A Higher Education TechQual+ Study

Spring 2015 Staff Survey

Georgia Southern University

Monday, August 3, 2015

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

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. The Higher Education TechQual+ Core Instrument is a web-based survey that asks respondents to provide evaluations regarding minimum expectation levels, desired service levels, and perceived service levels for IT service outcomes expected by staff.

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

Dr. Steven Burrell, Vice President of IT and CIO
sburrell@georgiasouthern.edu

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

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

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

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

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

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.

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 $H_0$.

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

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.
Executive Summary

The TechQual+ survey was administered by the Office of the VPIT/CIO using the TechQual+ site during the summer of 2015. A stratified random sample of faculty and staff were identified and surveyed during the spring 2015 term. The TechQual+ instrument site provides survey tools and stores all of the collected data for reporting.

1193 staff were randomly selected to participate in the survey from data provided by the Human Resource office. Among the respondents, 520 self-identified themselves as staff resulting in a 44% response rate. Only respondents identifying themselves as staff are included in the reporting of results. Partially completed questionnaires are included in the report. The following graph depicts the overall results of the survey.

<table>
<thead>
<tr>
<th>Population Size (N)</th>
<th>Sample (n)</th>
<th>Sample (n) %</th>
<th># Staff Attempted</th>
<th># Staff Complete</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>1607</td>
<td>1193</td>
<td>74%</td>
<td>520</td>
<td>455</td>
<td>44%</td>
</tr>
</tbody>
</table>

Summary of Staff Perceptions
Connectivity and Access
The only area where staff reported negative perceptions is with Wifi coverage. Though not a statistically significant finding, this result echoes faculty dispositions of dissatisfaction with wifi service coverage. (Items 1-4)

Technology and Collaboration Services
Disposition were generally favorable in this grouping of items. Comments on the ease of use websites provide insights into frustrations of users with search capabilities and for some, the ease of finding information in websites. (Items 5-9)

Support and Training
Staff perceptions are positive regarding support and training. Notably, the highest expectations of all areas is related to the knowledge of IT Services staff. This suggests that training of staff is important to users and critical to overall IT Services performance. (items 10-13)

Other Important Information Technology Services
Staff were generally positive about their ability to bring their own personal equipment to work. Notably, BYOD capabilities have the lowest expectations among all service areas measured. (Item 14).

Other Questions
Open ended questions concerning helpful services, services needing improvement, missing services, and other IT issues and needs were posed. Respondents provided a variety of answers. These detailed responses are carefully reviewed by IT Services managers and executive leadership. These responses provide ideas and specific data needed to investigate service improvement opportunities. The responses to these open-ended questions are provided in this report.

IT Services Response Actions
A critical issue to address is bandwidth and wifi access. Beginning in the fall 2015 term, internet bandwidth will increase from 1gb to 2gb for the campus network. More wifi access points are being installed in high-use or under-served areas. Data from this survey and other use-experience sources is being used to help identify those locations.

Significant investments in training are also being made. Managers of technical support staff servicing faculty IT issues have completed Help Desk Institute training. Technicians supporting faculty are currently obtaining mandatory technical certifications and additional support training is currently being planned to address Macintosh, mobile devices and BYOD support issues.

All IT Service organizations will be incorporated into a single service management tool (Mojo). The tool provides a web-based service request, monitoring, and assessment tool for IT service customers. ITS is also increasing proactive communications about available technology, activities, and issues through the website, service catalog, and news information shared with the campus. It is anticipated that these new capabilities, along with training and enhanced wifi coverages will improve and strengthen service expectations of staff.
Findings

Total Population / Respondents

1193 staff were randomly selected to participate in the survey from data provided by the Human Resource office. 553 respondents partially completed the survey with 473 completing all questions. Among these 553 respondents, 360 (65%) identified as female, 165 (30%) male, and 28 (5%) undeclared. Among the respondents, 520 identified themselves as staff resulting in a 44% response rate. A completion rate of 87% was achieved with 455 staff completing the questionnaire.

<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>14</td>
<td>4</td>
<td>28%</td>
</tr>
<tr>
<td>Faculty</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>18</td>
<td>13</td>
<td>72%</td>
</tr>
<tr>
<td>Staff</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>520</td>
<td>455</td>
<td>87%</td>
</tr>
<tr>
<td>Student</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>1</td>
<td>1</td>
<td>100%</td>
</tr>
<tr>
<td>Totals</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>553</td>
<td>473</td>
<td>85%</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

<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>28</td>
<td>14</td>
<td>50%</td>
</tr>
<tr>
<td>Female</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>360</td>
<td>304</td>
<td>84%</td>
</tr>
<tr>
<td>Male</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>165</td>
<td>155</td>
<td>93%</td>
</tr>
<tr>
<td>Totals</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>553</td>
<td>473</td>
<td>85%</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

<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>51</td>
<td>35</td>
<td>68%</td>
</tr>
<tr>
<td>0-24</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>15</td>
<td>11</td>
<td>73%</td>
</tr>
<tr>
<td>25-34</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>142</td>
<td>117</td>
<td>82%</td>
</tr>
<tr>
<td>35-44</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>117</td>
<td>102</td>
<td>87%</td>
</tr>
<tr>
<td>45-54</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>120</td>
<td>112</td>
<td>93%</td>
</tr>
<tr>
<td>55 &amp; ABOVE</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>108</td>
<td>96</td>
<td>88%</td>
</tr>
<tr>
<td>Totals</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>553</td>
<td>473</td>
<td>85%</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
**Statistically Significant Perceptions**

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

<table>
<thead>
<tr>
<th>Positive Perceptions</th>
<th>Adequacy Gap Score</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Having an Internet service that operates reliably.</td>
<td>0.30; N = 456</td>
<td>456</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.30; N = 456; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>0.29; N = 443</td>
<td>443</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.29; N = 443; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>0.27; N = 429</td>
<td>429</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.27; N = 429; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having Web sites and online services that are easy to use.</td>
<td>0.16; N = 433</td>
<td>433</td>
<td>0.01</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.16; N = 433; P = 0.01</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>0.38; N = 335</td>
<td>335</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.38; N = 335; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>0.34; N = 416</td>
<td>416</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.34; N = 416; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>0.18; N = 403</td>
<td>403</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.18; N = 403; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>The availability of classrooms or meeting spaces with technology that enhances the</td>
<td>0.28; N = 306</td>
<td>306</td>
<td>0.00</td>
</tr>
<tr>
<td>teaching and learning experience.</td>
<td>Adequacy Gap Score = 0.28; N = 306; P = 0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>0.41; N = 430</td>
<td>430</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.41; N = 430; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>0.34; N = 432</td>
<td>432</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.34; N = 432; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>0.44; N = 424</td>
<td>424</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.44; N = 424; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Getting access to training or other self-help information that increases my</td>
<td>0.29; N = 414</td>
<td>414</td>
<td>0.00</td>
</tr>
<tr>
<td>effectiveness with technology.</td>
<td>Adequacy Gap Score = 0.29; N = 414; P = 0.00</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Ability to use my own personal laptop, tablet or other device for work purposes.</td>
<td>0.38; N = 358</td>
<td>358</td>
<td>0.00</td>
</tr>
<tr>
<td>Adequacy Gap Score = 0.38; N = 358; P = 0.00</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Negative Perceptions</th>
</tr>
</thead>
<tbody>
<tr>
<td>No items were significantly negative.</td>
</tr>
</tbody>
</table>
Peer Comparison

The following peer comparisons are from the TechQual database of responses for participating Carnegie classification Research (low) institutions. The results provide some insights into how Georgia Southern compares to perceptions at other similar institutions. In all but one area (Getting access to training or other self-help information that increases my effectiveness with technology) Georgia Southern’s performance exceeds that of other institutions.

### Connectivity and Access

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>My Survey</th>
<th>Peer Group</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Mean</td>
<td>Dev</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Min</td>
<td>Des</td>
</tr>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably. ✡</td>
<td>7.53</td>
<td>8.77</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.36</td>
<td>0.57</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed. ✡</td>
<td>7.46</td>
<td>8.77</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.42</td>
<td>0.54</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage. ✡</td>
<td>7.01</td>
<td>8.49</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.74</td>
<td>1.00</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus. ✡</td>
<td>7.49</td>
<td>8.67</td>
</tr>
<tr>
<td></td>
<td></td>
<td>1.68</td>
<td>0.78</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 H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired. ✡ Georgia Southern adequacy gap results are less than that of peer group. ✢ Georgia Southern adequacy gap results are greater than that of peer group.
## Technology and Collaboration Services

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use. ⭐</td>
<td>Mean</td>
<td>7.33</td>
<td>8.60</td>
<td>7.42</td>
<td>0.09</td>
<td>-1.17</td>
<td>457</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.39</td>
<td>0.72</td>
<td>1.40</td>
<td>1.64</td>
<td>1.41</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Group</td>
<td>Mean</td>
<td>7.10</td>
<td>8.49</td>
<td>7.09</td>
<td>-0.01</td>
<td>-1.40</td>
<td>507</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.37</td>
<td>0.81</td>
<td>1.35</td>
<td>1.62</td>
<td>1.36</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience. ⭐</td>
<td>Mean</td>
<td>7.12</td>
<td>8.37</td>
<td>7.48</td>
<td>0.35</td>
<td>-0.89</td>
<td>357</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.60</td>
<td>1.09</td>
<td>1.38</td>
<td>1.48</td>
<td>1.32</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Group</td>
<td>Mean</td>
<td>6.93</td>
<td>8.29</td>
<td>7.07</td>
<td>0.14</td>
<td>-1.22</td>
<td>378</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.59</td>
<td>1.10</td>
<td>1.42</td>
<td>1.72</td>
<td>1.45</td>
<td></td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others. ⭐</td>
<td>Mean</td>
<td>7.33</td>
<td>8.55</td>
<td>7.62</td>
<td>0.30</td>
<td>-0.93</td>
<td>439</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.40</td>
<td>0.77</td>
<td>1.34</td>
<td>1.45</td>
<td>1.25</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Group</td>
<td>Mean</td>
<td>6.92</td>
<td>8.32</td>
<td>7.03</td>
<td>0.11</td>
<td>-1.29</td>
<td>487</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.52</td>
<td>1.01</td>
<td>1.48</td>
<td>1.77</td>
<td>1.53</td>
<td></td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making. ⭐</td>
<td>Mean</td>
<td>7.47</td>
<td>8.63</td>
<td>7.53</td>
<td>0.06</td>
<td>-1.10</td>
<td>425</td>
</tr>
<tr>
<td></td>
<td>Dev</td>
<td>1.35</td>
<td>0.77</td>
<td>1.39</td>
<td>1.51</td>
<td>1.34</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Peer Group</td>
<td>Mean</td>
<td>7.29</td>
<td>8.52</td>
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<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. ⭐</td>
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</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 H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired. ⭐ Georgia Southern adequacy gap results are less than that of peer group. ⭐ Georgia Southern adequacy gap results are greater that of peer group.
## Support and Training

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
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<tr>
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<td>Getting timely resolution of technology problems that I am experiencing. [☆]</td>
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<td>Receiving communications regarding technology services that I can understand. [☆]</td>
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<td>13</td>
<td>Getting access to training or other self-help information that increases my effectiveness with technology. [☆]</td>
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Item Analysis

Only self-identifying staff are reported. Data includes incomplete questionnaires and exclusion of outlier data. Outliers by definition are observations that are numerically distant from other cases and have the potential to result in misleading results. For this project, an outlier is defined as a case where the Adequacy Gap Score is either greater than or less than two standard deviations from the mean Adequacy Gap Score. This has the effect of removing the top 2.275% and bottom 2.275% of cases on an item by item basis.

Connectivity and Access

<table>
<thead>
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<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
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<td>Having an Internet service that provides adequate capacity or speed.</td>
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<td>3</td>
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<td>4</td>
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Technology and Collaboration Services

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<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>Mean</td>
<td>7.38</td>
<td>8.60</td>
<td>7.54</td>
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<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean</td>
<td>7.19</td>
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<td>Having systems that provide timely access to data that informs decision-making.</td>
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The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

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<td></td>
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### Support and Training

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Additional Questions

The project coordinators for Georgia Southern University 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.

Tell us about a University IT service that needs improvement, and why.

Unable to get cell service in some of the buildings on campus. IE: Dining Commons/Print Shop/Postal Services. [#2051093]
-----
IT is always being restructured or changed with little information going out to campus about it. Which leaves the users (us) in a situation where we have to jump through several hoops to find the person we need. This also ends up leaving us feeling frustrated as there is not a central place to go or a constant person to communicate with. [#2051108]
-----
The only thing that I can say is that the start up is very slow after logging in. Other than that, everything is good. [#2051111]
-----
following up in a more time sufficient manner, completing the job, not starting then leaving it so has to be reminded to complete. [#2051123]
-----
All my technology needs have been met sufficiently. [#2051128]
-----
The IT Services website needs to be more user friendly [#2051132]
-----
Would like to see more options for purchasing for work-related equipment. Specifically, only 4 notebook options are currently available (HP, Lenovo, 2 Macbook pro options). Would like to see Windows Surface tablets as an available option. Also, would like for the purchasing website that lists the available components to be better organized, and to include more specifics on each option (or link directly to the product pages for each) [#2051134]
-----
I honestly can't think of anything that needs improvement. Then again, I've only needed help a handful of times, and my experiences were always good. Wireless service can drag at times, but never to the point of annoyance in my experience. [#2051142]
-----
We need to stop holding back on Java versions because of outdated BANNER versions. It's going to eventually stop being a headache and start being a security issue. I use Chrome as my browser of choice for everything. However, I use IE to access BANNER if I have any hope of logging on in a timely manner. [#2051155]
-----
We need more than one IT rep as the work load from our building can be hectic at times. I believe this often causes delays as well. If our guy is out, then our requests may be put on hold until his return. [#2051157]
-----
More support of Facilities platforms - TMA, Ketystone etc. Need decision on final road map for campus door access control system. Instead of staying piecemeal [#2051161]
-----
I am not always in my office, so there have been times when I've submitted a tech service request and tech support shows up and I am not there. I wonder if there is a way to give a heads up so I can make sure to be there when they arrive. [#2051167]
-----
The Wifi on campus could be better, especially moving from one building to another and along the way when outside buildings! [#2051172]
Sometimes it is hard to connect or maintain a connection online, but they are typically resolved quickly. [#2051174]

For the most part I've been very pleased with IT services. [#2051177]

Better internet speed. [#2051188]

Expensive for static IP addresses and adding more room to servers, etc. [#2051189]

Develop greater people skills [#2051198]

Speed of installing printers on the network. [#2051205]

Refer to previously mentioned Revit issues. [#2051208]

I do not use Folio because I am staff, but students tend to have a hard time with it. That is the chief complaint I hear. [#2051217]

Informing staff and faculty of available services offered more effectively. I know very little about what this department offers. [#2051220]

Wireless needs to be expanded and more reliable on campus. [#2051223]

The ability to have email on your desktop. Too many channels to navigate before your email is opened. [#2051252]

Every time an update is completed on one of the banner servers something does not work. Printing, viewing student records, updating records, reports. [#2051254]

For the most part IT service is great when a system goes down. I know they are stretch thin and sometime updates and upgrade are not considered a priority to them but they are for us who need them in a timely manner. [#2051265]

When IT services personnel come to office to work on computer, please ask personnel to identify themselves as who they are and to make sure all of the questions are answered before they leave a office. To make sure the customer is satisfied before they leave the computer, don't leave the computer like they thing it should be, it should be left like the customer wants it to be. [#2051270]

The network is slow in the library. Departments should have more control over Word Press (to many features are locked down). Video and media services should be expanded to include more staffing for academic projects. [#2051271]

Please offer more classes to staff or tutorials about Google Drive or features available through our google accounts. If these classes are being offered, please advertise them better to staff. [#2051302]

When we change to updated/new systems and some of our old systems will not work properly or some times at all with the new ones. Makes doing work harder, or sometimes having to do it twice. [#2051313]

I believe wifi could be an area of improvement; however, I realize there are multiple variables into why access and speed may be limited depending on number of users. [#2051326]

I appreciate the fact that I can't come up with something for this question. Good job IT services! [#2051329]
I don’t even know who our IT person is in our College anymore. Perhaps informing departments of their representative and creating a system where we can readily contact him/her would be helpful.

More cheat sheets or "how to's" on the basics.

I think I covered this in the previous part regarding integrated software. It is too much to have BANNER (CRYSTAL Reports), BANNER, R-25, ePro, Peopleadmin (is a joke) and ADP almost impossible.

Our WI-FI system throughout the University could use some improvement for browsing and uploading purposes.

Better WiFi and more technicians that work with Apple computers.

Enterprise systems, POS, and other operations-dependent systems should be reviewed HEAVILY by IT prior to purchase and implementation to ensure that there is not a loss of data, they communicate with and/or do not disrupt other proprietary systems, can be easily accessed and used by the appropriate users, and provide useable data that can be reviewed.

Consistency in configuring desktops/laptops. Consistency in responses to problems and/or answers. End users are not tech support specialists and we may not be as well versed in computer jargon and or operation. Do not talk above the customers head.

The IT help desk needs improvement. If you are a staff it is difficult to put in a ticket for technology repairs and services. All buildings are not located in the IT help desk and the website seems to be specifically for students and faculty.

Technology training - new services are pushed to the campus but very little or no training given.

I think in general IT services are adequate for the size of the university.

Server issues and help desk. I experience issues with programs that I use every day going down occasionally and then the server has to be reset. When I call the help desk often times I receive the voice mail instead of a person so I have to wait for someone to respond to the request I’ve submitted. These programs are crucial to me being able to perform my job functions and provide customer support/service therefore a quick turnaround/repair is a must.

N/A

When submitting a ticket through the online contact CATS, it takes a long time for the techs to receive notification about the problem that I am having. I have to call the techs to let them know I have a problem or else they will not come in a timely manner. When screens tear up in the classrooms, they need to be replaced in a timely manner, be more responsive about loading the right software in the classroom for instructors.

DegreeWorks --- needs dedicated IT personnel to correctly scribe degree requirements in a timely manner.

Online Banner Request process: paper form was much simpler; inadequate training; required information not pre-filled as it should be.

NETWORKING!!!! Also flow of information to techs.
I believe there was a great stride when our bandwidth increased, I am not sure that it still was enough. Hangouts is ok, but google talk was much better. It is much more of an annoyance that anything else. [#2051445]

The GSU IT service department is very good. They always respond quickly to any issues, big or small. They resolve issues satisfactorily on a timely basis. [#2051455]

Mac support and the ability to interact with ADP/etime remotely. Both of these seem hit or miss at times. [#2051474]

more user friendly website. It is difficult finding links to submit work tickets. [#2051484]

Many processes (sometimes even changing passwords) need involvement from an IT person. If I knew the processes better, I wouldn't have to get help but could save everyone's time. When the process is not made known, it seems things are being kept secret from the university at large. Sometimes when service requests are made, our division IT has to talk with other IT personnel and the information relayed is confusing or misunderstood after going through so many layers. [#2051493]

Technicians on the phone are sometimes hard to understand, I would rather a tech come and correct the problem rather then walk me thru something I know nothing about. [#2051495]

all university required forms, programs, etc should operate on a single operating system. Choose either IE or Chrome, but make it consistent [#2051498]

Not having to have an IT person with Admin rights having to come over and install or put in there credentials for everything that is installed on a computer. sometimes I need to install something to get information on something we are working on or to update software already installed on the system. [#2051508]

I would like to see a stronger Wi-Fi signal all over campus, because so many people use Smart Phones and tablets to conduct business, communicate or turn in assignments. It would be nice to know that no matter where you are on campus, you'll have a secure connection. [#2051518]

Accessible technology in all classrooms for presentations and easy access for staff, faculty, and student. [#2051524]

Training & PD for STUDENTS as well as Faculty/staff. Better wifi in several buildings. [#2051540]

The data is in fields. Why, then, can tools not be generated that would access the existing data in a format/form/system that is Institutional and accommodating? Also, why isn't each employee assigned a security for access to certain tools such as Business Objects without us chopping down trees and taking forever to get forms through the approval path for the employee to gain access? The minute they are processed in, their access should be available to them. Changes to access should be the exception and not the norm. Another point is that we spend an inordinate amount of time digging through information that is not relevant to the immediate goal once you've finally found someone that can access the information. Please find out what each office needs access to in the approval path of the action and provide the tool(s) for that access both in input/maintenance and in usable/user-friendly/accessible reports. Also, don't contract our data out and us not be able to work with the data for input, maintenance, and reports, etc., at will. [#2051541]

I have always had good IT service here at GSU [#2051543]

I have no complaints, have always received GREAT service. [#2051547]

Need wifi in parking office. [#2051548]
25LIVE----Cannot stand that software! [#2051565]

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Wi-Fi accessibility because I do not get a good connection on my cell phone in Hollis and have also had trouble with Wi-Fi connections in the School of Human Ecology. [#2051574]

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Need to push other departments to provide there folks with current laptop capabilities. EX: mine is 7 years old and has trouble keeping up with some programs. [#2051584]

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Evaluate the cell and WiFi reception in certain areas of buildings, especially if there are offices in that area or often occupied. [#2051585]

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For the most part I think the level of IT service is excellent. [#2051591]

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IT seems to operate in distinct silos. It is difficult to know where to go to for different issues and sometimes feels like some units that know the information aren't allowed to help while other units have only limited answers but are responsible for assisting in the issues/problems. Perhaps helping outsiders better understanding the roles of the different units and better understanding the different areas would help. In addition, it sometimes seems that follow through on new initiatives is lacking. It often feels like we get excited about new products/services/initiatives, but don't get the long-term support to fully develop the product in a timely manner before implementation and then are stuck fixing issues after the fact. We then end up with spotty support at that time because of frustration, poor implementation, or lack of understanding. [#2051593]

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Navigating the organizational structure of ITS is sometimes difficult and not solution oriented. Often projects wait months and even years to be completed resulting in receipt of a product that does not fit the need of the original request. We seem to spend unproductive time debating if IT should complete a task rather than providing solutions [#2051596]

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Satisfactory for all services I used. [#2051598]

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Friendly tone of the helpdesk staff would be nice - generally they don't seem that happy you called. To be fair it seems to always be the same person that answers. [#2051623]

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I think the SCCM division needs some help. May be understaffed. [#2051628]

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IT services has been great since I have been at GSU. I can't think of any improvements that are needed at this time. [#2051630]

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Lack of Access support when it is a MicroSoft Office Suite product. There are not really any comparable databases to meet the needs other than Access and having proficient support in this area would be ideal. It also seems like the IT folks spend a lot of time meeting with clients but little time toward final resolution. [#2051632]

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Campus wide there are concerns/issues that when there is a scheduled maintenance/update, with a specific date and time, the schedule is not followed and the process is began or pushed out ahead of time. On the user end this hampers and/or disrupts what we have scheduled on our end. It also puts the service tech at a disadvantage because they are not aware and not prepared for the after affects that most always come with updates. Not sure why schedules are not followed, but it's never a good situation on the user end. Also when new programs or protocols are implemented it would be nice if they were piloted with a small GSU population and get the bugs out before the entire campus it expected to use it and debug it, I.E., 25Live, just to name one. When this issue has tried to be addressed by multiple users/departments, the response has been the concern is about pushing out and putting in place rather than the ramifications on the user's end. With piloting, you have a small group of GSU personnel and IT techs who are more than willing to help pilot and debug versus pushing it out for the entire campus to have to deal with. Also with piloting, you have someone on the user end who sees things differently than IT folks and can point out concerns/issues that might not otherwise be covered or thought of. It's a
always win/win situation with a little extra time to pilot. Not being critical, but stating a real concern/issue campus wide. [#2051635]

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Financial information delay between detail and summary not agreeing. [#2051639]

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As I stated previously, this campus needs to hire more IT staff support. [#2051656]

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Better understanding between departments. I am in a unique situation in that I do work for two different departments and need access to network resources for both departments. Sometimes getting that to work right has taken more than one attempt because the response people are so specialized in one department. [#2051680]

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Faster response in regards to maintenance of computers [#2051685]

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We could use a technician that is very well versed in High Performance Cluster computing. We get by and we learn as we go, but if we want to be serious in the research space, we need someone that has the certs and experience to support this resource. If we want to have one of our existing techs handle this, that's fine, but we need to get them some training and they should get some certs. Linux+ might be a start. IBM, Microsoft and Oracle offer something for their products as well. We should also do a fair amount of cross training. One person moving on should not leave us vulnerable to major disruptions. [#2051686]

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See previous comments / suggestions regarding this topic. [#2051694]

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External VPN for vendor - expiration dates are not communicated and it is not possible to align management to allow all vendors to be renewed on the same date. Auto emails do not trigger. Keeping individuals up to date is problematic. A better way to manage external VPN permissions would be helpful. [#2051701]

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I am happy with the service we receive. [#2051723]

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library is heavily used at night - would be nice to have IT person on duty in the building [#2051727]

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Audio/visual capabilities not always available in the every Russell union class room [#2051740]

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Information and instruction on use of personal technology (at home) that would allow us to work from home on evenings and weekends would be helpful. [#2051754]

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It would be great if Internet (which, by the way, is a proper noun) speed did not slow down in the middle of the day. User-friendly does not describe the GA SO Univ website at all. It's great for attracting those students who are already interested in attending this university, but it's terrible for people who actually need to find something. We need a separate website that is dedicated to and accessible only to people who work here. The My Georgia Southern thing is useless. I, for one, never go there for anything except those quizzes that have to be taken at the end of every calendar year. What we need is a separate website that ONLY has content an EMPLOYEE would need in an easily accessible format. Perhaps, the main page could be a search engine that works like Google. Type in your question, and, within, the website, a list of links appears that should answer that question. I mean, honestly, have you ever tried to find the academic calendar on the main website? If you use the search, you get the campus calendar of events. Looking for the date/time a specific final is to be given so that a faculty member can add it to his/her syllabus? Bonne chance! Need to find a specific form? If you don't know where to look, you won't find it. And, if by chance, you do stumble upon the link for your form, that link won't work or will send you to an old version of the form that is no longer accepted. [#2051757]

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See comments regarding ticketing system. [#2051759]

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we need better computer [#2051762]
Bandwidth - need more

Internet can be slow at times. Also, my particular building as random issues that are not easily fixed.

The only issue I come across is the connection to wifi from my cellular device. Improvement on connection would greatly benefit me in that my cell data would not be used so often, as I am often having to email and control social media for my department via my cell phone.

The process to connect remotely to campus applications needs improvement.

I occasionally have to pull my work laptop from my docking station to use in different locations on campus for events. There is always a 50% chance it isn't going to work for one reason or another. Sometimes it works, but more often then not it doesn't. Typically I am asked to download the required security software needed to access our wifi, and since I'm not allowed to download anything without permission, it becomes incredibly frustrating trying to track someone down. I shouldn't have to put in an IT request every time I want to use internet and the server outside of my docking station while I'm on campus.

We need wifi service campus wide... So that employees and students can keep themselves up to date on everything that's going on.

Better WiFi coverage

I really think IT services does a great job. everything I could think to need in order to do my job effectively is available and serviced in a prompt manner.

Can't we combine our accounting procedures to be fulfilled by one system?

the University service is very helpful and response to my needs in a timely manner

Because we operate under legal NDA agreements we require a secure server. Alex tells me that Google Drive is not secure. We therefore must maintain separate servers. Providing a secure drive options would be helpful.

The process for standard software updates is very inefficient. Having to call someone out in order to have Adobe PDF or Java updates is an annoying fact of life which gives employees the feeling that they aren't trusted.

Digital Signage: There is no unit that is both responsible and trained to manage this system. ListServ: There were no instructions on how to use it (this has been changed slightly since then), but if you do not know how a ListServ works, you will not learn from the site. This means that there are periodic and consistent phases where the ListServ is unintentionally misused by those who do not understand it flooding the ListServ by replying to messages from it), resulting in aggravation and unsubscriptions. I wish there were a gatekeeper who could block the unintended traffic. The Close ticket is difficult to read. It has multiple addressees, signature hocks, messages, and colors; it is difficult to read and discern the ticket. Filling in the trouble request form is difficult, since it wants information in a certain format (ex. dd/mm/yyyy), doesn't accept similar forms (ex. dd/mm/yy), but does not show the format it desires. Filling it in is basically trial by error.

The majority of my IT interaction related to SAEM Tech Services.

I think every single building on campus needs WiFi throughout or as close to full building coverage as possible.
Standardization of programs and versions, within a department. [#2051921]

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I think the only problems I seem to run into when it comes to our IT service is WiFi, so many parents bring their interested students to campus or they come to visit their eagles and they sit and try to get connected to our WiFi and they always seem to have a problem connecting. [#2051929]

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Timeliness—the sense of urgency does not seem to fit the problem. Sometimes there seems to be a total lack of understanding that some units on campus cannot function if certain technology is not available. There does not seem to be an attitude of helpfulness. Also, when changes are made to the campus network, it does not always appear the the departments are asked for input to make the transition easier. [#2051930]

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General bandwidth speeds and connectivity. [#2051945]

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I realize the staff is busy but there are times when I dread working with IT to resolve an issue. I feel that they don't have a grasp of the issues or how to fix them when there is a problem. I wouldn't call them if I could fix it myself. [#2051954]

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I would have to say response time to issues that are not emergency situations, but are still important issues. See last comment below. [#2051958]

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We get great service when a tech comes to our office for a work ticket. Get more training on how to integrate MAC computers into the systems we use. I have both a PC and a Mac, because many of our systems will not operate on a Mac (Banner, ADP, business objects, etc.) Its seems like a waste of funds to have two computers to do one job. [#2051960]

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Length of time required to meet with personnel regarding a need, develop a project plan (less than 90 days or long-term goal), implement the project, get the desired outcome. [#2051975]

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Once an update takes place the system seem to move slower. [#2051983]

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WiFi around campus. It is slow and not always easy to connect. I also would like to talk about our personal Labtop not being able to be update by us when away. I sometimes can not connect because I need to install things for the wifi service but cannot. [#2051993]

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To have everyone do their job and not play a blaming game. We need to work as a unit not as individual offices. [#2052000]

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I believe the HR hiring system needs to be improved. We are able to hire individuals electronically, but not terminate them electronically. We also have no access to their ACA information and often hire people, to then have to turn around and terminate them because the systems aren't integrated. [#2052007]

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I'm happy with it. [#2052025]

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I would like to see a greater sense of transparency regarding the student tech fee tier structuring process in relation to how projects have been placed on the priority level. It can be frustrating to be approved for funding and then be tiered until the next year when funding may be available. [#2052028]

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I cannot think of anything that I had a issue with that IT could not help me with. [#2052046]

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Obtaining and Changing Passwords This should be something staff can do themselves. It makes it a bit frustrating when we have to call the helpdesk to get a password. May be security questions should be put in to place [#2052052]

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The wifi in my building doesn't work very well in my office [#2052056]
Applications that could be used to internally track large volumes of data. As an example, Access database or Sharepoint. We need someone that specializes in training and who can help trouble shoot these applications.

Setting up our GradesFirst kiosk was a task, and I'm still apprehensive of how well it will work in the upcoming year. IT was helpful in working on this with us, but the hold ups were challenging to deal with.

PeopleAdmin - the system is completely unintuitive. The different modules and user types one must change when trying to process a complete action (from start to finish) is overly-complicated. The training manual is not very helpful either (it lacks substance). Sadly, the old system was probably better (this one is just a little easier on the eyes).

The process of new employees obtaining email access continues to be slow. In order to train appropriately with various computer programs, the inability of the new employee to have access delays the training.

Connectivity - During the afternoons, the internet connection (hard wired) slows down to the point that I cannot use web-based databases.

Internet Service

Have been very fortunate to have very good IT people

Technology is sometimes slow, particularly my individual workstation. And is seemingly un-fixable due to age.

I feel IT services do a great job fixing technical problems that need to be handle at the office where I work. They do a great job!!!!!

Send someone with more knowledge or experience on how to fix the problem.

Management of digital signage. A/V support.

Better wifi coverage around campus would be nice.

Certain software using out of date java and plug ins while others need recent versions.

I realize ADP is going away soon, so resources are better spent making other programs work. However, the fact that I have to remote in to access what I need on ADP (ability to approve timecards) from a university computer is frustrating.

Improvement is good but I'm quiet pleased with the way things are running right now and its because of our wonderful Technicians, especially "Ronnie" that takes great care of us here in CEIT Student Services. Yes problems do occur and things happens but someone is always here when we call and comes with a great attitude and knowing the importance of what we need and see that we get it. On the back end, I know that you guys are always working your brains on how too make technology user friendly and available when we need it and I do appreciate all of your hard work. Have a great day!

I think a simple answer to all of the following questions would be to have a go to person for 447.

Systems(most) - for example Banner is taken off-line once a month for patches and updates, how successful would iTunes or Amazon be if they were down several days a month?
The campus as a whole in my tenure has grown systematically and so has technology usage on campus. Without the advancing speed and quality of technology on campus, the University will stagnate. We need multiple networks and faster speeds on campus. We bog down to much running only a few backbone campus network circuits over our fiber backbone. The University must multiplex out into several backbone circuits and fully utilize the campus multi-fiber system it has in place. [#2052229]

Wifi coverage. [#2052238]

ability to create dashboards for operation for larger departments; customized towards needs for access to systems and communication [#2052243]

I find it frustrating and unnecessary to request and IT staff member to come to my office to download programs onto my computer. It's usually simple updates like iTunes, Internet Explorer that need updating...wish I could just do this myself. [#2052244]

Wifi needs to be extended and more reliable. [#2052249]
Tell us about a University IT service that you find helpful and why.

Sharepoint [#2051093]
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Having technical support per division, it allows for faster response times. [#2051096]
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With the changes and our ability to call or email the direct contacts for our area, we have better customer service. Not that it was bad before! Joey and his group have been great when we've had to call them and we appreciate it very much! [#2051101]
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They are generally very helpful if you can find the right person. [#2051108]
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CATS!!!!! [#2051123]
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The remote access was very helpful to maintain my work efficiency during my spouses illness a couple of years ago. [#2051128]
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In a majority of instances, we receive fast, and friendly service. [#2051135]
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Technicians are knowledgeable and go out of their way to help. [#2051137]
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Both the wired and wireless services are usually strong, and having tech support close by is useful as well. [#2051142]
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It is helpful that the program updates are performed periodically. [#2051143]
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They are always helpful when it comes to fixing any problems with my computer [#2051146]
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Migrating to Google Apps was by far the best move. As someone who has fully-immersed into using this service when possible, it keeps me from being anchored down to just one computer on campus and eliminates the fear of losing data. [#2051155]
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Having a rep specifically for our building is very helpful in urgent situations. [#2051157]
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Frequent emails regarding shut downs (generally sent to GSNEWS from Paul) are very helpful. Even though not every program effects me, some do so I find that knowing ahead of time what services are unavailable helps me to plan ahead - love that! [#2051160]
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Grege Avera, Floyd Futch, Mark Tanner, Tim Stahl are always helpful and ready with an answer. [#2051161]
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Anytime I have had any software or hardware issues it has been dealt with promptly. [#2051174]
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I appreciate the timeliness of our BFIT ticket responses. Tonya/Greg are usually very quick to touch base/ask questions/come over to help resolve issues. [#2051177]
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Deb Champion has always solved any issue I have had immediately. I've never been down for a significant amount of time. [#2051180]
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I think the google based email/contact/IM/calendar system is very helpful for scheduling meetings and contacting others in my department at different buildings. [#2051189]
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Anytime something happens or we have a question, they are there to help. [#2051195]
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Believe the support staff of IT are being brought up in a culture of service and want to assist but might not have the people skills to convey a culture of carrying and service. [#2051198]
Access to our technician for quick questions without having to complete a work ticket. [#2051205]

Everyone I’ve met at IT services has been helpful and quick to respond. [#2051208]

I use email at home from GSU almost everyday and have very few problems. The service quality of Business Objects, Banner, email, and the Degree Works program have improved greatly over the last year. [#2051217]

Online help chat. I get a response right away. Workers are always willing to help and are patient. [#2051220]

BFIT desktop support is excellent. They are quick and efficient with something goes wrong on a PC that does not involve unit specific software. [#2051223]

Communications. Tech support responds very fast [#2051252]

CATS tech support is very reliable. Eric Floyd, Terri Brown, Ashlee Anderson and others are always helpful, knowledgeable, and supportive. [#2051271]

The SAEM Tech Department does an excellent job of responding and resolving concerns quickly [#2051283]

The entire IT staff is a hard working group of people. Just this past year, my office implemented a new software and the IT staff was fantastic to work with. [#2051300]

I appreciate how easy it is to submit an IT ticket to the division IT staff. I almost always get an immediate response. [#2051302]

Very helpful staff. Come to resolve issues in a timely manner. [#2051313]

I think having a group of IT Service individuals assigned to specific areas on campus is extremely helpful. In our office, we have developed professional relationships with our IT Service team; we trust them and they are always available to help. Dan Lanier and Clint Bridges are excellent and we appreciate their ability to assist whenever we need them. [#2051319]

having IT staff in each building to answer & resolve technology related issues [#2051320]

Staff is available and we can even access on weekends when needed through the Director having given us his personal cell phone number. It is rare but has been helpful to have this when system has gone down. Response has been great. [#2051323]

I find the request for service aspect easy to use and I get a timely response whenever I submit a request. I have also been happy with the willingness of IT to meet face-to-face and to work on projects. [#2051326]

I really appreciate the ability to have passwords reset very quickly when I get locked out of a system. [#2051329]

Netel, especially Sam Robinson, have been extremely prompt with answers to questions I have concerning our Fire/ Security and Central Station. Greg Avra, IT services, has also been ready and willing to help with any desktop and laptop issues we come across. [#2051332]

Most of the time I ask my colleague for help with IT issues in my office. However, I do like that I have the cell phone number for our previous IT specialist so he comes down when I need him. [#2051340]
Being able to call and receive assistance is vitally helpful. I was able to have a situation resolved because of this and move on into a productive day. [#2051342]

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Tech request process and response time. [#2051344]

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I think there should be a think tank over in IT or CS that works with the university to come up with ideas to be able to work smarter not harder. [#2051345]

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Help desk/tech support is very helpful. For instance, if you're locked out of your account or can't log onto a server, they troubleshoot rapidly. [#2051352]

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I cannot say enough about the quality of our IT staff. Having been with 2 other large universities, Georgia Southern IT staff are superior in their knowledge and level of customer service. [#2051360]

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Ability to pick up the phone and directly dial someone to get help. IT is very attentive to our needs. [#2051362]

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There is always someone available and willing to assist with any issue or question I may have. [#2051368]

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Tech support in COE is excellent. Mark Stewart, technician assigned to COE, is more than willing to lend a helping hand and explain programs and problems to us. Hate to see him moved to another location. We have become very dependent upon him and his tech knowledge. [#2051374]

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My experience with Help Desk personnel was always very positive. Brett Bacon is assigned to our department, and he is always helpful, quick, personable, and efficient. [#2051399]

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I appreciate the readiness and efficiency of the work order system. When things are damaged in the hall or we need updates and installations, the response time is always on par with our needs. That level of efficiency is appreciated when trying to maintain seamless access for our residents to utilize the technology services we provide. [#2051421]

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Having a technician in the building - Ronnie and Todd is amazing. They are always willing to assist the faculty and staff when an issue arise. [#2051426]

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SCCM when it works. [#2051432]

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Usually helps get my issue resolved pretty quickly. Very friendly. [#2051445]

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The technicians assigned to our department are extremely helpful. [#2051474]

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When ever I put in a ticket for help with a problem, the IT staff are always quick to respond. Their attitudes are always pleasant. [#2051479]

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Knowledgeable, friendly, helpful, patient staff; respond to problems in a timely manner [#2051489]

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I like the notifications of IT maintenance but wish we had access to these periods months in advance so our programming with IT needs can be scheduled around it. [#2051493]

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How quickly they respond. Sometimes timing is a big deal at Public Safety. [#2051495]

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In my area we use our personal cell phones for work, but I have a problem with viewing my GSU email on my phone but am I able to receive assistance from IT Services. [#2051506]

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Greg Avra. He is pretty much Johnny on the spot with any issue we have. [#2051508]
I am so thankful for the speed of internet service we currently have, since 99% of my job is done through the internet. It's an integral part of my day-to-day operations. [#2051518]

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Our Auxiliary IT folks are awesome when it comes to being available and correcting issues in a timeline manner. Tim, Jasper and Philip are always willing to go the extra mile to make sure we are taken care of so we can get back operationally as quickly as possible. [#2051526]

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Tech support ticket system. Good IT repair & hardware support. [#2051540]

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I like being able to call IT service and get a response back quickly [#2051543]

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The people with NETEL! They are involved w/ a MAJOR portion of my job and have always been there for help. It's a pleasure to deal w/ them! [#2051547]

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Satisfied with all other services. [#2051548]

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Submitting a ticket when there is an issue because it is an effective way of getting help when needed. [#2051574]

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The Helpdesk has always been, well, helpful. I don't recall an occasion where they were unable to solve my problem. Well, once, but it wasn't that important. [#2051581]

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The service center is very helpful. [#2051584]

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Help desk is always easy to work with [#2051591]

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New policies with checking in have been very well received in our offices. [#2051593]

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The majority of the IT staff are friendly and pleasant to work with. [#2051596]

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Always quick response and I feel that SAEM IT services takes our needs very seriously and understands urgency...no matter how big or small the request. I also am grateful to the team for dealing with me. I am unbelievably non-tech savvy, but am always made to feel my requests are valid and important. Thank you for that. [#2051597]

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Satisfactory for all services I used. [#2051598]

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I do feel that when I have someone on the phone, they are very helpful and try to resolve the issue quickly. [#2051615]

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emails about downtimes and reminders of those downtimes too, helps to plan ahead & remember [#2051623]

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Tech meetings about SCCM and other changes or issues. [#2051628]

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I have been employed at GSU for 8 months now and the IT department has been very helpful in providing the information, software and services I need to do my job in a very prompt and professional manner. [#2051630]

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Departmental payroll reports developed by our IT since ADP could not provide info we need. [#2051639]

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BFIT provides prompt service to the Human Resources Dept. Work orders or phone calls are handled in a very timely manner and the IT techs listen to our service needs. They provide an explanation of the problem and have been very patient when a service problem is more challenging. I must say the IT techs resolve our problems. [#2051645]
Instant Message [#2051647]
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Our IT support person is helpful, mostly because I can discuss IT problems with him face to face and I don't have to use the CATS or "Live Chat" desktop icons to get an issue resolved. [#2051656]
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I am pleased with the efficiency and politeness of all the IT personnel who serviced my needs. Thank you! [#2051657]
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Being able to call the HelpDesk and get assistance on whatever problems we are experiencing. [#2051661]
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The online ticket submission system is nice in that it is easy and fast to submit a ticket, but I also find that sometimes that when someone comes, they have not read the entire ticket....so are not fully prepared to respond to the issues. [#2051680]
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People are very positive and eager to help [#2051685]
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Like I mentioned earlier, Switching email services to Google was a fantastic move. The Google Apps are super handy. I think we saved a bunch of money on this as well. So really smart move all around. [#2051686]
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I feel that our IT reps are very helpful. They are usually just a phone call away and are always willing to walk us through a problem. [#2051687]
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Tech staff are usually very quick to respond to help and resolve issues and simply do not give up until a resolution is reached. Love that! [#2051694]
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The individual assigned technicians are very helpful in keeping departmental resources functioning but also in directing staff to the resources to solve other IT issues. [#2051701]
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Our assigned IT techs are wonderful and responsive. [#2051723]
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good that we can call and generally leave a message for IT assistance [#2051727]
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The IT work request link. Sonya Chance and Jonathan Price are two people we could not survive without. They are always here promptly and willing to do what it takes to keep us running. [#2051730]
-----
I have always gotten the help I needed whenever I send in a request. [#2051732]
-----
IT phone number for help [#2051740]
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Having an IT tech assigned to our building has been a great help. That person is available to assist immediately or nearly so if there is a problem that needs to be addressed. We have had and have really good service from these techs. It is helpful to have email updates on work that is being done and when that work will be done. [#2051752]
-----
As a new employee, IT services and personnel have been very helpful and, usually, prompt. [#2051754]
-----
The most useful part of IT on this entire campus is not a service but a person. His name is John Franklin, and, except when he is on leave, he is the most helpful person EVER. If he does not know the answer to a question, he does the research to find that answer and then implements it. It is not the help desk, the horrible website, or the Internet that is helpful. It is John Franklin??the face of IT to quite a few people on this campus. [#2051757]
-----
The customer service of the staff has always been a plus. Flexibility and problem solving skills are essential in a non academic department. [#2051759]
The help desk is very helpful...when you call them they assist you with your issue and if not they will find out. I like our IT person John Franklin stopping by the office daily to see if we need anything.

Great staff with IT services

We always have a quick response from IT but sometimes our issues are not always easily fixed so it may take a couple of days to figure out a solution.

Our reps that I have had to contact are great and handle our issues in a timely manner

The IT staff is always very prompt, helpful, and will not leave until a problem is solved whether it be with passwords or technical difficulties on my work computer.

The SAEM Tech team are fantastic. I'm so grateful for how quick they are to respond and follow up concerning problems that occur.

I'm satisfied with most of the services provided.

Always responsive to questions and concerns.

The few times that I have had to call the help desk, they have been very professional and were able to identify my problems on the phone and help me correct the issue.

The emails are very helpful because it gets me prepared for updates and other issues.

Casey is friendly and helpful. He is still on a bit of a learning curve regarding our integration into the GSU system. Nonetheless, the system is working.

I like dealing with one group of people and having a working relationship with a small group of technicians.

the help desk personnel are a great resource

mygeorgiasouthern portal is very helpful and all encompassing for info & systems I need for work or as a student.

The majority of my IT interaction related to SAEM Tech Services.

I think that our IT people are always so quick to respond to our work requests. Even though they have to service so many people. Dan Lanier and Clint Bridges especially!

We are always on the leading edge of technology.

Shared Service Help Desk Tickets.

The ability to connect to most services via mobile network is very useful.

The fact that we have one particular person to call when we have a problem in our department is awesome. We've gotten to know (and we like our technician very much). He is very intelligent and knowledgeable about his job. If I call and he doesn't answer I know that he will call me back within a very short time. I hope this is considered the kind of “service” you're referring to.

I love that we have WIFI an can use campus services on any device. VPN for when I am working off
campus is good too! [#2051960]
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I've had quick and friendly service on the few occasions that I have called with an issue. Thanks for all you do to keep us operating! [#2051965]
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The IT dept here at GSU has been very helpful, patient and knowledgeable. [#2051983]
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The amount of customer service in which I get when I have a technology problem or question. The response in a timely manner is important. I feel as if IT has nailed this area quite well. [#2051991]
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Access to update our own laptop and better WIFI [#2051993]
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I have any excellent IT staff that works great. I just think we need more full time people to help out. [#2052000]
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I'm happy with it. [#2052025]
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ResNet help desk services are extremely quick to respond to open work requests. [#2052028]
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Our support staff are always prompt and efficient, especially Ronnie Mehelic [#2052031]
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The employees are knowledgable [#2052046]
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Partnership with Google for e-mail, calendar and drive has been incredibly helpful in the office. [#2052049]
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The IT staff that comes and works in our office are always quick and nice and normally able to fix the problem pretty quickly. Greg is awesome. [#2052056]
-----
Keeping computers working at all times. [#2052059]
The help desk are very responsive and willing to assist. [#2052064]
-----
I've almost always had great experiences with IT professionals in our office. We've had only a few bad experiences over the years and one tech who I am glad no longer works in our division. [#2052068]
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I could not do my job without Business Objects. The system quickly provides reports and access to budget & ADP position data as needed. I like that departments have dedicated IT technicians who can tackle a problem (that may cross other technical areas) with the end user not having to "chase" the solution. [#2052069]
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helpdesk [#2052078]
-----
Sonya Chance and Jonathan Price are amazing! [#2052110]
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I really like have Having SAEM Tech Support as my contact for various tech issues. [#2052126]
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IT SAEM Help is always prompt and very helpful [#2052138]
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Mr. Bacon and Mr. Swett are always very helpful to the Counseling Center. [#2052148]
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Our IT liason Ken does an excellent job keeping us running and taking care of our needs in practical, understandable ways. We appreciate him. [#2052181]
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Usually a timely response and assistance [#2052183]
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IT service support team providers come and fix the computer issues that I experience they are very
knowledgeable and are able to explain what has happen with me understanding. [#2052190]

Very quick to respond to service requests. [#2052192]

Net Tel has been great on everything except digital signage. Specifically good things are ticket response time, A/V design consultation, cable TV, and phone. [#2052195]

BFIT has been a tremendous help with our major IT projects that include system upgrades and integration. [#2052201]

Whenever I experience a technical problem with my computer, all I have to do is contact our tech support team and it is usually resolved immediately. [#2052207]

Our IT support personnel in the IT building are phenomenal. I am very satisfied with the level of help and support they provide. [#2052209]

I have always found the IT services staff to be dependable, friendly, and knowledgable. If a tech does not know something, they always defer to someone who does. [#2052219]

The service techs. The few times I’ve had problems with my computer, the techs from the Help Desk to the on site techs have been extremely helpful. [#2052228]

IT performing helpdesk function are very helpful and polite. [#2052238]

Greg Avra and his staff are always a great help!! [#2052242]

solid service when issues arise; very responsive [#2052243]

IT is always quick to find a resolution and help me with my issues. Always friendly and available. [#2052244]

The SAEM tech support group is amazing! They always answer my questions quickly and effectively. I really appreciate them! [#2052249]

Being able to submit help desk request digitally. [#2052260]

Staff is knowledgeable and always willing to help. [#2052284]
What new University IT services are missing, and should be implemented in the future?

A good help desk system, a good IT communication tool, easier method or request software and hardware, clear documentation on who does where with contact information [#2051108]
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No additional needs are required for me at this time. [#2051128]
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Need to have an area specifically for web site services so you can offer developers, designers and content creators personnel for assisting departments (esp. depts. that don't have a web designer on their budget) and also assist with social media sites. [#2051132]
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It would be great to have fiber connectivity and the speeds it provides. [#2051142]
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I would love to receive more training on WebXtender - I know how to use it. I image & index all of the time. However, I don't know if the University has a standard or a set of guidelines as to indexing the documents. Since I'm an Admin, I image documents based on ease of finding in the future (ie, categorizing an expense as an 'Invoice' rather than a 'Check Request' which somebody else in my position may do). Because it's my preference, this scares me a little. [#2051160]
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Maybe like an IM chat help session? So y'all don't always have to come all the way over here! [#2051189]
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A class or two on customer service, how to uplifting in the face of a problem [#2051198]
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Refer to previously mentioned Revit issues. [#2051208]
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We need the complete package for Degree Works! [#2051217]
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Maybe a website link....list of items that are available for GSU employees. Q&A page for simple task. [#2051220]
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Not sure where this falls, but I would like to see the GS App made more user friendly to alums. I think that there should be an Alumni icon on the main page for our alums that have downloaded the app. [#2051300]
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the ability for staff (Secretary) to use a departmental laptop for work after hours or on weekends (emails, budget, etc.) [#2051320]
-----
I believe more resources for conferencing in a digital way across offices could be a valuable tool. This would be especially nice for those spread out across campus who need to have impromptu meetings regarding serious issues. This would also be nice for recruitment activities whether it be for students or new faculty or staff. [#2051326]
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More and stronger wi-fi capabilities [#2051329]
-----
Same as first response and in layman's terms. [#2051344]
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Report writing service, a new job list that is true to the law of work. You only do your job not yours and somebody else's job. They do not even have a job description for me! [#2051345]
-----
WiFi WiFi WiFi [#2051360]
I wish IT services could help departments in older buildings upgrade and increase technology. We train students, faculty, and staff, but our technology is outdated. We also applied for several student tech fee grants to try to help upgrade our technology, but none of them were approved (probably because we are student support service rather than in academic affairs). [#2051399]

Unsure. [#2051421]

Newsletter for faculty/staff which provide information on new and safe software programs that individuals can purchase for personal usage-virus protection and other compatible software. [#2051426]

STOP looking for new services until the current ones are running at 100%. Networking and server infrastructure can not fully handle what we have now. Resources need to be re-directed to overall infrastructure until it is up to par, THEN move forward with new applications. [#2051432]

training on how departments can develop training. IT needs to be more involved on a departmental level when it comes to helping departments develop programs and software. [#2051484]

Student training and training (how-to) [#2051540]

Georgia Southern needs access to our data, and we need workable tools to maintain that data in conjunction with reports that can pull the data from multiple locations to bring the data together in clean reports that aren't tiered and unable to sort. We also need more Business Objects reports for the departments at-will use. We need simple things such as data validation when generating forms, and, for example, if a budget amendment form is being generated online, if the department is transferring more funds off of the line than is free, the form should tell the preparer what their free balance is and they must override or change the amount on the budget amendment form before submitting the form. We need empid/name validation on all forms. We need speedtype/chart and chartstream validation on all forms. We need position # and job code/title validation on forms. (Validation covers too many things and areas to list on the survey.) [#2051541]

Satisfied with all other services. [#2051548]

We had trouble operating lap tops in the Union... Ronnie helped but not sure why the issue [#2051552]

Request service for software installs, especially for faculty and staff. [#2051585]

Is there any support for purchasing and utilizing more of Banners functionality? We could highly benefit from expanding those services instead of bringing in other sources to do what Banner can do. [#2051593]

campus wide standard electronic forms software with workflow cability [#2051596]

Higher storage capacity on the H-drive and R-drive to store files needed for future use. Both of these drives are almost to their full capacity. I have been trying to store everything that makes since to the Vault. [#2051630]

Wireless access and increased usage around major sporting events [#2051685]

making software available to students and faculty (licensing permitting). Anyone with a current GSU email can install Matlab on their personal devices under our campus license agreement at no additional cost to the university. We're simply not making this available and many folks don't even know this is possible. Some of our other software have similar options. We just need to figure out a mechanism to make this happen. I think offering this service would go a long way towards impacting peoples perception of IT. People like Free. If we can pull this off without taking up to much manpower, we have a winner. [#2051686]
Seamless encryption for data transfer. There have been several communications about what is coming but not much about what is available now and access instructions. [#2051701]

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better, faster, wi-fi downloads for devices [#2051727]
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Who knows? If it's new, we probably haven't heard of it nor are funds available to pay for it. [#2051757]
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need more skills [#2051762]
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We should have wifi access in every office of every building on campus. We call ourselves a wifi campus, but I can't access internet in my office unless I'm hooked into the docking station. [#2051807]
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WIFI campus wide. [#2051820]
-----
More IT techs [#2051832]
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I mentioned two... video conferencing and secure drives. [#2051859]
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The majority of my IT interaction related to SAEM Tech Services. [#2051912]
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Stronger WiFi and make it easier for visiting parents and others to connect. [#2051929]
-----
I don't know ALL of the services provided, and I certainly don't know what to say is "missing." [#2051958]
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We need to better utilize and train folks on the capability of the systems we do have like Banner and develop pathways for the enterprise applications to work together. Too many one-trick ponies (apps), instead of power using a single app. [#2051960]
-----
Better WiFi at Cambridge [#2052025]
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Print station kiosks rather than lab environments in the residence halls. Greater push towards mobile development of the websites that are easy to navigate. [#2052028]
-----
Our department subscribes to GoToMeeting which allows for the creation of conference calls for multiple parties. It would be great if this were a University service offered to departments (I think Networking and Telecom may have something that can be used, but it was a bit of a hassle to utilize). [#2052069]
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Better Skype capabilities are needed in the classrooms such as cameras and microphones to facilitate group conversations with schools and organizations elsewhere. [#2052125]
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Handbook for simple problems [#2052165]
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Bandwidth and wireless services [#2052225]
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This is a question the research professors should answer. You might want to seek these faculty members who do research and ask them this question. I hear the researchers complain often, and not just about the lack of network speed in the Math/Physics Bldg. [#2052228]
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cloud based printing [#2052243]
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A universal phone system like Cisco. Seems like everyone has a different type of phone. I don't even know how to transfer someone from my current phone system. Also, WIFI all over campus. [#2052244]
Is there any other technology related issue, need, question or topic not covered by this questionnaire that you’d like the Vice President for IT to address?

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I use mailchimp for our newsletter (Facilities Services). There are many aspects of that program that aren't super user friendly but I've learned to work around them. If we could have a program or even website approved for creating newsletters that have similar abilities as mailchimp that would be great. I know Connie Palfy sends ours out once we are ready to send to gsnews - but I'm still overall in a love/hate relationship with it. Sometimes I have the column heights in Marv's intro EXACTLY alike...but wendy can view the newsletter on her machine and it'll be different than what I set it at in the program...and even more different after doing an inbox test inspection. It creates a lot of extra work. Also when I post the archive code to put it on our website, it works...and looks just like the email we receive but this last one I posted for June, the inbox looked great but when I posted it on the web the youtube video suddenly became big and pushed a huge block and made the newsletter look horrible. I am not able to edit it once it has been submitted in mailchimp for email delivery. So having more options from people who know much more about it would be helpful. For now it works though. I am not an expert in all this, even though I've received great feedback from much of campus. Thanks! [#2051177]

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Maybe a technology assessment for our department? Where you have an IT guy or two come an assess what we are currently doing and then give suggestions on how we can run more efficiently. [#2051189]

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Setting up VPN is kind of complicated for me. Having staff available to do this service (off campus) or train on it would be good to have. [#2051220]

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personal laptops for Secretary or i-pads to work from home in emergencies - to prevent getting backlogged on office functions [#2051320]

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Is there a way to make the password updates apply to all databases. I know that is supposed to happen but it seems like sometimes the password change that is acceptable on some platforms is not on others. Is it possible to make the password changes required to meet the highest level of security so it changes for all platforms every time? [#2051329]

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INTEGRATION! [#2051345]

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Adequate funding to upgrade technology in older buildings [#2051399]

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Timing-out of Banner is a nuisance. [#2051430]

-----
INFRASTRUCTURE, INFRASTRUCTURE, INFRASTRUCTURE! [#2051432]

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use or cordless phones. Our office uses cordless phones on a daily basis but are unable to upgrade our phones do to cordless phones not being offered. [#2051484]

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The structure of the IT division is convoluted and confusing and makes it hard to determine what area and person should be contacted when having IT issues. [#2051493]

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I am very pleased with our IT department. The technicians are very knowledgeable and adhere to our problems in a very timely manner. [#2051495]

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The training of the support techs need to be enhanced. There are those providing support that are often causing additional problems in their ineptness or in their ability to communicate effectively. [#2051498]

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From the trench worker/user standpoint, Business Services, in conjunction with Academic Affairs, needs online, validating, workable tools and reports where the end results are quality production with integrity instead of piece meal daily. I, personally, have a couple+ decades logged with Georgia Southern University, and the common response year-after-year is "NO". We can't generate the report, we don't have time, we can't get it on the list. Meanwhile, the trench worker must extend their work hours
because the data comes in with a lack of integrity given that there is no validation. The drawback to gaining technology, though, is a loss of human jobs. Where do you draw the line as to Georgia Southern's responsibility as an employer and to the community for sustainable employment? [#2051541]

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TMA needs to be faster and allow more personnel to have access to be able to get on it and do their own work orders. [#2051584]

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Google mail [#2051596]

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Greater proficiency in technical support and fewer middle management positions. [#2051632]

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No, we have excellent IT guys that we work with. [#2051647]

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Consider more SmartBoards and Bluetooth slates for use, especially in math-related classrooms. Please start replacing older models of projectors and replace with those which project a brilliant image without having to turn off the lights. This is especially crucial in math-related classrooms. I especially need them in Cone Hall (ASC) [#2051657]

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My observation is that sometimes department heads who are given sign-off authority for access etc. do not really understand what they are responsible for; thus do not hold their people accountable to use the proper channels for access and for access granted to be what is needed to perform their job duties but at the same time, not give too much access. Maybe more orientation or training for those that have sign-off capacity so they understand the issues and responsibility that goes with that. [#2051680]

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When it comes to STF proposal funding, the IT manager for a particular area knows which labs are in most need of refreshes. If a lab is performing poorly, the manager and his/her support staff get credit for this bad performance. If a Dean or other decision maker decides to fund something else instead of a lab that has 8 year old computers, the IT manager still gets credit for lab not working well. It would be great if each of the IT managers served on the STF approval committee; or if that's not possible, we should have them prioritize the list of proposals from the areas they support in addition to the deans submitting a list. [#2051686]

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It continues to be somewhat confusing as to which "IT" support staff (ResNet verses SAEM IT support) help desk requests/questions should be sent to. [#2051694]

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Can we all get a brand new computer each year? :) [#2051698]

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We do not always have the most user-friendly software programs--for example, ADP and PeopleSoft. While those selections are often outside the purview of IT, it may be beneficial for the VPIT to have input during the vendor selection process. [#2051723]

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thank you for the good job you are doing [#2051727]

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We need better monitor options. Having to order Lenovo monitors leaves no choices for those of us with bad eyes and migraines. A high def monitor similar to Mac would make it better and it would be nice to have the choice. I don't need a mac but an hp pavilion monitor or all in one is so much clearer. That isn't a choice currently. If your department can afford it and your chair approves it, I think we should be allowed to have that choice. Just my opinion. :) [#2051730]

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I would like for the University to strongly consider an outside consulting group to aid in our mission to become and remain PCI compliant for our payment card systems. [#2051765]

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I think we do need more trainings for folks who don't come by computer skills naturally. [#2051776]

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I am grateful for the increase in whatever it was that makes our wifi work faster. The quicker the better. :) [#2051807]
Is it possible to set something up where admin IT logins are not needed to update software. I understand having them so employees aren't downloading any software they'd like. But if it's possible it would be nice not to need it so often which can waste my time and IT's time. [#2051919]

I can only speculate when it comes to the NEED of having MORE service technicians so that they are not spread so thin that any department is lacking service. We have had to "wait our turn" sometimes in the past on things, even though not emergencies, were important to our efficiency. [#2051958]

I don't/haven't had many issues with IT. I'm glad to know it is there supporting the university so that we can do our job. I recently had a new lap top that needed some tweaking on short notice due to meetings out of town and Robert Johnson and his team were very fast and helpful in taking care of my issues. Its good to know there is help available! [#2051997]

To get all the buildings up to the 21st century. My building is so slow that I can not get my machines imaged. I have to take them to other buildings. This is not a way to run a classroom. [#2052000]

It's helpful when IT professionals also have the skills to explain what they're doing in layman's terms and to do so in a helpful manner. Sonya Chance and Ronnie Mehelic are two who come to mind when I think of people I know I can trust to fully explain things in a way that makes sense to someone with limited IT knowledge. (And they do it nicely, as to not make me feel stupid) Some techs lack this skill or, while nice, are not mindful of the fact that at times they're showing up unannounced in the middle of the work day. They'll chat/linger when they're already interrupting an incredibly busy day. I don't mean to be ungrateful because I know they have a job to do, but being aware of the situation and knowing when to be quick with work and move on is appreciated! [#2052068]

The digital signage used around campus would be a great marketing tool for buildings that are not solely academic space (Russell Union, NSL, Williams Center, for example). It would be nice to have a more feature-rich piece of software that would allow marketing teams to broadcast to other buildings (perhaps dependant on target market). Also, twitter integration in the digital signage "ticker" would allow for direct marketing. [#2052219]

Yes, the network in the Math/Physics Bldg. is too slow! Please update. [#2052228]

Enhanced, cutting edge technologies (along with software and applications of technologies) are the future of the world we live in. Cutting edge type technologies and there APPLICATIONs and USE, are the future for this University and a must be addressed for the field of our education and learning. The latest greatest technology will be required for advancement of our University and of our students in this society. Newest technologies must be addressed and reviewed re-peatly (maybe monthly, but at least semi-annually), with an understanding of purpose of newer technologies and there applications; and there should be a user driven technology assessment group, not just an IT group which focuses on just maintaining University items; but a group looking to push the envelope with the newest, latest technologies. This campus committee group, of campus users, should bring to the table items to review, address, recommend, and push for deployment of these rapidly changing technologies. This committee goal should be to influence and cause to be deployed, cutting edge technologies at this University on an annual basis - the future goal should be to advance, this University with consistent cutting edge technologies; and along with there applications in every higher education discipline on campus, not just a few select disciplines , but an all in all, inclusive play, this user group should contain persons - with insight for the future of jobs, systems, practices and education as it relates to technologies and jobs in the real world -and thus engaging all groups on campus - students, faculty and staff - this Committee may even bring outside industry and/or corporations involvement to campus. [#2052229]

I use the IT services within my knowledge which is just enough to do my job, go to school, and access information that I need from the internet. I learn on an as-needed basis. I am very satisfied with the services at GSU. Thank You. [#2052250]
Suggestions from Staff

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

Having an Internet service that operates reliably.

Again - when the Internet is out, it feels like the world has ended... We rely on the Internet so much - but we can at least work in other programs (Word, Excel, etc.) if we lose connection. But, again, any wait time feels like an eternity. [#2051101]
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I should be able to have access to the Internet (WIFI) on my handheld devices no matter where I am in my department. Right now I have to move to certain locations to get Internet service on handheld devices. I do have apps on my phone that I use during the day that pertain to my position. [#2051243]
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more reliable campus wi-fi [#2051257]
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At times the service is fast when the students are here during fall and spring it can be slow and frustrating. [#2051265]
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The service seems unstable in my building [#2051360]
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Continue to update the program. [#2051398]
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In the residence halls, increasing the bandwidth in and around our community spaces as well as RD apartments and offices would be a great service. [#2051421]
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DegreeWorks ---- Dedicated IT personnel need to be hired to correctly scribe each degree/program. The Registrar's office does not have the personnel to do this job. [#2051428]
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REPLACE current building infrastructure and STOP applying temporary quick fixes. We often have to take computers to another building just to get SCCM to send them an image. Applications like EPro, ADP, Works, Business Objects, etc. often lock up and take MUCH longer for people in our building to get their work done. [#2051432]
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Works great 99% of the time. Generally back up quickly when it goes down. Can't really complain because nothing is going to be 100%, 100% of the time. [#2051508]
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Lately, since the end of spring 2015, we've had many, many slow internet speed days. The computers seem to be spinning waiting and waiting. No idea how you fix this. [#2051534]
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I consistently get a significant decrease in speed after about 1pm whenever classes are being held. [#2051665]
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No issues here. Seems fairly reliable actually. [#2051686]
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WiFi connectivity in the buildings has been a recurring issue. We have also had issues in meetings that mix facultystaff/students with external guests - sometimes one can access where the other category cannot. We have also had issues getting past the sign on protocol for first timers in our building. [#2051701]
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The lower level of Hanner Fieldhouse doesn't have reliable wifi, but the service is good when we are connected to the school's server [#2051714]
No internet no work now moving forward. Now a days we depend on the internet to do our jobs. So many things we do are internet driven. [#2051741]

We seem to have times of significant slow down in our building. These don't seem to be correlated with the amount of people in our building....but possibly with the amount of internet activity on campus in general. [#2051759]

This is very important. We are often operating with deadlines or with web-centric activities. Lose of access is damaging to our organization. [#2051859]

Interruptions are very rare which is as expected [#2051862]

A majority of the time, my phone (iPhone 5) can't connect to the Internet, or it won't connect to gscampus. When it is connected, it's a weak connection that doesn't allow many apps to work. [#2051894]

Most of my work is performed through internet connection. [#2051921]

Many of our mission critical software packages(package tracking, shipping) are cloud based, we cannot function as a business without these software packages. We also rely on Google for email, Google Docs to transfer files for print jobs and Google calendar to run our business in a timely efficient manner. We utilize UPS, USPS to track packages for our customers, so having a quick, reliable Internet service is a MUST. [#2051930]

I am really not that IT savvy and don't feel I am capable of giving advice in this area. My ratings indicate what I can live with, what I would like to have and how I feel about the internet service provided. Rarely do I have problems with this service. If I do, I think everybody else does, also. So, obviously it is something that happens (out of the ordinary), not something anticipated by the department. I hope this makes sense to you! [#2051958]

Sometime it goes out and it is slower then the lane network [#2051993]

We need newer switches. The internet in this building is bad. Please update the system. [#2052000]

Service isn't bad. [#2052020]

iPad connections are spotty. [#2052110]

The internet runs extremely slow several times a week; it seems to run slower since the last weekend maintenance updates. Having to use Explorer for many of the systems is tedious and in many cases, still doesn't function 100% correctly. [#2052135]

The Internet is a necessary part of my job; E-mail, etc. So, when it's down, it can be frustrating at times. I am pleased with the service here on campus. The internet is a a fact of life on the job and the service that is provided by your area goes above and beyond. I like also knowing that the protections safeguarding my computer is always a priority because your professional employees are always looking out for the campus and upgrading security. It's nice to know this. [#2052153]

Internet is how business is conducted and it needs to be highly reliably to get your job done on a daily basis. [#2052156]

Must!!!! [#2052229]
Having an Internet service that provides adequate Wi-Fi coverage.

Oftentimes, Wi-Fi access across campus is not reliable or sometimes slow. [#2051096]
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We have so many devices on campus - anything we can do to keep the faculty, staff and students happy! [#2051101]
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see above, perhaps increase routers in my building. [#2051106]
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Our office phones are connected to Wi-Fi and periodically, throughout the day, the connection goes in and out. [#2051115]
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Not sure why, but service in Starbucks isn't always reliable. No issues with other campus locations. [#2051137]
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As our facility does not support Wi-Fi connection, we do not have any aspect of our operation that depends on this connection type. Everything we do is either performed over a wired network or cellular service. [#2051155]
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Wi-Fi availability is limited in Russell Union. [#2051167]
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Wi-Fi coverage is spotty in the building I work in. Sometimes, students are unable to access the Internet from their laptops while in the classroom. At other times, the only way to access the Internet is through the campus guest account. Increased Wi-Fi coverage would be preferable to enhance classroom experiences (use of polleverywhere.com for example). [#2051205]
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increase the power or range of the Wi-Fi to reach all of campus. [#2051237]
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We need Wi-Fi at the outlying buildings like RF to help with our mobile solution. [#2051240]
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Sometimes Wi-Fi can be very slow. It would be nice to have knowledge of why and how long the slow times may last. It can be very frustrating when someone is waiting on something to come across and it takes 20-30 minutes or is defaulted to a fax. [#2051265]
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The coverage is great but it is often times difficult for guests to connect to the Wi-Fi - too complicated. [#2051283]
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In some areas around campus, the Wi-Fi isn't as reliable as I feel it should be. I attend meetings where I use the iPad that was purchased for my use in the office and around on campus and there have been times when the Wi-Fi signal drops out. This isn't occurring as much as it used to, but every once in awhile I experience it. [#2051319]
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More and stronger Wi-Fi coverage in older buildings like the Williams Center would be great. We often have employer visitors that are on campus and regularly have trouble with Wi-Fi login and accessibility. [#2051329]
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Our Wi-Fi coverage is sub par and interferes with the ability to function optimally and with crisis communications. [#2051360]
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Unfortunately I cannot provide suggestions on how to fix this area, I can only provide you with my observations. I experience low signal in multiple areas on campus. [#2051362]
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It does not appear that the coverage is evenly distributed. It would be better to have overlap in the coverage, than to have gaps with no coverage. [#2051363]
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Not all of campus has access to Wi-Fi and connectivity to Wi-Fi it is unstable in areas that it is
accessible. [#2051368]

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Continue to update all computer coverage very important. [#2051398]

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Wi-Fi coverage is often unreliable in my office and several locations on campus. I hope Wi-Fi coverage can be increased and become more reliable. [#2051399]

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Sometimes we are in an area and I need to email pictures in and need wifi to access my email on my phone. [#2051405]

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WiFi coverage not always available in admin buildings [#2051406]

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In our halls there are sometimes many gaps in service which limits some of the online task management of my staff as they move through the halls. I believe increasing bandwidths would help. Maybe also monitoring times again for higher bandwidth to improve coverage. [#2051421]

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Re-assess current builds footprint of signal and ACTUALLY TEST applications, not just assume since you can see a signal that it will actually work. We have many places signal is full strength on the device, but service to applications is poor. E.G. checking email on smartphone. [#2051432]

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100% Campus wide coverage. [#2051508]

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There are some buildings on campus where the Wi-Fi coverage is spotty at best. Although this isn't required for my job, I could see how it would be frustrating for students using ipads, smart phones, etc to complete classwork. [#2051518]

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It would be nice to have greater Wi-Fi capability throughout all of the areas of buildings on campus, not just in certain hubs. [#2051526]

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I have not had good wifi coverage [#2051543]

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No wifi in parking office. [#2051548]

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I have found that certain parts of campus are more difficult than others, with respect to WiFi speed. I wish that the entire campus was covered. [#2051565]

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Wi-Fi connection on my phone, especially in my office, is very poor. [#2051574]

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Some of the corners of buildings, especially older concrete walled buildings, have no cell reception. Personally, my WiFi coverage isn't the best there either. Needs some sort of range expander for cell and WiFi. [#2051585]

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The wireless services are spotty in areas of campus and can cause significant problems when working remotely. Strengthening the wireless services would be greatly appreciated. [#2051593]

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I have had several places where my cell phone provider kicks in rather than wi-fi on campus. So something must not be available everywhere for this to happen a good bit. [#2051623]

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There is very scarce wi-fi coverage in the Russell Union [#2051626]

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I think having a closed wifi with more protection would be more helpful. However, I know how frustrating it can be to come to an area where there is no open wifi. There used to be a time when you could find any open wifi network and connect to it. Now it's so difficult, and you are always left to use your own data which sucks. I am currently in that situation when somehow I was using barely any data on my cellular service to ALL of it. Not sure how that happened. [#2051640]
Over all, I feel the GSU Tech Support people do a good job in meeting my needs. [#2051698]

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No one is able to access Wi-Fi on their phones in the Southern Adventures office located in the back of the RAC. [#2051726]

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WiFi coverage is expensive. I don't feel it needs to be every ware. It needs to be where the work is being accomplished. [#2051741]

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expand services [#2051744]

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The wi-fi on campus is terrible. I can't get it in most buildings that I'm in. If I do get it, the only way that I can get it is if I use a personal device. When I try to hook up my work computer to the wireless it asks me to download software that I am not able to because I don't have permission over my own downloads. [#2051780]

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We have areas within the facility that has no to very weak WIFI signal. By adding additional access points to certain areas will provide even and constant WIFI coverage. [#2051843]

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WiFi continues to be spotty around campus [#2051858]

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Full coverage across the facility would be helpful. [#2051859]

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Many offices within Hanner Fieldhouse (where I work) lack WiFi coverage. This wouldn't be a big problem if cell coverage was available in this area (it isn't) [#2051862]

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Campus Wi-Fi is mediocre at best... [#2051923]

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we utilize hand held package tracking devices for delivery of student packages and must have WI-FI working in order to sync those daily entries. [#2051930]

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No WiFi Availability in our building [#2051964]

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On rare occasions when accessing wi-fi on campus, I find "weak" service. [#2051965]

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Wi Fi goes in and out of my building. It is also slow [#2051993]

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Wi-Fi is still too spotty and slow. [#2052020]

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For the most part in our residence halls we have adequate Wi-Fi coverage. There are areas of buildings and specifically in Freedom's Landing where we have a significant amount of issues in relation to reaching all of the rooms within the units. Without having any ethernet port in the building this makes it difficult for some students to have reliable internet access which then makes it more difficult to recruit students to live in those spaces. Based upon conversations with the NetTel and BFIT teams there does not seem to be a consensus on the best way to address this issue. [#2052028]

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The wifi for my building doesn't work very well in my office [#2052056]

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Wi-Fi is available in my building, but not my hallway. [#2052088]

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We have a large building, and there seems to be only one wi-fi modem in the whole building, and it is on the opposite side from our office. When we, or our guests, need access to wi-fi, the service is spotty at best. [#2052103]

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Provide Wi-Fi coverage everywhere. Wi-Fi it should be available in all building academic and non academic and on all floors of a building. [#2052119]

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I think the campus is covered rather well, but I rarely make use of wi-fi so I am not the best to ask. [#2052125]

There are areas on campus where there are dead zones besides buildings and near the edges of campus where WIFI signals are hard to pick up. [#2052129]

Because I work in a "confidential area" WiFi is not utilized. I do use it at home and it's great. So, this question doesn't really apply to my situation at work. Still, WiFi is great when it's available. [#2052153]

Wi-Fi can be spotty in buildings and some buildings do not offer wifi. [#2052156]

Sometimes my device either cannot detect wifi at all. When it does, the services often very slow. [#2052203]

Wi-Fi coverage outside and inside campus facilities; and deep inside the facilities is a required function for all base communications and operations on campus. Must be able to communicate with staff and operations personnel on an as needed basis. [#2052229]

We have certain areas of our department that do not have adequate wifi. [#2052238]

There is no WIFI coverage in my office-space...Hanner Rm. 2317 [#2052244]

My tablet and iphone have a very difficult time connecting to wifi, gsuguest and gsucampus, especially at the RAC. Either it doesn't connect at all or it connects for a few minutes and then loses service. I only typically have 2-3 bars of wifi at the RAC, which is low. Please improve this service. It is used by a lot of faculty, staff, and students in this facility. [#2052249]

Wi-Fi on campus is sort of slow and some of the "freeware" that is required to connect to access are data/processing hogs. [#2052258]

More wi-fi across campus. Not all buildings, including the one I work in have wi-fi. [#2052264]
Having adequate cellular (or mobile) coverage throughout campus.

The only place I’ve noticed a problem is in the library. [#2051201]

This is important to me. However, I do not encounter problems with cellular service except in the IT building. [#2051217]

Provide wifi for outside users of laptops, cell phones, etc. Most services only work when you in building or right next to it. [#2051220]

Problems in some area and particularly when there are large crowds on campus. Impairs safety and other handheld devices. [#2051223]

I don’t know if anything can be done to correct this, but I have found it nearly impossible to get a cellular signal in certain buildings on campus. [#2051225]

Anyone who uses a smart phone wants wi-fi coverage all over campus to prevent using the data service on their phones. If coverage is not good then their data is being charge for phone usage. [#2051265]

Same thoughts as the wi-fi. I am relaying concerns/comments from employers we have had on campus. [#2051329]

Bio Science field house has very poor cellular service, but adequate Wi-Fi. #2051332]

Issues are mainly inside classroom buildings (IT, RAC) [#2051343]

seems to be adequate [#2051360]

Unfortunately I cannot provide suggestions on how to fix this area, I can only provide you with my observations. I experience several dropped calls and low signal in multiple areas on campus. [#2051362]

This is also very important not everyone can afford to used their own personal cell phone for calling, to have business coverage or mobile coverage from the job is great. This help the employee to stay in tough with their department more efficiently. [#2051398]

Explanation --- limited service in CEIT building. Must use personal cell phones to call offices on campus during SOAR registration and many times, no service. Suggestion --- My department no longer has a campus cell phone due to costs of operation. Could a no cost departmental cell phone be provided to department chairs/coordinators/directors for business use only? [#2051428]

Many buildings have POOR cellular service due the structure acting as a Faraday Cage. Verizon has internal cell sites that work off of your existing network for $250 that work really well. I have installed 2 of these myself... they are easy to install and give excellent results. Several businesses around town have also installed them for their customers benefit, e.g. OptimHeath on Fair Rd. The device can be seen here: http://www.verizonwireless.com/accessories/samsung-network-extender-scs-2u01/ [#2051432]

There are certain buildings in which I lose cell phone service. As a parent, it is important to me to be
accessible at all times. [#2051486]
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Information Technology Bldg has dead spots. Especially in the bathrooms. [#2051507]
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100% mobile coverage to include every location in every building. [#2051508]
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I am fortunate enough to work in a "dated" building on campus (Russell Union), where the cellular reception is absolutely horrific. I do not receive calls and at the end of each day when leaving, my phone pops up with the days messages and voicemails. It is difficult at times because certain things are time sensitive and because of my role, I am not able to be near our office phone non-stop. if this could be fixed, it would be great. [#2051526]
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Unable to hear cell phone caller at all approx 50% of the time. They must call numerous times before we can hear each other. We are both aware the phone has been answered, but we cannot hear each other. [#2051541]
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I have limited to no cell and wifi service in my office (in Russell Union). When I need to use my ipad during a meeting, I struggle with connectivity issues probably 1/7 times. It has gotten better in recent months, but I still have the occasional issues. [#2051551]
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Some places in the CEIT Building have inadequate cell service [#2051552]
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I have found that certain parts of campus are more difficult than others, with respect to mobile coverage/speed. I wish that the entire campus was covered. [#2051565]
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My cell phone does not always receive calls or text messages in my office. [#2051574]
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Some of the corners of buildings, especially older concrete walled buildings, have no cell reception. Personally, my WiFi coverage isn't the best there either. Needs some sort of range expander for cell and WiFi. [#2051585]
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Many of the older buildings struggle with adequate signals, especially in interior rooms and/or ground floors. Is there any way to improve that? [#2051593]
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I used to work in the library. Sometimes I got either no service or very bad service. Maybe it was my carrier (AT&T). [#2051640]
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Cell signal is weak in Dining Commons and inside other buildings on campus. [#2051707]
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The lower level of Hanner only provides spotty cellular service [#2051714]
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Not sure about a suggestion but, cellular service in the buildings that I use, mainly the Dining Services buildings, is quite poor. [#2051828]
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Cell service is severely lacking in some buildings [#2051858]
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I'm unaware of the overall cell coverage on campus, but I can speak to Hanner Fieldhouse where the coverage is lousy. The Verizon coverage is absolutely atrocious such that I cannot text or call from my office. Sprint is slightly better, allowing me to receive a call (must leave the building before I attempt to answer it) and text. [#2051862]
The reception in the IT Building is not good when it comes to text messages or phone calls. I'm not sure how to improve this, but I would like someone to be aware of it. Due to the increase of incidents on campuses across the nation, this is something I feel needs to be improved. [#2051890]

The one location I'm thinking of where I don't get good service is the IT Building. With my aforementioned problems connecting my phone to gsucampus, it makes things frustrating when I have meetings in that building. [#2051894]

Some buildings do not have adequate coverage (Hanner). [#2052006]

There are a LOT of dead zones, but I have T-Mobile so I live with it. [#2052020]

Most of the time cellular service is fairly good across campus (ATT is my personal provider). There are some buildings with limited service capabilities (RAC, IT, Russell Union are my common buildings with limited service). [#2052028]

Same as Wi-Fi, it should be available everywhere. [#2052119]

I have never had a problem using my cell phone on campus. [#2052153]

Please, please update the network in the Math/Physics Bldg. This is the number 1 complaint. When the technician's are doing work on the 1st floor of this building, I don't even bother to contact them by phone. I have a student worker go to them with the message or I go and find them. The network speed is another area of concern in this building. It is lacking. Fix these two complaints and the complaints will drop. [#2052228]

Staff and operations personnel must have reliable communication on campus at all times. [#2052229]

Mostly good except for areas in Hanner. [#2052244]

We should not have to hug a window or door to get a signal on campus [#2052251]
Having Web sites and online services that are easy to use.

We have been working on our website for almost a year. We knew exactly what we wanted it to look like and what the content needed to be. However, working with our IT support to make that happen was tedious and frustrating. I would like to see more flexibility in website design with more options available. I understanding wanting there to be a common theme across all sites, but some restrictions how content could be delivered were too restrictive. We had excellent examples from sites of other Universities, but were told "we can't do that here." Why???

The main Georgia Southern website is so geared to potential students that it leave staff searching all over for usable and needed information. I use the search box at the top because it is just so frustrating trying to find anything through intuitive clicks.

GSU Websites for various departments are difficult to navigate

in the word-press platform the user friendliness is limited. There should be more flexibility in the number of links you can have on the front page vs being buried within the pages.

not everyone is computer literate

I have found that the online services of GSU can be hard to navigate and locate exactly what you need without a lot of searching.

I think WordPress would be enhanced if departments had access to more features and functionality.

Folio is too complicated

I have noticed throughout my time at Georgia Southern University that some of the different department/office pages contain out of date information and even broken links. I think we should be doing more to avoid these issues occurring, as this casts a negative image of our institution.

More training available through websites in order to be more productive. Getting to training is impossible. There should be an office of policies and procedures instead of the digital commons. We need help immediately, not have to dig through ages of policies and procedures.

We do a great job with these.

Some of the pages are not easy to navigate and takes too much time to find information you are needing.

Improve Building a Better U program because sometimes you cannot log in or asks you to run a program. If you choose run program it does not load or takes a long time to load. Improve the library and its searching capabilities.

numerous complaints from students/parents that websites have too much information, hard to follow

Many departmental web sites and the university homepage are often changed/upgraded with links and forms being moved to different pages/locations without notification. This makes it difficult for the end user/customer to access critical items for daily tasks. Additionally many contact listings for faculty/staff and departments aren't correct on our web pages. I personally received three calls just this morning because the web page for a department had my phone number listed for another department. Often when we experience computer/software issues and submit a work ticket the response time is adequate but the technician has to pass it to someone else to resolve and we're not always contacted in a timely manner when it's completed so we can resume working.
**Needs dedicated IT people (more than 1) to scribe DegreeWorks. The Registrar’s office does not have the personnel to do so in a timely manner. This system is very frustrating to students and parents when a degree program is incorrect. DegreeWorks gives the perception that GSU's advisors and registrar personnel are very inefficient and not knowledgeable and that the administration does not care to have technology tools that work for students and parents regarding the degree programs. [#2051428]

Make full site available on mobile devices, or at least, make the same services available on both. E.G. try to lookup a department listing from a mobile device. Also being able to browse to internal departments without having to go to the directory would help. I realize the website is student oriented, but others need easy access as well. E.G. procurement, payroll, etc. [#2051432]

Websites have out of date information and it is difficult to have things added changed on departmental websites. [#2051484]

The main thing is that sometimes so many changes are made to forms that we aren't made aware of. Then when we send a form we have filled out to another department, they send it back saying that we are not using the up-to-date form and have to do all of that again. Very annoying. If there is some way that we could be well informed quickly about changes, that would save us time. Thanks [#2051499]

Information is hidden too deeply. New graduate students are constantly asking questions about information they are not able to find on the COGS webpage and then I have to go search, too, and usually the information they can not find is not easy for me to find. I recently tried to find information about the scholarships offered at GSU and it took me about 20 minutes to find and I finally did various key word searches to find the info. Why can't I just go to Financial Aid and click on a Scholarship list? The link was embedded in a paragraph. Information is not in logical places. For example, to find a Personnel Action Form you have to go to Human Resources, Forms, and then it is under Other, not Employment. This is one of the most important HR forms and most used, why is it under Other? [#2051507]

Having to have different usernames and passwords for different sites can be an issue to remember them all especially when you have to change most passwords every so often and all generally are not at the same time. [#2051508]

What happened to the GSU app? [#2051623]

Everything seems adequate. [#2051686]

Business objects is troublesome by timing out quickly due to short periods of inactivity and you have to re-enter your password to go in and out of different documents. This is time consuming and frustrating and not necessary in the opinion of those of us who use it almost daily. [#2051730]

Web sites are important. They need to be looked at as a first time user. They need to be simple to man over around. We tend to make them look fancy and un-functional. If you need to use the search box something is wrong. [#2051741]

We only have 4 computers to share with over 35 employees. We have to verify time and receive training with these computers and there is no privacy. [#2051774]

This is important, but I generally don't have much problem with ease of use. For many of the less-computer-savvy users on the staff this may be a problem. [#2051859]

Overall, the sites are great--the one exception is the library website, where it takes me a while to find what I'm looking for. It could be organized much more efficiently. [#2051894]

It can be very frustrating to be unable to navigate online services or web sites. Sometimes it seems
there are too many steps involved in getting where you want to go. [#2051958]

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Some of the website are hard to use [#2051993]

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The current standards for the Wordpress install don't translate well when you have an entity like Auxiliary Services trying to communicate with outside organizations and individuals. We seem bound to the constraints of departments, you usually just put up text and links, when we're trying to market our different locations an entities to customers. We're very restricted. [#2052020]

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Having multiple services which each only perform in a different browser is tiresome and ridiculous, ADP, Banner, 25Live, and Building a better U all exhibit failures in one browser or another, forcing users to keep track of when to use Firefox, Chrome, or Explorer, or even Windows versus MacOS. Furthermore, none of the above sites are intuitive and even if not standardized to a single browser, in the end, each site should include a banner at the top stating which browser works best. Because, it is possible to access 25Live in the "wrong browser" and have it almost work, but not really leaving you wondering if the request went through. [#2052023]

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I feel that the Word Press limitations limit my ability to really reach the students with relevant information as my office is trying to reach both on campus students but also prospective students interested in learning about our services. We have over 160 pages in our configuration that make it extremely cumbersome for students to navigate. I understand that much of this is our own design or imported design from the past website; however, we are constantly fighting for space on our front page in trying to reach the different student populations. [#2052028]

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Nessmith-Lane's online registration form is very non-user friendly and horrible when trying to register a staff member (since p-card cannot be used to pay for this registration). It would be great if there were an "invoice me" option, but instead, departments have to call to complete the registration. The 25Live system is very difficult to use and leaves end users wondering if the space really is available and did my reservation really go through. [#2052069]

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Revamping My.GeorigaSouthern is a great first step, but I think there is still room for improvement especially for new students and understanding the system. [#2052129]

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The way of the world is "on-line services" and it's comforting to know that when I have to order, I don't have problems usually. If I do it's very short-lived on our end. Keep up the good work! [#2052153]

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Web Site design and effective strategies are in constant flux. Our university must have a team that is nimble to enact change effectively and efficiently. Look at today's homepage7/6/15. The stories are too old! Our mobile responsiveness must be improved. I believe we have content in one division and infrastructure in another. This creates a complete breakdown. I believe there are more ways to preserve the brand and still have flexibility. At the end of the day our digital presence moves to slow. [#2052195]

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The only area of concern I have is the student hiring process. This is only because the program is not the easiest, and I hire students maybe once or twice a year. Please get an easier program to hire students. It should not take 3 weeks to hire a student and get them paid. Also, the staff working in HR, Student Services, are absolutely wonderful to work with, especially Kyle Herman! [#2052228]

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Ease of use is required with ALL technologies on campus. The ease of use enhances learning and growth for all involved with the technologies. [#2052229]
Having online services that enhance the teaching and learning experience.

I think the technology is available to promote an effective online teaching and learning environment. I'm not equally certain faculty are able to use that technology to its fullest extent. More faculty training and more faculty actually using what's available instead of "opting out"??? [#2051137]

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Again, Folio has great capacity but not user friendly [#2051283]

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I think a lot of the training that is offered and/or required on campus could be conducted online. I feel that more effort could be made to make these training opportunities available in an online environment for faculty and staff who experience time constraints but are required to participate in these workshops. [#2051319]

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Having the student evaluations online would be a diff plus. Save time and energy on office staff. Definite need updating in media presenting machines......no more projectors. We are a university that should be a lot more tech savvy than we are. Come on Steve more more more toys. Admin's should have Ipads to be more efficient. [#2051345]

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It's been several years since I have used FOLIO but previously, it was very frustrating and not user friendly. [#2051428]

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Clearer process is needed on how departments can develop training for their area to be used by other campus personnel [#2051484]

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Folio is just clunky too use.. especially the gradebook [#2051552]

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At the moment, I feel that having online services that enhance the teaching and learning experience is limited to access to the internet and equipment in the classrooms. We need to pursue connectedness between units and develop our own platforms/programs that do what we want. [#2051631]

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I am very grateful for all the many books that are made available to use in Building A Better U. I use my spare time to study the topics that interest me the most. Thank you for making this available. [#2051657]

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Everything seems adequate. [#2051686]

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While I am not teaching students on campus, I am "teaching" prospects and donors about different philanthropic options that are available to them (and use the internet and its services to do so). Hence, reliability and dependable service are extremely important (both on, and off, campus). [#2051754]

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Other than what I hear from students I don't have much experience in actually using the systems. [#2052129]

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I'm not an Instructor but I do work with Instructors and the on-line enhancements are a very necessary tool for classwork, especially for On-line Classes. From past experience and from what I can tell now is that the on-line services that enhance the teaching and learning experience are favorable. [#2052153]

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Tech Services is doing an outstanding job supplying the needs necessary to achieve our mission. [#2052157]

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Other than having a slow network in the Math/Physics building, the online training is good. [#2052228]

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Sometimes, information is buried in our services rather than being up front and easy to navigate to. [#2052258]
Having technology services that allow me to collaborate effectively with others.

Blackboard, whiteboard, sharepoint etc are not that intuitive for someone who has never worked in that type of sharing environment. need some training on how to share across those platforms. I am sure it is easy for persons with IT backgrounds, but intimidating for some. [#2051134]

Although each individual or department can establish acceptable communication processes, I believe that the campus as a whole needs to be provided a minimum level of expected and acceptable communication practices and to ensure that each campus member understands the expected responsibility. I.E. if I send someone an email to their official student email address, I should expect them to receive it because of a policy dictating that they maintain their student email account as an expected and acceptable communication process. [#2051155]

Apart from the Google suite and drive no other collaboration tools have been rolled out to us [#2051161]

At times I find it difficult to use Revit data found on line due to a couple of things; program version and lack of purchase power for BIM components (that means I can't purchase a $5.00 component such as a stair, louver, chair, equipment to plug into a 3D model and I do not have the time to create such items individually). Getting a later version of Revit and being able to add to the 3D library would really be great. Until then I will make due. The GSU tech team keeps me up and running just fine. [#2051208]

Google provides good options. [#2051343]

Having a tech service that could help build reports that are more essential to one department than another. [#2051345]

We do a great job with these. [#2051360]

Google apps ( calendar, drive, docs, etc.) is doing a great job with this. [#2051432]

We waste a tremendous amount of time trying to connect to the online meetings and then the vocals are up/down. The meeting is well underway often times before we can hear or see anything. If you try to go the phone route, the instructions or poor and it's difficult to connect. [#2051541]

I have tried for almost three years to establish a shared drive for my office, and between the lack of knowledge about Macs interfacing with PCs and the level of “permissions” needed for shared drive access, it hasn't happened. It's kind of ridiculous. I can't offer a suggestion for improvement beyond "Make it easier to have a shared drive." [#2051656]

The Google Apps platform is fantastic. It is far superior to the old way of doing business with Word and Excel email attachments. Now that we have unlimited storage in our Google drive, it's really something. This was one of the smartest things, technology wise, IT services implemented. [#2051686]

We do not use Google services or purchased software (TMA) to its fullest capability mainly do to the upper management not being able to understand how to use it. [#2051707]

Yes. Communications are important. [#2051741]

A system where different departments can share information. Not only about events and services, but also students’ performance. [#2051744]

This is really frustrating to me. I desperately want to have multiple user conference calls with colleagues, customers, and vendors across the world. I don't understand why we can't move into the 21st century. [#2051859]

I love that we use Google! I use Drive for lots of collaboration. [#2051894]
if there is something better than google docs, please let us know... [#2051938]

This is important for this day in time especially when working on an outside project with someone from another institution or even within the institution. [#2051991]

I think we have a lot of ways to collaborate and I do not see anything wrong with this [#2051993]

The campus firewall can be too restrictive to outside trusted access at times. [#2052023]

Although Google Chat provides a way to screen share; having a separate university provided service such as Go-To meeting or WebEx would provide a way to share control of desktops and other functions in order to better work with staff members in our collaboration attempts. [#2052028]

I'm not very techy, but I think that webinars or workshops from IT services that suggest platforms that staff and students can use for E-Meeting or electronic communication could be very beneficial. Beyond Google Docs, Chat and those platforms I personally am at a loss for other options that may be better for working collaboratively with others. [#2052129]

Google Hangout is great, but the speed of the internet connection on campus makes it difficult to use this service. I think we either need to come up with another platform to communicate via distance or improve the connection speed so it can be utilized effectively. [#2052131]

I have no complaints here. Everything works well for me. At times when E-mail is down it doesn't take long for the problem/problems to be corrected and fixed. Great job! [#2052153]

Our technology services are lacking in so many areas it is hard to know where to begin. [#2052225]

I do not take advantage of all the ways to be in contact with people on campus. I email only. I check my email often and daily. Again, slow network. [#2052228]

A must, in the area of work with others out side of campus, the prime objective being to facilitate growth of the campus. [#2052229]

Having a platform that allows larger files to be saved and shared between groups or individuals. Also project management resources for cross campus collaboration or communication. [#2052264]
Having systems that provide timely access to data that informs decision-making.

I think some of this will be helped with new systems that "talk" to each other - because some of our current systems do not and it makes getting reports and real-time information difficult. [#2051101]

Data silos happen when certain systems do not communicate with each other. I truly believe that we duplicate datatables across multiple platforms that either conflict with each other or should cooperate with each other to maximize good and relevant data. [#2051155]

We have had to create our own metrics to track data. Need to implement scoring based customer responses in TMA. [#2051161]

The programs I use mostly are Banner, Business Objects, and, of course, the web. I am normally pleased with all of these programs. [#2051217]

Sometimes systems are down or updating when you need information. [#2051223]

I use Arcview a good bit and the availability to share and store the data is limited. As well as every year there seems to be a problem with reconnecting to the past locations. [#2051237]

It would help if we had access to all the licenses that GSU has to various pieces of software and training on them. [#2051240]

Anytime one needs data to make a decision I would think the fast the better. [#2051265]

I believe this is the highest priority for the staff in administrative posts. So, I would rank this as the top priority when it comes to technology on an everyday basis and also having infrastructures in place to continue communication in times of crisis (when the average services are out). [#2051326]

Access to online dashboards that are reporting real-time data would be very useful. I know this exists on some level but it doesn't seem to be an easy fix with the other software programs our office runs. Helping us fix this would be great. [#2051329]

I don't personally have access to systems like Crystal Reports, but I believe it would help me with gathering data quickly so that I may address some of my office's needs. [#2051340]

It would be nice to have systems that are integrated. I know PEOPLESOFT makes the software for housing students and classes. It should be able to replace ADP, peopleadmin, ePro and BANNER and R-25 is a joke. I've seen the software work and independent of this university. It is a much better system than what we have currently. Trying to piece together stories from separate systems is no way to do business. [#2051345]

Not all data is accessible "live". The Admissions area needs to have a process for AP scores --- they should not have to manually convert new AP scores uploaded to BANNER's SOATEST to the equivalent GSU course. This process delays advising new students from summer SOAR sessions by 3 weeks. Advisement Centers staff do not have time to manually look up scores in SOATEST in order to check new student schedules or advise students. Centers run reports or check DegreeWorks. The acceptable AP scores should be converted to GSU equivalent courses automatically and placed in BANNER's SHATERM and DegreeWorks immediately. **Needs dedicated IT people (more than 1) to scribe DegreeWorks. The Registrar's office does not have the personnel to do so in a timely manner. This system is very frustrating to students and parents when a degree program is incorrect. DegreeWorks gives the perception that GSU's advisors and registrar personnel are very inefficient and not knowledgeable and that the administration does not care to have technology tools that work for students and parents regarding the degree programs. [#2051428]

As IT changes are made, the rank and file techs and area managers are being left out of the loop. For
example, we find out the Mini-collector has been updated only after we have spent hours trying to figure out why our current one is not working. [#2051432]

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When it comes to the information produced on the business objects report, it sometimes is several days behind in reporting. Meaning that I have to ask the Budget Office for current budget amounts and spending because of this delay. I cannot run a budget, if I don't know the actual amounts spent at any given moment. If I need to transfer money or something, these are not updated to the day. [#2051445]

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I have always had good access to data [#2051543]

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I know if I can not find a report in Business Objects or if I do not know how to do something in Banner that Sara McNure can help me with it - she is awesome! [#2051552]

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Seems adequate. [#2051686]

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Again, Show our management team how to use programs for our specific purposes. They should list out ideal traffic flow and be taught how to accomplish it with our existing programs. [#2051707]

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A must. [#2051741]

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I'm not sure to what this is referring. However, this is very important to me and if there are options to help with decision making I want to learn more. [#2051859]

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This is critical to us. We utilize Banner, Marketplace, webforms and other Internet driven software packages. If the data that is input into those systems is incorrect, it totally destroys what we are trying to accomplish, ie; assign post office boxes to residential students, properly accept packages and notify the proper party of the arrival of packages. [#2051930]

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I mainly use Business Objects and Banner for data--- other than some Business Objects reports that do not update day of, the data that I need is readily available. [#2052129]

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Having systems that work correctly when accessing data that I need is very important. I have to do reports and when I can't get that data, this causes a lot of frustration. Having the programs I need, and accessing the necessary data, is critical. I have no problems here, usually. Even when I needed to regain access to a program that I no longer had installed on my computer, was handled very efficiently by Ken Southwell and Ryan Richardson. It made me feel I was doing 100% toward my job. Thanks, guys!! [#2052153]

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Can enrollment dashboards be made available? [#2052195]

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This would be nice but our internet, services, system availability and technical support is lacking in many many areas. [#2052225]

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Business Objects is wonderful. No complaints except for the slow networking when trying to download the reports. [#2052228]
The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.

Have the new Health Services with adequate wiring, equipment and Wi-Fi for educational meetings. [#2051106]
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I do not participate in any academic activities. [#2051155]
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Most rooms are smartrooms but I think there are still a few places that are not. [#2051283]
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I believe we are above average for system institutions in this area. The technology available in classrooms is great and I appreciate having these resources. Keeping them up to date with the latest technology would be awesome; however, I understand there are budgetary limits with this. [#2051326]
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I believe we have great meeting spaces with technology access! [#2051336]
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Some areas are hard to use without tech support on site. [#2051343]
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R-25 sucks! You need to get rid of it or find someone who knows how to set up the parameters or set up 25 live correctly. I use SSAMATX in BANNER. [#2051345]
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I work for a student support service in an older building. We cannot afford any enhanced technology for our conference room despite holding trainings for students, faculty, and staff. We often get feedback we need to improve our technology, but we do not have the budget in our department. I wish IT could explore options for upgrading technology for support services too. [#2051399]
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meeting spaces tend to not always provide ability to log into Banner wirelessly. [#2051406]
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The university has a severe deficit of computer labs available across campus. Need to add more labs that have a minimum of 40 computers and upgrade smaller labs to at least 40 computers. 50 computers per lab would be even better. [#2051507]
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Just from what I hear from students they need more computer labs and updated machines. [#2051552]
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Even though many classrooms are technically supported, I do not feel that proper instruction in the use of particular systems is provided. I walk into a classroom and have to figure out the particular system for that room. [#2051615]
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I am rather isolated, so I don't know what other classrooms are like now. I do remember having to go to a completely different building to be able to have the computer, Elmo, projector combo a few years ago. Perhaps that is better now. One serious problem though is in classrooms where the projectors don't have good enough resolution and enough lumens to leave the lights on and get a clear picture on screen. Leaving the lights on is especially crucial to math-related courses, where students need to view the fine details on the screen and be able to see to take notes at their desks. Also, I would like to see my SmartBoards in Math classrooms. The most benefit comes from using the Smart Notebook software with a writing tablet to develop and present math concepts. I am presently using my own slate with free Smart Notebook 11, but, for some reason, I have to insert the Bluetooth device and install my slate each time I use it in the classroom. There's got to be a better way than this. I want to be able to use the slate without having to install each time. [#2051657]
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At CGC, our strong IT availability in classrooms is one of our strong points. We still have 3 rooms that have not been converted to "smart rooms". It would be a significant benefit to have those converted. [#2051681]
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We do fairly well here. [#2051686]
As noted above, and while I am not teaching students on campus, I am "teaching" prospects and donors about different philanthropic options that are available to them (and use the internet and its services to do so). Hence, reliability and dependable service are extremely important (both on, and off, campus). [2051754]

Classroom space on campus is a premium, finding classrooms that also have a range of technology available is even more difficult. [2051776]

I don't understand how I reserve a Herty meeting room. I tried many times then must gave up. I know Casey has been working this problem. [2051859]

College of IT does not answer requests for use of the computer labs in a timely fashion. Usually have to send several emails to find out if we have them or not for PHA Recruitment. This has happened 2 years in a row now. There needs to be a more effective communication pathway concerning availability of rooms. [2051861]

Specifically at the Counseling Center on campus, a smart board in group/conference rooms or television in the lobby would drastically improve ability to share information with staff and students. [2051965]

Classroom spaces in University Housing buildings are in a desperate need of an update with many of them having not been updated in at least 5 years. Funding for these spaces through student technology fees has been inconsistent; however, we are limited by campus standards and processes in order to upgrade them in order for them to still be serviced by the appropriate departments. There has been a transition of maintenance responsibilities for these spaces from CATS to BFIT which has led to some confusion about responsibility of costs of maintenance, etc. [2052028]

State of the Art technology is a necessary product to have when in the classroom or in a meeting space. Georgia Southern University's IT needs are better than most and are forging ahead. Keep up the good work!! [2052153]

No complaints. [2052228]

Enhanced, cutting edge technologies (along with software and applications of technologies) are the future of the world we live in. Cutting edge type technologies and there APPLICATIONs and USE, are the future for this University and a must be addressed for the field of our education and learning. The latest greatest technology will be required for advancement of our University and of our students in this society. Newest technologies must be addressed and reviewed re-peatly (maybe monthly, but at least semi-annually), with an understanding of purpose of newer technologies and there applications; and there should be a user driven technology assessment group, not just an IT group which focuses on just maintaining University items; but a group looking to push the envelope with the newest, latest technologies. This campus committee group, of campus users, should bring to the table items to review, address, recommend, and push for deployment of these rapidly changing technologies. This committee goal should be to influence and cause to be deployed, cutting edge technologies at this University on an annual basis - the future goal should be to advance, this University with consistent cutting edge technologies; and along with there applications in every higher education discipline on campus, not just a few select disciplines , but an all in all, inclusive, user group - with insight for the future of jobs, systems, practices and education as it relates to technologies and jobs in the world -and thus engaging all groups on campus - students, faculty and staff - Committee may even bring outside industry and/or corporations involvement to campus. [2052229]
Getting timely resolution of technology problems that I am experiencing.

We have great tech support on staff [#2051096]
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We have one tech support person for the entire Health Services, get a part-time to support our full-time tech. [#2051106]
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Resolution is either very quick or very slow and varies greatly between the two. [#2051108]
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It really depends on the Tech that is assigned to our department. Recently there has been some changes and we were receiving EXCELLENT Services, but now we are back to our who we originally had and the stress of having to keep up and reminding them. [#2051123]
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The nature of my duties makes it necessary that our accessed database, clients, and hardware be up and working. Downtime in any aspect can impair other operation tasks or a disruption in customer service. We're under BFIT and receive as much attention as we could ask. Only thing that could improve our technical operations would be an in-house IT/IS position, which is not practical at this point. [#2051155]
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Staff does not always convey a sense of understanding that a resolution in needed in a timely manner [#2051198]
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Again, I have been very pleased with the service from IT services and with the tech support in our building (COBA). [#2051217]
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usually done in a timely manner....no complaints [#2051220]
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There is room for improvement, but it is adequate. [#2051223]
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When I have needs the staff that comes to assist is wonderful. Todd Edwards and Greg Alivia do a wonderful job in assisting me and my staff to get us up and running. The only problems are when new items are added, I am trying to add a tree inventory program and the access to a server is hard to accomplish with jumping through all the hoops and roadblocks. [#2051237]
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Overall when system is down resolutions are quick. Update and upgrades requiring an IT tech are not a priority and they get done when it can. [#2051265]
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I would like the ability to make changes to my computer without having to place a ticket for an administrator to come over with a password to do what I could have done. [#2051333]
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Prioritization is the key. But, if I have been waiting for a long time on a project, it is not right that it continues to get pushed down in priority, just to accommodate a "more important" project. [#2051363]
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Improve IT help desk so that it is easier for staff to submit tickets for service or computer repair. All buildings and locations are not available on the IT help desk. [#2051380]
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Poor network and information flowing from IT management to techs need to be improved. [#2051432]
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Do not have any concerns with response time for technology issues [#2051484]
-----
Quick to respond. [#2051534]
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Need more people to be able to help our service tech. She's great, but needs help. [#2051573]
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It can take awhile to get an issue looked at unless it is an emergency. [#2051623]
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I have not yet gotten a resolution for why I can not approve my student's time cards on my office computer. [#2051626]

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Simple problems get timely resolution, but more complicated problems involving more than one person or one department or new technology often seem to get trapped and do not move forward in part because no one entity is taking responsibility for driving it. [#2051631]

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Changes have been put in place that I feel sure will greatly improve customer service. [#2051635]

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SAEM Tech Support provides timely resolution of problems. However, when CIT is involved, the resolutions are not always timely. [#2051638]

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More IT staff support needs to be hired in order for timely resolutions to occur. The dearth of support staff (i.e. anyone who isn't a professor or an administrator) is endemic to this university and to the USG, so I am not hopeful that my suggestion will be heeded. [#2051656]

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Some of the students that respond to tickets really do not understand the issue and are not able to resolve. Sometimes they don't really listen to what they are being told is the issue. [#2051680]

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Assigned technicians are very responsive. They are not always able to solve an issue but stick with it and make every attempt in a timely fashion. [#2051701]

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to be able to send service request directly to the IT services not through my supervisor [#2051721]

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I have always experienced rapid, efficient response to any problem. They always follow up and make sure the problem is solved before closing the service request. [#2051765]

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Recently there was a lightning strike when Casey was out. With no backup for Casey customer supported programs found themselves shut-down with no option for resolution. It is unreasonable to expect Casey to be at the office 24/7 but backup would be helpful. [#2051859]

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Many times getting help from tech support is painless and without indecent. However, the times I find I need the most help is on weekends or nights when athletics events are occurring (exception is Football where IT is on hand). Unfortunately that isn't something that can be improved without having a person permanently assigned to athletics. [#2051862]

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In my area, everything relies on technology. Downtime is not acceptable. Incorrect data is not acceptable. I have an expectation of quick service because downtime costs money. [#2051930]

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I get many problems resolved quickly, but others that can drag on for weeks. [#2052088]

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24/7 service, if that's not already being done. Some time ago, I was experiencing a problem from home on a weekend and could not get assistance. If help desk service has already been extended to 24/7 - disregard! :) [#2052141]

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When I have a problem at work with technology, I always contact the person I need or the Help Desk. Ken Southwell has always helped me when I needed it and this really means a lot to me. [#2052153]

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Robert Johnson does an excellent Job for your department [#2052165]

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The response to our recent problems was quick and effective. Everyone involved attempted to resolve the difficult and complex issues. [#2052181]

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i just shake my head and chuckle .... [#2052216]

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Our IT representative for this building (Beth Williams) is Johnny-on-the-spot. Quick to respond, quick to
solve, and quick with follow up. [#2052228]
Technology support staff who have the knowledge to answer my questions.

Usually have to get bounced around before reaching someone who has an answer to my question.  
[#2051108]
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For day-to-day support for issue not unique to our operations (networking, regular consumer hardware, etc), we get great service from BFIT. For issues unique to our operations (database, client programs, proprietary hardware, interfaces, etc), we collaborate with BFIT to find a solution since nobody is the expert.  
[#2051155]
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That's what we need, staff support that is helpful, efficient and knowledgeable.  
[#2051157]
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Sometimes I have glitch with a particular program while I'm in the middle of working. It doesn't stop running, but something I'm trying to do isn't working right. Knowing who to call on campus to help with questions would be nice instead of having to wait on a help ticket. For example I was working on a form/developer ribbon in word this week. It kept giving me trouble with restricting edit rights...but I'd always been able to in prior versions of word. A quick phone call to an expert would have helped but I realize not everyone has the time to explain things. I'm not sure how to exactly word what I'm looking for here. Not everything necessarily requires the need for someone to come help in person. A quick over the phone answer is sometimes sufficient  
[#2051177]
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Knowledgeable but not the best at sharing that knowledge with someone not working in the field of IT  
[#2051198]
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Every time I have needed the help desk, they have been very friendly and helpful. Our tech person in our building is always willing to help in any way he can and is friendly and very approachable.  
[#2051217]
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Very important.....Note: I really don't like the process of how complicated it is to reset your password and then think of a password that you can remember that isn't to complicated....especially when you have to remember various passwords.  
[#2051220]
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should be staffed 24/7  
[#2051258]
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No consistency with knowledge base and answers, particularly when student helpers are sent out on jobs. Full time staff is much better, but, there is still the problem that everyone does configurations "a little differently."  
[#2051363]
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When you work the night shifts it is hard to connect with anyone when you have IT issues and the IT help desk is not user friendly to staff.  
[#2051380]
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The staff are nice and friendly. For the most part they answer questions and can help. Sometimes you get two different answers.  
[#2051534]
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More training for support staff on Google Apps, Scripts, APIs. More mobile support.  
[#2051540]
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Appreciate Ronnie Mehelic VERY much!  
[#2051552]
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our tech person needs more help. She's great, but needs more help.  
[#2051573]
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support staff don't seem to be able to take the time to understand my question. there is too much back and forth with generic answers or basic help first (which I usually already tried before I asked for assistance).  
[#2051623]
Same as above, change is in place to improve this situation. [#2051635]

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SAEM Tech Support are always knowledgeable and able to answer my questions. [#2051638]

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See answer to above question. The response person sometimes does not really understand the issue and does not listen carefully to what they are being told. They come with a fixed expectation of the problem and how to resolve and do not deviate from that if the situation is different than what they expected. [#2051680]

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This is hit or miss. We have some truly fantastic, highly skilled techs and we have some that are not. [#2051686]

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Our technology support staff are generally VERY helpful and respond to requests in a timely manner and I honestly have no complaints & really appreciate the IT support. Occasionally, however, a help desk ticket is submitted and technology staff who respond are clearly not as knowledgeable about various issues that arise & it takes longer than it should due to this lack of knowledge. Other tech staff are called upon to assist & eventually, the problem gets resolved. While I support & understand the need for student staff "on the job training", this situation leaves me unable to do my work while solutions to issues are being sought out. As support staff myself, being without my computer for any length of time during the day, prevents me from being productive at all. My suggestion? Please make sure to send tech staff who are knowledgeable about the specific issue the ticket was submitted for before "dispatching" available tech staff. I would rather wait for someone who can resolve my issues promptly (unless totally unable to use my computer/internet) than to find myself just standing around looking for something to do to fill the time while the tech googles the issue &/or calls & waits for knowledgeable help to arrive or call. This is especially true for me even during summer semester as it's an extremely busy time (lots of deadlines in preparation for fall semester) of year for my department. Please note that I highly appreciate our entire tech support staff & their hard work & diligence in providing assistance to us. [#2051694]

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Assigned technicians are very helpful. Help desk phone staff are more uncertain. [#2051701]

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Yes the technicians need to have the working knowledge of the systems they are supporting. They need to be training and getting certifications on all systems they are supporting. [#2051741]

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I understand that staff are still adjusting to new areas due to reorganization. I'm happy with the support staff that we have. However, there are times when a ticket has to go through 3-4 people to actually get to the person that I know can resolve the issue. I used to be able to talk directly to that person. Now, I'm told that a ticket has to be submitted to resolve every issue and it will be assigned/escalated as needed. Tickets and metrics seem to be more important at non front line levels than customer service and working relationships. I feel that the relationships with the staff have been harmed by removing the customer service/personal element. I understand the need to track results, but there has to be a balance. I don't see that the ticketing has made the system more efficient. There are still email exchanges and phone calls for clarifications/scheduling. The technicians over all seem to be more stressed and bogged down now that they have to worry about the metrics/ticketing and service is less personable. I do not want any repercussions to staff from these remarks. The staff is amazing. The system seems to be the stress factor. The feedback is not directed at our support team or any other team. Just observations across the board. My take is that balance is the key. [#2051759]

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The Technology staff that supports BFIT is excellent. I hope the new additions to that team will continue to meet that standard [#2051765]

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Many times Casey has required feedback from the main campus to answer/correct my problems. Timely response from main campus was disappointing. [#2051859]

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Some of the younger staff (or Limited Work Experience) needs more troubleshooting practice In-House before going out on their own to the rest of campus. [#2051919]
If we allow new software as enterprise solutions, then it would be helpful if tech support were previously trained or understand the software. [#2051921]

Within my own division the service is excellent. The IT folks from my division fully understand the ramifications if our IT problems are not corrected immediately. It is when we must go outside our division and interact with other divisions that we experience poor service. I put in a work order on June 5, ticket #26571, to get help to analyze the usage and capabilities of our telephone system. We had some complaints of dropped calls and no answers. I wanted to see what we needed to do to better utilize the phone system. I have not heard a word from telecommunications about this work order. Is a 3 week backlog acceptable--NO. The improper use of the phone is detrimental to our customer service goal. [#2051930]

Dumb it down when necessary. [#2051954]

With a wide variety of systems employed within our office area, there is a significant difficulty in learning all of the different aspects of the services that we provide. There are times with multiple staff members need to be contacted in order to resolve an issue. [#2052028]

I think technical staff are sometimes assigned to various tasks/software systems before being thoroughly trained. [#2052088]

Being in Student Affairs can be quirky when trying to find the right person to answer my questions, since there are two 'sides of the house' for IT services. [#2052131]

The in-house tech support staff is friendly but takes entirely too long to explain how to resolve issues. The telephone support staff is more timely, but aren't able to do on-site trouble-shooting and will refer me back to the in-house staff. [#2052135]

When I have a question at work with technology, I always contact our IT Guy. Ken Southwell, and now Ryan Richardson, have always helped me when I needed it and this really means a lot to me. Thanks guys!! [#2052153]

The Math/Physics building has outstanding support staff. Beth Williams and the crew she works with do an outstanding job with answering my questions in a way that I understand. I never have to go to someone else for clarification. [#2052228]
Receiving communications regarding technology services that I can understand.

Communications only seem to be sent out through Paul Reaves via GSInfo. His messages are either not about the campus or hard to understand or put together in a confusing way. [#2051108]

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Almost by definition, service providers are well versed in IT matters and the virtual world but not necessarily skilled in the inter-personal arena. [#2051198]

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provide more workshops that let faculty and staff know what technology devices/options are available to use. Also provide workshops on how to effectively use those devices. [#2051220]

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We get a lot of campus information-having the technology communication timely, correct the first time and understandable language is important. I think the language has been better lately-not always timely and correct however. [#2051223]

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It would help to understand the causes of the problems we are having so we know were to direct the help request. IT or software vendors. [#2051265]

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Sometimes I don't understand the campus-wide emails that come out and how they affect me/my unit. [#2051343]

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Users are not techies. We do not walk and talk tech jargon and that should be remembered when responding to a problem. [#2051363]

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Information is not sent to techs in a timely manner. [#2051432]

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do not have a problem with this [#2051484]

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Our department could use better communication and training of the programs that we use. Most often we are self taught. The campus wide communication regarding technology services is excellent. I receive emails very often about services that may not necessarily pertain to my responsibilities. However, I know that those communications are greatly appreciated by those who are impacted in the university community. [#2051591]

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keep up the good work. [#2051598]

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SAEM Tech Support communicates very well in ways that are easily understood. CIT communications have at times been a little difficult to understand for a person not trained as well in technological issues. [#2051638]

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I have no issue understanding technical jargon, but regardless, good communication and followup is important. Managing expectations and letting everyone know what to expect is key. We've been doing better in this area. [#2051686]

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This only applies to CATS and their billing. I have yet to get anyone to explain to us how the charges on our business object report can be explained. We get a group invoice with about 5 major totals. Then charges begin appearing on business objects. Over 30 charges. We cannot identify what they are for, what total amount they come under. Last year it went over budget by almost $1200.00, because of work that physical plant, electricians, etc had to do. That is fine but we should have been warned as this could have caused us to go over budget. Dr. Balleck finally had to involve you and Ann Hill last year to get our project finished due to John Tucker not responding to emails and so forth. This year in 2272 we had the same thing. Lots of charges that we have no idea what they are. Individual part charges. I understand that Jo Hoch knows what they are for, but I do not and I do the budget here and need to know if we are going over, coming under, or being charged just as stated. Very frustrating. I finally stuck my budget to the side in June because I cannot finish it where CATS charges are concerned. April has tried to help me but she could only go so far. I appreciated her help very much. David Aldana and David Walker (?)
have been a wonderful help this year. So thankful for them. [#2051730]

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A must. [#2051741]

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I would be highly appreciated. [#2051744]

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the new mygeorgiasouthern format has me at a loss... [#2051938]

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There are times that I act like I understand when I really do not usually because of the time factor. When a technician comes over to "fix" a problem it is usually easier for them to just fix it and not have to explain to someone who really doesn’t understand the IT terminology. I feel like I am using up their valuable time. On the other hand, if I knew how they fixed the problem maybe I would be able to do it without having to call them if it should happen again. I talking about small, uncomplicated things, of course. [#2051958]

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Testing for Banner updates is often accompanied with documentation that is too technical in nature. [#2052088]

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This can be improved by having in-house staff who can explain and present resolutions that make sense to a non-IT person. [#2052135]

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Knowing how to use the technology services at Georgia Southern University is very important to me. The instructions that I get are usually understandable and if not, I persevere. I like the 1 on 1 approach when it comes to computers. My questions are key to my not understanding something and Ken, Ryan, or whoever I ask, give me a better view of what I need to know. [#2052153]

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i have had problems in past did not receive a follow up call to notify fixed or other wise [#2052216]

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Sometimes the messages sent out to all hands are no [#2052251]

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Put the termanolgy in a form the average person caan understand. I have truble with all the abbreviated terms. [#2052262]
Getting access to training or other self-help information that increases my effectiveness with technology.

The trainings that are provided by the University are helpful, it would be even more beneficial if the trainings were recorded so that employees can obtain training/instruction at any time. [#2051096]

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I personally have not taken advantage of any self-help topics that can improve my technical skills. I cannot respond on what I have not experienced. [#2051155]

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I've had a lot of self help training which has been nice but definitely time consuming. Learning photoshop, mailchimp, etc. Having resources localized would help but it's not 100% needed to function. I can search on my own but at least do bookmark things as I find them [#2051177]

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Download speed is pretty fast. Sometimes upload speed could be faster. Don't know if there is an option for having IT help with personal technology issues at a discounted rate? I would rather pay someone that the university deems an IT specialist to work on my personal technology problems than a tech at a store so maybe offering discounted services to faculty/staff for personal options and utilizing that money as extra income for IT employees or to help with advances that y'all want to make in your department. [#2051189]

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Same as answer above.... [#2051220]

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Not really aware of any training for technology on campus. [#2051223]

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This would be a good tool for when changes are made. [#2051265]

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Having time to be trained would be great! [#2051345]

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Unfortunately I cannot provide suggestions on how to fix this area, I can only provide you with my observations. I find it difficult to get training on the important systems on campus: Banner, Business Objects, Peoplesoft. [#2051362]

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Send emails or invites to training opportunities and/or self-help information to individuals who maybe select to have this information sent to them. [#2051380]

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Offer more training classes for technology. These classes should be more in depth than just general knowledge. Also, send out messages via GSNEWS and GSINFO about upcoming training classes. I did not know that the Library actually offered training classes. [#2051387]

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TRAINING???!!! [#2051432]

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Training is often taught "above my head" and not always accessible during my hours. [#2051534]

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Offer local classes or online courses that can provide learning opportunities for staff. [#2051539]

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I learn bits and pieces from people I come in contact with... depend on Sara a lot - tips from colleagues and even students - do not know exactly what training is available for my specific needs [#2051552]

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The self help information is available if you look for it. This is usually what I end up doing. Training for the programs we use could be a little better at times. [#2051591]

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I feel the training is there for most things. I do wish I had some training for individual classrooms concerning the equipment used in that particular classroom. I sometimes teach in the evening and if I come upon an issue I am not sure who to call or if there is someone to call. [#2051615]

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I would like to see more self-help info sent out to staff. [#2051623]
I think overall, Georgia Southern has a good IT team in place. Like any other organizations this size, sometimes things slip through the crack, or something gets missed that causes problems. I think collaboration could possibly be improved some. [#2051628]

I think we do a pretty good job in this area as well. [#2051686]

I consider myself a little more advanced with technology matters and various programs (apps) available for use in doing my job. Because of this, I don't really have a need for instruction regarding basic matters. I would love to be able to attend workshops or courses that would effectively provide me with more extensive knowledge, which would in turn, allow me to perform my job at a more efficient and advanced level. For example, an advanced workshop/course that would help me to improve my working knowledge of programs such as PowerPoint, Excel, etc., as well as workshops that cover topics more specific to the computer's functions. Again, I appreciate all of the support & I am certainly not complaining...just suggesting as you requested, what would make my experiences more efficient and successful. [#2051694]

Suggest more workshops during summer. Professional Development Certifications. [#2051744]

In the past there were more opportunities for training classes in various computer programs. More opportunities in this area could help. [#2051752]

Hands on classes, or cheat sheet hand outs/emails [#2051921]

Would like to see more training offered. [#2051954]

This is important while yet the individual will have to take this on in order to increase their technology skills, etc. I am thankful for the Lynda.com in which I have visited from time to time in order to gain more knowledge about technology and various software that is offered. [#2051991]

As a Lab Supervisor I need to have admin rights to my computers so I can add or change software issues that do not need to get It personnel to do. [#2052000]

How-tos should be collected in one easy to find, central location, perhaps on the GSU homepage. [#2052023]

This is the second department I've worked in here at GSU and both departments use Access databases to track large volumes of data and generate reports. GSU supports Microsoft products but provides almost none or very limited support for Access. It would be helpful to have someone that could assist with this application and/or provide training. [#2052064]

As stated earlier I think that IT workshops would be a great benefit to faculty and staff specifically. [#2052129]

I am a very new employee and have not heard of any training on the tools that will make my job more efficient in the area of technological use. [#2052135]

maybe conduct seminars to help staff be more aware services available. [#2052157]

Training required!!! [#2052229]

It would be great if there were tutorials available online thru ITS for basic and commonly used programs. There are times that this would enable a person to help themselves, thus freeing up valuable resources. [#2052251]

More training for creative and design based programs/technology as it evolves so quickly. [#2052264]
Ability to use my own personal laptop, tablet or other device for work purposes.

It is extremely important for me to be able to utilize my personal laptop to complete work related tasks. [#2051096]

There is no Wi-Fi in my work area, increase availability of Wi-Fi. [#2051106]

We cannot get a reliable wifi signal in our building. [#2051134]

Generally, I do not use personal hardware to access my work. If I do, it’s basic interface through Google Chrome using my linked staff account. [#2051155]

Being able to use my at home computer the check and or approve time for employees would be helpful. [#2051237]

I need VPN access [#2051240]

I am not allowed to use my own personal laptop tablet for work purposes [#2051254]

I think it is very important to be able to use a personal laptop, tablet or any device for work purposes because you are not always at your workstation and need access to your work. [#2051265]

As the eTime approver of over 300 staff, I would love to be able to access ADP from my home laptop with the same JAVA plug-ins or desktop shortcut I have on my work computer. This way if I am out sick or on vacation I can still approve leave requests or check timecards in a timely manner. [#2051302]

Sometimes the university equipment is either too large or not effective to travel with. My personal equipment would be easier to use but I also understand the security issues involved with that. [#2051329]

Areas to use ‘Campus Guest’ are limited. When I do find a ‘Campus Guest’ it takes upwards of 10 minutes for it to connect at times. If I want to use the GSUCampus, I have to use the security software dictated by GS. [#2051335]

I constantly run into challenges when off campus trying to access my documents on my personal computer and even logging on to work laptops at times. When I return, I ask for help and it is something that is fixed very quickly, but is usually something in settings that only admin support are able to access. Therefore, I now usually bring my own personal laptop and try to put most documents in google docs so that I can access easily. [#2051344]

Make it easier to connect as a guest user. [#2051380]

difficult to approve timecards from personal computers [#2051406]

The VPN is doing a pretty good job here... keep it maintained. [#2051432]

It seems as though there is a reluctance to support any device that is not provided by the university. [#2051486]

I have never been able to remote in on my laptop. It’s been set up and tested on campus, but will not work. Very frustrating as my 12 hours days have to be in my office. Since I have another 2-4 hours on average (including Sat and Sun), it would be nice if I could at least be at home near my kids. [#2051534]

It is kind of awkward but it works most of the time... seems to be constant need to update some form of viral software [#2051552]
I have issues with this at home when I'm trying to do ADP from home when trying to approve timecards. The java is never compatible. [#2051573]

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Connectivity issues when using personal laptop or tablet. [#2051574]

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I understand the necessity of the security needed, but it seems just too much work and expense to keep up with everything needed to make using personal equipment compatible and accessible. [#2051631]

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I would hope GSU would provide me with the equipment I need to perform my job and I would not have to rely on my own personal equipment. If this is an allowable policy I'm not sure it's legal for employees to have GSU information on their personal equipment, which could put GSU in quite a legal dilemma. Not something I would be a part of. GSU and IT services have enough to manage with just GSU equipment, let alone the personal equipment of whomever on campus wants to use their personal equipment and expect GSU to be responsible for their actions or lack thereof. [#2051635]

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When ADP was first incorporated, managers were informed that e-time could be accessed from any computer. However, that is not the case. I know several managers who have the same issues with the version of Java that ADP requires when using personal computers while off campus. I'm not sure if this is an issue with our technology department of an ADP issue. But, it is quite frustrating trying to approve e-time when away from the office. Personally, I've experienced issues trying to approve as a manager from my laptop. However, I can approve my own as an employee. I would like to see someone coordinate with ADP in resolving this issue, if possible. [#2051638]

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I have not tried to do this yet but may be having knee replacement surgery and this issue will become very important when I do. I will need to be able to do some things from home and I do not have any University issued devices. [#2051680]

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Getting it so my laptop doesn't get kicked off the wifi every 2 hrs would be nice. Having the ability to install campus software (license agreements permitting) would be nice. Some of our software allows for home installation etc but we don't have any mechanism in place to handle distribution or issuing license files etc. I would say we're meeting basic levels in this category. We can buy various software packages at the book store at highly reduced rates and we can connect to the network via wifi from most points of interest on campus. [#2051686]

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I used to be able to use the VPN at home. But I switched from Norton to Frontier Secure so I think this is actually my problem. I think Frontier is blocking the vpn. When I could use VPN is was great! [#2051730]

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It is nice to use my own device. But I don't feel it is my responsibility to provide the equipment need to do my job. If the company is willing to subsidies the purchase then that is fine. [#2051741]

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As a new employee, I have not been instructed how to do so (but would like to). [#2051754]

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Being ABLE to use personal equipment is nice and all, but it should NEVER, EVER become a requirement. If the state desires employees to use equipment, the state should provide it and pay any fees (such as Internet access or, in the case of cell phones, monthly service fees) needed to operate that equipment. [#2051757]

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I would love to be able to remote in from my home computer through the R-drive or business objects. [#2051780]

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My personal devices are WIFI capable only. I am unable to use these devices in my workspace since there is weak to no WIFI signal strength. [#2051843]

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Very difficult to access internet with personal laptop [#2051858]

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It would be convenient to use one laptop or other device when traveling on business. Currently two must
be carried and kept up with....With the ability to put programs onto personal laptops instead of carrying two would be much simpler....For example CADD software if allowed to be put on personal laptop would be advantageous...Other software such as antivirus software was in the past available for personal laptops, which would be used to access Folio for classes, etc. [#2051866]

I have tried multiple times to connect my laptop (MacBook Pro) to the wifi network gsucampus, with no success. When I download and install the required antivirus software, I still don't get anywhere with it. Also, it would be great to have access to my department's share drive at home. [#2051894]

I only need to use my personal laptop or i-pad on rare occasions (i.e., to approve time cards from home when I am not here). However, there are other areas of work I could do from home but do not have the capability because of the software needed that must be licensed for GSU computers only. [#2051958]

It would be valuable to VPN or have a personal device to safely access secure student files on "Titanium" from home at times. This would especially be helpful during busy times of the semester when paperwork can't be completed by 5 or 6 p.m. and I would like to continue work from home or to make necessary changes on sick days. [#2051965]

I think this is important because one is more familiar with their own devices. After all many companies encourage employees to bring their own devices. BYOD is highly encouraged in many places. In the past for employers, I have had to use my own personal device - to work on projects. [#2051991]

It is sometimes hard to connect to the network and it is also hard to access my home wifi were I have work stored from campus [#2051993]

Wifi performance and coverage must be increased to be able to consistently use personal devices for work purposes. [#2052023]

Using the VPN from a personal laptop can be troublesome. It often will not download the Cisco client that you need. [#2052088]

Processes to make this feasible should be easier to locate and understand. [#2052110]

I prefer to keep my work information out of/off of my personal electronic devices. [#2052125]

I don't really need to use my personal computer so I do not know that the policy is at GSU. [#2052129]

There are many programs I'd love to use but am unable to do so since it requires modification/downloading and I do not have administrative privileges to do so. I'm not sure if there is a happy medium on admin privileges to be able to resolve this. [#2052131]

Having to have so many components to access remotely is tedious. Especially knowing that Explorer is the main factor limiting access at times. [#2052135]

I should be issued technology for work purposes; I should not use personal devices. [#2052168]

This does not apply to me, so I am not sure how to respond. [#2052192]

not sure how to go about using my tablet at work. its wi-fi only device [#2052216]

I do not use any personal devices at work. However, visiting researchers, guest speakers, and others do bring their personal devices when visiting campus. Only complaint is the speed of the network. It's really bad (slow) in the Math/Physics building. [#2052228]

Need faster available access speeds to be available for this use. [#2052229]
I don't use these because there is no WIFI [#2052244]
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My personal devices hardly ever connect to the network because of a lack of signal. Sometimes it will connect but I'll lose the signal in the middle of a project. It helps to use my own device so I can take work home with me or complete tasks simultaneously. [#2052249]