Spring 2016 Faculty and Staff Survey
Georgia Southern University

Prepared by
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Vice President for IT and Chief Information Officer

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

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

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

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

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

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

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

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

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

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

Project Coordinator for Georgia Southern University

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

This survey was conducted by the project coordinators for 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
Higher Education TechQual+ Data Analysis Guide
The data from this survey is presented in multiple ways:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Connectivity and Access

When it comes to...

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.

Technology and Collaboration Services

When it comes to...

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

Support and Training

When it comes to...

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

Other Important Information Technology Services

When it comes to...

14. Ability to use my own personal laptop, tablet or other device for work purposes
Additional Questions

Additionally, the project coordinator for Georgia Southern University included these additional questions with this survey, for which respondents were asked to provide responses.

Tell us about a University IT service that you find helpful and why. (Open-ended Question)

Tell us about a University IT service that needs improvement, and why. (Open-ended Question)

Improvement of Internet services has been an area of focus for ITS over the past year. Overall, what change have you experienced regarding Internet service?
   a) Significantly better
   b) Slightly better
   c) No change
   d) Slightly worse
   e) Significantly worse

What new University IT services are missing, and should be implemented in the future?

If you could choose one thing that Georgia Southern could do to make technology awesome for you, what would it be? (Open-ended Question)

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? (Open-ended Question)

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

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

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

This breakdown of total population (N), respondent (n), and completed surveys is based on the data that was entered for this survey by the Georgia Southern University project coordinators. This analysis is accurate to the extent that: (1) the attributes that were entered for each respondent are correct; and (2) the total population and sub—population (by attribute) information that was entered is correct. For self-reported attributes, values for # attempted, # complete, and completion rate (# complete / # attempted) are available.

### Total Population / Respondents

<table>
<thead>
<tr>
<th>Population Size (N)</th>
<th>Respondents (n)</th>
<th>Respondents (n)%</th>
<th># Attempted</th>
<th># Complete</th>
<th>Response Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>2543</td>
<td>1369</td>
<td>54%</td>
<td>500</td>
<td>430</td>
<td>37%</td>
</tr>
</tbody>
</table>

### University Role (self-reported)

<table>
<thead>
<tr>
<th></th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>17</td>
<td>9</td>
<td>52%</td>
</tr>
<tr>
<td>Faculty</td>
<td>227</td>
<td>199</td>
<td>87%</td>
</tr>
<tr>
<td>Staff</td>
<td>254</td>
<td>220</td>
<td>86%</td>
</tr>
<tr>
<td>Student</td>
<td>2</td>
<td>2</td>
<td>100%</td>
</tr>
<tr>
<td>Totals:</td>
<td>500</td>
<td>430</td>
<td>86%</td>
</tr>
</tbody>
</table>

### Sex (self-reported)

<table>
<thead>
<tr>
<th></th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
<tr>
<td>Female</td>
<td>267</td>
<td>228</td>
<td>85%</td>
</tr>
<tr>
<td>Male</td>
<td>207</td>
<td>186</td>
<td>89%</td>
</tr>
<tr>
<td>Totals:</td>
<td>500</td>
<td>430</td>
<td>86%</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th></th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not Declared</td>
<td>72</td>
<td>57</td>
<td>79%</td>
</tr>
<tr>
<td>0-24</td>
<td>5</td>
<td>3</td>
<td>60%</td>
</tr>
<tr>
<td>25-34</td>
<td>87</td>
<td>71</td>
<td>81%</td>
</tr>
<tr>
<td>35-44</td>
<td>108</td>
<td>89</td>
<td>82%</td>
</tr>
<tr>
<td>45-54</td>
<td>106</td>
<td>97</td>
<td>91%</td>
</tr>
<tr>
<td>55 &amp; Above</td>
<td>122</td>
<td>113</td>
<td>92%</td>
</tr>
<tr>
<td>Totals:</td>
<td>500</td>
<td>430</td>
<td>86%</td>
</tr>
</tbody>
</table>

TechQual+ IT Satisfaction Report: Spring 2016 Faculty and Staff
**Attribute: Employment Group (Faculty or Staff)**

<table>
<thead>
<tr>
<th></th>
<th>Pop (N)</th>
<th>Sample (n)</th>
<th>Sample (n) %</th>
<th># Attempted</th>
<th># Complete</th>
<th>Comp. Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>Faculty</td>
<td>899</td>
<td>527</td>
<td>59%</td>
<td>232</td>
<td>202</td>
<td>44%</td>
</tr>
<tr>
<td>Staff</td>
<td>1644</td>
<td>842</td>
<td>51%</td>
<td>268</td>
<td>228</td>
<td>32%</td>
</tr>
<tr>
<td>Totals:</td>
<td>2543</td>
<td>1369</td>
<td>54%</td>
<td>500</td>
<td>430</td>
<td>37%</td>
</tr>
</tbody>
</table>

Legend: Pop (N) = Total Population based on FY15 Factbook; Resp (n) = Sample Size; Resp (n) % = n/N x 100; # Attempted = # Attempted Surveys; # Complete = # Complete Surveys; Comp. Rate = # Complete / # Attempted

**Executive Summary**

A stratified random sample of faculty and staff were surveyed using the TechQual+ instrument with 430 responses obtained. Marked improvements over last year’s measures were realized in service areas.

Overall, there were improvements in all areas from the 2015 results with improvements in every measure and in both faculty and staff groupings. Some of the improvements were statistically significant, while others were very slight, but nevertheless, positive.

In the current study, there were positive and significant responses for six measures:
- Having technology services that allow me to collaborate effectively with others.
- Getting timely resolution of technology problems that I am experiencing.
- Technology support staff who have the knowledge to answer my questions.
- Receiving communications regarding technology services that I can understand.
- Getting access to training or other self-help information that increases my effectiveness with technology.
- Ability to use my own personal laptop, tablet or other device for work purposes.

As was the case in prior years, faculty and staff perceptions were slightly different. Staff were generally positive about all services. Faculty were dissatisfied with Wi-Fi connectivity. Internet access, web sites, access to data, and classrooms.

A key results area for IT services is to improve Internet services. 68% of all respondents indicated that Internet service had improved over last year while 2% indicated it had worsened. Many of the comments indicated slow-downs in Internet service speed during peak operating times. To stay ahead of the demand curve, ITS will seek to make additional bandwidth available via Peach Net for FY17. Security instruments in the network are also being upgraded in FY17 to allow for higher network speeds without compromising essential security capabilities in the network.

When a respondent indicated 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. Many of the suggestions focused on Wi-Fi availability and reliability. Based on the comments, ITS will need to expand on emphasis of covering classrooms and common areas with Wi-Fi services to also include faculty offices and meeting rooms.

A separate study of students using the TechQual+ instrument was also performed in 2016 and is available in a separate report.
Findings for All Respondents

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

Positive Perceptions (Adequacy Gap Score > 0)

- Having technology services that allow me to collaborate effectively with others. 
  Adequacy Gap Score = 0.38; N = 411; P = 0.00
- Getting timely resolution of technology problems that I am experiencing. 
  Adequacy Gap Score = 0.33; N = 423; P = 0.00
- Technology support staff who have the knowledge to answer my questions. 
  Adequacy Gap Score = 0.27; N = 414; P = 0.00
- Receiving communications regarding technology services that I can understand. 
  Adequacy Gap Score = 0.46; N = 416; P = 0.00
- Getting access to training or other self-help information that increases my effectiveness with technology. 
  Adequacy Gap Score = 0.41; N = 409; P = 0.00
- Ability to use my own personal laptop, tablet or other device for work purposes. 
  Adequacy Gap Score = 0.41; N = 367; P = 0.00

Negative Perceptions (Adequacy Gap Score < 0)

- Having adequate cellular (or mobile) coverage throughout campus. 
  Adequacy Gap Score = 0.24; N = 409; P = 0.01

Respondents Perceptions of Changes to Internet Service

A key IT results area over the past few years has been to improve Internet services. Participants were asked their perceptions about Internet services, “[…] what change have you experienced regarding Internet service?”
Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes
Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
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9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes.
Data Tables for All Respondents

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.60</td>
<td>8.91</td>
<td>7.63</td>
<td>0.02</td>
<td>-1.18</td>
<td>441</td>
<td>0.74</td>
</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.60</td>
<td>8.90</td>
<td>7.62</td>
<td>0.08</td>
<td>-1.28</td>
<td>438</td>
<td>0.31</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.13</td>
<td>8.50</td>
<td>7.78</td>
<td>-0.34</td>
<td>-1.72</td>
<td>428</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.39</td>
<td>8.58</td>
<td>7.64</td>
<td>0.24</td>
<td>-0.94</td>
<td>409</td>
<td>0.01</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>5</td>
<td>Having Web sites and online services that are easy to use.</td>
<td>7.27</td>
<td>6.60</td>
<td>7.26</td>
<td>0.00</td>
<td>-1.33</td>
<td>425</td>
<td>0.98</td>
</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>7.13</td>
<td>8.44</td>
<td>7.30</td>
<td>0.17</td>
<td>-1.14</td>
<td>376</td>
<td>0.10</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>7.03</td>
<td>8.38</td>
<td>7.41</td>
<td>0.38</td>
<td>-0.97</td>
<td>411</td>
<td>0.00</td>
</tr>
<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.26</td>
<td>8.44</td>
<td>7.35</td>
<td>0.09</td>
<td>-1.09</td>
<td>377</td>
<td>0.32</td>
</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>7.27</td>
<td>8.48</td>
<td>7.35</td>
<td>0.08</td>
<td>-1.13</td>
<td>373</td>
<td>0.41</td>
</tr>
</tbody>
</table>
**Technology and Collaboration Services**
Tell us about the quality of Web sites, online services, and technologies for collaboration

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing.</td>
<td>Mean 7.61</td>
<td>8.77</td>
<td>7.93</td>
<td>0.33</td>
<td>-0.83</td>
<td>423</td>
<td>0.00</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev 1.42</td>
<td>0.57</td>
<td>1.32</td>
<td>1.61</td>
<td>1.34</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions.</td>
<td>Mean 7.73</td>
<td>8.79</td>
<td>8.00</td>
<td>0.27</td>
<td>-0.79</td>
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<tr>
<td></td>
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<td>Dev 1.36</td>
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<td>1.28</td>
<td>1.56</td>
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<td></td>
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</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand.</td>
<td>Mean 7.33</td>
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<td>0.46</td>
<td>-0.74</td>
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<tr>
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<td></td>
</tr>
<tr>
<td>13</td>
<td>Getting access to training or other self-help information that increases my</td>
<td>Mean 6.92</td>
<td>8.22</td>
<td>7.34</td>
<td>0.41</td>
<td>-0.88</td>
<td>409</td>
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<tr>
<td></td>
<td>effectiveness with technology.</td>
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<td>1.57</td>
<td>1.93</td>
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</tbody>
</table>

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>When it comes to...</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adeq</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Ability to use my own personal laptop, tablet or other device for work purposes.</td>
<td>Mean 6.63</td>
<td>8.05</td>
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<tr>
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<td>Dev 2.15</td>
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<td>2.17</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 null hypothesis H0: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived = Desired; Yellow Color = Potential Problem Areas
Key Findings for Faculty Respondents

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

**Positive Perceptions (Adequacy Gap Score > 0)**

- Having adequate cellular (or mobile) coverage throughout campus.
  Adequacy Gap Score = 0.33; N = 168; P = 0.01

- Having technology services that allow me to collaborate effectively with others.
  Adequacy Gap Score = 0.30; N = 176; P = 0.01

- Getting timely resolution of technology problems that I am experiencing.
  Adequacy Gap Score = 0.26; N = 180; P = 0.00

- Receiving communications regarding technology services that I can understand.
  Adequacy Gap Score = 0.42; N = 179; P = 0.00

- Getting access to training or other self-help information that increases my effectiveness with technology.
  Adequacy Gap Score = 0.53; N = 178; P = 0.00

**Negative Perceptions (Adequacy Gap Score < 0)**

- Having an Internet service that operates reliably.
  Adequacy Gap Score = -0.32; N = 187; P = 0.00

- Having an Internet service that provides adequate capacity or speed.
  Adequacy Gap Score = -0.23; N = 181; P = 0.02

- Having an Internet service that provides adequate Wi-Fi coverage.
  Adequacy Gap Score = -0.58; N = 182; P = 0.00

*Note: Outliers excluded.*
Below are the charts for this view of the survey data.

Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self-help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes
Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes.
Data Tables for Faculty Respondents

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>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>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>7.94</td>
<td>8.88</td>
<td>7.62</td>
<td>-0.32</td>
<td>-1.26</td>
<td>187</td>
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</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>7.76</td>
<td>8.66</td>
<td>7.53</td>
<td>-0.23</td>
<td>-1.33</td>
<td>191</td>
<td>0.02</td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>7.28</td>
<td>8.58</td>
<td>6.70</td>
<td>-0.58</td>
<td>-1.88</td>
<td>182</td>
<td>0.00</td>
</tr>
<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>7.24</td>
<td>8.48</td>
<td>7.57</td>
<td>0.33</td>
<td>-0.91</td>
<td>188</td>
<td>0.01</td>
</tr>
</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adeq = Adequacy Gap Score (perceived - minimum); Supr = Superiority Gap Score (perceived - desired); N = Number of Observations; P = P value for H₀: Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation.

Red Color = Perceived < Minimum; Green Color = Perceived > Desired.

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>7.32</td>
<td>8.65</td>
<td>7.15</td>
<td>-0.18</td>
<td>-1.51</td>
<td>188</td>
<td>0.14</td>
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<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>7.22</td>
<td>8.55</td>
<td>7.25</td>
<td>0.03</td>
<td>-1.29</td>
<td>181</td>
<td>0.77</td>
</tr>
<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>6.93</td>
<td>8.35</td>
<td>7.22</td>
<td>0.30</td>
<td>-1.13</td>
<td>176</td>
<td>0.01</td>
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<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>7.23</td>
<td>8.40</td>
<td>7.12</td>
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<td>-1.28</td>
<td>154</td>
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<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>7.39</td>
<td>8.63</td>
<td>7.25</td>
<td>-0.14</td>
<td>-1.38</td>
<td>181</td>
<td>0.22</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.
### 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>Adep</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am experiencing</td>
<td>Mean</td>
<td>7.73</td>
<td>8.82</td>
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<td>-0.83</td>
<td>180</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.34</td>
<td>0.51</td>
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<td>1.14</td>
<td>1.15</td>
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</tr>
<tr>
<td>11</td>
<td>Technology support staff who have the knowledge to answer my questions</td>
<td>Mean</td>
<td>7.89</td>
<td>8.85</td>
<td>8.02</td>
<td>0.14</td>
<td>-0.82</td>
<td>177</td>
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<td>Dev</td>
<td>1.25</td>
<td>0.47</td>
<td>1.23</td>
<td>1.02</td>
<td>1.14</td>
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</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I can understand</td>
<td>Mean</td>
<td>7.34</td>
<td>8.51</td>
<td>7.76</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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<td>1.58</td>
<td>1.27</td>
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</tbody>
</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adep = 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;

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

<table>
<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adep</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>14</td>
<td>Ability to use my own personal laptop, tablet or other device for work purposes. Self-reported faculty, students, staff, not declared only</td>
<td>Mean</td>
<td>7.14</td>
<td>8.44</td>
<td>7.24</td>
<td>0.10</td>
<td>-1.20</td>
<td>179</td>
</tr>
<tr>
<td></td>
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<td>Dev</td>
<td>1.97</td>
<td>1.31</td>
<td>1.62</td>
<td>1.83</td>
<td>1.46</td>
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</table>

Legend: Min = Minimum Level of Service; Des = Desired Level of Service; Per = Perceived Service Quality; Adep = 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;
Heat Map for Faculty Departments
The following heat map table summarizes average adequacy gap scores for faculty responses by their associated department. The Sum total of average adequacy gap scores are calculated for the college and is an index indicator of student’s cumulative perceptions of IT services adequacy ratings by college. Totals of each question provides an index for student’s adequacy perceptions affiliated with each of the 13 measures.

Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate WiFi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.
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<th>Faculty Department</th>
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<th>7</th>
<th>8</th>
<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
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<td>0.0</td>
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<td>-1.0</td>
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<td>1.0</td>
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<td>-0.5</td>
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<td>-0.8</td>
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<td>0.4</td>
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<td>COMMUNITY HLTH BEHAVIOR AND EDUC</td>
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</tr>
<tr>
<td>TEACHING AND TECHNOLOGY CTRS FOR</td>
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<tr>
<td>TEACHING AND LEARNING</td>
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<td>-1.0</td>
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<td>WRITING AND LINGUISTICS DEPT</td>
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<tr>
<td><strong>Grand Total</strong></td>
<td><strong>232</strong></td>
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<td><strong>-0.7</strong></td>
<td></td>
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<td></td>
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</tr>
</tbody>
</table>
Findings for Staff Respondents

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

**Positive Perceptions (Adequacy Gap Score > 0)**

- Having an Internet service that operates reliably. 
  *Adequacy Gap Score = 0.42; N = 212; P = 0.00*

- Having an Internet service that provides adequate capacity or speed. 
  *Adequacy Gap Score = 0.26; N = 216; P = 0.01*

- Having adequate cellular (or mobile) coverage throughout campus. 
  *Adequacy Gap Score = 0.35; N = 205; P = 0.00*

- Having Web sites and online services that are easy to use. 
  *Adequacy Gap Score = 0.22; N = 216; P = 0.01*

- Having online services that enhance the teaching and learning experience. 
  *Adequacy Gap Score = 0.62; N = 169; P = 0.00*

- Having technology services that allow me to collaborate effectively with others. 
  *Adequacy Gap Score = 0.46; N = 209; P = 0.00*

- Having systems that provide timely access to data that informs decision-making. 
  *Adequacy Gap Score = 0.31; N = 195; P = 0.00*

- The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience. 
  *Adequacy Gap Score = 0.45; N = 165; P = 0.00*

- Getting timely resolution of technology problems that I am experiencing. 
  *Adequacy Gap Score = 0.51; N = 213; P = 0.00*

- Technology support staff who have the knowledge to answer my questions. 
  *Adequacy Gap Score = 0.48; N = 201; P = 0.00*

- Receiving communications regarding technology services that I can understand. 
  *Adequacy Gap Score = 0.53; N = 201; P = 0.00*

- Getting access to training or other self-help information that increases my effectiveness with technology. 
  *Adequacy Gap Score = 0.54; N = 210; P = 0.00*

- Ability to use my own personal laptop, tablet or other device for work purposes. 
  *Adequacy Gap Score = 0.93; N = 178; P = 0.00*

**Negative Perceptions (Adequacy Gap Score < 0)**

Note: Outliers excluded.
Data Charts for Staff Respondents

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

Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate Wi-Fi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes.
Questions

1. Having an Internet service that operates reliably.
2. Having an Internet service that provides adequate capacity or speed.
3. Having an Internet service that provides adequate Wi-Fi coverage.
4. Having adequate cellular (or mobile) coverage throughout campus.
5. Having Web sites and online services that are easy to use.
6. Having online services that enhance the teaching and learning experience.
7. Having technology services that allow me to collaborate effectively with others.
8. Having systems that provide timely access to data that informs decision-making.
9. The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.
10. Getting timely resolution of technology problems that I am experiencing.
11. Technology support staff who have the knowledge to answer my questions.
12. Receiving communications regarding technology services that I can understand.
13. Getting access to training or other self—help information that increases my effectiveness with technology.
14. Ability to use my own personal laptop, tablet or other device for work purposes.
Data Tables for Faculty Respondents

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

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

<table>
<thead>
<tr>
<th>#</th>
<th>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>1</td>
<td>Having an Internet service that operates reliably.</td>
<td>Mean</td>
<td>7.45</td>
<td>8.76</td>
<td>7.86</td>
<td>0.42</td>
<td>0.90</td>
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<td>Dev</td>
<td>1.33</td>
<td>0.53</td>
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</tr>
<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed.</td>
<td>Mean</td>
<td>7.50</td>
<td>8.77</td>
<td>7.75</td>
<td>0.26</td>
<td>1.01</td>
<td>216</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.34</td>
<td>0.54</td>
<td>1.27</td>
<td>1.38</td>
<td>1.27</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Having an Internet service that provides adequate Wi-Fi coverage.</td>
<td>Mean</td>
<td>7.02</td>
<td>8.46</td>
<td>7.10</td>
<td>0.07</td>
<td>1.37</td>
<td>207</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.57</td>
<td>0.86</td>
<td>1.57</td>
<td>1.69</td>
<td>1.64</td>
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<tr>
<td>4</td>
<td>Having adequate cellular (or mobile) coverage throughout campus.</td>
<td>Mean</td>
<td>7.56</td>
<td>8.70</td>
<td>7.90</td>
<td>0.35</td>
<td>0.80</td>
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<td>Dev</td>
<td>1.39</td>
<td>0.66</td>
<td>1.25</td>
<td>1.47</td>
<td>1.20</td>
<td></td>
</tr>
</tbody>
</table>

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

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>7.30</td>
<td>8.56</td>
<td>7.51</td>
<td>0.22</td>
<td>-1.05</td>
<td>216</td>
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<td></td>
<td></td>
<td>Dev</td>
<td>1.39</td>
<td>0.68</td>
<td>1.23</td>
<td>1.21</td>
<td>1.18</td>
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</tr>
<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience.</td>
<td>Mean</td>
<td>7.08</td>
<td>8.32</td>
<td>7.69</td>
<td>0.62</td>
<td>-0.63</td>
<td>169</td>
</tr>
<tr>
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<td></td>
<td>Dev</td>
<td>1.62</td>
<td>0.94</td>
<td>1.11</td>
<td>1.31</td>
<td>1.00</td>
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<tr>
<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others.</td>
<td>Mean</td>
<td>7.23</td>
<td>8.41</td>
<td>7.69</td>
<td>0.46</td>
<td>-0.72</td>
<td>209</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Dev</td>
<td>1.46</td>
<td>1.02</td>
<td>1.25</td>
<td>1.14</td>
<td>1.02</td>
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<tr>
<td>8</td>
<td>Having systems that provide timely access to data that informs decision-making.</td>
<td>Mean</td>
<td>7.39</td>
<td>8.46</td>
<td>7.70</td>
<td>0.31</td>
<td>-0.76</td>
<td>195</td>
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<td></td>
<td>Dev</td>
<td>1.36</td>
<td>0.91</td>
<td>1.14</td>
<td>1.15</td>
<td>1.07</td>
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</tr>
<tr>
<td>9</td>
<td>The availability of classrooms or meeting spaces with technology that enhances the teaching and learning experience.</td>
<td>Mean</td>
<td>7.24</td>
<td>8.39</td>
<td>7.68</td>
<td>0.45</td>
<td>-0.70</td>
<td>165</td>
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<td></td>
<td></td>
<td>Dev</td>
<td>1.41</td>
<td>0.91</td>
<td>1.25</td>
<td>1.21</td>
<td>1.07</td>
<td></td>
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</tbody>
</table>

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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>
</tr>
</thead>
<tbody>
<tr>
<td>10</td>
<td>Getting timely resolution of technology problems that I am</td>
<td>7.62</td>
<td>8.71</td>
<td>8.13</td>
<td>0.51</td>
<td>-0.59</td>
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<tr>
<td></td>
<td>experiencing.</td>
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</tr>
<tr>
<td>11</td>
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<td>7.75</td>
<td>8.74</td>
<td>8.23</td>
<td>0.48</td>
<td>-0.51</td>
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<tr>
<td></td>
<td>my questions.</td>
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</tr>
<tr>
<td>12</td>
<td>Receiving communications regarding technology services that I</td>
<td>7.52</td>
<td>8.25</td>
<td>8.04</td>
<td>0.53</td>
<td>-0.50</td>
<td>201</td>
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<tr>
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<tr>
<td>13</td>
<td>Getting access to training or other self-help information that</td>
<td>7.04</td>
<td>8.32</td>
<td>7.58</td>
<td>0.54</td>
<td>-0.74</td>
<td>210</td>
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<td>increases my effectiveness with technology.</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;

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

<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>14</td>
<td>Ability to use my own personal laptop, tablet or other device</td>
<td>6.10</td>
<td>7.71</td>
<td>7.03</td>
<td>0.93</td>
<td>-0.68</td>
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<td>for work purposes. Self-reported faculty, students, staff, not</td>
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<tr>
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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;
## Heat Map for Staff Departments

<table>
<thead>
<tr>
<th>Staff Department</th>
<th>n</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
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<th>9</th>
<th>10</th>
<th>11</th>
<th>12</th>
<th>13</th>
<th>14</th>
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<td>AA AVP INSTITUT EFFECTIVENESS</td>
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<td>0.0</td>
<td>-1.5</td>
<td>-1.0</td>
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<td>-1.0</td>
<td>-1.5</td>
<td>-1.0</td>
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<td>0.8</td>
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<tr>
<td>AEP ENGINEERING AND IT COLLEGE</td>
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<td>-1.0</td>
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<td>-2.0</td>
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</tr>
<tr>
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<td>0.5</td>
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<td>0.0</td>
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<td>-1.0</td>
<td>0.0</td>
<td>-2.0</td>
<td>-2.0</td>
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<td>0.0</td>
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<td>AUDIT AND ADVISORY SERVICES OFF</td>
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<td>2.0</td>
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Suggestions by Department
When a respondent indicates that the perceived quality of a service dimension is less than their minimum expectation they are provided the opportunity to make suggestions on how to improve the quality of this service. While these responses remain subjective, they can be useful in planning strategies to improve service quality over the long term. The responses that follow are unedited.

ACAD AFFAIRS PROVOST AND VP
Expected to do more ourselves. If you call and state your issues, you are told to call someone else. No one wants to help
Front line does not typically send me to the right person and it takes multiple calls to get resolution

ACAD AFFAIRS PROVOST AND VP
None of our systems speak to each other. Why, in this day and age, can we not have one system to handle everything. We continue to need shadow systems.
Very often it seems the answer to pulling data previously easily available before a change is a complicated, time-consuming work-around.
Very often it seems that we come into work only to find something has been upgraded (e.g., Qualtrics) with no previous information regarding the upgrade and suddenly our reports do not work.
Online videos are not always the best way to train as we cannot move through them as needed. Sometimes face-to-face training more appropriate. Mandatory training videos do not work clearly.

ACADEMIC SUCCESS CENTER
I believe the SAEM staff quickly responds to all issues.
During peak times the system is slow.

ACADEMIC TECH SUPPORT CTR FOR
Highly important
Extremely important as we move to a bring your own device campus with services in the cloud.
Enhance analytics with are available through MyTechHelp This would allow for more advanced trend analysis and drive more effective decision-making
Would be beneficial to provide enhanced training for new employees. Many of the administrative assistants do not receive any formal training for system applications such as banner.
Work with HR to streamline processes for new hire account creation processes
It would be awesome if all fac/staff knew what systems we had access to, and how to utilize some of those systems.
There are many colleges where classrooms are used by different colleges/entities, such as COPH utilizing CEIT classrooms (which makes software and technology a little difficult) or East Georgia College classes in COE, CEIT etc...which can complicate things as well.We honestly need additional classrooms, as well as classrooms that are properly updated with the proper technology to enhance the learning experiences of students. Having technology that is extremely old has (and will) cause issues in the future for professors and students.
As an ITS team member, I realize that technology issues need to be resolved as quickly as possible. The issue I face is the lack of communication about issues, or updates to issues that are in progress. If I have to work on a ticket for a staff/student/faculty member and am forced to transfer it to another group, it does not always get resolved in a timely manner, or any updates sent out to the person with the issue as they're working on it.Needs to be more communication between ITS departments to the people that are requiring assistance.
Develop all employees. Training is talked about and apparently offered, but the details and offer only go down a few levels from the top of the chain, and die out extremely quickly. I've had professors and other staff members ask me about this throughout the year, just to see if their technicians are being taken care of.We need technicians that are proficient in MACs, and Windows 10.Also, offering training on other subjects that are a little outside of the persons job description would be beneficial too.
Windows updates/server update emails are supposed to be sent out at least 2 days in advance (as noted in our technology policies and procedures). This rarely happens, and the fac/staff get irritated with an email the same day (especially when the computer will restart).Information can also be broken down a bit more,
and sent a little bit more professionally. GSNEWS works, but a lot of those emails typically go to a user's trash (sadly). If we're going to convey information to the fac/staff/students, I think we do need additional communication, but find ways to effectively communicate what is going on. This also goes with communicating between departments (and even within the same dept).

With the network being taxed constantly, it probably would help if Nettel was able to purchase upgraded networking equipment for their data closets. Especially in buildings 10+ years old. I'm sure equipment 5+ years old could use replacing (especially for power supplies).

Wifi has gotten better in the past year, but there still needs to be several improvements for faculty, staff, students and visitors to access the wifi. There are many spots that are dead zones (I believe we were going to get an app to help with that?) as well as issues with getting to the authentication pages on wifi.

Cell coverage in several buildings really needs to be looked at. IT bldg - Once you go past the restrooms on either side of the building (towards the middle), the signal drops drastically, and we are rarely able to make phone calls. This is an issue on each floor. Student Services in 1208 is a problem as well. 2208/2210 in IT is probably the worst specific area. Math/Biology/Physics building - Most of the building has had issues for years with many dead zones throughout the building. It's gotten a little better, but still improvements can be made.

(blank)

ACCOUNTANCY SCHOOL OF

Coverage in the office areas is spotty at best. Students who try to access the WiFi when we are trying to address questions are challenged to get online.

Screens for projectors in classrooms always cover the written boards, limiting concurrent use. Do all faculty have easy access to Elmos that would stay in their classes for a semester?

A webex service available to faculty and external collaborators would be beneficial.

ADMISSIONS OFFICE OF

I don't really know if there is anything that can be done. The wifi is unreliable because of the amount of people trying to use it and I don't know if anything can be done to help that. During the summer when everyone is not trying to use the internet wirelessly it is better.

When the Data Warehouse doesn't load it does interfere with our reporting but IT services is always extremely prompt in correcting the issue.

See above.

There seems to be a mid-afternoon lag time with the internet that delays production. Otherwise the speed is great!

ART DEPARTMENT OF

Informations at times are embeded that are difficult to pull out. Need good UX designer to handle the issues.

My student work is digital and there is no format to host and show the work.

Just as the university uses Gmail & Wordpress, faculty should have access to better tools for creating courses and sharing information. Folio is not intuitive.

many times the individual components of equipment are updated and then do not play well with the systems that are installed. For example - Arts 2071 where the desk operation system does not operate the speakers or the dvd player. if we update, do it fully so that the system will operate together.

ASSOC VP OF UNIV ADVANCEMENT

I have had training and classes in the past but could use one on one for specific questions where I do not have complete knowledge such as organizing e-mail, how make file folders and organize, and how to reshuffle columns by alpha or other criteria in excel.

Banner is a poor database for University Advancement needs, additionally Outlook is much more effective e-mail manager than G-Mail. It would be efficient and effective to have upgrades on both.

Again, move to IT support professionals. This is only university I have worked at that does not have a professional IT support staff.

Move to professional IT support staff and not students as the students are not the more qualified ones to be resolving PC and network issues (one deleted my G-mail calendar and that required over a month to resolve).
I-modules is not an effective base for web-design.

**AUXILIARY IT SERVICES**

Many times, reports and information is not readily available. Wishing the University offered more stuff like this for Staff and others to utilize. Technicians should be willing to work with their customers and not just point at the customer and state that it is their materials causing the issues. A technician should work to find the solution and be able to trace out the solution if needed. They also should not require the customer to do things that pertain to their job directly.

Many times I have encountered a technician who seems to point everything back to the customer, and does not test to see if it is something on their end, such as the DHCP servers having issues or a switch causing issues with communication. Many times I have to ask what was the solution to an issue because it just gets fix, but no solution was given to what happened or what was causing the issue. When a problem is solved, no solution is given or no info is passed on to how the issue was resolved. Knowing sometimes helps the customer and also educates the customer.

Better adequate training sites provided or more updated info on Building a Better U. Many of the switches receive firmware updates and I feel that sometimes these updates cause issues with connectivity for devices across campus. All firmware updates should be tested before being applied, and also they need to make sure that they apply the correct firmware updates to the correct switches. Also, scans of computers are taking place during crucial times of the day or late afternoon. Scans should take place late in the evening when mostly everyone is gone or no one is here.

During certain times of the day, scans are taking place which are causing issues across campus and causing Internet speeds to drop as well as transactions to outside sources for POS Systems due to connectivity timeouts. Maybe scans should take place later in the evening like around 11pm or so when there are less people on campus, etc.

Have more APs across campus that can handle the IP ranges assigned. Partner with Verizon to see if it is possible to get mobile hotspots across Paulson Stadium to improve cell connectivity during game days. People try to get onto the wireless due to this factor which cause issues with IP addresses, etc.

Cut down of the amount of clicks it takes to get to a service shown on a webpage. One example, is the Job link under the Quick Links. If one creates a links and labels it Jobs, it should go directly to the page where Jobs are found, not the Human Resource Main Page. It should go at least directly to the Employment page. Update the materials on Building a Better U or find a newer system that has more updated information for people to help improve their skills and knowledge. A lot of the stuff on Building a Better U is old, especially the IT Materials.

This would be great to have, especially demos of the technology that we use, so if we see issues we can better communicate the issues we see.

**AUXILIARY OPERATIONS**

Access is so restricted to information (ie - employee information) that I have to maintain a separate database that is manually updated each year rather than having access to information in systems that can be updated anytime an employee updates their information. At times, I have to access 3 different systems and make a phone call to get the information I need to complete a Personnel Action Form on an employee. Access is so restricted to information (ie - employee information) that I have to maintain a separate database that is manually updated each year rather than having access to information in systems that can be updated anytime an employee updates their information. At times, I have to access 3 different systems and make a phone call to get the information I need to complete a Personnel Action Form on an employee.

**BIOLOGY DEPARTMENT OF**

I teach a couple of evening labs that use internet based activities to assist student learning. However, often that is when the system is updating itself and the bandwidth goes WAY down. I think the system updates would be more appropriately done in the early morning hours rather than early evenings.

This is critically important to me

This is critically important to me

This is critically important to me

n/a
n/a

Very slow on the repairs and I guess it has to do with the Mac computer......
There is a serious need for more knowledgeable Mac technicians. I am a Mac person and when my computer develops problems, it takes many attempts and days to partially solve the problem. I've been told that a Mac is a piece of fruit.....but its my choice and I need it to work.
what good is speed/capacity if the system is in need of repairs constantly.
My biggest problem with Web sites is keep things simple. If I want to find the school calendar on the GSU website I have to click many options to find just the calendar. Make things simple.
When I report a tech problem, I get really tired of the IT person assuming it is operator error. If necessary, I would like the IT person to come to me and help me through a process so they can see the problem I am having. I know I don't have the skill of someone trained in IT, but I'm not an idiot either.
Satisfactory
prompt
Satisfactory Yes
Yes
Satisfactory
satisfactory

BURSAR'S OFFICE
Insure that all conference/meeting rooms are equipped with strong WiFi and overhead projectors
Increase coverage of WiFi to more areas of campus

BUSINESS ADMIN COLLEGE OF DN
Very good.
Good
Not very good.
Not very good.ADPWorks Peoplesoft Folio

CAREER SERVICES OFFICE OF
In the afternoon, there is a significant difference in internet speed on both Wi-Fi and ethernet connected devices.

CHEMISTRY DEPARTMENT OF
I don’t know if that would be possible to improve, but I don’t get cell signal inside my lab/building.
Although better than before, the many layers of approvals needed when submitting a grant through CloudExpress make me need to finish writing a proposal days before the official deadline. That in itself is not a problem, but many times grant opportunities are only advertised a few days or weeks before the deadline, making planning really tricky. I would suggest a more timely advertisement tool for grant opportunities, or an even more automated submission process on CloudExpress.
As of now, the smaller classrooms (max students = 48) is well equipped technology-wise for lecturing (or at lest my lecture style). The lecture hall I think needs some improvements. We do have a document camera, projectors etc, however it is difficult sometimes to explain or point out important details when you have to walk from one screen to the next so the entire class get an opportunity to see what is being discussed. I remember using the Camtasia system years ago, which was more suited for the lecture hall as I can write directly on the screen. Maybe a system like this would be more effective in this lecture hall. I would also keep the doc cam as a backup.
I think this would help a lot. With the advancement of technology, I can see profs (including myself) starting to implement its use in our lectures. Having a good and reliable WiFi coverage will help in the lectures and classroom projects go by smoother.
Within my dept, we all use different forms of student response systems to enhance student learning. some of these require the use of cell phones so I think it would be important to have good coverage.
Yes, this would help me significantly especially when teaching my online classes. I utilize the chat room tool on folio to conduct office hours, and it would be nice to find an easier way to draw large molecules on the whiteboard using something other than the mouse.
This is more of a comment: The technology is updated on a regular basis but each new system requires time to learn how to utilize it effectively. Because of this, I just don’t keep up with changes. The busyness of
the faculty life makes me more inclined to just use what I know well even it is somewhat behind the times. I do want to use newer technology but other responsibilities are competing for my attention and the quality of my work is not severely affected at this time.

Dan Lanier works with my department and he is always on top of his game.

All day seminars are not the best for my daily schedule. Is there on-line training available?

The software available for decision making in COGS for MS programs seems to take a long to update.

We need more spaces with technology.

We experience outages regularly.

This is pretty good at GSU but could always be improved.

In certain areas in my building, we do not have good access.

CIVIL ENGINEERING AND CONSTR MGT

When one needs information its needed now. I expect quick action, because decisions usually need a quick solution.

Yes it helps tremendously.

We use technology when we need to find answers and prepare information for others. Therefore, when we need answers now!

In most cases I have found the staff knowledgeable and helpful. Sometimes I get a student who id not quite as knowledgeable an not inclined to be as helpful.

As with any profession there is a particular language and the language of technology is often confusing to those of us that have our particular profession's language. If the technology staff would dumb down (define) their language when they attempt to explain an issue it would help us to understand the issue.

Training is always good. A list of classes that or given at times when many of us could attend. I would say that campus internet service is reliable. Also, given that we so depend on the internet on campus it appears that any time it is lost we are stopped.

I have heard many complaints from faculty about the slowness of the campus internet service. These complaints often come from research faculty working with data sets.

The ability use Wi-Fi anywhere campus would make me rethink using a laptop on campus.

In my view cellular service is fine. In a since don't I provide my on service. The only place I have ever experienced poor service is in the back areas of the RAC.

Very important, so many times when I am following instructions for a site the instruction oar incomplete and I need to contact IT to get it straightened out.

Many of the service don't seem to fit well into Folio.

It allows me to work with others and plan with others.

CLASS-ADVISEMENT CENTER

I feel like there's a bit of a communication gap - I think these services EXIST, but I'm not sure how to access them or fit them into my workday.

I feel like the access to the online services is a bit clunky and counter-intuitive.

Sometimes the internet system has shortages.

I believe that a university should have the fastest possible internet. Sometimes the system seems to slow down.

Yes, if I would like to use a computer not connected directly to the internet.

I cannot get adequate AT&T coverage on campus.

COMMUNICATION ARTS DEPARTMENT

It is sometimes troubling when I’m using my iPad for lectures and I can't get a signal. I have to go to one area of the building and connect then walk the iPad downstairs. It is improving, but there are days when this happens.

Many times I'm not sure if my students are getting feedback on quizzes. They say they don't get my feedback, I have no way of knowing if that's true or not.

ePuzzle is awesome, and would like more of that please. Maybe integrate editing software so students could edit as part of a quiz.

So far we have only one terminal to share media. I know more is coming so, I will be happy.

If a computer is not working in a classroom when’re I need to use it to give visuals and teach I should only have to report it once. Not three times and then get the department secretary to call it in two times before
someone comes to fix the problem.

There are many unnecessary steps in our system. Information is buried and hard to find in layouts that are not intuitive. Calendars are often incorrect. Prospective students cannot access information about our department easily. Get a better web designer. Have accountability for updating information correctly when it is given to you. Figure out how to have web pages that can be viewed on mobile devices. If our web pages cannot show up on a phone format in a google search we may as well not exist to prospective students.

As a new faculty member teaching an online class, the availability was already closed before the semester began.

I struggle constantly with my classroom computers not having enough CPU to run software. The instructor's station constantly freezes during the operation of Adobe CC software which limits my ability to do demonstrations in class. The student's computers encounter this issue but not as frequently as the instructor computer. My students also encounter problems moving from different computer labs on campus because they aren't all at the same version. That said the students have a work around when they encounter different versions.

Systems like PPGRA are beyond our control. We are told that we cannot make adjustments to Banner, but other schools can (e.g. limiting the number of hours a student can enroll in one of the short terms).

We have fewer and fewer classes where we can work without technology.

Some of the training sessions I have attended have been less than helpful. I have not seen much in the area of self-help, which might allow one to work on a module as needed.

In general we are ok, but when it gets stretched, it's difficult at best to complete tasks. For specific work, capacity and speed are affected detrimentally in the area of creative scholarship by faculty and students.

Our students are required to engage in social media, etc. They need to look up information on the road. Better Wi-fi coverage supports their learning and application.

This would be connected, in my mind, to the Wi-Fi question.

Students and faculty rely on this. Unfortunately, we end up with a one-size-fits-all which doesn't always work well for everyone involved. Students might submit an e-mail via Folio, and if that system doesn't work with our regular e-mail, it might be easy to miss that message.

We have some limitations in my department where increased data and/or bandwidth would be needed to have effective collaboration.

COMMUNITY HLTH BEHAVIOR AND EDUC

The mobile site is highly layered. Very different from full site and lacks the intuitive nature to compensate. Folio is not intuitive. Getting better.

COMPUTER SCIENCES

As a citizen of the 21st century I believe that institutions of higher learning should provide the absolute best access, to the internet, not just average, or sometimes below average, as it is the case at GSU.

I will list problems that never seem to get resolved with IT services (in order of importance): 1. Procuring proprietary hardware - this is absolutely necessary to do research in technology related fields, but almost impossible to get through IT services. 2. Getting access through the campus firewall - most schools offer a VPN for students to connect to machines on campus from off campus (GA Tech and UGA both offer VPN's to students). We offer them to faculty and staff, but not students. This makes it impossible for online students to access computing resources on campus. 3. Getting cooperation from IT services for special research considerations - I will give one case, but there are many. Dr. Webster in the psychology department runs his research using a program written in Java. When Java automatically updated JRE to a new version, the software broke. Dr. Webster asked to use his old version of JRE, but was told no by IT services because they said it was a security risk. IT services offered no other solution.

IT staff need to understand that the purpose of a university is higher education and not making life easier for IT staff. I have been refused requests made to IT services for software installation in a lab because the software did not lend itself to a silent install, even though the course being taught in the lab depended completely on that software. Before silent install existed, IT staff would install the software individually on machines in the lab. I guess that individual installations that were previously provided by IT services simply don't exist anymore, even though a course depends on that software.

You throttle the bandwidth in the IT building so that the dormitories can have more bandwidth? Shame on you.
It is almost impossible to host services on campus due to the tight restrictions on the campus firewall and almost impossible to host them off campus because of the throttled bandwidth in the academic buildings on campus. If an instructor needs to move large files often between their office computer and say, a Web server hosted off campus, it would take hours or sometimes days to move those files.

CONTINUING EDUCATION CTR-PROGR
The technology staff is helpful, but they sometimes don't have all the answers—not their fault though! Sometimes that is slowness that is unexpected. The Google applications are not as useful as Microsoft Outlook and Office (that I have used many times). There could be more efficient services.

CONTINUING EDUCATION-ADMINDIV
Thank you for all that you do.

This low rating does NOT apply to Statesboro location. Savannah â€“ Coastal Georgia Center (CGC)- UNSATISFACTORY Regrettably, the IT support at the Coastal Georgia Center CGC) remains unsatisfactory. This is a STARK contrast to the team and client experiences at Nessmith-Lane. There we benefit from a responsive technician who clearly takes pride in his work and how it impacts the mission of the university. At the CGC facility serving Savannah’s educational and many corporate entities needs; we are greatly and consistently plagued by an unresponsive, unprofessional and negative technician. Dorinda Williams regularly quarterbacks radio requests from her office, asking, what the client want. Even though she only has the Coastal Georgia Center to serve, her response time is delayed or dismissed, as compared to the technician working with NSL’s needs. There are exact examples to substantiate these experiences in 2016 alone. Various team members have expressed great frustration in working with this technician as they have been known to leave their area of responsibility to support a client’s IT needs. Dorinda will communicate one thing to her immediate supervisor in terms of work done, while the actual results are totally different. Clearly, the performance of this team member in Savannah misrepresents IT and GSU’s demonstrated commitment to excellence, relevance and position in Savannah as a preferred educational and special events venue. Suggested Resolution: Immediately move to replace Dorinda Williams as the technician in-charge of the IT needs for the CGC. Please replace her with a professional, forward-thinking, positive and knowledgeable technician who understands that we are an outreach venue (need to generate revenue) and that poor customer service is essential. We need a technician that is proactive and ready to serve anticipated and onsite client needs.

Statesboro â€“ Nessmith-Lane (NSL) - Excellent! First, the leader who saw the need to re-organize IT should be highly commended and paid accordingly for taking on such a Herculean task. Second, Pam, Ashlea and Sonya’s commitment to client-centered approaches have benefited Continuing Education (CE). CE now basks with timely, relevant and dependable technician response. The assigned technician (Patrick) is responsive and even follows up after a reported problem to ensure complete resolution. He is very professional and will elevate an issues if he’s unable to resolve, which is rare. Third, when it comes to partnering and serving as a change-agent actively offering solutions, Pam, Ashlea and Sonya carve time out from their busy schedules to collaborate and implement informed tools to support the division’s growth. In summary to comments on this section, as Executive Director serving Statesboro and Savannah, the complaints affecting Savannah now negatively impact an overall evaluation, of what I believe is a great partner in our success. Specific to the CGC, the Savannah team has been made aware to submit an IT tickets for all concerns â€¦ The technician at the CGC lacks the disposition to support that outreach unit’s growth and goal to provide pro-active service. Team members both in Statesboro and Savannah express deep frustration working with such an unresponsive team member. Moreover, I regret having tarnish what should be a stellar review.

CRI FACILITIES - RAC EXPANSION
See first answer.

I don't speak computer lingo, I need simple to understand directions. I often need to access technical drawings and other such items to complete repairs on any given product. Slow internet takes a long time for plans and drawings to load thus slowing my reaction time. Very difficult to navigate if you are not really computer savy.
CURRICULUM FOUNDATIONS AND READ
You guys have really stepped up your game and improved on this over the last 2 years or so. Thanks!!!
For example an often used meeting place is COE 2148. There are hardly any outlets. You can use a laptop with a good battery. Also, logging on as a visitor is easier than as an employee in COE
It's fair
Sometimes but it's hard to get answers regarding Folio
I really want training that helps me keep up with changing technology
Seems to be a lot of problems
It's easier logging on as a visitor. I don't get dumped as often as I do when logging on with my username and password.
I need to be able to do this so it is very important to me
In my college, COE, some of the rooms have really dated technology. Ogeechee Tech has all smart classrooms now in their new buildings. Even the GED classrooms are smart rooms. We really need to step up.
Cody doesn't always know what he is doing or he doesn't listen to what needs to be done and then he makes a mistake. This has happened twice with me on tickets with Cody and Todd had to correct it the first time and the second time Cody accidentally reset my password so I had to go and reset my password on all my devices.
I've stopped calling the general number at CATS for Folio because I got tired of students answering the phone who didn't know the answer to my question. Now, I just call Eric or Todd or someone I know directly and avoid the help desk. Suggestion would be to make sure the students are well trained.
Honestly I don't pay much attention to the tech related emails that are sent. If you want us to read them put like MUST READ or IMPORTANT or something in the subject.
I just filled out that Folio survey and stated that the Folio faculty handouts are outdated. Technology changes so quickly that you have to keep your screen shot instructions and handouts up to date. Please update accordingly.
Some rooms on campus have terrible Wi-Fi reception. I am not sure why this is. I only use the guest network because I refuse to download the heavy antivirus you require me to put on my mac and the guest network is definitely not available everywhere on campus.
Get rid of D2L. It is a weighty and cumbersome learning management system.
We need better cloud based systems
CUSTODIAL SERVICES-EDUCATIONAL
Provide the staff with updated computers some of them are using outdated computers.
DEAN OF STUDENTS
Not a big fan of the MyTechHelp system - not in the service provided, but if you submit multiple tickets you have a big influx of followup messages.
We often have difficulty connecting to campus wifi and have to opt to meet in a space that has a hard wired connection.
Because they needed to check with others and get back to me, the resolution sometimes took longer than I thought it should.
There have been times I have called with concerns and felt like the tech support staff were unable to answer them without needing to check with others first.
I have pretty much stopped trying to use my i-pad for meetings on campus because I often have trouble connecting to the wi-fi and getting what I need when I need it. I just use my phone and my personal data (keeping wi-fi) off instead. This is especially a problem in Russell Union.
EDUCATION COLLEGE OF - DEAN
I would love some basic training that would be relevant to staff/administrators.
This seems to be an ongoing problem. It takes a long time to log on sometimes.
I understand the communications regarding technology services; I just don't receive them enough or in a timely way.
It would be great to have training that was more individualized. So much of what is offered has to be watered down because of the varying levels of knowledge by users.
Having to use the My Tech Help icon is a pain. The whole process for requesting IT support is clunky. Additionally, I have a Help On Click icon that just randomly showed up on my desktop and was never fully
explained to me how to use and why it was there. Why can't we just contact our assigned IT support people directly? And please stop with the surveys after a ticket has been closed. Those are just annoying and unnecessary for requestors to have to complete.

**ELECTRICAL ENGINEERING DEPT O**

There is a need for most classrooms with technology, also the computer labs have no space for students to write notes, not enough desk space. The only thing on the desk should be the monitor, and monitors should not be the kind which have a stand in the back, as they take a lot of space, example IT3314. Need some kind of training for using smart board in classes and also projectors, etc. Plenty of training available for folio, thank you for that.

The Internet is reliable, the speed is still very low compared to other universities I have been at! Wi-Fi coverage is very weak at some points, and slow, not having a physical line to connect in the office makes it more important to have a strong Wi-Fi and faster speeds.

There are buildings in which coverage of cellphone is almost non-existent, for instance IT building, most locations on second floor, and also some places on first floor, there is no coverage!

**ENGR AND IT STUDENT SERVICES**

It's incredibly difficult to make calls/texts in the IT Building.

**ENTERPRISE APPLICATION SERVICE**

We still seem to be way behind the curve on technology and methods, I know we need more training on what we do have and I suggest adding some preemptive training for technologies/systems/methods that are already out in the wild but are not yet on our campus. One example is mobile app development training, training about virtual reality and its impact on the virtual/real classroom, more Internet of Things exposure, etc. Training that goes beyond our current needs and is a bit more foresighted. This does not only apply to IT and technology, I am sure other disciplines can benefit from a little looking beyond the next crisis. Increase bandwidth and upgrade routers/servers.

Again, a matter of bandwidth and routers/servers.

**EXTRAMURAL PHYSICAL ACTIVITIES**

No wifi at baseball field Wiggins building.

I don't really need these often but when I do they are fine. I need minimal items.

Don't know of any training or self help info to do this

No Verizon cell phone service in the Hanner Athletic Training room where my office is located. Have tried a booster but that does not work either.

**FACILITIES PLAN DESIGN/CONSTR**

Okay. New better more trim down access from off campus. Main campus window to cumbersome; too much, there for to slow access.

Okay. Little slow response sometimes.

Okay.

Internet gets bogged down to much. To slow sometimes. During campus business hours.

Needs improvement campus wide.

Okay.

Okay.

Okay.

**FINANCE AND ECONOMICS**

Wi-Fi is now a necessary component of my class. Had been using the Byod lab in COBA for the enhanced Wi-Fi. Prefer that the campus Wi-Fi would be as fast and reliable speed up the internet - we have a college of IT so it should be world class speed

There are lags throughout the day.

Coverage in College of Business is spotty.

Coverage in College of Business is spotty.

**FINANCIAL AID OFFICE OF**

Essential.
FIRST-YEAR EXP FACULTY SUPPORT
For me it is very important for the teaching-class room buildings (e.g., Newton, the IT building, the Business Education building, the Education building, etc.) on campus to be staffed with an IT professional who is available during normal working hours.

GEOLOGY AND GEOGRAPHY
I teach a large lecture in Old Biology (Natural Sciences) every fall and the speed/reliability is spotty at best. I simply never know when a video will stream properly and I always test it in my office just before class. This makes using technology in my instruction extremely challenging and frustrating. We need reliable high speed internet in every classroom in every building! There no excuse for not having that at a university of our size. I've been emailing multiple times about getting access to ArcGIS Pro Online and have only had minimal responses. I know we have the licences for it and they signed me up for it, but, they haven't activated the licenses and therefore I can't use ArcGIS Pro software. I really think there needs to be more timely responses to managing GIS software because we are lagging behind with industry and other academic institutions already moving forward with 64-bit ArcGIS Pro and we are stuck with an older version of ArcGIS Desktop that is 32-bit.

I know that there have been some growing pains in this area. Because of my research and the file sizes I deal with in terms of downloading and sharing with federal and state agencies, time is of the essence. Especially, in situations where I need data fast for decision-making processes during coastal storms or situations.

HEALTH POLICY AND MNGMT DEPT.
very important; reliability and intuitive framework are important.

HISTORY DEPARTMENT OF
Although I like to be able to access wifi anywhere on campus, I think it is too much of a distraction for students. They seem to be completely incapable of living without having continuous access, which means they spend most of the class screwing with their phones and rarely pay any attention. Hence, we need to figure out a way to block access in the classroom.

Since there is always the fear of a major tragic event occurring, I think you must have cellular access on every part of the campus to notify the community about an emergency. It would work best if there was an announcing system much like the state amber alert.

Yes, it would be helpful
Yes it would help. But how can you explain something to others when the person explaining don't know it well.

Teaching in the Union Theater is always frustrating, though this is mostly due to Union desk workers not CATS. They are always willing to throw CATS under the bus.

HONORS UNIVERSITY
There are times where the WiFi is very slow. I have found this to be the case in a number of locations on campus.

The new MyScholarships system is very clumsy and does not include the necessary features to carry out basic tasks. It should be replaced with something more effective.

HOUSING/CONFERENCE SERVICES
I would like to see courses offered to staff on how to use Google Drive docs. Information is sometimes hard to find on university web sites, even for employees who should be familiar with where to look.

HUMAN ECOLOGY SCHOOL OF
Internet service here is always slow and unreliable. This affects students taking quizzes on folio or submitting work. It also impacts daily tasks like printing to network printers.

Technology on this campus needs to have personnel that will resolve situations in a timely manner. They come but do not complete the task and it spreads out over hours and days and it becomes frustrating. Making sure that personnel stay in the environment and finish the tech update problem resolution until finished would be most helpful. Starting the job and then leaving for other jobs is the most frustrating. follow through most needed.
we have several programs that we use that require high maintenance for both student and faculty use. It is difficult sometimes to have tech support that understands how to use these programs. This is usually not an issue, in our areas maybe more of an issue re: older and or borrowed equipment. This has always been an issue, focus is a problem, completing tasks on a timely basis has been a real problem as well as such a huge waste of valuable time! Very limited. CATS on the other hand are extremely knowledgeable & intelligent! Always updates on what is going on with upgrades. This is an issue & more / extensive training would be helpful. Some areas there is limited to no access for cell phone use. WE NEED SMART BOARDS AND WE NEED A MORE EFFECTIVE WAY FOR STUDENTS TO SEE INSTRUCTOR’S SCREEN WHILE IN A CAD LAB. THERE COULD BE EXTRA MONITORS ATTACHED TO THE CEILING THAT REFLECT the INSTRUCTOR SCREEN SO, STUDENTS SITTING AT THE BACK ROWS CAN EASILY FOLLOW THE LECTURE/INSTRUCTIONS SOMETIMES IT IS SLOW. ONE TIME IT WAS BECAUSE OF THE FOLIO SERVER. IT TAKES A WHILE TO DOWNLOAD STUDENT DRAWING FILES THAT ARE ABOUT 120 MB. I WOULD PREFER IF THEY GET DOWNLOADED IN 10 SECONDS OR SO. THERE WERE TIMES WHEN I HAD TO PLAN AND DOWNLOAD THEM EARLIER SO THEY WOULD BE READY WHEN I SIT DOWN FOR GRADING HAVING WIFI WHILE WALKING ON CAMPUS WOULD BE NICE. THERE ARE AREAS THAT DO NOT HAVE COVERAGE OR VERY LITTLE COVERAGE. My department still uses an antiquated system, Share Point. There has to be a better way!

INFORMATION SYSTEMS
Many systems at GSU are still in the dark ages - travel approval, curriculum forms. Needs to be all electronic & web based. vLab will save me many hours of frustration and having to act like tech support to my students. So many thanks for bringing this in! Some of folio features still really suck (e.g., discussions, and group management). But I guess you are held to ransom by desire2learn. Folio is not Piazza or Slack. I really enjoy Paul’s messages explaining what is going on. My compliments to Paul! I believe the connection speed is the only technology-specific challenge. The other issues are more with classroom layout, which is partially impacted by the fact that the workstations are fixed. My perception is that the service is reliable in terms of it being available. My expectation is that the internet service speeds at an institute of higher education - especially in a technology-focused building/department - should be significantly faster than what I receive at my home. I’ve had multiple students comment that they’d wait to download a file/application until they returned to their off-campus apartment because it would take less time to download. The wifi is inadequate in terms of speed, however the coverage seems to be acceptable. we need doccams that work Todd Tinker is the best tech support person I have ever seen. And this includes me. Todd Tinker is the best tech support person I have ever seen. The instructions for using vLabs were inadequate. More effort needs to be have put into that before rolling it out. The wi-fi coverage is spotty in certain areas of certain buildings. Also, it needs to work better with Mac computers sometimes its difficult to find things. Need a search capability that searches all websites.

INFORMATION TECHNOLOGY SERVICE
there are still spots around campus that do not have strong wi-fi but it grows constantly with IT progress...keep it up :) There are departmental websites and links that are not up-to-date or no longer link to anywhere... this is, I am sure. a constantly flowing process as changes occur daily...

INFORMATION TECHNOLOGY DEPT OF
Again... same as above, but reliability is important not just for internet services, but ANY service that requires a connection to hold daily class/business activities 24/7. I find that the campus internet is better than other providers in Statesboro (e.g. Northland), but I still find
the internet is slow and unreliable.
I understand that Statesboro is not Atlanta, but in order to let the university, regular teaching and research continue efficiently and effectively, internet service must be reliable.
Our office and lab internet connection speed is very slow and unstable. This often times becomes a serious issue when faculty and students need to download software or have video conferencing. During peak time, sometimes it takes very long time to open even a webpage.
Wi-Fi coverage and speed should be tested at various locations on campus and inside buildings and offices. Wi-Fi is not stable in my office, but relatively stable in the hallway of IT Building.
This is also one of the problems bothers me everyday. I am using TMobile and I have to place my cellphone next to my office window to maintain 1~2 bars of signal to receive a call or SMS. While this may be an issue of TMobile, my phone receives full bars at most places in town.
This one is really important as I teach in an IT related field. You guys do a great job, especially Todd's group in the IT building.

Very important in an IT related discipline. However, this sometimes falls short in the IT building.
As I am in a technology related field, I'm pretty adept at learning how to learn technology. However, I will say, Folio is not the most user-friendly, intuitive tool.
Difficult to pull data warehouse reports with reliable numbers, particularly enrollment and graduation reports.
Could use additional departmental computer labs.
Timely support in my building is a 10 on a scale of 1 to 9. Outside of our building, some requests are not as quickly resolved. Some linger. Please don’t close service tickets before they are addressed. For the most part, support is timely and excellent.

LEADERSHIP TECHNOLOGY HUMAN
Your team does an excellent job!
I have had great support over the last 7-8 years that I have served in a part-time faculty position, the courtesy and professionalism received as an online instructor and off-campus faculty is solid and makes me feel part of the team.

Wi-Fi connectivity on personal devices is spotty and requires resets frequently.
See above

It's important
Not as familiar with what Ga Southern has as I should be since I do not teach however, these are critical 21st century learning tools for a teaching institution.
Many choices that do not all interface well or at all, preference considerations are a plus however direct support and training on tools seems difficult to pin down.
I don't teach face-to-face, but the technology in most classrooms seems adequate. I'd like to see less money spend on gimmicky technology like Smartboards and more on giving us access to better software, apps, and mobile devices like iPads.
Our wi-fi is constantly dropping. In fact, I have had days where I had to go home to work because I was unable to make it work here.
Not only is our building not wired for ethernet, but it uses wifi, and it can often take quite some time to upload and download programs and large files.
Again, our Wi-Fi service drops all of the time.
Desire2Learn is a terrible Learning Management System, opaque to both students and faculty such as myself. I have used others in the past with mixed results, but D2L is easily the worst I've encountered. From it's lack of an autosave function to the overabundance of menus upon menus to its lack of any sort of visual panache, it's a moribund experience for all involved. The grading portal for it is hard to use as well. Besides this, the My Georgia Southern portal logs you after 20 minutes, which is entirely too short an amount of time if you’re doing work elsewhere in D2L. This has caused me to lose countless emails and documents I was writing. MyGeorgiaSouthern is also filled with options, very few of which are adequately explained, and the Georgia Southern web presence as a whole needs an update. It features unprofessional-looking stretched and pixelated photos, as well as too many options with pull-down menus and the like for prospective and current students to find it useful. They all just Google whatever they're looking for, rather than using the web site.
I wrote about this above, but I find Desire2Learn clunky and opaque, and I think it dampens student's enthusiasm for my online courses.

I have been at Georgia Southern University since the early 90's. We have purchased and implemented several data management systems. None of these have ever met the needs of faculty for accreditation, assessment, and/or grading.

Terrible wi-fi in the COE.

Most of the websites are outdated compared to other institutions. The College websites are not attractive or cutting edge. They also are difficult to find information.

We supported D2L as the new LMS. However, once the University purchased it, we were not allowed to use the many different options that had been demonstrated. We could have stayed with any of our previous LMS versions if the campus tech people are going to restrict which functions we can use.

LIBERAL ARTS AND SOC SCI DEAN

WiFi coverage is still slow and spotty in some academic buildings.

I find it difficult to find information on the University’s main web page--and I know what I'm looking for. I think it must be harder for those who do not.

I think some of our chosen programs are problematic: Sharepoint is horrendous! I hate when we must use Ieadp is horrendous! Dropbox is cumbersome! Google mail is horrid

I don't think this is a system problem. This is a university structure problem. Access to certain types of data and reports is not easily accessible and often requires a meeting, negotiations, long waits, and sometimes being told that you don’t need that data. Or being ignored.

Some of the buildings sometimes have some Wi-Fi connectivity issues. They generally resolve themselves but dropping in and out of service can be a pain if you have to re-log-in to the system each time.

Mobile coverage is limited in some of the buildings. Not sure what you can do to fix that problem.

Trying to find information on the University website is a disaster. You have to know where to look. And often, the search engine doesn’t get you to the right place. There has to be a way to organize essential information that makes it easy for students, faculty, staff, and the general public to find.

LIBRARY GENERAL OPERATIONS

too many classrooms I have had to teach in on campus are the traditional type with a teacher podium and rows of (difficult to motivate students) in chairs or desks. That’s not much different than when I was a student in high school in the 1970s! We need MANY more flexible or smart classrooms to engage this generation of students, especially in group work.

we still experience problems accessing wifi in the library during peak periods of th day, though streaming performance for instructional videos has improved

LITERATURE AND PHILOSOPHY DEPT

Having technologies that our technology staff are either unfamiliar with or unable to administer seems counterproductive. I'm thinking of Folio/D2L primarily here, but the surplus of technology options (Folio & Kaltura or Folio & GoogleDrive) creates confusion for the end users especially when the technologies staff privileges these inconsistently. While diversity is fine, for many users (and this is trickle down--if the faculty are unsure then the students are doubly confused) this creates more problems than provides avenues for solutions.

I'm reading services here is a specific way: maintenance. I'm not who makes the decision on when updates and maintenances are scheduled, but it is done wholly without regard to the users' needs. Updating our primary Content/Learning Management System at the end of the semester (when more materials are being used through those C/LMSs) is stunning. Downtime--even late at night--is very problematic for students and faculty at that point in the semester. If the University is paying for a support service, and that support provider requires regular updates, then the University--like any other customer--should be setting the schedule.

LOGISTICS AND SUPPLY CHAIN MGT

1. I teach at six local colleges. The IT program at Georgia Southern is above average. 2. I would like to see better training on D2L. The D2L system seems to work pretty well once I learned the steps (with the help of a tutor). But learning the steps on my own was confusing.
I still can't access ADP when away from the office. This is bad.
Not enough computer labs, or labs of a large enough size (50+ per classroom would be a minimum)

MARKETING AND COMMUNICATIONS
I am not confident in the ITS staff that comes to help me with my problems. They seem like they don't really know the answers, and it's different people each time I have a question. They seem like they're just students, and they admit to not knowing much about Mac software and computers.
I feel like different departments use different services, and have different knowledge of their options. For example, our department is having a difficult time finding Project Management Software from an outside vendor, but I know there are departments across campus that use vendors who provide software. It would be nice to easily see what departments use what software and coordinate with them and ITS to make sure we are all using the best stuff. There might be something the campus currently uses (like GoogleDocs) that might be an adequate solution if only we knew.

MARKETING DEPARTMENT OF
I feel that we don't have enough classrooms in the academic buildings for faculty to use for teaching various courses.
Technology varies greatly from classroom to classroom and is often in disrepair. Preventative maintenance would be a great help.
Blanket emails are sent to faculty and staff, so we often receive emails that are not relevant. This is 2016, communication should be targeted to the appropriate group. For example, I am a Mac user - why send me emails about Windows updates? With all the IT tools available, why not update the information stored in your database concerning users and target your communications?
Let users get involved in training. Often the training sessions seem about the technology itself, when they need to be about how to use the technology.
Wifi works very poorly in my office space.
GSU web sites use various tools that result in a poor user experience. For example, I have encountered roadblocks to using the COBA website.

MATHEMATICAL SCIENCE
I use Folio for testing students in a Math class on their basic skills. Students are required to use a LockDown Browser while taking the Skills Test. But they get logged out of Folio and hence their tests too often. We reported the issue but it hasn't been fixed.
I use some of the features of MyMathLab such as assigning homework problems and using some of the power point slides in my classes. They provide an excellent service.
Sometimes the Wifi connection drops.
Classroom PC internet (in Math/Physics building) is generally too slow to be used at all.
My smart phone cannot connect to Wi-Fi; a major nuisance.
Folio should allow faculty to upload content and have it released to students automatically at a set date/time. If this service is already available, it is not apparent/user-friendly.
I do not like using Google products for work; the university should have their own email, personal homepages, etc.
The primary lab that I use with my students seems to slow down in terms of reloading pages and printing.
Again, minor issue.
My personal cell phone doesn't seem to work well inside some buildings. Not necessarily Georgia Southern's issue though.
I want document cameras and the projection therefrom to be top quality at all times.
Information & data is power for some people on campus. All data and information should be shared. Yes, I know that there are laws about availability of some data. I am not talking about that data.
There has been much improvement in the availability of such spaces, but now it is time to update the technology available for improved teaching in all rooms.
On occasion, the resolution of a technology problem involves purchase of an item. On occasion the purchase is delayed, requiring an adequate but not hassle free work around
Again, there are some dead spots in some buildings.
There are some buildings on campus where cellular coverage is poor. Usually the building is mostly cinder
block or thick concrete. For buildings with poor cellular reception a work around would be greatly appreciated. Now if I get a cell call, I often leave my office and go to an exterior building wall in order to minimize the risk of a dropped call.

When one searches on say Academic calendars, there are still several clicks to get to the actual calendar. If one searches a common request, exam schedule, the links listed should take one directly to the searched common request. Not through Registrar’s website, and search for schedule or calendar.

**MECHANICAL ENGINEERING DEPT**

How is this related to my work at GSU, if I paid my cell service out of my pocket. If GSU expect me to use a cellular for work, then must they start by providing me one free of all charges ...

Sometimes I have to wait a day or two to get a question answered by COL staff, but IT Help Desk is typically responsive for matters relevant to their role. One caution is for staff to be aware of the need to explain HOW to some technical things, not just what to do.

My whole involvement is in teaching online, so this is critical to me. D2L has a lot of capability, but it is also very complex. Often, when trying to set up or update a course and its operation, I find that it is difficult to locate the layer and point at which some action is necessary. In some instances I find that I have been unaware of certain capabilities or necessary actions. But part of that is due to my having been away from the campus training resources for 5 years....

This is critical for my online students. Occasionally they report that they have had a problem accessing an external web site, but this is usually a matter of their personal work station, not campus resources. D2L has been unexpectedly down briefly a couple of times this term.

There are many existing smart boards that are not set up or working properly.

Wi-Fi coverage, ease of connection, and speed are, at best, average.

**MUSEUM**

It's still hard to find a live person or know who the appropriate person is.

Mac response continues to be limited or come with an attitude - oh its a fruit problem.

**MUSIC DEPARTMENT OF**

Wifi is not always reliable in all areas of the Foy Building.

Dead spots for Verizon, mostly experienced by others.

Some campus entities (Foundation comes to mind) have poor directories and lack forms for on-campus use (I realize they are an independent entity). Why do we have to go through two screens to get to WINGS log in? And why when it times out can we not just log in from that page? I also use some Google Drive documents in which I get a notice, click to go to the page, get a page where I have to enter email, then go to a second page where I log in with user name and ID. I do not appreciate the over-ride installed on my computer that logs me out in short order. I resent the Big Brother nature of having something done without my consent and being locked out of the ability to change the setting. And why? What possible problem was there that necessitated this? If I leave my desk, it's rare that a student is alone in my office. If a student is alone, he/she still can't log into my WINGS account.

Technology in the classrooms need to be more consistent throughout the campus.

Technology issues during a class need to be given fast resolution. Valuable class time is wasted waiting on tech support.

The person answering the phone often needs to refer issues to another staff member. This slows down the process.

Essential!

Essential!

**NURSING SCHOOL OF**

the problem I have is with aspects of folio, like the grade book. I don't know where to get help with that.

The special services of individuals is very confusing. Whoever I ask, it seems to be someone else's responsibility.

Certain rooms I cannot get on internet but lately it seems improved

I do not know how to access on line assistance

Our tech support has limited skill to fix computer functioning problems. He always just reimages which alters usability and I have to reset a lot of settings.
Occasionally outages.
Occasional outages.
Some dead spots on campus and in our building specifically (Building 250)
Adobe Connect is hideous. There are frequent audio and connectivity problems. Is there another platform
for synchronous online meetings?
Variety in service across some rooms on campus
Slows down too often -- don't know why
Better than used to be but still if far from service point patchy
Improve online course capabilities of Adobe Connect
Pretty good overall, except capacity of Adobe connect

OFFICE OF STUDENT ACTIVITIES
There is a significant wi-fi coverage issue in the Williams Center, specifically professional staff offices. I
think Wi-Fi should be a given in 2016.
Today everyone has a cell phone and they should be able to use it anywhere. Part of this issue is connected
to the availability of Wi-Fi.
Sometimes the equipment doesn't work. Not necessarily your IT's fault.
Same as above.
My internet is typically extremely slow and freezes. Hopefully, the re-imaging will help.
P-16
In the College of Education this has improved GREATLY during this past year. The response time and
attention to detail when providing the reserve is OUTSTANDING!

PERFORMING ARTS
There are no access points for the backstage or audience areas of the Performing Arts Center. Minimal
costs to add addition WiFi access points.

PHYSICS DEPARTMENT OF
This needs to be improved.
GSU website is too cramped to use. It is not user friendly. I cannot easily find a document or a service that I
need to use.
The technology staff has provided generally prompt service to issues in my research lab (although an
inability to communicate with the department printers has never been fixed). However, in the classrooms
the maintenance seems less reliable. Teaching computer-based labs is extremely challenging when several
of the computers don't talk to the printers, several other computers cannot find the requisite software,
some of the other computers say they have the wrong version of Java, and one or more computers has a
system error. My TA has reported these problems several times, but they do not seem to ever be
permanently fixed. It appears that reports from TAs regarding malfunctioning lab computers are given
lower priority, and it would be preferable if this was improved.
I recognize that the preferred platform on campus in PC-based, but I and my research colleagues use Macs
and it would be useful if the support staff had more expertise in installing and maintaining these computers
on campus.
Internet service, particularly wireless internet service, can be unreliable during peak business hours. This
makes it difficult to show presentations in my classes, or to collaborate with my colleagues. For instance,
for my weekly skype conferences with my research colleagues, I frequently need to return to my house,
because when connected at the university I repeatedly lose the connection over the course of my
conversation.
It would be useful if there were dedicated high speed internet lines that could be installed in, for instance,
the research labs. I need to download large quantities of data from national archives for my research, and
in many cases simple downloads of a few GB of data during the middle of the afternoon can take many
hours, which delays my progress.

POLISCI AND INT'L STUDIES DEPT
I find it impossible to connect online on campus using my laptop/wireless. Special software needs to be
downloaded first, but manager privileges are needed to install the software on my (Georgia Southern
provided) laptop, so I cannot do it, so I don't have wireless access on my own campus, because the system
is so onerous. I prefer to be anywhere but on campus for wireless access....
Classroom technology needs an update in buildings used by CLASS. Other classroom buildings have noticeably better technology.

PROCUREMENT AND CONTRACT SERVICE
Tech's come with no paper, no report, no explanation. They do something and leave.
Seems like we rarely get the same tech back. Our experience is one person does it one way another does it another way. In the end the department computers are all configured or patched/repaired in different ways. Different fixes for different folks.
Instructions should be less wordy and more bullet points. Click this, save that. Go to this tab click this.
Training aids with simple click this instructions. This can be printed out and used when needed. A lot of times you are not running a process everyday those are harder to remember, training aids would be excellent. 80% of our work is on computer and internet. Reliable internet is crucial to campus support.
Increase campus wi-fi expanding to outside areas as well as indoors.
Some department websites are cumbersome. Home pages should show building addresses, telephone numbers with clear links to drill down. Simple instructions less words.
The LMS system Building a Better U needs some organizing or something. Hard to locate classes.

PSYCHOLOGY DEPARTMENT OF
The structure of our website is difficult to use. Too often I must resort to using the search box to find what I need. I find the layout of the website pages difficult. Having the menu bar in the middle of a page, with drop down menus that appear when you hover (sometimes), is not very user-friendly to me. I also do not appreciate that sometimes the first item on the drop down menu has information if you click on it, but other times it does not.

I would like the grade book in Folio to function more like a spreadsheet. It is very hard to create a formula. It is strange to me that a calculated field - numeric by definition! - cannot be divided. For instance, if I want to calculate a total of quiz scores, and then divide it in order to find the average quiz score, it is easier for me to export to a spreadsheet, do the calculation, and then import it again. But every time I do that, I must remember to set up the fields correctly, etc., so that it makes the import/export properly.
I use PowerPoint in all of my courses. Although the teaching stations are OK the BIG problem is with the screen set up. The screen position is in the middle of the lecture area so that the instructor is forced to stand off to one side to allow students to see the screen.
Email sometimes seems to have a 'delay' before it posts. The primary problem working online occurs when the system 'times out' while working in Folio etc. This can disrupt tasks such as posting grades or updating course content.
Most faculty do a lot of work from home, but the connection speed, timing out, etc sometimes makes it difficult/impossible to work efficiently.
The primary problem is folio .... replace it!

PUBLIC HEALTH GENERAL
Seems as if the process of reporting an issue and getting a resolution is slow. Not quite sure how to improve.

PUBLIC SAFETY OFFICE OF
25 live is horrible and difficult to use.
Add signal boosters and more Wi-Fi spots, whatever it takes to improve the Wi-Fi coverage in and around campus.
Be given knowledge of updates specific to program. Example, when acrobat was updated, I came to work and found a new system, took me two days to get back on track. This one example, there are others.

RAC EXP. FACILITY OPERATIONS
You do a good job of saying this is happening and that is happening but do you really think that I know what that means to my computer? I don’t. I probably don’t need to either to be honest. You tell me when things need to be done and what I need to do to facilitate that and we are good.
It is about access, but it is also about information availability. How are these trainings marketed? Since this is your field, how can you tell me about new products, apps, technology that I may not even know exist? Wifi is spotty at best and not consistent across campus. It would be nice if office suites were outfitted with wifi too.
Marketplace is the WORST! It is not easy to use and doesn't meet our needs. The University shouldn't have to operate on one system that isn't built for all functions.

REGISTRAR OFFICE OF
I am not sure if it is a problem with my provider, my phone, or campus, but I cannot pick up Wi-Fi on my phone in my office building. More speed would be good.

RESEARCH SERVICES AND SPONSORED
Staff at the help desk can effectively fill out a ticket. I am learning to be more realistic in my vision of support and fill out the ticket myself and wait for the response. Responsiveness is problematic in some of the non-PC support areas. Our IT rep for our office is VERY fast, patient and helpful.
Some connectivity issues. Main factor that lowers score is slow speeds in afternoon when scan in running. Connectivity when in the buildings and switching buildings.
A more transparent way to find the right IT group to handle different issues would help.

RESIDENT LIFE
I would like to be able to attend classes or workshops on topics that would help improve skills that would help job performance such as Adobe products (editing/creating forms). I would also like to see available software that would enhance job performance for support staff such as inventory management (it's not even available in QuickBooks or the AddOns in Excel). The only thing I can find in Building a Better You are Books for Dummies.
I find the projectors and podiums sometimes don't talk to each other. I have also had the experience of finding non-functioning projectors in residence hall classrooms when I've taught FYE. It seems to take a long time to get those fixed.
As a staff member I have adequate wi-fi ... I often hear students complain though about wi-fi. I think this is due to the nature of today's students that have 4-6 items they want to use wi-fi for and there is never enough.
There are systems on campus that we need to use that do not work with Java so we can not have the most updated software. There are also systems that require us to have the most up to date java and it causes us problem. I would also like to be able to update java and other standard updates without having to call IT to get the updated. I also struggle when I have to travel with my laptop because I can not update or install items when away because I need an admin. This gets hard to deal with.
There are some building on campus that At&t is not covered well. I cannot think of the building however if I find them I will try and report them. I know that it only impacts me sometimes.
Blackboard is hard to use and it is not user friendly. I am an computer person and majored in computer science and struggle with blackboard
I feel that it is not easy to do on this campus. I am not sure of all of the resources on campus and I am not sure that other staff know how to use them either. I would suggest some training videos or other class to help us learn about these and how to use them

RESIDENT LIFE - ADMIN SERVICES
Networks have to be up and running. Information systems need to be more up to date not a delay of at least one day. How can you make a decision if you have to wait at least a day to get the updated info or if it's over the weekend; then you are talking about waiting until Tuesday to have the information up to date.
A lot of my work relies on the internet and or the network. It needs to be fast and working.
Nothing worse than trying to call someone or trying to get a phone call and it takes 5 times before it works. Waste of time

SCIENCE AND MATHEMATICS COLLEGE
usually this is related to using a Mac
This campus does not serve Mac users well, and its obvious that many support staff do not us to have these or use these. This is frustrating and requires a cultural shift as well as staff training or hiring to get the right people with the right knowledge and skills for the (growing) Mac community on campus.
my office in Engineering is hit or miss with speed and reliability quite often.

SOCIOLGY AND ANTHROPOLOGY DEPT
I regularly teach in large auditorium classes, including both the Arts Auditorium and the Union Theater. In
both of these auditorium classrooms, the projector and audio equipment can be unreliable. In the case of the union theater, I have been told that the equipment is old and therefore not working properly. The large auditoriums used for classrooms should be HIGH priority and it makes no sense to me why basic technology can’t be relied upon in these settings.

Generally, I’ve had good experiences with troubleshooting and getting help in a timely manner. However, in a previous semester I taught in the Union Theater at the lunch hour. It turned out that no one was available to troubleshoot or fix technology problems in that auditorium classroom at that time because they took a lunch break...! The problem was that the class ALWAYS met at that time, and so if there were going to be any problems that needed to be addressed, they were discovered at that time and needed to be fixed at that time. Especially when it comes to addressing immediate problems occurring in classrooms during class meeting times, someone should *always* be available to help.

SPORTS INFORMATION
Quality Wi-Fi is hard to come by especially working at sporting events-- football games, baseball games, etc. I usually have to connect to a hard wire but that’s not always a possibility need to send video files to news stations. looking for ways to do this more easily than sending it via google drive and email

STRATEGIC RESEARCH AND ANALYSIS
I find it very difficult to find anything on the ITS web site. It would be great if it could be redesigned to make it easier to navigate and find ITS related information.

STUDENT AFFAIRS/ENROLL MGMT VP
Most of our work today does not exist with out technology applications and access to information in some capacity online. Either more mobile personal technology or having meeting space with technology is important.

TEACHING AND TECHNOLOGY CT
The need to reserve such rooms and the fact that there’s minimal training on how to use them are problematic.

STUDENT DISABILITY RESOURCE CT
Teleconferencing capabilities.

TEACHING AND LEARNING
I have no suggestions other than to clone Cody. Not only is it spotty but when I cannot log on to GSU campus, I have to go to GSU guest. Depend much on SKYPE so connection speed is important. Also, a university account that allows us to add multiple participants at one time.

NEED A UNIVERSITY WIDE ASSESSMENT SYSTEM. Get Chalk and Wire NOW!!!

Update ALL rooms. Many times the labs have non-working computers which adds to frustration. Need to have a system where labs and rooms are updated on a regular basis

New tech guy (Cody) does a good job!

Do we get this information?!

Need these offered more frequently and at better times Regular issues in the college of education Bandwith needs to be upgraded especially during midday. Lag time is often happening during this time

Wi-fi in many COE classrooms is little to non-existent. I have given up suing technology on many occasions due to my frustration (and the students) with this

Some buildings still have limited cell service very clunky and require multiple clicks-often makes no sense where materials are located
TECHNICAL SERVICES

Many of the internal websites are dated with old information and sometimes conflicting information. All departments need to ensure information is updated and remove sites/pages no longer needed.

It has only been the last few years that my team & I have started receiving training on the technology we support. It has not only helped us to enhance the services we provide, but it has also allowed us to make more educated recommendations to our managers and directors concerning upcoming projects and projected growth of the environment. Other training through Building A Better U however has been a nightmare in trying to find a mix of Java and browser that works with the modules required for yearly compliance training, to the point I lose more time trying to find a solution that works than it would take to complete the training. Encapsulating a working solution in a virtual machine or a VDI-based application and presenting it to campus would be a huge help.

For me and my team, it seems easier to have face-to-face interactions rather than rely on collaboration software & services. A quick hallway meeting around a whiteboard, or hopping into a conference room with a projector seems to solve most problems that we tackle as a group. Google hangouts are all well and good when you need to ping an individual for information; however, the fact that Google has removed chat & email notification pop-ups from the Windows Task Bar makes it difficult to see if you have any new notifications when your workstation or laptop’s audio is turned off. Skype for Business would solve that problem, but it would require a service contract with Microsoft and additional infrastructure to implement. From the cases that get dumped on the team I am a part of, it shows me that we have very few quality technicians. From the list of certifications held by technicians, it seems to indicate that we have a high number of people who can memorize responses to tech-cert test questions without an understanding of the tech topic.

No Suggestions at this time
I’m not seeing a lot of opportunity to acquire training.
No problems to report
WiFi is like air, actually its probably more important than air.
Some buildings need a cellular repeater installed to minimize signal loss from the metal studs in the walls.

WEBBSIT GSU PROGRAM

Some technical staff members are very quick and efficient at handling tickets and others may take as long as a month to solve a simple request. I think there should be a time limit for tickets sitting in a queue with no actions being taken. The ticket is finally passed on to another staff member to complete after sitting in the queue of the original assigned staff member who has neglected to complete it. This makes the staff member that it is passed on to look like they are not doing their job efficiently since the customer did not receive a timely response.

The ability for help desk staff to answer simple questions or transfer calls to other staff members who can would be more helpful than having to have a staff member return a call after a ticket is opened and then has to be assigned to someone to take care of it. Tickets could be handled more efficiently this way. There are many times simple questions are passed on by the help desk which could be answered immediately thus saving a waiting period for the customer.

WRITING AND LINGUISTICS DEPT

Training is adequate, though not as well advertised as it used to be. It is often slow, especially in the mid- to late afternoon.

WiFi is sketchy on this campus.
Adequate cellular coverage is sketchy on this campus.
Folio is very unreliable.
Computer labs don’t work as computer classrooms. The classrooms with laptop carts aren’t great either -- it takes too much time to set up and if the machines aren’t adequately charged, issues arise. Having more classrooms that are truly computer classrooms not labs with rows of machines would help a lot. For me this means a large room with space in the middle with easily movable modular tables and chairs for working in groups or listening to lectures combined with computers in a horseshoe formation against the walls where students can go and work on the computers once instruction is done.

Having to rely on Student Technology Fee funding to keep our classroom technology needs up-to-date is a serious problem. We need a budget line to ensure that we our classrooms meet not only minimum
technology needs but enhanced technology needs as well. Except during peak hours, our Internet service is quite good. Unfortunately, afternoons, when demand is high, the systems sometimes slow down noticeably. We need to ensure that our offices and classrooms maintain a high level of service for multimedia and other usages. We have done a very good job overall with providing adequate Wi-Fi coverage across campus. However, we still need to address a few holes where coverage doesn't reach and, of course, we need to try to address the slow-downs during peak usage times.

We seriously need to work on our Web sites. Many of them are confusing, hard to navigate, and difficult to use.

I'm not sure I'd say Folio (or Echo 360 or any of the other online services we have available) enhances teaching and learning. They are merely tools. Enhanced teaching and learning are a function of course design and teacher knowledge and preparation, not the tools used to deliver instruction. Of course, having tools that work the way they are supposed to is certainly a plus! Use of such services as Sharepoint and/or Google Drive to collaborate are useful.

more smart rooms are needed and more updates/refreshes in Newton
Matt Nichols and his team are awesome!

I have network service that works but there is totally unreliable wireless in Newton which is bad for classrooms and offices.

network is fine - wireless in Newton is terrible.

I don't know how to answer this, what it's saying. As a faculty member, data is minimal, but in my administrative role where I need to track transfer students into our program or for d/w/f or other items for analyzing our program, we need to have regular monthly or semester reviews of what is available, what the data can help with, etc.

In the writing classroom, many of us use tech every day--laptops and other devices to teach research, do peer reviews of work posted in folio and googledocs, but many get hung up, can't get in, streaming hardly is possible, etc. Laptops often restart in the middle of class, wasting students' valuable writing time.

It’s still confusing how CATS is useful when CT2 is academic focus. Many are confused about who does what and for whom. When I teach online and am off campus, many activities I need do not play nicely, like registering at CT2 for workshops. I’ve been told I have to do that from campus. What’s the point?? If I teach online, it makes no sense that I have to physically come to campus to achieve some online participatory events.

It seems that faculty are not asked before decisions are made about need. I attended a few years ago, when VP Burrell shared the new 1G of bandwidth. He also explained what kind of tech use/access had priority, and streaming was at the bottom, yet in our classrooms, we need streaming in our labs on a daily basis. No one that I’m aware of asked the writing department about this use of internet.

The fact that Business Objects shuts down at 5:00 is horribly inconvenient. As chair, I regularly I at the office until 6 or 7 and often need access to data.

IT has been VERY supportive of us as we attempt to upgrade. We have a long distance to travel yet, and we always are short on funds, but IT has been very supportive--especially Pam and Matt Nichols.

Matt Nichols, Sonya Chance, Michael Forest, and Jonathan Price are excellent. I can imagine no better members of your team than these individuals. Much applause to them for ALL they do.

PLEASE get the site license to Lynda.com It is desperately needed in our Department and would benefit students and faculty alike.

My lack of coverage may be due to my provider or due to the awful heavy concrete building in which we are housed. But I often do not have coverage in much of my building.

Folio is not a good product. The grade book function in particular is not flexible enough for our Department’s needs. The function is designed for a class where grades are based primarily in tests. Our Department uses highly varied weighted assignments.
Helpful IT Services
Respondents were asked to tell us about an IT service that you find helpful and why. The following are unedited responses by department for both faculty and staff respondents.

**AA AVP INSTITUT EFFECTIVENESS**
Installing software, resetting email passwords (I have multiple department emails), Qualtrics

**ACADEMIC SUCCESS CENTER**
I do not work directly with the University IT staff since I am in SAEM who handles all my IT issues. However, they are outstanding with Brett Bacon being very responsive to all my requests and having one of their student workers only respond to issues I submit in SAEM. I like that we can request help from our desktop. I generally get a response either the same day or the next day. Thank you so much! Requests are generally handled in a timely manner.

**ACADEMIC TECH SUPPORT CTR FOR**
Google Apps. Google Apps are very useful and efficient. Most users don't realize how they can be used to make their jobs easier. And, unlimited storage! Internet speed much better. Having technicians to take care of areas. It's great for the technicians to be located in their service area, and great for the fac/staff to have a local resource for questions and assistance.

**ACCOUNTANCY SCHOOL OF**
I really appreciate that I can quickly walk over to our IT person's office and he is able to help me when I am having a problem. John Franklin can always fix the problem!

**ADMISSIONS OFFICE OF**
The IT service at Georgia Southern is great! They are very proficient and helpful! Always making sure that I have what I need and that problems are seen to in a timely manner. The prompt service when a request is put in. They keep us informed with issues that are happening on campus concerning technology.

**ADVANCEMENT IT SERVICES**
MyTechHelp - Easy to use and tech support is quick to respond.

**ALUMNI RELATIONS OFFICE OF**
On-line requests for help. Prompt, courteous service

**ART DEPARTMENT OF**
PATRICK MASCOLL IS AWESOME. They are helpful when you ask for help. Very good at troubleshooting my problems usually.

**ASSOC VP OF UNIV ADVANCEMENT**
Having IT service in our building and their ability to respond in an efficient and effective manner. They are patient with questions from a non-techie like me. It works but at a minimum level

**AUXILIARY IT SERVICES**
VIOP and VDI. VOIP gives you the ability to receive voicemails via email and increases the response time for returning missed calls. VDI allows you to setup the computing environment in a way that facilitates seamless connection and promotes business continuity.
Willingness to help IT Professionals receive certifications, etc. This helps us to strive forward and be come better at what we currently do. This helps us to better serve our customers, etc.

**AUXILIARY OPERATIONS**
Qualtrics - can be utilized in multiple ways (fun/motivational, cuts calculations on survey data, etc)

**BIOLOGY DEPARTMENT OF**
CATS is very punctual addressing and fixing issues.
The 'My tech Help' (Easy button) is helpful, efficient, and reliable. All my experiences with this feature have been resolved in a timely manner.
Typically IT services respond promptly.
Years ago an IT service that was helpful was going to the departmental technicians office and talking with them about changes and computer jargon. This resulted in problems being solved without them visiting my office. Now the techs are out on the campus making office calls and they are never in their office and if they are in their office they are swamped by lots of computer issues. More techs are needed. GSU has lost some good techs over the years due to better pay elsewhere.

**BURSAR’S OFFICE**
BFIT personnel are excellent! They respond quickly and efficiently. They are all very knowledgeable of the systems and never leave a service request until the user is completely satisfied. They always follow up to be sure everything is working as it should

**BUSINESS ADMIN COLLEGE OF DN**
It Services is open to new ideas and strives to satisfy customer needs.
WiFi expansion - opened communication

**BUSINESS RSRCH AND ECON DEV**
John Franklin is the IT person assigned to our section and he is incredibly competent and helpful. In truth, he is the best!

**CAREER SERVICES OFFICE OF**
Banner, Crystal, Business Objects, and access to Data warehouse. I use these services everyday to gather appropriate data to help our office/students.

**CHEMISTRY DEPARTMENT OF**
Assistance over the phone is almost immediate and effective.
Our IT-person is Dan Lanier and I am very happy with the level of service that he provides.

**CIVIL ENGINEERING AND CONSTR MGT**
In in-building IT help.

**CLASS-ADVISEMENT CENTER**
I like the fact that I can IT services for assistance.
The help button - it makes requesting assistance so much easier.
The quick response from the Tech Staff. Most of the time the problem(s) can be fixed without sending someone to our office.

**COE-GRADUATE ACADEMIC SRVS CTR**
WING is used daily in my work and it is an exceptionally easy and useful tool for accessing information on students. It makes working with information stored in Banner much easier which is great.

**COMMUNICATION ARTS DEPARTMENT**
Response time is fairly good, and I know that when we have issues it usually is just before class starts, so I can't point blame.
The IT group that assists the com arts department is fantastic
Very helpful with folio issues on the phone and email.
Your PEOPLE! They are awesome. They recognize that we don't all know the answers, they work to provide answers that are comprehensible, comprehensive and cost effective. Having support for year-end requests and orders really helps admin secretaries who do not have the technical knowledge for this.

**COMMUNITY HLTH BEHAVIOR AND EDUC**
Help desk and our liaison.
The folio team is really knowledgeable about the interface and is willing to work with faculty to help
incorporate technology into courses that enhance the student learning experience. Eric Floyd is very good at this.
There are many, but I can't think right now.

**COMPUTER SCIENCES**
Google docs is great.
Staff member try to be helpful being bound by some very restrictive and often times destructive rules.

**CONTINUING EDUCATION CTR-PROGR**
n/a
The ticket system (once I understood the process) is very effective in submitting requests.

**CONTINUING EDUCATION-ADMINDIV**
Having a technician assigned to various buildings is most helpful. I now understand how your ticketing systems works and it clearly allows for an informed way to track problem areas.
The IT services are great. Submit a request online and it is followed-up promptly. The IT team for my building in on point.

**COUNSELING CENTER**
Student Affairs IT services. They are always fast and professional.

**CRI ADMINISTRATION**
If I ever experience a technical problem at work, someone is always there to help you. We can also submit work orders when tech support is needed to come to our work area to resolve issues.

**CRI FACILITIES - RAC EXPANSION**
IT has worked with me continuously to help me get my excercise machines on line into a cloud system that stores data.

**CURRICULUM FOUNDATIONS AND READ**
Folks seem friendly and are able to address issues and needs as I present them (about once or twice a year).
People are helpful and reliable
Though not a "what" but rather a "who," I find Eric Floyd incredibly helpful and Todd Tinker and Ronnie Mehelic also very helpful - oh, and Pattie Beblowski and Ashlie Anderson. These five people go out of their way to help you when you have a question or something isn't working. They have always been extremely helpful to me and have found a solution to my problem or question. They also don't make mistakes when trying to fix things.

**CURRICULUM FOUNDATIONS AND READ**
The IT services support desk has improved quite a bit in the last year or so. It is also crucial to have high quality, embedded IT folks at the college level . . . my person in the COE is really good and that makes a big difference when tackling IT problems.

**CUSTODIAL SERVICES-EDUCATIONAL**
Itok.
It's convenient because I can call and they are always available. Plus they are right here on campus.
The University provides excellent internet services to the facility, students and staff. I'm well informed in advance for updates or servicing.

**DEAN OF STUDENTS**
The new service request form. It is very easy and user-friendly.
We needed a Business Objects report developed to accurately capture our student population. The IT Team helped develop this report for us and we believe it will be very helpful.

**EDUCATION COLLEGE OF - DEAN**
IT service lately has been very timely and efficient.
Most of the IT support staff I have worked with have been great. They are able to address problems efficiently, and generally resolve whatever issues I have had with technology.

**ELECTRICAL ENGINEERING DEPT O**
Very prompt at responding to tickets done online! Thank you!
ENGR AND IT STUDENT SERVICES
The IT Help Desk is very helpful. When I have issues with my computer and services I need to complete my job they are always quick to respond and solve my issue. They also try to help me understand what is going on and why.

ENTERPRISE APPLICATION SERVICE
MyTechHelp allows my problem to be routed quickly to the correct person.
The new MyTechHelp ticket resolution system, makes it a lot easier to resolve issues. It is still a little rough around the edges.

EXTRAMURAL PHYSICAL ACTIVITIES
Always easy to talk to and always try hard to resolve issue
Work orders that we put in. The techs come really quick.

FACILITIES PLAN DESIGN/CONSTR
Being able to contact someone when there are issues & having them come help us as soon as they can.
none known
Technical support for operations platforms for network operations systems in buildings on campus.

FINANCE AND ECONOMICS
John Franklin is FANTASTIC and under-valued. He is a great asset for CATS and represents y'all well.

FINANCIAL ACCOUNTING OFFICE
The IT staff is very professional and willing to help resolve problems to the best of their ability.

FINANCIAL AND BUSINESS SERV AVP
very quick to respond

FIRST-YEAR EXP FACULTY SUPPORT
The Computer store on campus, right across the street from the University Book Store, they have repaired my computers quite nicely on more than one occasion.

FOREIGN LANGUAGES DEPARTMENT
Having a technician specifically assigned and designated to the Forest Drive building to attend to tech issues immediately. Very helpful.
Instantaneous and professional.
Our IT person is very helpful and gets to our issues quickly and always checks in.
There is a system that a IT person comes to the classroom to fix a problem.
Very satisfied with Matt Nichols, the IT service person for the DFL building. He goes above and beyond to make sure we are always up and running and our technology needs are met at all times. Very professional and knowledgeable. An asset to GSU. Does excellent work.

GENERAL HEALTH SERVICES
Always available and problem is taken care in a timely manner.
Being able to submit a work order and have IT staff at your building pretty quickly!
The work orders are always answered quickly and that is very helpful for production.

GEOLOGY AND GEOGRAPHY
Automating the requests for the help desk has help streamline the process and allows me to see updates of how an issue is being resolved instead of waiting with unknowns.

HEALTH AND KINESIOLOGY SCHOOL OF
none
The new MyTech Icon on all the computer's desktops has been great. Response time is quicker
The speed of support staff to show up after i call in a problem.
When you can track IT help down the level of understanding and service is great.

HEALTH POLICY AND MNGMT DEPT O
Tech Help has been very responsive.

HISTORY DEPARTMENT OF
You all come over and get things done.
you guys are great, though folio help needs to be available at night when students run into trouble.
Sonya Chance has always been the most helpful person in IT. There are several other strong folks there but few are as good as Sonya.

Housing/Conference Services

A course in how to use Google Drive package (docs, sheets, sharing, etc.)

Human Ecology School Of

I see improvements in the last two years.

My TechHelp if I call or send in a ticket, I receive an email letting me know it was received.

New online request form is great. Easy to use and fast service!

Not all IT techs respond quickly, but the manager of our department is always there & responds almost immediately.

The help desk is the most helpful because they usually are able to resolve a solution quickly

Human Resources Office Of

Always willing to assist

I find the response system to be in order. IT usually responds when available and immediately but are able to assist me, majority of the time.

n/a

Information Systems

The help ticket works well.

Todd Tinker does an excellent job of proactively meeting all of the needs of my department.

Information Technology Service

The Help Desk and the ticketing system - both help me with getting help when I need it...whether I've locked myself out of an account and need a reset or something on my computer is not working correctly.

Information Technology Dept Of

Other than the network infrastructure problems such as slow and unstable internet or cellular network connections, most other IT issues were solved quickly.

The massive bandwidth upgrade is without a doubt the most helpful and most appreciated because everything I do is dependent on it. Thank you!

Todd Tinker in the IT building is a great asset... extremely responsive and knowledgeable about services available to faculty.

Todd’s group in the IT building. Open door policy. Immediate response, even in the evenings. Helpful. They never talk down to anyone. They care about how technology affects our students and their learning experience.

International Progs And Srvs

General technology support is very strong.

JPhcoph Office Of The Dean

Ability to call someone in late hours

Leadership Technology Human

Every time I complete a request for help form one of the lovely tech assistants comes and helps...

I appreciate having a building tech person to provide immediate help with our technology.

I think that the IT service staff in the COE is wonderful and very helpful. Todd Tinker and Cody Horton are quick to respond and problem-solve quickly. They're professional and always willing to help. Ashlea Anderson and Pam Deal have always been helpful as well. Also, the new myTechHelp feature has been great in getting service for any tech problems. Staff respond quickly to these help requests.

Most everyone I have dealt with in IT has been friendly and helpful, which is a welcome change of pace from my previous place of employment!

Tech support when I'm having issues with my computer or access to online programs. COE IT staff are always quick to respond and quick to resolve problems.

The CAT support folks for Folio are incredible, and support off campus instructors in a great way.

The infrastructure of WiFi access across campus is very helpful. I attend meetings across the campus and
usually access my information or needed info through my IPad. I have never had problems connecting so this has helped my productivity.

**LEARNING DISORDERS REGENTS CT**

Anytime I have needed help, they have always been able to respond quickly and solved the problem.

**LIBERAL ARTS AND SOC SCI DEAN**

Having IT Personnel in each building is wonderful. And our IT services folks are super helpful.

I like having a technician in our building. They are available when needed and always responsive to needs. If they can’t solve the problem, they immediately get someone who can.

**LIBRARY GENERAL OPERATIONS**

charging stations in more buildings, especially the library (we have asked for tech-fee funding for these but our proposals have not been funded). Also, in the age we live in I find it hard to believe that no classroom have emergency phones or panic buttons in them. That’s a pretty big risk to be taking with the safety of faculty and students in an era of open carry gun laws.

Eagle Help Desk and Folio Services.

I rarely need to think about the IT service that I receive. It is just present and works well. In today’s work environment, reliability of networks is critical to getting the work accomplished.

**LITERATURE AND PHILOSOPHY DEPT**

changing password.

**LITERATURE AND PHILOSOPHY DEPT**

smart classrooms and support; folio training. Both valuable for teaching

**LOGISTICS AND SUPPLY CHAIN MGT**

Having an IT person based here in the Business College building has been helpful.

speed and reliability

**MANAGEMENT DEPARTMENT OF**

John Franklin is outstanding in support of COBA!

John Franklin is the bee’s knees.

Online request forms for help. These have been received and quickly resolved.

**MARKETING AND COMMUNICATIONS**

I like the self-service portal and the help desk

**MARKETING DEPARTMENT OF**

I have found the ADP help desk very helpful.

Response to my questions and needs has been very quick. Great service.

**MATHEMATICAL SCIENCE**

Tech Support is really nice if the internet goes out on my office computer.

TechHelp

The employees are great! ..... very personable and always wanting to solve whatever problem I am encountering.

The My Tech Help site for submitting classroom and office issues.

They respond quickly when you call or email for help.

**MECHANICAL ENGINEERING DEPT O**

providing software

The IT Help Desk is always effective in helping to resolve problems or in updating my personal laptop and PC that are used for online teaching.

when I forget my password, that the only time I personally request any service , as far as I know

**MECHANICAL MAINTENANCE**

IT Services has always been very helpful. Greg Avra has always responded in a very timely manner and is very knowledgable. He has always very prompt to do follow-up to make sure the problem has been resolved.
MULTICULTURAL STUDENT CENTER
The MyTechHelp process of submitting issues.

MUSIC DEPARTMENT OF
The help line
We have IT reps in our building. Whether I am supposed to do this or not, it is so much easier to be able to email them with a problem than having to go through the services request.

NESSMITH LANE CONFERENCE CTR
Personnel are friendly, and knowledgeable

NURSING SCHOOL OF
I find Grant to be the very most helpful person with IT I have ever had the pleasure of working with. He is always game for finding solutions and using software to help solve problems. I really really value his expertise.
Rarely had to call, but staff was always available and resolved the issue. Staff was always very pleasant.
The University IT service staff work quick and they always find effective solutions.
Training group Grant Turner

OFFICE OF STUDENT ACTIVITIES
I love that we have Gmail. It is very helpful with the work I do.

OLIVER INST COASTAL PLAIN SCI
Programs being "pushed" to machines. I find this system of obtaining software much more efficient than the old method of loading programs from media that must be supplied physically. It is also a much better way to keep programs up to date.

PHYSICS DEPARTMENT OF
Beth was a great help and would send staff down in the middle of class to fix computers that wouldn’t upload simulations.

POLISCI AND INT’L STUDIES DEPT
Access to internet and trouble-shooting is OK. I am too busy, though, to explore too much of it.

PROCUREMENT AND CONTRACT SERVICE
Appreciate the quick repair work of techs.

PSYCHOLOGY DEPARTMENT OF
My IT technician was very prompt, until he retired. But his replacement also offers good service. This is important because there are times when I really do need the problem resolved quickly.
online help tickets
Tech support. Speedy and reliable assistance.
The help line generally provides a quick efficient way to address problems

PUBLIC SAFETY OFFICE OF
Excellent support staff, when ever I have an issue they are quick about coming and getting the issue resolved.
Fast response time usually with a workable outcome.
Quick service to a reported problem. Quality service. Great people to work with.
Your staff is amazing, they respond quickly and have always been able to fix any problems.

RAC EXP. FACILITY OPERATIONS
I like the chat function and google docs
SAEM Tech support is AWESOME!!!!!

REGISTRAR OFFICE OF
An email letting me know that my issue is being worked on
It is super easy to put in a helpdesk ticket and the response time turnaround is fairly quick.
The people are always very nice. There is always someone knowledgeable in the area you are working with.

RESEARCH SERVICES AND SPONSORED
The departmental techs are prompt and persistent in finding a solution to most of the issues we have with
our desktop/office use technology. The assigned tech plan has worked well for us.

**RESIDENT LIFE**
Google is very helpful and easy to access. I like this because I can keep all my files on there and access them anywhere.
Response time is awesome, the technicians are always courteous and professional, as well as informative.
Response to staff IT issues are prompt and effective
Work tickets are quickly addressed (BFIT)

**RESIDENT LIFE - ADMIN SERVICES**
I’m blessed because I know quite a few of our technology gurus and if I have an issue, it is handled quickly and efficiently!

**RESIDENTIAL FACILITIES-AUX**
I love the phone because I can always contact someone

**RURAL HEALTH RESEARCH INST**
The Self Service app is very much appreciated. It makes upgrading software much easier.

**SCIENCE AND MATHEMATICS COLLEGE**
Some support staff are excellent.

**SOCIology AND ANTHROPOLOGY DEPT**
Fast assistance to desktop operation problems.

**STRATEGIC RESEARCH AND ANALYSIS**
Having IT be able to remote in and work on my laptop when needed
I don’t normally have a lot of questions, but when I do Lindy is simply amazing.
ITS is great at communicating when there are problems with IT Services and also when downtime is scheduled.

**STUDENT AFFAIRS/ENROLL MGTVP**
The staff is knowledgeable and friendly. It’s evident a large amount of resources are spent in providing technology infrastructure and access points and I believe we are ahead of most business/industry environments. We have also done a great job keeping up with technology application.

**TEACHING AND LEARNING**
CATS--When issues arise, they are quick to respond.
Each time I have had difficulty I have received prompt, courteous and knowledgeable service to correct the issue.
I love being able to talk with someone and have them walk me through the process so that I better understand instead of having someone just do it for me.
IT contact person available in my college. Easy access and quick to work on problems.
Quick answers and help with problems so that I do not waste time.
Very prompt and knowledgeable, especially since the recent regrouping and reassigning of the technicians

**TECHNICAL SERVICES**
MyDevice (VLabs) puts software in the hands of all students, not just those that have time to sit in the Library or open labs.
MyTechHelp has been incredibly helpful in tracking, assigning, and resolving problems. Instead of getting phone calls, instant messages, or the occasional email, for a problem, I can now find problems that are relevant to my job in a single place and work on resolving them.
MyTechHelp is a great service. Keeps communication organized and updated and provides a collaboration opportunity.
WEB MBA CONSORTIUM
Support and willingness of others to help;
WEBBSIT GSU PROGRAM
Personable folks who do not belittle me for my inability to manage some computer issues.

WRITING AND LINGUISTICS DEPT
Having and IT person in our building. I have worked as a faculty member on four different campuses and only Georgia Southern has been so supportive and so responsive to engage in this excellent practice. I am very pleased with the IT support, in particular, I am very happy with the IT personnel who are in my building. Both the GSU employees and the student employees are very helpful, easily accessible, and always very responsive to my tech needs. I sincerely appreciate the prompt and courteous service we receive when we have problems, particularly problems in our classrooms. Having IT personnel dedicated to our department is essential since our technology-enhanced classrooms are in constant use.
Matt Nichols and his staff in Newton. They are exceptional. Matt Nichols. Having an IT person on site is a huge help. I’ve been at institutions without this and so much class time is lost if something goes wrong. With the student helper and Matt right there in Newton, things go much more smoothly.
on site Tech person - Matt Nichols is great and responsive. tech corner has serviced my computer twice and well
IT Services that Need Improvement
Respondents were asked to “Tell us about a University IT service that needs improvement, and why.” The following are unedited responses, by department, for both faculty and staff.

AA AVP INSTITUT EFFECTIVENESS
1) I used to be able to get into my departmental google drive while keeping my own open. Now I cannot do that. 2) Common drive cannot be opened sometimes. Don’t know why. 3) The rule ”DO NOT install sofeware” is very inconvenient.

ACAD AFFAIRS PROVOST AND VP
Lots of staff but it is hard to get help when you need it

ACAD AFFAIRS PROVOST AND VP
Having to complete formal requests for assistance. Time-consuming to complete log tickets.

ACADEMIC TECH SUPPORT CTR FOR
Communication between departments, at all levels.
Need much more storage for video, pictures, documents, etc. Not just static storage but dynamic storage as well.
Speaking of Google Apps, Offer Google Classroom. Why do we restrict this? Let the faculty make the decision whether or not to use it over Folio. Why limit them? The way STF funds are allocated needs improvement. Items that can be purchased with STF funds needs to be limited to certain items, mainly classroom instruction. Why are we buying "active learning" labs when we have existing AV equipment in jeopardy of failing at any time. Print Management.

ACCOUNTANCY SCHOOL OF
I think we should be able to get and use Microsoft Surface tablets and laptops on campus and specifically in the BYOD lab.
I’m not sure.
We need up to date technology in the classroom.

ADMISSIONS OFFICE OF
Getting new employees access to the programs needed for their jobs quicker.
I’d appreciate a faster process for updating work laptops and desktops, the time frame allows for these computers to quickly become out of date. I’d also appreciate an easier ability to update and download programs essential to our work for example Adobe Acrobat, without having to put in requests for IT to do it themselves.
When a request is put in I would appreciate someone reaching out to schedule a time to come by and fix the problem rather than showing up whenever.

ALUMNI RELATIONS OFFICE OF
None that I know of. Always seem to take care of our needs.
Seems to be working really well. My experiences have been very good ones.

ART DEPARTMENT OF
I wish when I was required to change my password that I had been counseled about the problems of logging in the first time. I was frozen out of my classroom technology for several class periods. The solution was simple, but I hadn’t been informed of what to expect when I was told to change the password.
When classroom technology is changed, it would be beneficial for the faculty to be informed about these changes so that we might familiarize ourselves and have the opportunity to ask questions or have input before we have to use the equipment.

ASSOC VP OF UNIV ADVANCEMENT
Tech staff, please refer to prior comments for details
AUXILIARY IT SERVICES
Better forms and document management. Sharepoint works, but isn't necessarily setup in the most ideal fashion. AppXtender is antiquated and in dire need of replacement. Team collaboration between the different ITS departments which would facilitate better communication when new technology is being implemented. Wireless is still a big issue, and also need to work on eliminating wireless bridges in certain areas and have them converted to hardwired areas. This may help with any issues in drops, etc.

AUXILIARY OPERATIONS
Central IT seems stretched of its resources at times. Sometimes it seems that only one person can fix a certain thing and when that person is out, then work stalls. More cross-training or more staff seems necessary. Lessen the stranglehold on things that touch the network. I agree that NetTel should know about it all, but they bog things down with having to control everything, even simple things. For example, replacing a simple camera should not take more than 75 days. Plenty of people on campus can exchange a camera, but we are forced to wait. Look for "low-hanging fruit" like the camera example that can lessen some burden on NetTel. Stability of internet service. Often slows down mid afternoon. Why do we still utilize so many paper forms that have to be routed place to place?

BIOLOGY DEPARTMENT OF
I wish I could get Wifi at university sporting events (football, baseball, basketball games) the same way I can get Wifi across campus. For some reason I’m no longer able to access the gsu wifi at baseball games. More Mac knowledgeable technicians. Simply the scheduling of events and when they take place. For example, setting up new systems that are unknown to the faculty mid-semester rather than waiting between semesters. The IT people need to actually teach classes of various sizes prior to rolling out new software, etc, so that they can determine whether or not it actually works in all situations. If something doesn’t work in a particular situation, then faculty need to be informed.

BIOSTATISTICS
Sometime the Wi-Fi doesn’t work.

BURSAR’S OFFICE
Java (Banner) applications still running on Explorer.

BUSINESS ADMIN COLLEGE OF DN
Budgetary constraints restricts IT ability to move the institution forward. This includes salaries for IT personnel. (I do not work under IT services, but am aware that GS salaries fall well below market-based salaries.)

CAREER SERVICES OFFICE OF
If I had to say something, I would say wifi. It's good, but it could always get better.

CIVIL ENGINEERING AND CONSTR MGT
No one thing stands out because I almost always have a new issue.

CLASS-ADVISEMENT CENTER
I am pleased with the services. It has certainly improved in the last five-seven years! It would be nice to really be introduced to our IT person - I've kind of seen them around, but that's it.

COE-GRADUATE ACADEMIC SRVS CTR
Banner needs a facelift. It doesn't work with Chrome, has an arcane user interface, puts error messages and notifications in a status bar that refers to icons that do not appear on the screen or randomly into a text box that cannot be closed out, doesn't use some of the typical CTRL key
commands, requires pre-knowledge of what screen is necessary to keep users from hunting through multiple levels of menus, and struggles to export data. Of all those, the one I would love to see made easier is exporting data. Let me pull up a course roster, download the names of all the students, their 900# and their grade in the course and I would be in love with Banner. It's powerful, but all that power is buried under a horribly tough to use interface.

**COMMUNICATION ARTS DEPARTMENT**

All good

I wish folio could be more flexible and streamlined. For me it sometimes is a labyrinth when returning feedback to students.

Response time from classroom workstations. It would be great if an actual person could respond. When a classroom workstation issue comes up during regular class hours and not an automated message telling me that there is a report. I have lost faith that anyone reads those, because I have to bother the department secretary who knows who to call to get help at all.

**COMMUNITY HLTH BEHAVIOR AND EDUC**

A couple of the student workers who man the information desk on the first floor of the IT building are not very resourceful. Training could easily resolve this situation.

**COMPUTER SCIENCES**

I think we need to move to more coverage of Google doc services. For example, we can not use Google hangouts for on-line courses because under the present contract only 10 people can be part of a Google hangout. Most class sizes are more than 10 students, therefore having access to online tools that limit the number of students who can actively participate in on-line sessions is a severe limitation.

Please see my other responses

Wifi is too unstable.

**CONTINUING EDUCATION CTR-PROGR**

The Google applications are not nearly as useful as Microsoft Outlook.

**CONTINUING EDUCATION-ADMINDIV**

As previously noted, the University's IT service at the Coastal Georgia Center (CGC) in Savannah is sub-par and reflects a former "way of being" where there was no accountability... The assigned technician at the CGC tells event coordinators to turn on equipment (projector, screens, etc.), while she sits in her office. The lack of informed and responsive disposition negatively impacts educational programs, conferences and special events.Again, these challenges are exclusive to Savannah and have NOT been experienced in Statesboro since the IT re-organization.

**CRI ADMINISTRATION**

IT services have always been very fast and efficient. No improvement needed.

**CRI FACILITIES - RAC EXPANSION**

Immediate access to help when needed.

**CURRICULUM FOUNDATIONS AND READ**

I am currently satisfied with all that is provided. While there are a number of very minor issues (e.g., Folio quiz options and operations), these are nothing of serious concern.

Why do you have two different back doors to my computer and what do you use them for? I feel Big Brother is everywhere

Working with Macs. It is better than before but now you have gone and taken our privileges away and apparently are going to start pushing software to the Macs as well. This is SO burdensome.

The more IT interferes with our computers the less we can get done because we have to go back and set some things back up, etc. and then the ridiculous updates and lockouts and stuff that can happen. It’s crazy.
CURRICULUM FOUNDATIONS AND READ
Service really has improved for me recently . . . so I need to be complementary

CUSTODIAL SERVICES-EDUCATIONAL
ITALRIGHT®.
None
Some departments needs to have their desk top computers updated, so that they can perform their duties without delay.

DEAN OF STUDENTS
The computer replacement program. I really wish we had the opportunity to purchase our work computers/laptops when they are up for replacement.

EDUCATION COLLEGE OF - DEAN
I still think that the campus is very PC-centric. Those of us who use MACs are inconvenienced. Please find a more efficient way for staff & faculty to request help with a technology issue. And please stop asking for a customer satisfaction survey after every ticket is closed.

ELECTRICAL ENGINEERING DEPT O
There are a few computers during the semester that does not have a printer connected, and at times problems with softwares. It would be nice if the printer issue can be detected automatically, instead of writing an online ticket for it. For softwares, I guess an online ticket could be sent, but if that can be checked with an automated process/query that would be best an optimal!

ENGR AND IT STUDENT SERVICES
Wi-fi throughout campus and ResNet do not always work to the level I feel they should. There are parts of campus where I have to switch to data on my phone because the wifi says it is connected but it is not loading anything. ResNet can also be slow.

ENTERPRISE APPLICATION SERVICE
Consolidate IT services, we have a lot of overlap and confusion as to who does what. I agree with some specialization for departments and colleges since they need experts familiar with the internal flow and needs.
Wages for IT staff that is closer to industry level would keep trained, experienced IT personnel at the university rather than them leaving for better wages.

EXTRAMURAL PHYSICAL ACTIVITIES
cell phone service in Hanner is really all that I’m lacking. Also, need to know how to send encrypted emails with private health information.

FACILITIES PLAN DESIGN/CONSTR
Can’t think of anything at the moment.
Maybe time to multi-network on campus over multiple backbones to increase speed of campus networks. Should basically mux out networks on campus and not have all campus running on one fiber backbone. Have dedicated fibers per dedicated network platforms on campus, thus increasing speed of some network internal systems. Thus not putting your eggs all in one basket. I would also recommend a loop/ring campus backbone system - 144 fiber loop/ring of the campus - with bus topology - get away from star topology configurations on campus - backbone networks. Have two network server farm locations on campus - one at North end and One at South end campus. Do the same for VOIP phone system. Systems being redundant and both functional at same time with flip flop loading of capacity or thru put to the lease accessed network backbone - say every 30 to 60 seconds; thus speeding up the network backbone on campus. Must increase band width to handle much more video streaming on campus; along with phone hitting wyfy with streaming video - this is the wave of the future.
none known
FINANCIAL ACCOUNTING OFFICE
Larger project resources seem to be a little scarce due to limited staff or the allocation of these technical resources.

FINANCIAL AID OFFICE OF
Our system slows down every afternoon around 2:30 or 3:00 (Banner runs at a snail’s pace). It would be nice if that didn't happen

FOREIGN LANGUAGES DEPARTMENT
Being able to directly contact a technician via phone rather than reporting complaint to secretary first.
I think DesireToLearn needs improvement. I worked with Blackboard before, and there are some things I miss from that software.
Satisfied with all Training or education for a IT person. I requested something basic for classroom instruction, and it took one month to complete. Neither a student or me could not use when informed it was ready to use.
You are doing fine.

GENERAL HEALTH SERVICES
No suggestions
Nothing comes to mind.

GEOLOGY AND GEOGRAPHY
How the university handles software licences and specialized research software I think needs some work. See my earlier comments about GIS software. Also, because it has been becoming more difficult to use research software for specialized equipment because of software policies. Some software I’ve used for years on older equipment is trustworthy and works and is reliable on Windows XP software or other operating systems. It is difficult to find workarounds and hinders research progress sometimes, not to mention wanting to demonstrate things in the classroom to students to show them certain technologies.
Reliable high speed internet in all instruction rooms. Wi-fi is getting better, but still room for improvement.

HEALTH AND KINESIOLOGY SCHOOL OF
better "bring your own device" to the classroom, to enhance teaching Education about programs and abilities.
Services are not available for hours and days. While we have made it through the Folio training stage we still need competent immediate help when things don’t work right. The pat answer from the phone answerer that they will put in a ticket and the service rep will get back to me is ridiculous. Sitting waiting for the rep to call back for hours or then missing them because I am teaching class is ridiculous.
WiFi across all campus facilities

HEALTH POLICY AND MNGMT DEPT O
Classroom support in the evenings in the IT building is lacking.

HISTORY DEPARTMENT OF
Folio help needs to cover most of the day. students seem to have most of their problems at night, but cannot get help more training for some and permanent people.

HOUSING/CONFERENCE SERVICES
Web site updates (clear, concise information that is easy to find on university websites)
HUMAN ECOLOGY SCHOOL OF
It seems that the higher up the cooperate ladder the better the technical service. Placed numerous tickets for the projectors in SHE #1005 and we are still havin issues with these projectors

SOME OF THE COMPUTERS IN OUR LAB HAVE MISSING SOFTWARE OR SOFTWARE THAT DOES NOT WORK PROPERLY. THIS HAPPENS EVERY SEMESTER AND SOMETIMES MULTIPLE TIMES IN A SEMESTER. ISN'T IT POSSIBLE TO BE PROACTIVE AND HAVE REGULAR MANUAL CHECK-UPS FOR EACH COMPUTER IN THE LAB? I SPEND A LOT OF TIME WALKING AROUND TRYING TO FIX STUDENTS' SOFTWARE ISSUES SUCH AS TOOLS THAT ARE NOT WORKING, MENUS THAT ARE NOT LOADING. SOMETIMES IT GETS RESOLVED AND SOMETIMES IT NEEDS TO BE FIXED BY THE IT GUY. Some the tech personnel have a difficult time staying on task and completing the job. They seem to multi-task between buildings and jobs. They start on our tech problem but then leave and are gone to other tasks before completing our job. A good strategy would be to require the tech person to complete the job at hand until it is complete! before moving to another job. We are never sure when things are done and it requires a lot of follow-up on our part to get the solution resolved. How they manage the process needs to be revised.

HUMAN RESOURCES OFFICE OF
There is always room for improvement. But I think they do a good job, however, understanding available programs on campus from the user perspective is important.

INFORMATION SYSTEMS
Internet speed - in my opinion - is a significant issue. Aside from the obvious, it's also about the optics on our technology-driven programs and the University as a whole. We should be leading the way in terms of connectivity and cutting edge technology to drive instructional delivery, research, and the student experience.

INFORMATION TECHNOLOGY SERVICE
Internal communication and consistency...this will help with meeting customers needs and questions and aid in preventing duplication of work/funds and show strength and solidarity of our processes and procedures. There are times when listening to folks in different areas that is seems as though we are working against ourselves... Not always - but there is always room for improvement.

INFORMATION TECHNOLOGY DEPT OF
Folio. Non-intuitive and not particularly user friendly. However, I know that was a campus decision with faculty involvement and it may be great for some. For assessment for accreditation in our department, with anyone who uses Folio for testing, it poses a problem getting the questions and responses out so that we can provide documentation for our accrediting body.

It seems that through the academic year, there are interruptions (e.g. Folio) that effect student’s ability to complete assignments and Faculty to respond. Although these are short interruptions, it is enough that requires adjustment to planned delivery of course material.

Ordering equipment or even just getting quotes of equipment for teaching and research TAKES FOREVER! Many faculty experience 2~4 months delay on purchase requests due to various communications issues such as slow response and unclear instructions on quotes and purchases. Some classroom projectors seem very low quality. Colors are not anywhere near true, screen resolution is terrible and text can barely be read. Some of these were new systems purchased in the last year or two. Techs have made the adjustments that are possible. It appears that the equipment is the problem.

INTERNATIONAL PROGS AND SRVS
More support would be helpful for specialized software.
JPHCOPH OFFICE OF THE DEAN  
Faster replacement of computers with issues....

LEADERSHIP TECHNOLOGY HUMAN  
Coordinators of D2L could be more willing to utilize different functions available as opposed to locking the functions preventing faculty from using them. 
I use a Mac computer and sometimes accessing university online training through Build a Better U is difficult. I also cannot do anything in ADP through my Mac computer 
Macs should be supported more, equipment and service None to suggest. 
The wi-fi and Internet in general on campus should be improved, as well as the technology that students and faculty can check out from the IRC. 
Would be helpful to have notes on the computers in the COE that indicate the computers should not be shut off and that instructors using the classroom computers should just log out rather than shutting down the computer.

LIBERAL ARTS AND SOC SCI DEAN  
I don't think the problems that I've articulated are IT problems. They're problems with other offices on campus and not under the purview of IT services. 
WiFi is still spotty and very slow at times.

LIBRARY GENERAL OPERATIONS  
Enterprise Application needs improvement in communication. 
Hared to tell with continuous improvements. 
more widespread wifi access across campus. In my office in the library or the Library's Conference Room, for example, I cannot get a wifi signal that is strong enough to use consistently and have to connect using my own broadband access. 
None noted.

LITERATURE AND PHILOSOPHY DEPT  
ADP - I can't seem to answer my identity questions though I try every possible answers. 
See earlier response about scheduling.

LITERATURE AND PHILOSOPHY DEPT  
sometime quite slow internet

LOGISTICS AND SUPPLY CHAIN MGT  
As mentioned above, for newcomer teachers, it would be helpful to have better self-training aids for D2L. The materials that I received from the university were confusing. I recruited a tutor, and that is how I began to learn the system. 
goole has an app call google education if i remember it right. Can you consider to support it?

MANAGEMENT DEPARTMENT OF  
Prices are too high - you are NOT a profit center. You are a support function. 
Wi-fi in classrooms is better, but still not ideal 
WiFi on campus could be improved. There have been times when I have been unable to access WiFi on my laptop in the IT and Education buildings. This occurred when I was doing attendance verification for large sections. All had to be completed using the class computer at the podium.

MARKETING AND COMMUNICATIONS  
Not sure what qualifies as an IT service, so outreach could be improved. Blanket PC solutions are applied to Mac platforms and mess us up.

MARKETING AND MEDIA  
Changing departmental email account passwords. I constantly have to call IT in order to do this which is frustrating. I wish it were as easy as changing my personal email password.
MARKETING DEPARTMENT OF
Better communication and involvement of users in IT decision making.
None. I am happy

MATHEMATICAL SCIENCE
Folio (see survey suggestions)
I have an Apple in my office, and it is hard find required software for my teaching and research purposes that work on it. I'm a statistician, there are certain software I would like to use on my apple, but the university does not have apple versions of most of those. Ex. Minitab, I need SmartNotebook in the classrooms where I work. It doesn't seem easy to get that. And a SmartBoard would enhance my teaching, although it might require a second projector............ kinda much and I don't expect miracles.
I wish the My Tech Help link was more obvious on the My GS page
The internet speed could be better. I do notice that during high traffic times, the internet tends to slow down a bit.

MECHANICAL ENGINEERING DEPT O
What GSU needs is to DOWNSIZE THE EVER GROWING SERVICES and administration (and all the juicy salaries for all the "directors", VPs and "managers" associated with it), and pay FACULTY to the level of similar institutions in Georgia.

MECHANICAL MAINTENANCE
Keep up the excellent work.

MUSEUM
It seems difficult for us to know and seems that often IT isn't always sure if this is a CATS problem (or whatever the department's name is now), or networking, or Help desk and seems to get shuffled around.

MUSIC DEPARTMENT OF
Keeping classroom technology up to date.
The hours are limited and problems often need to be referred in order to be resolved.

NURSING SCHOOL OF
Currently, I have not identified any areas of improvement regarding the University IT service.
I think whoever designed folio didnt use it . like the wondow for emails is too large so that you have to shrink it to add an attachment. it always takes too many clicks to do anything with that software.
No comments at this time.

OFFICE OF STUDENT ACTIVITIES
Myhelpticket sends a lot of emails.

OLIVER INST COASTAL PLAIN SCI
Publicizing software that is available as site-licenses. I am often surprised when I find out that we have access to particular programs.

PHYSICS DEPARTMENT OF
I think that regular maintenance of computers in the classrooms could be improved. My classroom presently has only a small percentage of the computers that are fully operational (due to failures in printer communication, Java malfunctions, and/or missing software on the computers that occurred over the course of the semester). When upgrades are made to the operating system, particularly at night, it would be useful if the staff could confirm that the computers are still operational (with all of the major software components still installed and functional) in the mornings before classes start.
Students should be able to restart the computers so the temporary memory can be refreshed and
therefore not cause issues to classes.

POLISCI AND INT'L STUDIES DEPT
Access to wireless needs to be easier.

PROCUREMENT AND CONTRACT SERVICE
I would like to see improved communication between the different IT areas, BFIT, Academics etc. and the Procurement Office. Software being utilized on campus without the input of Procurement or before agreements and terms are reviewed.

PSYCHOLOGY DEPARTMENT OF
even though there are tutorials for things like Folio, it is difficult to find time to complete them when trying to get a new class prepared.
None
Replace Folio. It is cumbersome and not at all intuitive.
Website design - it is difficult to use

PUBLIC SAFETY OFFICE OF
25 live is a horrible program, its difficult to use, difficult to navigate.
See comment.
Wi-Fi in and around campus needs improving significantly. When checking email on a phone or tablet its hard because the tool bar is to big making reading the email or looking at a photo hard. Wi-Fi throughout the campus.

RAC EXP. FACILITY OPERATIONS
The ability to have a different username on your e-mail. When you know people by their preferred name, instead of their "given" name (which may be because they go by a middle name, have a nickname - say a William goes by Drew, a student who has a different name because they of a gender preference) it becomes impossible to locate them through the e-mail address search function, it also creates confusion in communication when people who are not familiar with you do not know that a person with one name is associated with an e-mail account under a different name. As someone who uses their middle name, I have often found that people who use their first names have no idea how frustrating this can be, the aggravation and confusion that occurs because we do not allow our preferred names to be identified in work place communications. The majority of university computer users all experience extreme slowness around 2-3 in the afternoon. This is not only for online access but for programs native to the computer, Word, Excel ETC... It has gotten to the point I deliberately schedule meetings or other activities that take me out of my office because I know I will not be able to use my computer during this time, as have several others. I have a suspicion that an automatic update was accidentally schedule for 2pm and not 2am.

RESEARCH SERVICES AND SPONSORED
The mid afternoon scan slows our operations down significantly. Moving the scan to off hours would be helpful. Cloud based system ongoing support is necessary to allow us to continue to use our systems in the cloud.

RESIDENT LIFE
Blackboard. Not user friendly and hard to set up. I teach one class a semester and I struggle to get it set up. Once set up it is easy to use but would also say banner as well. I struggle to use this and find ways to get the info with using it
On the occasion when a technician doesn't know the solution right away, they shouldn't spend an excessive amount of time on their own trying to figure out the solution because it is taking up not only their time, but the time of the staff member whose computer is not operating properly. Please take the problem to a technician with a higher level of knowledge who might be able to offer assistance in finding a solution in a more timely manner.
Sometimes the staff members who arrive for staff concerns are student staff who seem less informed about how to make more than short term fixes to issues. The administrative password makes me crazy ... I shouldn't have to put a ticket in to have my adobe updated or flash to read / interact with daily work functions. Just let me have the ability to update my computer for those basics.

**Resident Life - Admin Services**
I totally understand that hiring students in all areas is what we do. However, not all students are equal when it comes to their understanding of what a user may or may not know and/or understand.
Network connectivity-always working. Internet reliable and fast even during peak times.

**Rural Health Research Inst**
I have not been here long enough to have a suggestion.

**Science and Mathematics College**
see comment about Macs

**Sociology and Anthropology Dept**
None.

**Sports Information**
sometimes hard to get in touch with, and when I put in a service request, they might stop by when I am at another meeting or doing an interview with someone which I need to do a lot

**Strategic Research and Analysis**
Do not know of any at this time.

**Teaching and Technology CTRS for**
I find wi-fi access to be inconsistent in classrooms [COE]. I have had many issues when trying to have a class work using laptops, tablets, etc. when all are connected to wi-fi at the same time.
None at this time
None noted for me.
If used for work devices that are not GSU need to be supported.
Wi-fi and labs in the COE. VERY bad wifi and the labs are old and need to be replaced ASAP!
The lack of reliable Wi-Fi and internet access.

**Technical Services**
EDMS Portal Reporting Services. Many reports that could help technicians know which devices need repair, or are missing, are not available at this time.
The Java based training on Building A Better U needs to be replaced with something that does not require me to downgrade my browser and install an unsupported version of Java.

**Web MBA Consortium**
better access / VPN/ off campus services

**Webisit GSU Program**
I appreciate the extra instruction sessions offered for GAView. Alla needs to try to speak a bit slower as I can’t always follow her speed of communication.

**Writing and Linguistics Dept**
As a new faculty member, it would have been helpful to have equipment orientation and a general overview of support and services available on campus. The training wouldn't need to be long, but it would have been quite helpful.
I can’t think of anything.
See previous comments. However, folio is still slow as molasses. Google drive keeps removing recently added documents (many in our department have suffered from this problem) with no
explanation for the cause or a fix. Our students are embarrassed in our labs by the slow system. Using the secure R drive is still a bit of a mystery. More support and training for doing so would be helpful.

Wi-Fi in my building is almost nonexistent - this does not allow use of laptops in classroom with much effectiveness or any meetings with laptops with students in office.
New Services
Respondents were asked to respond to the question, “What new University IT services are missing, and should be implemented in the future?” The following responses are from faculty and staff and are unedited.

AA AVP INSTITUT EFFECTIVENESS
Nothing to complain.

ACADEMIC TECH SUPPORT CTR FOR
Easier way of fac/staff to look up quotes for technology equipment needed for research or instruction without having to interact as much with a manager right away.
Google Classroom.
SCCM management console tailored to each technician's support area. Inventory, application management, networking management, problem identification and resolution would all improve with a tool like this.

ACCOUNTANCY SCHOOL OF
I'm not sure.
Virtual desktop assistants! LOL.
We need virtual desktop solutions that permits students to do their work regardless of their device and operating system.
The default for all faculty remote access should be VPN.

ADMISSIONS OFFICE OF
Being able to easily access programs I need for my job on my personal computer would help immensely.

ALUMNLI RELATIONS OFFICE OF
None that I know of.

ART DEPARTMENT OF
Easy accesable information.

ASSOC VP OF UNIV ADVANCEMENT
Advancement based software, not Banner.

AUXILIARY IT SERVICES
Not that I can think of at this time.
POS systems are becoming a big market now with the push of moving away from the conventional registers. We need systems that are functional with our Campus Cards system because this will help to expand the usage of Eaglexpress or other functionalities that may be foreseeable in the future.
Sequoia QuadPoint and iValidate are working with the new Blackboard Customer API and management API that will allow certain things to be brought up on the devices in order to verify Students, etc on the devices. As long as the device is online, the picture of the student can be passed of to the device to verify that the person in from of you using the card is indeed the person who is in front of you.

AUXILIARY OPERATIONS
Get IT staff resources into collaboration with Financial Accounting to create some real paperless processes and help get rid of antiquated business processes.
Work toward getting us paperless for things like PCard transmittals, PAFs, etc.

BIOLOGY DEPARTMENT OF
Can't think of any relevant ones.
more talk time to issues concerning computer operations.

BUSINESS ADMIN COLLEGE OF DN
Better mobile apps and capability.
CIVIL ENGINEERING AND CONSTR MGT
Faster data and more teaching materials that easily interface with Folio.

COE-GRADUATE ACADEMIC SRVS CTR
A move fully into Google Classroom for our online presence. Folio works, but it's a right pain to setup stuff much of the time. We also need a sandbox or other way to get outside of wordpress for hosting. I manage a couple websites on campus, and trying to use html code or applets that presume I have full control of my webpage, instead of Wordpress' "customizable frame" style, has made web development tougher than it needs to be for me.

COMMUNICATION ARTS DEPARTMENT
I think rolling out the V lab is going to be so helpful! The downside will be limited Creative Cloud access due to data/size limits, but for the other programs, students will be able to do so much more. Thank you!
Would like to see a roku channel for the university

COMPUTER SCIENCES
I think we need to move to more coverage of Google doc services. For example, we can not use Google hangouts for on-line courses because under the present contract only 10 people can be part of a Google hangout. Most class sizes are more than 10 students, therefore having access to online tools that limit the number of students who can actively participate in on-line sessions is a severe limitation.
More emphasis on openness - less on security. We're not the Bank of America.

CONTINUING EDUCATION CTR-PROGR
It would be awesome to be able to get to the R:Drive and our desktop from a laptop. It is very frustrating to go to Savannah or anywhere else and not have access to your office.

CRI ADMINISTRATION
Access to work files from home computers

CRI FACILITIES - RAC EXPANSION
More education for the staff on how best to use IT

CURRICULUM FOUNDATIONS AND READ
Smart Classrooms in every building and a better Georgia Southern App. I liked the old one. The one we have now is terrible and has limited functionality. It was nice when we could access Folio though the app.

CUSTODIAL SERVICES-EDUCATIONAL
I'm thankful for the great job that IT is doing.
IT:OK.

ELECTRICAL ENGINEERING DEPT O
Information/training and availability of screen capture software, and webcam for faculty computers!

ENTERPRISE APPLICATION SERVICE
Can't think of anything.
Utilizing the Internet of Things. It does not seem like a very connected concern at the moment as the idea is fairly new, but the ideas behind it are rapidly evolving. I can see education and function specific Internet devices coming soon... just thinking about the stress a few intelligent refrigerators that would have on our network, we are already seeing the Amazon/brand product dongles in the area.

EXTRAMURAL PHYSICAL ACTIVITIES
encrypted emails for medical files
FACILITIES PLAN DESIGN/CONSTR
Campus Video channels (3 to 6 dedicated to GaSou Eagle Nation) accessible on campus at desk top.
none known

FINANCIAL ACCOUNTING OFFICE
A very nice to have would be campus wide very fast wifi connection.

FOREIGN LANGUAGES DEPARTMENT
I have got what I need. Thanks.
No clue.
Satisfied as is

HEALTH AND KINESIOLOGY SCHOOL OF
availability of computer classroom setups for science lab needs. With the large number of students in classes and labs the ability to scale the technology so that it can be available in the large classroom situation.
bring your own device

HUMAN ECOLOGY SCHOOL OF
Banner and WINGS are not tied in together, they for some reason show different information not only to each other but also student/faculty/staff areas. BANNER TRAINING!!!! Crystal reports / BO are extremely hard to pull up certain information that’s needed, load reports are great but departmental reports need to be established, especially when trying to pull certain reports for program reviews / CIDA. Another very time consuming area is 25 Live, this is so not user friendly and takes valuable time away from completing what should be a simple task.
can’t think of any
Making sure that computers work in all student labs. Downtime on computers is frustrating to the students.
THE LAB COMPUTERS SHOULD BE REGULARLY CHECKED OUT/MONITORED. THERE HAS BEEN MANY TIMES WHEN STUDENTS REPORTED ISSUES WITH SOME OF THE LAB COMPUTERS SUCH AS MISSING SOFTWARE OR SOFTWARE THAT DID NOT WORK PROPERLY. THANKFULLY, MY CLASS WAS NOT FULL AND STUDENTS COULD SWITCH TO A COMPUTERS THAT WERE WORKING OK. THOSE SHOULD BE AVOIDED BECAUSE I DO NOT HAVE TIME TO LOG IN TO EACH COMPUTER AND CHECK THEM OUT ONE BY ONE BEFORE CLASS. THROUGHOUT THE SEMESTER, I HAD MISSING SOFTWARE OR SOFTWARE THAT IS NOT WORKING AS IT SHOULD...SOMETIMES, THE INTERNET CONNECTION IS GONE AND PROGRAMS ARE NOT WORKING AND THE STUDENTS SOMEHOW DO NOT THINK OF RESTARTING THE COMPUTER...

HUMAN RESOURCES OFFICE OF
They may already be available, but I think training courses to better understand different functions that users could attend to better understand computers. There are several issues that IT has to respond too, that should be known to help reduce request. Such as moving a computer to another desk or basic program uses.

INFORMATION TECHNOLOGY DEPT OF
Network drives for academics that faculty can manage for each class. Google Drive is OK, but cumbersome compared to good old networked storage.
None that I can think of. Overall, you all do a great job.

LEADERSHIP TECHNOLOGY HUMAN
Interconnectivity of various campus technology programs to Mac computers

LIBRARY GENERAL OPERATIONS
bring Help Desk staff back to the library Information Desk, especially during evening/nighttime hours.
See below

**LOGISTICS AND SUPPLY CHAIN MGT**
I am in COBA 2231. It would help me if my mouse had a longer cord.

**MANAGEMENT DEPARTMENT OF**
3d printers. Better software through vLab (needs Ableton or Reaper, for instance).
I would like for the University to consider a site license for Top Hat. This could be covered by the student technology fee. It is preferred over the clickers by students who were in my class this semester. It is an excellent tool for instructors of large sections. This was the first semester I have had a paperless classroom. I was able to run my entire class from an ipad.

**MARKETING AND COMMUNICATIONS**
Regular maintenance advice and help for heavy computer/software users to prevent problems.

**MATHEMATICAL SCIENCE**
Georgia Southern personal homepages (rather than Google, see survey suggestions)

**MECHANICAL ENGINEERING DEPT O**
I am unaware of any needs, but my work is all off-campus so my awareness is limited.
What GSU needs is to DOWNSIZE THE EVER GROWING SERVICES and administration (and all the juicy salaries for all the "directors", VPs and "managers" associated with it), and pay FACULTY to the level of similar institutions in Georgia.

**NURSING SCHOOL OF**
Currently, I have not identified any missing areas regarding the University IT service.
In my position, I do not use a lot of the services.
integration of library services embedded into folio
Telehealth support systems

**OFFICE OF STUDENT ACTIVITIES**
I would like to learn how to use some of the programs on my computer that will allow me to help our students and increase my skill set. I would like to learn more about Adobe.

**OLIVER INST COASTAL PLAIN SCI**
Can not think of anything at the present time.

**PROCUREMENT AND CONTRACT SERVICE**
We have got to get some kind of checklist and approval workflow for software. End user submits a request answers questionnaire regarding HIPPA, FERPA, Security, Credit Cards etc. Request gets routed through IT, Legal, Bursar, Procurement.

**PSYCHOLOGY DEPARTMENT OF**
don't know
Support specifically for research. There are a number of restrictions on the ways in which computers may be set up which interfere not only with research but also affect teaching in some areas.

**PUBLIC SAFETY OFFICE OF**
Always faster and more wifi coverage around campus.

**RAC EXP. FACILITY OPERATIONS**
I have no idea because I don't know what is out there. I need the IT people to bring me technology.

**RESEARCH SERVICES AND SPONSORED**
Building WiFi has improved over the past year but we still have rolling and permanent dead zones in the building (after having paid for additional antennae stations.)

**RESIDENT LIFE**
Systems that work with the new Java updates. RMS(Housing assignment software cause us
problems when using other systems.

**RESIDENT LIFE - ADMIN SERVICES**
Difficult question for me to answer as I’m not the type of end-user who has to have the latest & greatest. I appreciate what I have now and am always excited to see what is being rolled out. Especially Business Objects needs to be minute by minute updated not a day delayed.

**RURAL HEALTH RESEARCH INST**
I have not been here long enough to have a suggestion.

**SOCIOLOGY AND ANTHROPOLOGY DEPT**
Don’t see any.

**SPORTS INFORMATION**
free tech classes (photoshop tutorials, etc)

**STRATEGIC RESEARCH AND ANALYSIS**
Do not know of any at this time.

**STUDENT AFFAIRS/ENROLL MGTVP**
not sure

**TEACHING AND LEARNING**
Not sure. It is difficult to keep up with new technology unless one has the time and interest to make it a priority.

**TEACHING AND TECHNOLOGYCTRS FOR**
Let’s get the old one’s right first.

**TEACHING AND LEARNING**
More wifi in COE-better labs!

**WEBBSIT GSU PROGRAM**
No opinion

**WRITING AND LINGUISTICS DEPT**
Better Wi-Fi
Lynda.com and query support for chairs that Michael Forest formerly provided so well in his old job.
We need a server for student web pages for Writing & Linguistics students. It has been promised a various times, beginning when we learned it would be taken away from us, but nothing has ever resulted. For some reason, the departments in the College of IT are allowed this privilege, but we are not.
Make it Awesome
IT Services have strived to make the IT experience for users on campus “awesome”. We invited respondents to answer the following question, ‘If you could choose one thing that Georgia Southern could do to make technology awesome for you, what would it be?” The following undedited comments are from faculty and staff.

AA AVP INSTITUT EFFECTIVENESS
Already awesome.

ACADEMIC SUCCESS CENTER
I would love to have access to equipment even though my department may not want it. For example, have permanently linked writing tablets available to check out. No one here knows how to use them, and since they can't get training on them, they are not high priority and not ordered for our department. In a prior job, I did have access and love to use them. The main issue is that the one I personally own and use here is not permanently linked and to use it, I have to go through several time consuming steps, which makes it undesirable to use. Without a permanent link, other bluetooth connections sometimes interfere, which makes the tablet useless.

ACADEMIC SUPPORT SERVICES
Provide a smart classroom in all Nessmith-Lane rooms

ACADEMIC TECH SUPPORT CTR FOR
Bigger budget and less dependence on STF
Classroom technology in general. STF probably is not going to be able to fund Classroom AV/PC/Furniture upgrades that are desperately needed in classrooms.
More information online. What we have now is good, but it could be improved. Make sure to keep the info current.1gbps network switches.

ACCOUNTANCY SCHOOL OF
Better WiFi in my office.
Faster and bigger pipe for internet speed
Faster internet
Give faculty options when they are up for new computers. Something other than the heavy, huge laptops we have now.
I'm not sure.

ALUMNI RELATIONS OFFICE OF
I am pleased with the current level of service.

ART DEPARTMENT OF
by more open very tight rues and regs with little flexibility to support the out of the ordinary needs
cost of new services
Create a platform for creative student work in video and animation to be hosted online.
I don't like that my laptop has lockdowns through the university that I cannot control.

ASSOC VP OF UNIV ADVANCEMENT
Move to professional IT support staff
Setting up one-on-one training sessions to address specific stumbling blocks to use the technology efficiently.

AUXILIARY IT SERVICES
Be able to recognize all IT professionals for the things they do and not just certain groups because we are what makes IT Awesome. Strive forward to work with customers even if it is after hours, etc.
Not that I can think of at this time
AUXILIARY OPERATIONS
Modernize conference rooms across campus to allow better access for employees to participate in webinars, conduct skype conferences, etc.
Put financial resources toward hosted systems, so that staff can focus on improving things instead of trying to maintain things or put out fires constantly.

BIOLOGY DEPARTMENT OF
"...make technology awesome for [me]?
" What? I not quite sure what this question is asking, but I guess that "awesome" technology is not exactly practical if the users are untrained in its capabilities. So, I guess, ample training or experience using the technology is good. Can't think of any relevant ones.
Not have to login to my desktop computer in my locked office every time it goes to sleep. Not having IT people sneer at my MAC or my abilities in IT. Not having IT people assume that because something is not working in a classroom, it is my fault, as opposed to the technology. Not having IT people change technology without a heads up to the people using the equipment, especially in classrooms.
qualified Mac technicians.

BURSAR'S OFFICE
Improve WiFi in all areas

BUSINESS ADMIN COLLEGE OF DN
Make all institution software compatible with Chrome and move away from IE based platforms.

BUSINESS RSRCH AND ECON DEV
Clone John Franklin so he could work all over the university and run IT too.

CHEMISTRY DEPARTMENT OF
Make it easier to learn to use newer tools.
Simpler online systems with less frequent changes.

CIVIL ENGINEERING AND CONSTR MGT
Wi-Fi everywhere.

CLASS-ADVISEMENT CENTER
Faster internet!
iPads for all! Kidding. I would like more mandatory in-person training with technology. It seems like if you take time away from your work day to attend trainings, you're put out of the loop. Perhaps also have a skills-test opt out.

COBA STUDENT SERVICES
Ability to use Banner on my personal IPad and IPhone

COE-GRADUATE ACADEMIC SRVS CTR
A clearinghouse of tutorial links, add-ons, applets, and tools that we can use across GSU that support better, easier IT work. Need to embed a survey on your site? Here's a tutorial link. Want to do some custom CSS designs for your program? Here's a WYSIWYG css editor and how to utilize the code in Wordpress. Want to do a mailmerge in gmail? Here's an add-on that can do it for you.

COMMUNICATION ARTS DEPARTMENT
~Other than systems working together or different systems using different chrome/explorer systems which can be irritating, we have been doing pretty good with the expanded capabilities we received last year or the year before (where social media access, etc. had been limited).~ Sometimes it would be nice to know what students think about technology in the classroom - what works pedagogically, what are their concerns, etc.
Ability to install fonts, brushes etc. on Student computers as necessary when needed in Adobe CC without having to ask for IT to let instructors add these features.
Faster response times and regular checkups of classroom workstations.
I think you are doing well

COMMUNITY HLTH BEHAVIOR AND EDUC
Extend hours with one or two rotating techs to offer support on Saturdays. Many faculty work on Saturdays and sometimes issues arise that can’t be resolved in the moment.

COMPUTER SCIENCES
Once again, I think we need to move to more Google doc services. For example, we can not use Google hangouts for on-line courses because under the present contract only 10 people can be part of a Google hangout.
Open a VPN through the firewall so students can access on campus resources.

CONTINUING EDUCATION CTR-PROGR
Have Outlook instead of Google Mail and Calendar.

CRI ADMINISTRATION
Improved wi-fi access to open field areas on campus - RAC fields Providing work tablet or computer - or providing tablets to rent for project usage.

CRI FACILITIES - RAC EXPANSION
eliminate slow speeds during high traffic times

CURRICULUM FOUNDATIONS AND READ
No anti-virus for mac users and allow mac users dual operating systems. I know you asked for one but I gave you two.

CURRICULUM FOUNDATIONS AND READ
I mean, I guess unfettered access to all new technologies and software that pop up would make things awesome, I am always seeing things that I want to try but don't have the money for. But, the needs of the many out weigh the needs of the few . . .

CUSTODIAL SERVICES-EDUCATIONAL
ITOk.
Virtual reality.

DEAN OF STUDENTS
During heavy internet usage (registration at SOAR) we often experience a marked slowdown in speed.

EDUCATION COLLEGE OF - DEAN
More IT support for Apple products, particularly Macs!

ELECTRICAL ENGINEERING DEPT O
Screencapture software and webcam, and training to use it. A lot of students can take advantage if faculty can do videos to help students learn outside of class, or at their own pace.

ENGR AND IT STUDENT SERVICES
Keep the staff laptops up to date. Our are very old.

ENTERPRISE APPLICATION SERVICE
Newest gadgets to experiment with.
Not flying cars, please not flying cars, not with all the bad drivers in the area. Seriously, we could use a attitude boost, IT services is working itself to death just to stay afloat.

EXTRAMURAL PHYSICAL ACTIVITIES
cell phone service in hanner would make me life so much easier

FACILITIES PLAN DESIGN/CONSTR
Campus Video channels
none known at this time
FINANCE AND ECONOMICS
much faster internet

FINANCIAL ACCOUNTING OFFICE
Very fast computer connections and system office capacity for web-based applications. Also, some of these web based applications seem to have a long backup time (10:00pm to 6:00am).

FOREIGN LANGUAGES DEPARTMENT
Do not know.
draw-on screens, or even better, two screen, one regular for projecting on one side of the room, and one draw on.
Offer one-on-one-BASIC classes regularly all year long.
Satisfied as is

GENERAL HEALTH SERVICES
Nothing.

GEOLGY AND GEOGRAPHY
Boost internet capacity and speed. Allow research faculty the ability to manage their own FTP sites of increase the capacity of Google Drive. I currently have to pay for more space and use that for file sharing.

HEALTH AND KINESIOLOGY SCHOOL OF
Be open and available to help solve technology and classroom needs. Doing pilot projects is great, but when can some of this be taken advantage of and implemented?
better support for apple products
Let i clicker program work on the H drive and sync with class rosters too.

HEALTH POLICY AND MNGMT DEPT O
A more friendly online educational platform than folio.

HONORS UNIVERSITY
Drop MyScholarships. It is an awful system.

HOUSING/CONFERENCE SERVICES
Georgia Southern IT Services does a great job, but if I had to think of something that would be even more awesome, perhaps having more on-site training and collaboration between IT staff and departments. Such as having a tech professional meet with individual departments and help them create a "technology plan" for how to more effectively run their departments.

HUMAN ECOLOGY SCHOOL OF
Business Objects and Internet Explorer would be more compatible. Usually IE stops working shortly after I'm in Business Objects.
I USE THE VPA A LOT. IT ALLOWS ME TO REACH MY FILES BOTH IN MY OFFICE AND IN THE CLASSROOM WITHOUT HAVING TO SAVE MULTIPLE COPIES IN DIFFERENT DRIVES/FOLDERS. however, IT IS VERY LIMITED-750 MB?? I USE GOOGLE DRIVE AND GOOGLE APPS BUT THEY STILL REQUIRE ME TO DOWNLOAD CAD OR REVIT FILES TO BE ABLE TO OPEN AND EDIT THEM. IF I CAN JUST SAVE THOSE ON VPA, IT SAVES TIME IN THE CLASSROOM.
More International Collaboration, Skype & also Virtual Teaching!
Send people who know my area and programs we use well enough to be able to help.
Training staff to complete tasks in a tech request before moving to another job.

HUMAN RESOURCES OFFICE OF
I would say just extensive knowledge on active applications at GSU.

INFORMATION SYSTEMS
Continue workshops. Sometimes workshops are given at the beginning of a new software product
but the workshops might not be available for new faculty.
Lead the way within the USG with connectivity and cutting edge technology for the campus.

INFORMATION TECHNOLOGY DEPT OF
Keep the support staff happy. They do a great job, especially with many technology heavy programs in the IT and engineering buildings. Sometimes you don’t know what the next technology will be, but having a supportive staff who is willing to change with your programs is a big advantage.

Some basic functions in folio need help, but these are D2L responsibilities. Automated course and program level assessment for accreditation purposes would be awesome.

LEADERSHIP TECHNOLOGY HUMAN
Everyone should have a Creative Cloud subscription.
I have seen great improvement in IT on this campus in the 5 years I have been here. Shows that we are progressing and moving forward with IT services.

Improve wi-fi
Offer more synchronous opportunities with students.
Wireless access and access to online programs (e.g., course schedule, Folio) is slow (sometimes very slow) at the beginning and end of the semester. I assume it’s because so many people are accessing it, but those are the times I need access those serves the most as a faculty member.

LIBERAL ARTS AND SOC SCI DEAN
I would love access to data that actually helps us serve students better - and let’s us know whether we’re hitting our metrics or not.

Lose mt cell phone! I hate having to have it!

LIBRARY GENERAL OPERATIONS
Less red tape
provide newer laptops--macs and Windows-- (not netbooks) for us to use at conferences and in classrooms on campus

Technology Incubator

LITERATURE AND PHILOSOPHY DEPT
Pay me to learn to use it.

LOGISTICS AND SUPPLY CHAIN MGT
See above.

virtual reality and light beam to transmit me from my house. ^_^

MANAGEMENT DEPARTMENT OF
Access to DAW software through vLab or other method. And not the Audition piece in Adobe. Quicker and reliable WiFi. I utilized a new app for students this semester - Top Hat. It is an excellent technology for large classrooms and bring your own device. I placed timers on the response time for attendance and class quiz questions. Speed of WiFi was an issue a few times.

MARKETING AND COMMUNICATIONS
See above

MARKETING DEPARTMENT OF
Clear communication on the hardware and software tools available and self-directed training on these tools.

MATHEMATICAL SCIENCE
Faster internet speeds and more bandwidth.
Georgia Southern personal homepages (rather than Google, see survey suggestions)

MECHANICAL ENGINEERING DEPT O
More up to date in regard to operating systems and software packages.
What GSU needs is to DOWNSIZE THE EVER GROWING SERVICES and administration (and all the juicy salaries for all the "directors", VPs and "managers" associated with it), and pay FACULTY to the level of similar institutions in Georgia.

MECHANICAL MAINTENANCE
If I had one request, it would be that our University cell phones be put on rotation for upgrades. With continual use daily for communication, batteries life seem to get less and less. This also may be an issue that needs to be addressed departmental.

MUSEUM
It would be to have someone better coordinate responses and for me to know they are staying on that and that I don't always have to keep following up on it.

MUSIC DEPARTMENT OF
more frequent checks on classroom technologies

NURSING SCHOOL OF
apple computers in offices
No comments at this time.
Work to support increased knowledge of simulation suppor in teaching

OFFICE OF STUDENT ACTIVITIES
Same as above. I would also like to know how to better update our website. With code writing.

OLIVER INST COASTAL PLAIN SCI
If possible, making Google Drive compatible with non-GSU users. I have tried to share files with non-GSU collaborators using Google Drive and have found it very frustrating.

POLISCI AND INT'L STUDIES DEPT
making access to wireless easy

PROCUREMENT AND CONTRACT SERVICE
Cure all my compatibility issues. That would be awesome.

PSYCHOLOGY DEPARTMENT OF
Keep on with all ITS services.
quickier updates to computers. Mine is so slow and has half the memory that our own IT personnel expected it should have. But, I still have 2-3 years until it is time for a new computer for my office.
responsive technicians (mine have been good for the past few years)

PUBLIC SAFETY OFFICE OF
Faster and more wifi coverage for all of campus not just in buildings.
none

RESEARCH SERVICES AND SPONSORED
Extend WiFi reliably to the entire campus. (No switching or seamless switching between buildings when moving class to class or building to building.) The ability to continue to work when between buildings or on the grounds would be useful to students (and lucky faculty/staff.)

RESIDENT LIFE
Honestly, Georgia Southern already makes technology awesome for me! Keep up the great work!
More wifi routers in the Residence Halls for students
Up dating our computers on our own for standard updates. I understand security and things however not being able to update java drives me crazy

RESIDENT LIFE - ADMIN SERVICES
Especially Business Objects needs to be minute by minute updated not a day delayed.
For me? It is already awesome. It is a true statement - it isn't always what you know, but who you know!!
SOCIOLOGY AND ANTHROPOLOGY DEPT
Publish a list of technologies and software that are already available with brief explanations of what they are good for. If such information is already available and many people may not know, please highlight it in some way. I guess this may be a dumb request, but many people may not have the time to search it out.

STRATEGIC RESEARCH AND ANALYSIS
Do not know of anything at this time.
Improved Wi-Fi for faculty/staff.

STUDENT AFFAIRS/ENROLL MGMT
better cell service in the football stadium on game day. good luck

STUDENT DISABILITY RESOURCE CT
Utilize universal design in all aspects of technology utilization.

STUDENT TECHNOLOGY FEE
Training in different areas of technology. This would serve two purposes: one, it would improve my skills and knowledge of the different types of technology we support. Two, I would have a better understanding of the "why and how" we make day to day operations happen at GSU. Also, I think by approaching the "how to make IT awesome" this way, it will lead to innovation in how and why we do the things we do. As we all know, innovation is the crown jewel of IT!!

TEACHING AND LEARNING
Not having to deal with off campus computer requirements
Provide the funding for some basic internet/data access for using our iPads off-campus when involved with supervision, online coursework, or other campus-related duties.
We need to look at updating to latest edition of Windows. I work a lot with Windows 10 everywhere else.

TEACHING AND TECHNOLOGY CTRS FOR
Get faster internet access and wi-fi.

TEACHING AND LEARNING
More seating and open area configurations that enable easy technology use and charging abilities

TECHNICAL SERVICES
Put technology decisions back in the hands of the technology professionals. We still see department chairs, department secretaries, and non-tech faculty making key decisions during year-end funding by trying to spend the majority of tech funds on new technology without ever replacing aged devices and then fusing at IT Tech staff because of poor performance. Most of these folks have no training or education in this area. It should be a collaboration, certainly, but the final decision should be in the hands IT professionals.
While I understand the difficulty of implementing this solution, a holistic IT dashboard that shows the status of the campus network and all of the applications on campus would be ideal.

WEBBSIT GSU PROGRAM
No opinion

WRITING AND LINGUISTICS DEPT
Consistent access and internet speed would be most helpful. Sometimes it feels like the system bogs down, and when I am in class waiting from something to load, or waiting for something to be saved (like on Folio), I find myself getting very frustrated.
Enhanced wi-fi with faster speeds.
Faster more accessible WI-FI for all buildings
Fewer passwords (kudos that Banner and my.GeorgiaSouthern are integrated--now if PeopleSoft and others could join that integration).
## Comparison to FY15 Results Faculty

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

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<th>#</th>
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### Technology and Collaboration Services

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

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<thead>
<tr>
<th>#</th>
<th>Item</th>
<th>Min</th>
<th>Des</th>
<th>Per</th>
<th>Adept</th>
<th>Supr</th>
<th>N</th>
<th>P</th>
</tr>
</thead>
<tbody>
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<td>5</td>
<td>Having Web sites and online services that are easy to use. ⭐️</td>
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<td>mean</td>
<td>7.34</td>
<td>8.05</td>
<td>7.03</td>
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<tr>
<td>6</td>
<td>Having online services that enhance the teaching and learning experience. ⭐️</td>
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<td>mean</td>
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<td>8.34</td>
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<td>7</td>
<td>Having technology services that allow me to collaborate effectively with others. ⭐️</td>
<td>My</td>
<td>mean</td>
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<td>8.32</td>
<td>7.14</td>
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*Red Color = Perceived < Minimum; Green Color = Perceived > Desired*
## Support and Training

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

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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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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 Hg; Adequacy Gap Score = 0; Mean = Statistical Mean; Dev = Standard Deviation; Red Color = Perceived < Minimum; Green Color = Perceived > Desired

## Other Important Information Technology Services

Assesses other important IT service outcomes on campus

<table>
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<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>
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<tr>
<td>14</td>
<td>Ability to use my own personal laptop, tablet or other device for work purposes.🌟</td>
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### Comparison to FY15 Results Staff

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

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<tr>
<th>#</th>
<th>Item</th>
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<th>N</th>
<th>P</th>
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<td>1</td>
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<td>1.35</td>
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<td>Past Survey Mean: 7.53</td>
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<td>-1.04</td>
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<td>1.46</td>
<td>1.23</td>
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<tr>
<td>2</td>
<td>Having an Internet service that provides adequate capacity or speed. ⭐</td>
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<td>8.76</td>
<td>7.62</td>
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<td>1.54</td>
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<td>Having adequate cellular (or mobile) coverage throughout campus. ⭐️</td>
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## Technology and Collaboration Services

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

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<th>Adeq</th>
<th>Supr</th>
<th>N</th>
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<tbody>
<tr>
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### Support and Training

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

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<th>#</th>
<th>Item</th>
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<th>Supr</th>
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</table>

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### Other Important Information Technology Services

Assesses other important IT service outcomes on campus

<table>
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<tr>
<th>#</th>
<th>Item</th>
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<th>Des</th>
<th>Per</th>
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<th>Supr</th>
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