is above their expertise. They are very friendly and helpful. It is just that often times instructors do not inform the helpdesk of the websites the instructor is using in the class. [#2044269]

 I notice that the computers in the Library always seem to be kept up, but computers in the Assistive Technology Lab are constantly having problems and do not seem to be campus priority. Either that or maybe IT people are too few, and overworked so they just have trouble getting to "everything" or more intricate issues. I'd rather pay more in terms of fees to provide funding for more IT workers if this is an issue. [#2044289]

 It would be nice to have a accessible and visible IT help desk that people could go to in person instead of having to always submit a ticket and then never knowing when someone will show up. [#2044292]

 Ecourseware help desk takes long [#2044300]

 IT personnel are inexperienced. More experienced staff has left the university. Don't have the troubleshooting capabilities of past IT personnel. Please try and retain the experienced IT personnel. [#2044306]

 I understand we have some people working in the departments who still attend the University, I would say train the a little more on their job and not just the normal problems people have. [#2044355]

 Somehow, my email was hacked into. When I called the help desk, the young lady that answered the phone was extremely helpful and my situation was quickly remedied. [#2044358]

 Every time I have ever called the help desk since arriving here 8 years ago, it takes 2 or more minutes for the tech support staff to identify me? I give my user name, they can't find me; I spell my name, they can't find me. Repeated requests to address this have not helped. When it happens, as it did this semester, that there is an issue that needs to be addressed during class, this is frustrating to me and my students. [#2045834]

 Getting a technical person is difficult when I have an issue or the repair is not complete. More times than not the issue is not resolved so I use a workaround when possible. [#2045891]

 With regards to this topic, I have not had any problems with resolution of tech. problems because memphis and elearn have been great sites to travel through without problems or with minimal problems. [#2045895]
Technology support staff who have the knowledge to answer my questions.
Nonexistent in my college. I have to file a help desk ticket if I can't figure it out on my own. [#2038299]
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ned better customer service from staff. To quick in saying i don't handle this and does not give information on who can. [#2038327]
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Some do, some don't... [#2038339]
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When I call the help desk, I am often more knowledgeable than the person (perhaps the student workers?) that I speak with. [#2038344]
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Students have to look up what to do and sometimes aren't able to solve, like evourseware [#2038371]
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How do you get in touch with anyone? The HD is a black hole. [#2038384]
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Server issues seem to be a problem. [#2038385]
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Occasionally, my problem is not resolved by ITS the first time I call in, but it typically is within 2 or 3 calls. It would be preferable if ITS was able to resolve my issue (within reason) the first time I call in. [#2038418]
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on site help is important to me [#2038455]
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See above. The answers are quick when I submit a help ticket, but the same problems happen over and over so I do not feel they are fixed, just patched to close the tickets. Some in house are better than others, but mostly it is just easier to learn how to do it myself, or accept that it will happen again and again. The freezing and slow operating speeds are now just a well known office joke. [#2038462]
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Must Have [#2038466]
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The colleges and department liaisons to centralized IT don't know the real regulations on who can use what and what is available through centralized IT. I have in my department a person who insists I cannot have certain things in my student's computers (which I bought with university money) and I know from an IT higher-level person that I do can use those resources. So my strategy ends up doing things myself, bypassing local staff while the university is paying them for doing that for me. Overall, I am of the opinion that IT personnel in the University of Memphis have the wrong work philosophy. Their main objective should be to come every day to work thinking how they can help faculty, students, and the university community at large to do what they want. To help them accomplish things. But no, their current mentality is: when some asks for something recite all the obstacles that exist to accomplish that and why that person shouldn't ask for it so they can do the least effort possible. [#2038472]
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Often upgrades have had unintended consequences. I have lost capability when one software was upgraded it stopped another software from operating as desired (Windows, Microsoft suite, IE, Banner INB, JAVA seem to be the main ones that don't appear to be in sync with each other) [#2038517]
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The Lab in Foreign Languages (Jones 200) urgently needs a director or a supervisor. Student assistants there are totally clueless [#2038530]
Also have high variability - sometimes individual seems to have difficulty correcting problems. Full-time staff very knowledgeable but highly sought after and hard to get. Those individuals that have difficulty seem to not be willing to call in more knowledgeable staff if needed. [#2038537]

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Issues have been more related to infrastructure gaps and service delivery, not LSP duties or contact. I have very little contact with my department’s LSP, other than the acquisition and formatting of a new laptop. [#2038547]

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I would like the staff to be knowledgeable in the areas that I need assistance in. [#2038575]

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It would be beneficial to have attendants in all labs to help with technological issues. There are times when the support staff have to be called by phone and it takes time for them to arrive to help or fix an issue. [#2038590]

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Only our previous LSP seemed to know how to work with Macintosh computers. Why isn't there anyone else on campus who can do this right? [#2038621]

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Sometimes the folks at the 8888 number aren't very helpful. [#2038626]

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I think we have a terrific staff. [#2038639]

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I've not had to go to the technology staff but I’m positive they’d do their job. [#2038650]

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Rob Thornton is very helpful and extremely responsive. [#2038657]

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To have the same group of staff that responds to my calls, are familiar with my department needs and faculty/staff needs is a huge plus. [#2038698]

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I do believe the support staff could be better. Their knowledge does not usually supersede that of the user. [#2038717]

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Technology support staff need to be able to advise at a non-tech level. [#2038724]

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Sometimes it is clear that there is a gap between the knowledge and abilities in different people at the help window. Kind of a gamble on who you might get first. [#2038786]

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Helpdesk is very helpful... most of the time. [#2038816]

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Accessing relatable and knowledgeable support usually requires going to the top. [#2038875]

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The difficulty is finding someone available to answer questions. It is not convenient to hang on the phone for 30 minutes until someone can assist you. [#2039024]

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Several of the newer IT employees seem to be be weak in their problem solving skills. Would it be possible to pair them up with some of the more skilled and experiences personnel to help improve performance and help weed out the duds? [#2039077]

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Technology support staff are knowledgeable and if they do not know the answer they will find the answer or someone that knows the answer. Time factor at times, not fast enough for me..... [#2039090]

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Thank you for not shipping our calls to INDIA. You have program that you can poach students from so take advantage. [#2039212]

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It’s important for support staff to understand both macs and pcs. [#2039422]

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I am in the college of engineering and I hear this is changing soon. [#2042498]

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I have had issues in the past with staff that literally had no idea on how to resolve an issue for me but really really continued to try and solve the issues that I was having. They definitely receive an “E” for effort. Also, there is a pretty big problem with misplacing software in my area. Its annoying. Especially when it disrupts daily workflow. NOTE: these are on consistent problems. [#2043611]

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It is important to keep a support staff that is familiar with the programs they support and maintain that consistency. [#2043632]

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We recently lost a long time, competent LSP through a move to another unit. Why not keep LSP’s with the units where they know the people and the needs. This was a decision that was made on the basis of “customer service,” but actually seems like very bad customer service, since our level of service is going down and we were not consulted before the decision was made. [#2043644]

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Need more staff with expertise in macs [#2043706]

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Need more [#2043765]

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I would recommend that you make sure all technology support staff is willing to help and is friendly when speaking to them. [#2043772]

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It is difficult to find people to solve the problrm. [#2043789]

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We need a better LSP staff in the library. [#2043790]

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I never cease to be impressed by the staff. I can’t think of a time I didn’t get quick, accurate, and useful advice for the resolution of problems. They once sent someone on the spot to help me work through an online testing disaster. Highest marks for the staff! [#2043874]

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I wouldn’t even know who to contact with a support question. [#2043881]

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it shouldn’t take 4 month to get answers to problems. [#2043894]

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Michael Houston is in charge of the technology in my building. He and his staff are always quick to respond and usually very helpful (Michael is always helpful - sometimes his grad assistants need a little assistance). I have no complaints! [#2043956]

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See prior suggestion re: Help Desk. Also - it would be nice if we had a help line we could call that didn't just tell us to submit a request online to the help desk. [#2043958]

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I've had mixed results with this. Some exceed my expectations, others don't get me the answers I need in a timely way. [#2044002]

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Post some tech support at the tech hub [#2044004]

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Those who helped in the past were pretty helpful. [#2044073]

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There is one person and a bunch of students. One of five students knows what he is doing. He will soon graduate. [#2044090]

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I've called about one major issue around having access to my semester invoices for tuition reimbursement and had to talk to 4 different people before it was concluded that this was an IT error and not a user error (I am very familiar with technological capabilities and was well aware that this was a technical issue,) or Bursar's office issue. Still did not get resolution as I was told I needed to fill out some form and wait several business days to get information that is provided EVERY semester on the site without me ever requesting it. This particular semester the information was not updated, I guess because I paid late. But no one in the dept could confirm what happened nor could they provide a REASONABLE solution. I also do not like calling in and being talked to as if I am an idiot. The IT staff should assume that most people who call have a reasonable base knowledge of simple technology. If not, at least do not talk to me like I must not know what is going on, especially when I express that I do. Maybe hire more seasoned technology experts to assist the younger students who don't have a clue what's going on. [#2044104]

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There is virtually no support for software. [#2044136]

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There can be extra technicians on call! [#2044184]

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Have always been helpful. [#2044196]

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Would be appreciated [#2044205]

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At times staff don't appear knowledgeable. [#2044207]

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More people who are knowledgeable and less student workers, or more training for student workers to know what they are doing. [#2044289]

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IT personnel very inexperienced. Cant seem to permanently fix problems. I call with the same problem several times each semester. [#2044306]

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Tech support has been exceptional, thank you. [#2044335]

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let staff know at a glance who is available to call for tech support. [#2045858]

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Receiving communications regarding technology services that I can understand.

What communications? From whom? Nonexistent. [#2038299]
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do not really receive any communication on technology changes or updates [#2038327]
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Sometimes too long and hard to understand [#2038371]
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We seem to do fine. [#2038385]
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Frequent communication on technology services needs to be provided. If there is training, for example, we (faculty) need to hear that it is available. As a faculty member of 14 years and online instructor for over 10, we had excellent quality and quick support when we had the ALC (Advanced Learning Center). Since that is disbanded, the Central IT has not provided the same quality or quick service that we had. It is CRITICAL to have that for not only our experienced faculty, but adjuncts and graduate students teaching the courses. This university is “marketing” itself as an online course/program provider, but not offering the ample support needed to be successful (faculty training and problem D2L resolution). Perhaps the university is in transition and the new “Innovation” area under Dick Irwin will provide that quality support, but it’s not here yet and the support is VERY much needed. [#2038466]
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I have in several occasions found out that there was a service people didn’t know about. This makes no sense because that means the university is spending money on stuff no one uses or only a few people know it exists. [#2038472]
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How does the general user know about IT ITURs. You have to be proactive and go look those out rather than information being pushed. Seems to be a private club that gets those emails. [#2038479]
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No problem [#2038530]
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I would love it if UofM would host some workshops. I don’t understand WiFi security issues. I am a pc user and would like to feel more comfortable on Macs. I would like to feel more comfortable with the new Windows 8 interface. I am trying to take advantage of all the software that I would have to pay for outside of UofM, but it is hard learning all that---an I am not even tipping the iceberg. Starter courses would be helpful for Access, Adobe, etc. Thanks [#2038545]
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Yes!! [#2038563]
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This one is hard because a lot of knowledge staff has about technology comes down to what they are asked to do in their particular position. I think it would be a good idea to perhaps have one Professional Development day a semester where the students don’t attend class but several workshops in a variety of areas are offered with many focusing on technology. [#2038639]
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I don’t know how to deal with this. Faculty are so consumed by other duties, it is hard to learn/read about new services... Maybe have a technology retreat? Force the faculty to leave their email/desks and just learn. [#2038816]
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Never have received anything from Memphis like this. [#2038903]
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I speak EDI at work. Think I have this [#2039212]
ITS needs to provide more communication about services, changes, etc. Improve the ITS website and make it easily searchable. [#2042721]
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Need better helpdesk staff [#2043659]
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Not much [#2043765]
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Some of our IT folks think we're all programmers. We're not. To us, computers are just overpriced typewriters with attitudes. [#2043781]
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In general, I would like to know more about what technology services are available. As a student, I'm not sure I receive any communication about services. [#2043820]
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I'm not a techy person, so having it explained in a colloquial way is vital. [#2043831]
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You can assume that all people are computer geeks or IT people. [#2043894]
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Online reporting tools may make sense to tech people, but not to the users who have to complete them. [#2043903]
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This is fine. [#2043918]
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Usually they are clear to me [#2044082]
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There is no communication at all. [#2044090]
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Putting signs that include contact numbers of Information Technology Services Dept next to or at every workstations. [#2044184]
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Very helpful. I have received several bogus claims concerning my inbox from people not associated with the University. More information from our IT would be helpful. [#2044205]
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This is not available on the Lambuth campus. [#2044269]
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There needs to be MORE communication in general. More information needs to be obvious and easy to navigate (explicitly understood where to find it) on the UoM website. Also, it needs to be accessible to students with disabilities. A lot of embedded "flyers" can not be read by electronic readers for vision impaired students. Hence, they have no idea what is in the email. A solution is to also add a PDF of the information or to have it re-typed at the end of the document. Other times people cannot focus on large blocks or text in general for cognitive, visual, or attentive issues. There are also many different types of learning. Multimedia would be helpful. Especially for guides, that way all types of learning styles and learning abilities are delivered to. [#2044289]
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I would like to receive more communications regarding technology services, this would be awesome. [#2045858]
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Communications is a huge issues university wide. [#2045891]
Getting access to training or other self-help information that increases my effectiveness with technology.

The implementation for the new new web design look has been poorly handled. There should have been training for those of us who aren't technical, but we are expected to maintain sites. I fault the agency that created the site more so than the UOM tech and marketing staff though. There should have been some test sites done with problems worked out before the entire university was told to update their sites while problems were being worked out. This is not Apple, Microsoft or Google. I can do content, but what is expected of me is beyond my level of knowledge at this point in time. [#2038299]

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Haven't located many tutorials or instructions. [#2038327]

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We have excellent staff in place but it is difficult to gain access to them give the ratio of work to number of persons. The university is woefully understaffed in several key areas, this being one. [#2038369]

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Some people like myself are pretty self sufficient when it comes to basic technology, whether it's with computers or a word app; but for the most extensive technology purposes, training would be nice so the people that are already at that "height of technology" can pass what they know along to other people. [#2038382]

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The Argos conversion has highlighted the need we have for good training at multiple levels. [#2038384]

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I am not sure where it training is housed and if it is offered on a regular basis. [#2038385]

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I would like to have access to tutorials on things like eCourseware. I think that this would likely save me time and help me to better serve my students. [#2038418]

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In general, Training is not targeted to "Need base" rather whatever is ready to offer by the departments. Students and faculty needs training on the leading software which they are using today. Students need access to some of the software like "Camtasia Suit" to do the assignments. This is a very common and essential software for many students. We may have X number of web based concurrent licenses and students may get a code based on need or based on course registration. [#2038427]

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I haven't seen any "training" opportunities here on campus. I spent $599 of my own money last semester to explore and complete an online course on teaching online using methods to engage students. [#2038466]

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More than training what is needed are clear web sites when one can find all the information one needs to use all IT resources the university has to their full capacity. [#2038472]

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Is there online - self-help training? [#2038479]

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Really hard to find the right FAQ video, but LOVE them when they go step by step over my problem. Big improvement. [#2038525]

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Would love to have instructional technology webinars (since I don't work on the main campus) to assist me in learning new and existing technology, software, apps, etc. Sometimes it helps to see how these work and not just read about them. Do we have Atomic Learning or something similar available for staff? [#2038535]

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The centralized support system needs to have the components to help localized issues, that is, send expert to the departments and programs to understand their needs and offer help. [#2038655]

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I really miss the classes that used to be held in the Chemistry computer lab. Online isn't always feasible because you do get interrupted or your office space can be noisy -- there are just too many distractions for this to work for all staff. [#2038669]

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mainly its my Boss and the requirements of my job that I cannot do a lot of training. [#2038699]

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I have had great frustration using the Ecourseware. My learning has been through coworkers who've come and shown me how to do the things I need to do. I've tried the help manual, but haven't ever been able to find the solution to my problems there. [#2038708]

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Again... it is hard to find time to do this. [#2038816]

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n/a [#2038852]

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Training is a necessary factor for the total promotion of the university - ITS assists where and when necessary. [#2038883]

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If there are tools available, please talk them up and let us know how to access them. [#2039077]

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Students need help with e-courseware. [#2039079]

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Start with the instructors first. I guess that the students are miles ahead of the instructors. [#2039212]

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Not sure who to go to with issues [#2039224]

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self-help info on pod casting for teaching [#2039228]

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Having professors' Skype contact info available for calling. [#2042512]

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There needs to be training for new employees regarding Banner. [#2043606]

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A resource for high-level, or detailed understanding of each of the tables in Banner would be ever so helpful. [#2043607]

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Training is typically available but having the time to attend the training can be difficult. Currently, the library is WAY understaffed. Being able to attend appropriate training while trying to maintain normal day to day operations is always a challenge for us here. [#2043611]

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Would like to see at lest monthly open meetings with our favorite local tech person. Perhaps a 20 to 30 minute coffee break where we could ask how to questions and learn new techniques in using our computers. [#2043635]

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training period [#2043659]

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Being informed of available training classes dealing with new technology will be very helpful in the future. [#2043699]

I need workshops on the new D2L...I know its no longer new, but I still need it. And whenever changes are made workshops should be offered. [#2043705]

provide more self-help and on-demand training for faculty staff and students (i.e. Lynda, Khan, etc., youtube tutorials, ) [#2043736]

eCourseware people won't come to office; my needs for learning are beyond what they have been able to provide; I am beyond the basics and want to utilize it 100%. The eCW help/instructions are inadequate and give circular definitions using terminology I don't understand. The names of items in eCW are confusing and not intuitive. Saying that, I don't want to change the system despite Trey's less than stellar review of their lack of acting like they wanted our account. That's because it has taken me long enough to learn this one. BTW, most faculty I know don't use it. We want training when we need it - not when it is offered. If we have trouble, we want the help people to come to our office. Faculty needs to be encouraged to use it by making it easier (ok, so another system might be the answer) [#2043753]

Nothing available [#2043765]

Giving staff an opportunity to become more proficient with the machines in their offices could only benefit the University, eliminating what I suspect are a number of needless PEBKAC issues. Some of these folks don't know what a reboot is or what wire goes where. If you say port, they think of Boston Harbor. [#2043781]

I would like to see more workshops or maybe even a place where I could go to get tutored on new technology. [#2043807]

This would be really helpful to be made aware of different trainings available to students. I currently don't know of any, but would be interested if they were offered. [#2043831]

I'd love to have e-tutorials on how to use every single aspect of eCourseware, so that I don't have to bother the other faculty in my department to walk me through the system. Also, I'd like to see eCourseware create a way for instructors to see if and when students click to see GradeMark on files in Dropbox. Right now all we can see is if they viewed the general feedback. But that's a separate section of the paper than the GradeMark. [#2043902]

By the time training is offered, we have already trained new employees and they don't feel the need to go anymore. [#2043903]

mehh [#2043943]

More accessible online help [#2044073]

Various training sessions for using excel or In Design would be very helpful. [#2044082]

I'm ok with technology already. [#2044144]

trainers need training in pedagogy. Have manuals instead of trainer [#2044163]
The difficulty is not the availability of training, but with the lack of time to do it. There is no extra time to devote to learning new and additional training platforms. [#2044180]

Technology support staff may come and visits undergrad class for more demonstration to raise their awareness about technology and increase self-directed training about using UofM sites. [#2044184]

I would very much appreciate additional training [#2044205]

I didn't know this was available [#2044207]

I don't know where to even access this type of stuff. [#2044256]

With the recent emphasis on creating online courses, I found the information, resources, available tools, and training to be insufficient to assist faculty in developing online course material. [#2044264]

There is no training available at the Lambuth campus. [#2044269]

There needs to be accessible self-help guides. Not only in text too. Something that combines text and images, or preferably video, not only one of either. That way people who do not have time to set up trainings can still utilize available services. [#2044289]

need more training seminars [#2044300]

I've never noticed any self-help methods. Calling the Help Desk is a great resource. [#2044318]

I have not inquired about tutorials nor do I know where to ask. Perhaps an icon that says where such services are available. [#2044335]

I think more can be done to let instructors and students know what tools are out there and training them in using it. I use the university blog system and nearly none of my students and colleagues say they are aware this exists when I tell them. It is similar with other technologies. [#2045834]

Please offer more training to staff and also other self help tools. [#2045858]

I am a bit uncertain as to this question, maybe I should know more or be presented with more information. [#2045869]

Having access to online Microsoft Office would be beneficial. [#2045891]
Additional Questions for All Respondents

The project coordinators for University of Memphis included these additional questions with this survey. At the end of the survey each respondent was provided the opportunity to respond to these questions. Below are their responses grouped together by question.
How easy was it for you to complete this survey? (1 = very difficult, 9 = very easy)

7.6104 (n=924)
How confident are you that the answers you provided are meaningful? (1 = not at all confident, 9 = very confident)

7.1668 (n=929)