

University of Texas at El Paso

Faculty Senate Information Technology Committee

# IT at UTEP

## Report to the Faculty Senate

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April 23, 2009

# IT at UTEP: Observations and Recommendations

Faculty Senate Information Technology Committee, Spring 2009

## 1. Aims and Scope of this Report

The IT committee of the Faculty Senate has two charges: to "a. recommend policies pertaining to University, Faculty and Student needs in information technology; b. provide liaison among Faculty, Students and Administration concerning information technology" (Faculty Senate document, section 9.5.5.2). This year it was felt that (again) the primary way for the sub-committee to make a contribution would be to analyze the current state to which information technology at UTEP is meeting the needs of the stakeholders, and recommend ways to improve it. In particular, this year we also looked at how *student* needs are being met. We also chose to look at information technology holistically across campus (not just the central Information Technology organization).

This report describes the activities of the committee, documents the findings, and makes 11 recommendations for how to improve information technology at UTEP.

## 2. Information Gathering Activities

### 2.1 Interviews and Meetings

Various members of the committee interviewed key figures in information technology, including Steve Riter, VP of Information Resources and Planning, Frank Poblano, Assistant IT Director for Technology Implementation, Lizette Gameros, Helpdesk coordinator, and Melanie Thomas, IT Manager of Marketing and Communications. In particular, Virgilio Gonzalez explored what could be learned from the calls that come in to the Helpdesk. From the providers' point of view, the main dissatisfaction with the Helpdesk is the inability to provide help for all problems: for example if a student can't connect to the wireless network, then he can be helped, but if he has viruses on his machine, that's beyond the scope of what the Helpdesk can do. Virgilio reported that most helpdesk requests fall into two categories: maintenance (e.g. printer down) and new services (e.g. need a telephone installed).

CIERP and VPBA are developing a Student Satisfaction Survey for administrative units across the campus, including IT. The surveys are designed for students and will be launched in April during Survey Week. These surveys seem to be designed to gauge the general satisfaction with the various types of services. This is useful for establishing a baseline for cross-year comparisons, and finding evidence for specific hypotheses; but not so much for identifying specific issues or unaddressed needs.

The Information Technology (IT) department undergoes a strategic planning exercise every 3-4 years with the goal of laying out a roadmap for technology implementations and directions campus-wide. At this point, 2006-2009 Strategic Plan is coming to a close, and a Technology Strategic Plan for 2010-2012 is apparently being formulated. These documents include discussions of new technology and IT development priorities, in addition to comments on customer needs.

## **2.2 Examination of previous reports**

In Fall of 2006 the TIMs, working on behalf of the Committee, solicited by emails to the faculty and staff of each college whatever they considered to be "issues" for IT at UTEP. The raw comments were distilled into a list of 11 service categories, with 3-5 issues identified for each. No priorities were assigned. Some of the issues identified have since been solved; others remain.

CIERP kindly provided the committee with survey results pertaining to information technology from three sources: the Spring 2007 Campus Experience Surveys, the 2007-2008 Graduating Senior Survey, and the Fall 2007 New Student Survey. The results were generally at a level of abstraction too high for our purposes; for example knowing that 87% of the undergraduates were satisfied or very satisfied with "computer facilities" was not adequate for inferring what specific areas need attention.

## **2.3 Listening**

John Wiebe, Faculty Senate President, observed that some faculty have complained about information overload, specifically being inundated with email. Other faculty concerns were also heard and discussed.

## **2.4 Surveys**

After extensive discussion of possible ways to do a survey, discussion, the Committee decided on a very simple format, with the aim of identifying what's important to the users.

The opinions of about 200 faculty and 100 staff were solicited by email. This reached those with last names starting with A, B, and part of C. We had about 51 responses; a 17% response rate. Similarly about 700 students were contacted. By oversight, those listing non-miners address (@hotmail, @gmail etc.) were not contacted. A fair number of the emails immediately bounced. There were about 22 responses, a 3% response rate.

As the raw data is rather overwhelming, the following method, provided by CIERP, was used to identify recurring themes. All responses were reviewed several times, after which categories of responses were identified. Efforts were made to develop a category for any responses to a question that appeared at least twice. Responses that appeared only once but were closely related to another response were also included. Grouping variables were then identified. Grouping variables describe general categories that emerged as themes in the responses, such as "Services" (e.g., email, software, Internet speed etc.) that can be distinguished from other groups of responses related to "Customer Service" or "Staff". In some cases, a response from one

individual might be categorized twice (for example, the respondent identifies staff and services on a question about the "best things about IT"). This method was followed fairly strictly for the faculty-staff survey (analysis by CIERP), and more loosely for the student survey.

The questions, raw responses, and recurring themes are shown in appendices B and C.

## **2.5 Focus Groups**

In order to better understand some of the comments on the surveys, to get a sense for what problems are most important, and to solicit further comments, two focus groups were done, one with faculty-staff and one with students. Both focus groups run by the same 3 people, one moderating and two taking (non-verbatim) notes.

Appendices D and E describe the procedure and the questions used, and give the results.

## **3. Recommendations**

This section presents the committee's recommendations for how to improve information technology at UTEP.

We must note that these are not the only things that could be improved — the raw opinions in the appendices are full of things that could be addressed. However the committee feels that these issues are the most important ones.

We must also note that, by and large, information technology at UTEP is not in bad shape. The surveys and focus groups revealed a fair level of satisfaction overall, with many specific positive comments.

### **3.1 Action Items**

In order of importance:

#### **1. UTEP should provide training for students in the technology they need to use succeed in their studies and after graduation.**

Specifics: The need seems strongest for WebCT, but also exists for Goldmine and possibly mspace; and for special-interest software (e.g. iMovie). Currently students are left to sink or swim. Those who are good with technology or like learning on their own are happy with this; but others are not. Obviously most students manage to pick up the basics and get by, but many feel that they are unable to get the full benefit of what's available. As the University moves towards more remote and technology-enhanced courses, the needs here are likely to grow. Ideally, students should be capable enough with the technology to use it not just as specifically required, but to adapt it to their own needs, suitably combining and adapting the tools available to set up digital environments to support their own learning, including for group-based activities.

Current situation: Currently it seems that UTEP offers no training in technology for students.

Who's responsible: There is no department or organization responsible for this; this seems to have fallen between the cracks.

Implementation Thoughts: Training could perhaps be done as part of Univ 1301 and/or freshman orientation. Free-standing orientation and training sessions, perhaps of the type offered by the library, are another option. Better documentation of the software systems to make it easier for students to learn themselves is also worth considering.

Evidence: On the FSIT student survey, training was among the items mentioned most frequently as needing to be improved "over the next few years" (after more and newer hardware). In the Campus Experience Survey (Undergraduates, Spring 2007), some 30% obtained little or no benefit from being at UTEP in terms of "Have your knowledge and skills been enhanced in the following areas as a result of your UTEP education?" (B.h) (only 78% responded yes, and of those in the follow up question "how much has your UTEP experience enhanced ...", 8% responded "very little"). In the student focus group, training was a recurring theme, and there was a strong consensus that this was necessary and important, e.g. "it makes a difference to be knowing all the software but it's hard to keep up," "will have a head start in the workplace if you already know the new technologies," and "must be cutting edge so you are ready for the working world, so you're prepared for any job; if you're not up-to-date then you're out of the game when looking for employment ... "

## **2. UTEP should ensure that hardware is regularly updated.**

A. Laboratory PCs: One of the most frequent topics mentioned on the student surveys was the need for more (or more available) PCs and newer/faster PCs.

B. Classroom Technology: Both students and faculty included classroom technology in the top 3 "worst things". The number of complaints was not high (3 faculty members, 2 students), so this is probably not a pervasive problem. However, but the committee feels that having functioning technology in the classrooms is essential to the University's mission, and that this must be a priority.

C. Other PCs: In the faculty-staff survey, updates to technology were one of the most common topics, and many of the specific comments referred to desktop PCs and laptops.

The administration should allocate funding sufficient to support replacement of old PCs and repair of broken classroom systems. The Information Technology organization should monitor the projection systems etc. in the classrooms and make sure that problems are fixed quickly.

## **3. UTEP should offer training for faculty and staff in the technology they need.**

On the faculty survey, the most common topic of suggestions for immediate improvement was for more workshops, tutorials, and training. While there is Faculty and Staff Training at UTEP, including on Microsoft Word through PACE and also training in BIS and Banner, it seems that

these offerings to not meet the needs. From the focus groups and surveys it seems that some faculty and staff are unable to use Outlook to effectively manage their inboxes and their schedules; other inefficiencies are probably also present. The responsibility for such training is not clear; perhaps the information technology department should work with PACE to identify what sorts of training would be helpful and how it could be provided.

#### **4. Streamline the helpdesk voice menu that students face.**

Students who call the helpdesk with a problem have to listen to a 25-second "advertisement" about payment options before they can even get to the voice menu. Delays in getting service were a common complaint in the surveys, and in the student focus group there was clear consensus that this particular delay is gratuitous and should be removed.

#### **5. Increase IT staffing levels to reduce response time.**

The single most frequent item faculty and staff identified as a "worst" thing about information technology is slow response time. This was also a recurring comment on the student survey. Information Technology should quantify how long people are waiting to speak to a helpdesk representative and how long it takes to problems resolution; and if necessary, increase staffing levels to reduce these delays.

#### **6. Investigate the causes of the long time required for students to login to computers in the various labs.**

A number of students complained about slow PCs in the public laboratories, especially the time to log-in. Information Technology should measure the average log-in time, diagnose the problem, and make the necessary hardware, network, server, or client-configuration changes to speed-up logins.

#### **7. Extend helpdesk hours, ideally to 24/7.**

While this was mentioned by only 5 people on the surveys, there are clearly people who need help after-hours; distance-learning students being the obvious example. The Helpdesk should be staffed evenings and weekends.

#### **8. Improve the expertise of the technology-related staff, including student employees.**

The faculty-staff survey included many comments about the importance of training for the technical personnel to ensure that they are qualified to solve the problems and technically up-to-date. The student survey and the student focus group also raised this as an issue, especially for the student employees working as lab attendants. Qualified people should be hired, and existing staff should be given training sufficient to accomplish their job functions.

#### **9. Investigate ways to improve the printing situation for students.**

On the student surveys there were a number of comments about printers and printing, including broken printers, lack of information about the printing policy, and inability to easily purchase print credits. Information Technology should investigate the extent to which the printing hardware, software, policies, and policy dissemination are meeting student needs, and make changes if necessary.

## **3.2 General Recommendations**

### **1. Monitor customer service.**

To the UTEP community, customer service is very important: the topics most frequently commented on related to the quality of the interactions with the technology support staff. Perhaps surprisingly courtesy and respect were mentioned as often as competence and response time. Across the board there were more positive than negative comments. We recommend that management continue to monitor and strive to improve customer service.

### **2. Hire a customer advocate.**

It does not appear that the various information technology organizations at UTEP have a good way of gauging whether their activities are really meeting students' needs. To some extent the activities of the Faculty Senate IT committee this year were able to provide such information, but ideally the monitoring of users' needs and satisfaction levels should be done routinely as a normal function of the organization. Because UTEP students tend to suffer rather than complain, student voices are not always heard; and those issues that do garner attention may not be the most important ones.

UTEP should hire one or more people to take a "customer advocate" role, including a quality assurance role (testing software and systems adequacy from the viewpoint of the students/customers), a user-experience design role, a customer satisfaction monitoring role, and possibly an ombudsman role.

Of course, the activities of such a person need not be limited to information technology issues. Everyone knows stories of students who have stopped out or dropped out because of some technical or bureaucratic glitch that should never have happened. Often policies and procedures are designed without full consideration of their effects for the students. An ombudsman with the authority to diagnose such mission-critical problems and fix things across organizational boundaries could be a great asset for UTEP.

## **3.3 Recommendations for Future FSIT Committees**

1. Follow through on what happened with this year's topics. In the first instance, request reports from those to whom the action items were addressed.

2. Encourage implementation of the management recommendations above, perhaps by requesting reports from the service-providing organizations, probably specifying in some detail what information is being requested and how it should be gathered.

3. Continue to work with everyone across campus interested in measuring and improving information technology services at UTEP.
4. Possibly examine some specific problems, perhaps by taking as case studies one or two of the occasional spectacular blow-ups in information technology services, or a few random calls to the Helpdesk, and forming a sub-committee (a commission of inquiry) to track down the superficial and root causes of the problem, and recommend changes to reduce the likelihood of future occurrences.
5. Repeat the survey and focus group activities, probably every 2 years,
6. If a customer service advocate is hired, support and guide that person.

## **Committee Members**

### **College Representatives**

Brian Giza, Teacher Education, representing Education  
Mickey Manciu, Physics, representing Science  
Paulo Pinheiro da Silva, Computer Science, representing Engineering,  
Karl Putnam, Accounting, representing Business  
Darla Smith, Kinesiology, representing Health Sciences  
Bob Wren, Humanities, representing Liberal Arts,

### **At Large**

Virgilio Gonzalez, Electrical and Computer Engineering, at large, *Vice Chair*  
Nigel Ward, Computer Science, at large, *Chair*

### **Ex Officio**

Mary Duffy, Head, Library Information Resources, *Secretary*  
Ken Pierce, Chief Information Officer  
Miguel Sifuentes, Registrar

### **Observers**

Jose Hernandez, Technology Implementation Manager  
Sunay Palsole, Instructional Support Services Director

### **Student Members**

J. Alejandro Munoz,  
Jorge Vargas

The committee thanks Melanie Thomas (IT), Lisa Weber (library), and Roy Mathew (CIERP) for their indispensable contributions.



## **Appendix A. The Organization of IT at UTEP**

IT at UTEP involves over 100 full-time staff and over \$6 million a year. This appendix gives an overview.

### **A.1 Organization and Management**

Dr. Stephen Riter, Vice President for Information Resources and Planning, is responsible at the cabinet-level for oversight of cabinet-level oversight of information technology and distance learning, among other functions. Over 100 full-time staff perform information-technology-related functions.

Kenneth Pierce, Chief Information Officer (CIO) is the head of Information Technology, responsible for providing services such as help desk, communications infrastructure (data, voice, and video network), desktop support, data centers, campus-wide applications such as Banner, DEFINE (BIS), email, file storage, and information security.

Sunay Palsole, Director of Instructional Support Services (ISS), oversees all distance and online education services such as WebCT / Blackboard, UT Telecampus, and development / delivery of learning modules, and the Faculty Instructional Technology (FIT) lab.

David Batten is the Director of Web Content, reporting directly to the Executive VP.

Each college has an individual with the role of Technology Implementation Manager (TIM) who is responsible for the technology implementation and support within their college. TIM's are part of their respective colleges, and have a dotted-line reporting relationship to the central Information Technology organization. Additionally, colleges have their own technology staff such as departmental system administrators, technology coordinators, and lab managers.

### **A.2 Budgeting and Priority-Setting**

At the highest level, the campus-wide Information Technology Advisory Committee (Deans, etc.) meets 2 or 3 times a year to decide which of the many possible programming/integration projects that IT could undertake have priority

Money for information-technology hardware, software, licenses, services, and staff comes from a number of sources, including state funds, the tech fee, majors fees, and PUF/LERR funds. These funds are allocated in many ways, by many people, including the Provost, the VPs, the Deans, the department chairs, and by the PIs of individual grants. Many stakeholders are involved, through multiple channels. UTEP has the usual tension between centralized and distributed planning.

## UTEP IT Needs: Faculty Perspective

[Exit this survey](#)

### 1. Default Section

This scope of survey includes all IT-related functions at UTEP, from email to distance learning support, including software, hardware, people, and processes.

We are especially interested in the big picture: going beyond the incidentals to think about how IT is helping you or hindering you in doing your job.

All questions are optional.

#### 1. Please list two or three of the best things about IT at UTEP.

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

#### 2. Please list two or three of the worst things about IT at UTEP.

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

#### 3. What should be the top priorities for things to improve right away?

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

#### 4. What should be the top priorities for IT at UTEP over the next few years?

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

Comments, suggestions, etc.

**Anything about you that would help us better understand your comments  
(College, Department, Position, years with UTEP, etc.)**

**If you would like to receive the survey results and committee  
recommendations, please enter your email address.**

**If we may invite you to participate in a focus group discussion on these  
issues, please enter your name.**

Done

# UTEP IT Needs: Faculty Perspective

raw data from a survey done February 2009

## The Invitation

Dear Professor/Dr/Ms/Mr xxx,

I am writing on behalf of the Faculty Senate Information Technology Committee to request your input regarding issues relating to IT here at UTEP. The committee has developed a 4-question online survey, estimated to take 3-5 minutes to complete.

As you know, Information Technology is critical to all University functions, and to our individual successes as educators, researchers, administrators, etc. However, anecdotes suggest that current services and service levels are inadequate. Your input will help us gauge the current situation, and guide us as we develop a set of recommendations to the administration for how to improve IT at UTEP for all of us.

URL

## The Survey Questions and Responses

This scope of survey includes all IT-related functions at UTEP, from email to distance learning support, including software, hardware, people, and processes. We are especially interested in the big picture: going beyond the incidentals to think about how IT is helping you or hindering you in doing your job. All questions are optional.

### Question 1. Please list two or three of the best things about IT at UTEP.

In the first textbox:

0. Forward thinking with Technology
1. Quick responsiveness
2. FIT Lab--Customer Service
3. Reliability
4. computer upgrades
5. VPN (being able to work from home)
6. webCT
7. FIT lab is helpful
8. helpful when I call
9. fast service
10. service
11. Great internet speed
12. Systems are up most of the time

13. Fairly prompt response to issues reported.
14. Easy access
15. good contact via phone services
16. Information is fast and adequate.
17. Proximity
18. people are courteous at the front desk
19. Staff is professional
20. Personal is very friendly
21. Centralized
22. Staff ready to work with faculty and staff.
23. For the most part, the repair personnel fix IT problems well and in a timely manner.
24. HELP desk important resource - staff always helpful!!
25. They're quick to fix things
26. I have had a good experience with technology at UTEP probably more to do with the personnel here in the CHS. Ana Matos is the best of the best!
27. On site (our building) personnel to assist as needed
28. I love the Xtender Team (Chuy Mena)
29. Contact person (liason) physically present in college building.
30. Efficient help desk staff
31. Responsiveness to needs
32. some courses
33. assistance from qualified staff
34. Convenience for students
35. Help-desk responds within reasonable time.
36. quick response
37. enhance UTEP general communication issues with each user that login
38. Knowledge of staff when assisting with problems.
39. Speed of fixing problems
40. Good, reasonably reliable basic functionality--e-mail, internet, etc.
41. Fast ethernet
42. Goldmine
43. There is an answering service to answer my questions
44. The Helpdesk, usually a problem can be solved immediately
45. High speed internet
46. Personnel are amiable

In the second textbox:

0. Forward thinking with New Software
1. Generally good support - Seem technically skilled
2. Help Desk
3. Accessibility
4. some classroom are well equipped for technology
5. responsive to my requests
6. support
7. Prompt help from the help desk line

8. Help Desk
9. WebCT implementation.
10. Solid Security
11. leadership seems good at the top
12. e-mail and services are efficient
13. Friendly
14. quick response to department's needs
15. Staff is knowledgeable
16. The help desk is outstanding
17. Wide range of services
18. A willingness to seek and use new applications and programs.
19. The assigning of confirmation numbers to fix problems is a good idea and seems to work.
20. They are available to help
21. Quick response time from our building IT
22. Free software download
23. Expertise
24. WebCT access
25. Convenience for instructors
26. Availability of softwares through internet.
27. quality of service
28. Customer service is much improved from years back.
29. Efficiency
30. Outstanding support from helpful people at CoE technology center, HELP Desk, and training by several campus organizations.
31. wireless coverage
32. Webmail
33. There are trainings
34. Friendly and helpful helpdesk personnel
35. Technical support
36. Capable / skilled in technology
37. Their willingness to help
38. virtual servers

In the third textbox:

1. Usually pleasant to work with
2. Leadership- WIKI
3. Help Desk support
4. there is only one log-in for both e-mail and WEB-CT
5. availability
6. Staff is very knowledgeable and courteous.
7. Dell Computers and other reliable hardware
8. Facility of access to computers on-campus using a single login.
9. Outstanding reliability
10. appreciate getting into faculty services quickly
11. technicians are very prepared to solve issues

12. Turnaround time on repairs is good
13. On-campus system is relatively fast and reliable
14. Making updates automatic assures that every computer on campus receives them.
15. Personal response rather than over the phone response
16. Keeping up with the new times we live in
17. Availability of wireless service, vpn support.
18. Services and products they provide are top quality.
19. Site licenses for many advanced software packages allow faculty to use them with ease--library full-text databases, engineering software,
20. Web Storage

**Question 2. Please list two or three of the worst things about IT at UTEP.**

0. Help Desk Response time
1. Mac support
2. Don't know enough to comment.
3. BIS
4. does not notify of changes
5. HELP desk is slow and not very knowledgeable/reliable
6. office computer very old (Windows 2000)
7. none
8. hard to reach online
9. scheduling
10. Low quality of trainings provided by IT
11. Remote access of IT to UTEP-owned computers. Unfortunately this slows down my computer requiring a reset each time remote access occurs.
12. poor search function on web page (home page)
13. many students/workers aren't as capable or willing to help folks as they need to be (I'm thinking IT in the ULC, for example)
14. Learned things about IT at UTEP by hit and miss
15. No set time of when IT comes out to a call.
16. not enough technicians to assist the departments
17. Under staffed
18. Very slow off-campus access
19. Technology is old and outdated.
20. One time I had the two older men argue with me as to what the problem was with our fax machine. They thought they knew more of what the problem was after I explained the problem. I finally called Mr. Steve Rosenfeld to explain my problem, He agreed with me and fixed the problem right away in their area. The two men didn't like that I had to call him and have him tell them I was correct. They tried to call me an idiot.
21. HELP desk not open in evening or weekends
22. Lack of support for home computers used for work.
23. They're down with problems too frequently
24. The WebCT instructions are not very clear for a first time user. Once I was used to WebCT, I could do it, but the way you put things on the site is not easy to figure out

25. When dealing with main campus IT you get nowhere
26. They take a very long time to come and fix any issues
27. Inventories are sporadic and not well organized.
28. Autivirus software (Symantec) not effective
29. None noted
30. Projectors ( infocus machines ) don't work in many of the rooms
31. No face to face interaction which some people need
32. MS outlook does not allow search for words. This is a serious handicap.
33. I have no complaints
34. I do not have any
35. Software development projects take long to commence due to lack of resources.
36. Receptionists answering calls
37. The business management and academic record-keeping software (BIZ, Goldmine, Banner) have very cumbersome user interfaces.
38. Charge of \$150 for each new ethernet connection whereas this should be covered by grant overhead for infrastructure
39. WebCT support
40. That the use of technology is so complex
41. Slow response when requesting site service
42. The proper hardware is not available in all the teaching classrooms
43. Need to use Blackboard available....WebCt is too old and not current for our online classes
44. On site assistance beyond the FIT lab too much concentration on UTTC to the loss of webCT
45. The waiting to get someone on the line

0. Response time to get projects completed with IT
1. Not always quick to resolve problems
2. Lack of UTEP screen saver with key messages
3. large tech fees and cost for phones and ip drops
4. few workshops for beginning/intermediate users
5. Report writing and download capabilities limited
6. There is no online repository, for easy download and installation, of commonly used software (anti-virus, MS Office, operating systems, etc) by UTEP end-users.
7. Software versions vary from computer to computer
8. Events calendar should be readily available
9. Turnaround time on calls.
10. technicians are very stressed out due to big load work
11. Response time could be better
12. Very limited site licenced software library, particularly for engineering/science faculty
13. There is a lag between the technology that needs to be replaced and that which has already been updated.
14. Don't like to have to try to talk to a computer when I need to direct a call from outside of the campus area to the correct department.
15. Keeping software apps up to date, ie: WebCT
16. Main Campus is too time consuming to get results



17. They think that we understand what they are saying half the time
18. Access to rooms not easy to obtain.
19. Ethernet connection cut-off frequently
20. Laptops aren't available for use with machines
21. When it goes down or is off line
22. Webmail does not allow to store mails in hard-disk or make a mail file, like pine for example. An alternative to outlook will be nice.
23. Although the department is large, there is still not enough staff in the department to handle the university's demand in a timely manner.
24. (Perhaps) a bit too much emphasis on Microsoft software and services.
25. No Linux support!
26. Have had technicians attempt to repair computer/but leave because they didn't know how to repair the problem
27. mailbox storage size should be increased
28. Need to make computer replacements a priority
29. Too few workers for the work that needs to be done - I suspect this.
30. being transferred more than once

1. Seem not to think about the implications for end users of modifications to the system, enamored of bells and whistles and not driven by needs of end users
2. not knowledgeable in their areas
3. some classrooms are not IT equipped
4. Provide users with procedures for securing information on a need to know basis
5. High prices of ethernet port installation.
6. Assumption that all know IT is misleading
7. Faculty Laptop replacement program should be at the most a 3-year revolving program
8. Computer security still has holes that can be breeched.
9. The operators need to know more about what the departments do and who to call instead of our department receiving wrong calls. This happens very often.
10. Training with IT is not available to allow all of us the opportunity to get training
11. They expect users to know how to fix something while on the phone with an IT person.
12. Equipment failures, maintaining classroom equipment always a problem.
13. UTEP & IT homepage not user friendly - speed of redesign is too slow
14. It is difficult to search for journal in the online list provided by the library. There should be categories such as science, arts, literature.
15. Stand-alone computers in some of our labs are too vulnerable to malware--USB virus, etc. Resistance of computer/projector setups in classrooms to tampering has improved, but could be better still.
16. Firewall doesn't allow data transfer from outside
17. Search engine on main website not efficient.
18. Lag time from request to solution. I mean weeks +
19. too many menus for students to wade through calling HELP

**Question 3: What should be the top priorities for things to improve right away?**

0. Consolidation of all the redundant systems in place
1. upgrade to the current version of WebCT
2. More smart rooms--computer, screen, projector, etc.
3. Go to web based BIS replacement
4. reduce fees
5. up to date equipment for offices
6. we need updated equipment
7. better wireless service
8. To provide faculty/staff with the latest equipment.
9. Assign Technical Implimentation Managers to each dept
10. To distribute online class rosters with a message that indicates the specific course classification and include the WebCT ID of each student.
11. Increase wireless access to satellite buildings/campus
12. more reliable infrastructure for wireless
13. training and/or help links
14. Staying ahead of the curve regarding technology
15. should hire more qualified technicians like Carlos Gonzalez
16. Hire more technicians to cover university
17. Hire more IT specialist
18. Improve the software application library
19. Updating all the old technlonogy (i.e. computers and printers, etc.)
20. More training for the operators to know how to direct calls from outside of the campus area.
21. I've had no problems.
22. Speed in resolving student's issues re: internet and WebCT
23. Improve the technology in all areas
24. Provide more one on one services ie in the bldg, specific persons for specific sites, eetc
25. Customer Service Trainings!!!
26. Maintain equipment and KNOW what the problems are.
27. Continuous function of ethernet connectivity
28. Get the inexpensive things that are used constantly fixed
29. flexibility in hours for support
30. When transferring course that content is not lost
31. Possibility of searching inbox using words or senders name or subject.
32. better training on Goldmine
33. I have not detect any issue that discomfort me
34. Increase staff size.
35. None
36. Voicemail system--still sometimes fails to announce (by lamp) IN queue, and messages occasionally are lost in some phantom buffer; front-end menus are annoyingly redundant
37. STOP CHARGING for services that should be free!!
38. Help Desk Support
39. Better website, navagating can be frustrating
40. Make more laptops available for student check out
41. More personnel skilled in technology and HUMAN relations

- 42. Easier access to the website
- 43. lab replacement program

- 0. Work Closely with other departments to enhance training efforts
  - 1. up-to-date list of available computers and peripherals for swapping/recycling
  - 2. Create screen saver dashboard for key messages
  - 3. do not dictate policies
  - 4. up to date equipment for all classroom
  - 5. Understanding user needs and gear training
  - 6. To improve the relaying capabilities of the sendmail server(s).
  - 7. Offer easily accessible tutorials for common software
  - 8. more software contracts
  - 9. More efficient and effective training in tech resources
  - 10. Educating all departments what is available and new
  - 11. Expedite billing procedures
  - 12. Increase speed for off-campus access
  - 13. Improve the security system to help ensure that the techolnogy we do have does not become so easily infected.
  - 14. Probably hire more personnel to handle operator calls. People calling off campus don't always know which department they need. Either the operator answering their questions doesn't know the answer and they need more training.
  - 15. Network reliability
  - 16. update on our programs used for consistency
  - 17. Customer Service Trainings!!!
  - 18. Streamline the inventory process.
  - 19. McAfee antivirus
  - 20. Keep things working, get a better ordering system
  - 21. ongoing training (web-based and face-to-face)
  - 22. That students have a tutorial and know how to use before the course starts
  - 23. Provide alternative to MS outlook.
  - 24. better training on WebCT
  - 25. Provide more straightforward access to Banner (using Explorer rather than FireFox, if the user prefers Explorer; or our own secure portal applet available as a desktop icon).
  - 26. replace WebCT
  - 27. The search engine is too broad, not accurate
  - 28. Make more print stations available for laptop user...charge student a fee to use...
  - 29. Dedicated staff for specific faculty / depts
  - 30. more information on the website

- 1. Digital imaging of most paper.
- 2. be customer responsive
- 3. more workshops on integrating technology with instruction
- 4. Listening to departmental needs to improve efficiency
- 5. Enhance the features that WebCT offers; for instance to show a correspondence with the

Registrar's database.

6. getting student workers who are eager to help students
7. Get input from different departments on needs.
8. More virus protection
9. more training for staff to cut down on It calls - teach us to help ourselves
10. Customer Service Trainings!!!
11. Improve websites.
12. That is demands enough from students to justify on line courses
13. More storage space for inbox or email space. Public websites like gmail provide large amount of storage space.
14. mspace file sharing does not show in shared bookmarks
15. Updates are critical/departmental information
16. More use of innovation in instruction...podcasts, etc.
17. Offer on site assistance one on one in faculty office
18. better communication about problems and status of resolution

**Question 4: What should be the top priorities for IT at UTEP over the next few years?**

0. Move to an entirely wireless campus
1. Same as above--more smart classrooms
2. Move everything possible to digital imaging, reduce paper
3. just keep basic functions running smoothly
4. improving equipment, access to superior technology in classrooms
5. Continue to be staffed with knowledgeable employees
6. Improve IT operations with new or improved software and equipment
7. To get acquainted and emulate IT practices that have shown to work elsewhere.
8. Further develop "in house" computer experts (see comment)
9. Help all bridge the digital divide
10. Staying ahead of the curve regarding technology
11. give regular maintenace to computers all across campus
12. Have an IT specialist assigned to specific department
13. Better security for the computers. It seems as if we get quite a few viruses hitting our software.
14. Software & hardware apps to improve teaching and speed work
15. Just continue to make our access better. Clearer instructions that "make sense" would be easier to learn.
16. replace all outdated equip and provide training to decrease calls for service
17. Customer Service Trainings!!!
18. (see above)
19. More undergrad courses offered on line or hybrid
20. Better VPN support. Occasionally does not work.
21. integrate communication framework with other technologies
22. I do not have any idea
23. Increase funding that will send staff to trainings to continue to stay on par with the industry.

- 24. None
- 25. ? We should be looking forward to more course delivery over the Internet to off-campus clientele (and trying to find a web-based education niche in which UTEP can assume a leadership position).
- 26. increase support for videoconferencing
- 27. Too many operating systems to do the job: BIS, UTDirect, Banner should be combined
- 28. State of the art electronic teaching aids/technology
- 29. Increase Online course support outside UTTC
- 30. More user friendly ways of getting information from the website

- 0. Improve the ability of Faculty and Staff to Access Campus networks, systems to run faster and safer
  - 1. Set up computer connection stations throughout campus
  - 2. Continue pc replacement throughout campus.
  - 3. More involvement in determining how IT can improve efficiency in departments
  - 4. To consider more open software usage (operating systems and applications) and distribution among the community.
  - 5. Exposure to resources available to accomodate all
  - 6. Trying new things. (techniques, equipment, software)
  - 7. Depth of knowledge of tech support
  - 8. replace all printers that are outdated for better functioning/less service calls
  - 9. Customer Service Trainings!!!
  - 10. More advertising for such courses to bring in new students
  - 11. Better goldmine site requiring less use of clicks.
  - 12. It is important to maintain (and enhance) the diversity of software, available to all campus users, that supports research and teaching. (Not bad now, but will it be maintained? And by whom?)
  - 13. get money to replace faculty computers on 3-yr basis
  - 14. My.UTEP.edu has too many webpages, items are very difficult to find. A simple list of services should be provided for faster access
  - 15. Replacement program for faculty computers
  - 16. 24 hour assistance for webCT courses

- 1. Stay current with technology
- 2. Improve the report writing and dowload capabilities of departments
- 3. Either keep up with all or be on the cutting edge
- 4. Train IT to not just "fix" our problems but to teach us as they fix our problems to help ourselves.
- 5. Customer Service Trainings!!!
- 6. More emphasis on quality of courses over anything else
- 7. More flexibility for web-page administration in terms of design.
- 8. Current software
- 9. More faculty training in course development
- 10. helpdesk / pc support improvements

### Question 5. Comments, suggestions, etc.

1. I really don't need anything new from IT. They need to work on improving the uptime of their existing systems. IT should be like electricity or plumbing. I don't really what to know about it, just that it works. IT seems to feel that adding all these new features, most of which are redundant, like mspace and wiki that they have some value add; in large I don't feel they do.
2. Presently, I work as a guest lecturer for the physical therapy program, therefore, I do not have much experience with the IT department. With this in mind I do not have any improvements for the department but have been pleased with the services available to me at this time. Allison Carson
3. none, great job for growing community
4. Overall I am impressed with the IT at UTEP in terms of both equipment and personnel. I worked for the city for 23 years and on suggestion I can bring from their is in the handling of routine type computer issues. Though the help desk and IT folks are very responsive, (and I believe UTEP may have a similar program), the city identified individuals in the various departments who had better than average computer skills and empowered them to have limited administrator access to help speed up computer repairs and resolving minor issues. I am not sure if UTEP does this but there are times when you need something, for example an updated driver, and you have to wait for IT to come and install it. I realize that there are security issues but it would be good if you could identify staff/faculty with computer expertise and allow them access to computers within their departments for routine maintenance and so on.
5. Overall IT does a great job. The only negative feedback I have received from co-workers in the Athletic Department is the time it takes and that there is no set time when responding to calls. Sometimes they are just stuck here waiting, not knowing when IT will be able to respond. Maybe an appointment type meeting would work.
6. Carlos Gonzalez is an excellent technician always willing to help us in any question we may have with our computers.
7. It would be helpful if we eliminated going thru the help desk and could send our requests online directly to IT. Our department has approximately 60 plus computers (not counting the computers in the music library) and 3 labs who periodically need help from IT. Response time is crucial, as it is with all departments. There is a lack of recognition that different areas have different needs because the Music Dept. is unlike any other department on campus.
8. In my opinion, IT does their jobs pretty good. I am not aware of any big problems that may arise.
9. The Psych Dept has had its own IT person that who was initially funded as a result of an extramural grant. Thus my interactions with other IT folks at UTEP have been minimal. Hence the reason for my current skimpy input. Sorry.
10. I need to move more easily from MSWord to WebCT to Library databases, to Internet and back.
11. I am happy with the technology here. Ana Matos in CHS is a big reason for that since whenever I have had any problems at all, she is so very capable of helping me. Her attitude is always excellent and she is organized and available to us.
12. IT here at CHS is very on top of the process. Response time is above par and the staff let

us know what they are doing and how they are doing things to fix our IT issues. This helps us to lessen the calls to IT by helping ourselves. Whenever I have to call IT on main campus it is a very frustrating process to go thru. The communication is not there nor is the skills to help assist up in resolving our IT issues.

13. The IT group at UTEP is not friendly at all and they talk down to the users. I don't appreciate that behavior.

14. IT should be aware of how to solve technical problems. One of the most insulting moments for me was to be told by IT that my laptop was the problem when trying to get it to work in a multi-media supported classroom. I had been using the same laptop in the same classroom for THREE YEARS!! Suddenly, the problem is MY fault? IT shouldn't just "shrug their shoulders" when it comes to tech support especially when some rooms here in the college have had the SAME problems since I started at UTEP (projection, software installed, etc.)

15. My experiences with the FIT Lab, web-based training (ex: Compliance Training) have been positive. I am always interested in learning more - since technology evolves so quickly, it's not easy to stay "caught-up," but need access beyond the regular work hours (evening or weekend access to support). Thanks for asking.

16. None. I am still learning how to improve on all this myself. So far so good!

17. Just as numerous departments across the university are experiencing a lack of resources, primarily staff, the UTEP IT department would more effectively serve to university with a larger staff within the Applications Infrastructure of the department.

18. Over-all IT is doing a good job. In our office we hear lots of complaints from students that the new My.UTEP.edu website is cumbersome.

19. Decision on how the tech fee is going to be managed....do the units spend the funds as directed or is it centralized. We should not be investing in large computer user rooms.

20. Faculty who are interested in online ought to be singled out and coddled to be successful. Faculty role modeling will add more to IT then the techies and administrators pushing it can ever do. I believe we need to pour monetary and human resources into IT. This is particularly important for growth of graduate programs. It would be wise to be on the ground floor for UG degree course development too. The IT train has left the station and we need to sprint to get on board. This border town needs to leave the dust of traditional technology and education for the future reality that we are actually in. IT is and will continue to drive our future success.

21. Since working with the department I am in now, IT has responded fast to our problems and needs. I don't think I've come across someone who hasn't been willing to help.

22. more focus on support to students/faculty/staff. look at ways to increase redundancy of network connectivity as well as bandwidth increases.

**6. Anything about you that would help us better understand your comments (College, Department, Position, years with UTEP, etc.)**

**7. If you would like to receive the survey results and committee recommendations, please enter your email address.**

**8. If we may invite you to participate in a focus group discussion on these issues, please enter your name.**

## **FSIT Faculty Survey – Results**

March 2009

excepted from an analysis by Roy Matthew

In February, the Faculty Senate Information Technology Committee administered an electronic survey to 80 faculty and 40 staff members across the University about issues related to Information Technology (IT) here at UTEP. The survey included a total of eight questions and informational items that took an estimated 3 to 5 minutes for respondents to complete. The research team at the Center for Institutional Evaluation, Research and Planning (CIERP) received a copy of the results from the first five questions only. CIERP's team reviewed the data to identify major patterns.

The most common themes to the open-ended questions on the IT survey were identified and tallied. Although some initial patterns emerged, the sample is too small to draw definitive conclusions.

### **Method and Results**

All responses were reviewed several times, after which categories of responses were identified. Efforts were made to develop a category for any responses to a question that appeared at least twice. Responses that appeared only once but were closely related to another response were also included. Grouping variables were then identified. Grouping variables describe general categories that emerged as themes in the responses, such as "Services" (e.g., email, software, Internet speed etc.) that can be distinguished from other groups of responses related to "Customer Service" or "Staff". In some cases, a response from one individual might be categorized twice (for example, the respondent identifies staff *and* services on a question about the "best things about IT"). Below are the most common responses to the IT survey.

One incidental observation is that, of the 9 faculty members who indicated a willingness to be contacted for follow-up, 5 were from Nursing, suggesting that there may be more issues there.



**Question 1: Please list 2 or 3 of the best things about IT at UTEP.**

| <b>Question 1: Best Things about IT*</b> |                |                                   |              |
|--|----------------|-----------------------------------|--------------|
| <b>Grouping Variable</b>                 | <b>Freq.</b>   | <b>Component</b>                  | <b>Freq.</b> |
| Customer Service                         | 3 <sup>1</sup> | Response Time                     | 13           |
|  |                | Helpful                           | 4            |
|  |                | Reliability                       | 3            |
|  |                | Responsive                        | 2            |
|  |                | Good availability                 | 2            |
| Staff                                    |                | Knowledgeable/Technically Skilled | 7            |
|  |                | Friendly                          | 4            |
|  |                | Courteous                         | 3            |
|  |                | Efficient                         | 2            |
| Services                                 |                | Helpdesk                          | 5            |
|  |                | FIT lab/Trainings                 | 3            |
|  |                | Internet Speed                    | 3            |
|  |                | Software                          | 2            |
|  |                | IT person in building             | 2            |
|  |                | WebCT                             | 2            |

\* First listed response: *n*=46; second listed response: *n*=38; third listed response: *n*=20

**Question 2: Please list 2 or 3 of the worst things about IT at UTEP.**

| <b>Question 2: Worst Things about IT*</b> |                |  |              |
|---|----------------|--|--------------|
| <b>Grouping Variable</b>                  | <b>Freq.</b>   | <b>Component</b>   | <b>Freq.</b> |
| Customer Service                          | 2 <sup>1</sup> | Slow response Time   | 8            |
|   |                | Communication (Notification of changes, face-to-face interactions, making sure the customer understands) | 3            |
|   |                | Phone (hold, transfers, complicated menu)  | 3            |
|   |                | Scheduling   | 2            |
| Staff                                     |                | Understaffed   | 5            |
|   |                | Not Helpful (lack of knowledge or capability)  | 4            |
| Services                                  |                | Software (out-of-date, inconsistent, limited license, cumbersome, not easily downloaded)                 | 5            |
|   |                | Classroom technology (limited, not always maintained)  | 3            |
|   |                | Down with problems too often   | 3            |
|   |                | Email (limited storage and search options)   | 3            |
|   |                | Fees (Ethernet installation, tech fees)  | 3            |
|   |                | Helpdesk (slow, unreliable, limited hours)   | 3            |
|   |                | Homepage not user friendly   | 3            |
|   |                | Other support (i.e., Mac, Linux, less focus on Microsoft)  | 3            |
|   |                | Training (low-quality, too limited)  | 3            |
|   |                | WebCT (instructions, support, outdated)  | 3            |
|   |                | Technology old and outdated  | 2            |

\* First listed response: *n*=45; second listed response: *n*=30; third listed response: *n*=19

### Question 3: What should be the top priorities for things to improve right away?

| <b>Question 3: Top Priorities for Improvement*</b> |              |  |              |
|--|--------------|--|--------------|
| <b>Grouping Variable</b>                           | <b>Freq.</b> | <b>Component</b>   | <b>Freq.</b> |
| Customer Service                                   |              | Customer service training <sup>2</sup>                                 | 3            |
| Staff  |              | More qualified/willing technicians/personnel                           | 8            |
| Services   |              | More workshops/tutorials/training                                      | 9            |
|  |              | Update/Maintain technology/equipment (including computers and laptops) | 8            |
|  |              | Better internet/wireless, more/better access                           | 5            |
|  |              | On-site/one-on-one assistance  | 4            |
|  |              | Alternative or improvement to e-mail system                            | 3            |
|  |              | Improved security/virus protection                                     | 3            |
|  |              | Replace/improve/update webCT   | 3            |
|  |              | Better website/easier access   | 2            |
|  |              | Input from departments on needs  | 2            |
|  |              | Reduce or eliminate fees   | 2            |

\* First listed response:  $n=43$ ; second listed response:  $n=30$ ; third listed response:  $n=18$

### Question 4: What should be the top priorities for IT at UTEP over the next few years?

| <b>Question 4: Top Priorities for IT Over Next Few Years*</b> |  |   |              |
|---|--|---|--------------|
| <b>Grouping Variable</b>                                      |  | <b>Component</b>  | <b>Freq.</b> |
| Customer Service  |  | Customer service training <sup>1</sup>                                      | 3            |
| Staff   |  | Keep up-to-date/further develop expertise                                   | 5            |
| Services  |  | Improve/maintain equipment/software/computers                               | 11           |
|   |  | Reduce paper/increase digital   | 2            |
|   |  | More on-line courses  | 2            |
|   |  | Support (for VPN, videoconferencing, on-line courses, and 24 hr. for WebCT) | 2            |
|   |  | More user-friendly websites   | 2            |

### Question 5: Comments, suggestions, etc.

| <b>Question 5: Comments, suggestions, etc.*</b> |  |   |              |
|---|--|---|--------------|
| <b>Grouping Variable</b>                        |  | <b>Component</b>  | <b>Freq.</b> |
| General   |  | Limited experience with IT/ No Concerns/Overall positive experience | 14           |

## UTEP IT Needs: Student Perspectives

[Exit this survey](#)

### Default Section

This scope of survey includes all of Information Technology (IT) at UTEP, from email to distance learning support, on-campus and remotely, including software, hardware, people, and processes.

We are especially interested in the big picture: going beyond the incidentals to think about how IT is helping you or hindering you as a learner and as a member of the UTEP community.

All questions are optional.

**1. Please list two or three of the best things about information technology at UTEP.**

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

**2. Please list two or three of the worst things about information technology at UTEP.**

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

**3. What should be the top priorities for things to improve right away?**

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

**4. What should be the top priorities for information technology at UTEP over the next few years?**

|   |                      |
|---|----------------------|
| 1 | <input type="text"/> |
| 2 | <input type="text"/> |
| 3 | <input type="text"/> |

Comments, suggestions, etc.

**Anything about you that would help us better understand your comments  
(College, degree program, background, years at UTEP, etc.)**

**If you would like to receive the survey results and committee  
recommendations, please enter your email address.**

**If we may invite you to participate in a focus group discussion on these  
issues over lunch, please enter your name.**

Done

# UTEP IT Needs: Student Perspective

raw data from a survey done February-March 2009

## The Invitation

Dear xxx,

A UTEP faculty committee is requesting your input regarding Information Technology here at UTEP, by participating in a 4-question online survey.

We all rely on information technology every day, but some say that the current services and service levels provided to students are not adequate. Your input will help us gauge the current situation, and guide us as we develop a plan for improving IT at UTEP.

URL

## Solicitation

This was sent to about 700 students, taken from the student directory, starting with A and going partway through C. A dozen or so students did not have @miners emails listed (having instead hotmail or gmail etc. ) and were not contacted. Several dozen of the emails bounced. Due to a mailing error, about half the invitations directed students to the survey intended for faculty and staff, however at that point the faculty responses had trickled off, so it was possible to approximately separate out the student responses. The questions on both surveys being only slightly different, the student responses to both are included here. In all there were 33 responses.

## The Survey Questions and Responses

This scope of survey includes all of Information Technology (IT) at UTEP, from email to distance learning support, on-campus and remotely, including software, hardware, people, and processes.

We are especially interested in the big picture: going beyond the incidentals to think about how IT is helping you or hindering you as a learner and as a member of the UTEP community.

All questions are optional.

### 1. Please list two or three of the best things about information technology at UTEP.

Answers in the first textbox:

1. Free Access
2. easy access from off campus sites

3. Overhead projectors in every classroom.
4. Plenty of computers available
5. Wireless Access/ help desk is friendly.
6. Problems are addressed quickly
7. you provide us with pc's.
8. The conversion to Live Mail as it allows forwarding of school mail to my cell.
9. helps with info
10. WebCT
11. computers are fast
12. The help desk. They are always very helpful.
13. Basic issues resolved in timely manner
14. Availability
15. No matter what I have called about the problem is always resolved in an efficient and timely manner.
1. Calling IT usually resolves problems
2. cost
3. students can work at their own pace
4. mspace
5. It easy to explore the website
6. Quick navigation
7. [staff comment]
8. The field guys have become more proactive as far as line activation and fixing problems on the computer.
9. me
10. Technology in the classroom
11. Tech support for problems are always on call
12. mspace
13. Some professors do an excellent job
14. Quick to fix network problems
15. They are helpful to resolve things over the phone
16. Interlibrary Loan
17. WRDS database
18. technicians that come to office professional

Answers in the second textbox:

1. Webdrive and use of my documents folder is very useful.
2. large amounts of space to save and document
3. Computers contain updated technology
4. Students have access to subscriber only site IE library data bases at home and wireless connections.
5. Students are updated to problems
6. It's pretty reliable.
7. helps fix simple problems regarding internet
8. Remote Connection
9. IT help is efficient
10. The campus news is excellent. We stay updated.

11. Access to scanners
12. Always respectful no matter what.
1. People are pretty friendly
2. can work anywhere, ie. library, office, home
3. webct
4. it is not electronically "heavy"
5. little to no malfunctions
- 6.
7. the usage of library
8. Computers provided in COBA
9. many wifi areas around campus
10. updated web page
11. Some interesting subjects
12. Knowledgeable on the phone
13. Most times you do not have to hold
14. Email
15. SAS (portable on laptop)
16. available for problemshooting

Answers in the third textbox:

1. Free way to communicate with fellow students and faculty
2. Computer labs conveniently located
3. Speed of wireless connection.
4. UNIX Labs (Awesome)
5. Library online nugget. Can access from home-Great.
6. Late hour operation
1. Myspace on-line storage
2. I like the grading table where the instructor inputs all of our grades during the semester
3. very easily accessible
4. useage of technology
5. Wifi
6. websites are easy to use and not complicated
7. high speed connection
8. They are friendly
9. my utep (access WebCT, Goldmine, etc)
10. response usually quick

**2. Please list two or three of the worst things about information technology at UTEP.**

Answers in the first textbox:

1. They are localized to certain areas on campus.
2. Thursdays are bad days for database service
3. None.
4. No one to assist with specific programs
5. Too intrusive. feel that a student's privacy is not a consideration.
6. the pc's are very slow running

7. Web CT simply because many profs use it exclusively and I am not allowed to access that during the workday. Teachers give short noticed instruction there. Not enough time to react.
8. sometimes its too busy
9. Occasional outages of my.utep.edu
10. not enough computers
11. email that requires a pass word for encrypted messages.
12. never answer phone
13. Incorrect faculty Email Setup (pop)
14. cleanliness
15. I wish they worked on the weekends, sometimes problems arise during this time and we have to wait until Monday to have the problem resolved.
1. Cannot print if you run out of credits and printers will not indicate the issue
2. availability
3. Can not just go to office and ask questions
4. slow computers
5. I cannot sent any emails to my instructor, so I have to do it thru utep livemail instead
6. update webpages
7. [staff comment]
8. The help desk is still clueless when it comes to assisitng on IT stuff
9. classrooms
10. Computer Access Control to faculty (PhD students)
11. wifi areas are weak in signal needs upgrade to N1+not G
12. Service during weekends
13. Unclear MSIT degree
14. On campus computers are slow (outside library)
15. You have no idea when they are coming
16. People complain that when I use the UTEP address, they don't get the messages.
17. Projectors in COBA classrooms have weak illumination, in 301, all lights need to be turned off to see projection. In room 312, some lights need to be turned off.
18. routing issues

Answers in the second textbox:

1. Links are slow
2. Student aids are too social
3. not enough computer labs.
4. i dis-like that i have to pay for the paper
5. Too many emails I don't care about & Website is not functional for things like paying for print services. The traffic site is separate and weird.
6. too busy
7. That's about it.
8. not enough space in between the computers
9. Notices of email being tampered, and password needs change
10. It takes too long to be attended
11. printers not setup when new computer is brought in
12. Help desk assistants
13. When letters A-F had to reset their passwords.



1. Some labs will allow you to print w/o credits, but most wont
2. speed
3. might not email students back quickly
4. search ability of utep.edu
5. I am confused about how to post messages in the discussions forum.
6. [staff comment]
7. The IT lines are expensive and should be free for staff working at teh university.
8. music program sucks
9. Log Scripts take forever
10. A bigger lab facility to ensure shorter waiting times,ex LART
11. Not all labs open during weekends
12. The project specifications required to graduate
13. It can be an emergency and do not get the help you need.
14. Internet is often slow and getting worse
15. no details on work done or cause of problem

Answers in the third textbox:

1. Access on campus seems more complicated than off campus
2. labs are ugly.
3. stuffy warm rooms
4. The computers in the COBA lab are ridiculously slow or dysfunctional all together.
5. not enough printers
6. Notice of needed password change at any time.
7. printers
1. We do not seem to have the latest equipment or if its available it is not easilty accessible.
2. people
3. changing over to an all MAC campus, no room for upgrades and less supporting software
4. WebCT is very unintuitive and is time consuming to use. Is there a better product? (e.
5. prevention of problems

### **3. What should be the top priorities for things to improve right away?**

Answers in the first textbox:

1. Availiability of use.
2. Let anyone on campus with Wi Fi use internet
3. Getting an IT onsite at every comp lab
4. Make it know you care about a student's privacy and adjust monitoring.
5. Better wi-fi signal in buildings
6. cooler rooms
7. Make links and functions accessible or at least take off the options that say things like buy more prints when you in fact cannot do it on the web site.
8. using technology for campus safety
9. Times it takes to sign on.
10. more computers
11. Keep emails secure, so no UTEP ID or passwords need changing.
12. be fast

13. Training
14. staplers and hole punchers accesabilty (liberal arts)
15. Trying not to interfere with student use of internet services.
1. Print credits- There should be a warning that you are about to run out of funds
2. speep up the wireless connection
3. Not grading too harsly. Since there is no direct professor, is it difficult to understand how he/she wants essays, hw, written assignments
4. slow computers
5. Create an icon that clearly says " post message" in the disussions forum
6. downloadable software
7. [staff comment]
8. response time
9. music program
10. PC Access Controls mentioned in number 2.
11. wifi router upgrades,N1+ = more coverage & fewer routers
12. Labs
13. Graduation project
14. Help find a way to update livemail time! Email messages never have the correct timestamp.
15. When they will arrive to fix the problem
16. Quality
17. Projectors in COBA
18. Info on IT entities, who does what at IT

Answers in the second textbox:

1. Links should be more direct
2. Student aids that are more tech savvy
3. remodel computer labs. equipment is just ok, but make them look modern, cool and fun to be in.
4. new paint job
5. Upgrade sites so that students can log on via mobile devices.
6. faster utep webcite
7. Servers! This will improve log on speed.
8. more credits per semester
9. Reduce the need to change password for email.
10. be patient
11. cleanliness of keyboards
12. LiveMail emails should have the local date and time, if that is possible.
1. that the system doesn't crash often
2. search ability of utep.edu
3. an easy way to contact the instructor directly
4. [staff comment]
5. more efficient way of getting network connection
6. labs
7. Security Awareness
8. page errors are common, move server host to el paso and not Huston,=faster web loading

9. Computer maintainance
10. Advising
11. Virus protection
12. Consistency
13. WebCT replaced with a better
14. What services are available?

Answers in the third textbox:

1. IT techs online would be nice
2. Readable guidelines on individual programs
3. HAVE COMPETENT IT guys/girls in the labs to help you out if you should need it.
4. Unify webCT/live mail so that students don't have to have completely different locations to access their information/classes.
5. Lowering price on Color prints.
6. representatives need to be more helpful
1. the network at the computer labs at electrical engineering
2. improve scripting time when logging on an off
3. more teachers
4. upgrade to windows 7 ultimate...best OS yet can even help improve older computers(
5. Faster internet

#### **4. What should be the top priorities for information technology at UTEP over the next few years?**

Answers in the first textbox:

1. Increasing availiablility and presence on campus.
2. Expand database
3. Provide wireless access throughout the University if not already provided.
4. Comp labs in every building
5. stay ahead of the curve, bring the best and newest stuff hell we pay enough for it.
6. updating the equipment
7. More integrated access so that students can connect through mobile devices to all websites and services.
8. technology and safety
9. Upgrading OS's in all computers... At least Vista for PC's, but hopefully Windows 7.
10. more computers
11. Make sure students at computers in Library are UTEP students, or create a UTEP STUDENT AREA ONLY place in the Library.
12. fast mantience
13. keep up with new technologies
14. Making the internet services as user-friendly as possible.
1. Upgrading computers in all computer labs
2. better computer equipment
3. expand to offer many more courses throughtout semesters/summers
4. e text books
5. to increase the number of courses offered

6. updating webpages
7. Move to an entirely wireless campus
8. faster network
9. guest login for internet access
10. larger lab area and more computers
11. More computers
12. 3.1
13. Quality
14. same as in 3., "Right away" might turn into a few years
15. Public Relations

Answers in the second textbox:

1. Use of technology is largely not taught to people or left for them to figure it out on their own.
2. Increase access
3. Student training seminars.
4. change the furniture
5. Teach professors how to use the tools so that students can get what they need from the website.
6. helping its students with tec issues more
7. Get Microsoft Visual Studio for CS/EE majors.
8. more credits per semester
9. wheel chair accesability
10. Updating the technology so that faculty and students can utilize the best technology available.
1. better local networks
2. to offer 9-week courses
3. Improve the ability of Faculty and Staff to Access Campus networks, systems to run faster and safer
4. reconsider the taking over of hybrid classes for 1st and 2nd yr students
5. Specializaed training for employees
6. 3.2
7. Consistency
8. Staff development

Answers in the third textbox:

1. Faster links
2. guest wi-fi accesability
1. efficiency
2. Change server host to utep a location closer than Huston
3. speed

### **Comments, suggestions, etc.**

1. I am not very up to date on the latest electronic gadgets.

2. I hate the new UTEP home page. It is juvenile and screams junior college. EPCC on orange steroids is a good description. Why would I want to see photos of random people I don't know? This isn't high school yearbook where we put our friends pictures in every page of the yearbook. UT Austin has the tower on their website. Texas Tech has the seal and their campus. UTEP has such distinct architecture and is a gorgeous campus. Why is it not the focus? Those people do not reflect every student. The campus is the unifying symbol along with the Miners. It makes no sense the way it was changed. Even after all this time, it still irks me when the page loads. Other students have shared the same opinions.

3. There really isn't anything horrible about the IT at UTEP. Coming from EPISD, I must say UTEP's IT is a million times better, and a massive improvement.

4. Needing to use a computer as a student is essential. There needs to be UTEP student only areas first, and second, REPAIR computers that are not working!!!! We log on to the 'available' computers, only to find that the computer is NOT working, or that highschool students or others are hogging them up. Really frustrating!

5. -When a coworker received a new computer, the computer was not setup properly. The coworker had no access to critical information in Outlook due to incorrect setup (pop). -Printer was not setup as well, when asked about it IT rep said that they would come back to set it up. IT never showed up to set it up. -Coworker was not able to access some other information off of Banner correctly -All of the issues above (Except for banner issue) were corrected myself. I believe that there is a lack of training with some of the IT departments (Local engineering IT vs real campus wide IT). A lot of times something like this leads to a lot of downtime.

6. Representatives need to be more helpful then they are. Printers are always out of paper and no one makes rounds to check this. The keyboards and screens are very dirty. Computers that do not work are not noted.

1. No real issues against IT

2. UTEP needs not to be fooled by business offers made by large corporations into conforming to an all Mac standard. The average price of a Mac vs. PC is almost always double in price. That is for all part and eventual upgrades. The prices of PC's have dramatically declined over this past year and have a larger support group from the leading software manufactures. PC is the more commonly used OS and it would lead to more expenses having to be paid out not only by the University but as well as the students.

3. It is unclear for quite some time now whether or not the MSIT degree has been accepted or not. I'll be graduating this semester and have no information on what is expected from your graduating project. I tried contacting my professor, but with no luck. Also our advisor seems to be unaware of his surroundings some times. I'm not sure he understands what it is to be an advisor.

4. I am a TA, and one of my grading policies includes electronically submitting assignments. The students are required to submit their electronic versions by a certain time. When I receive them, the time is never correct. Usually separated by several hours. Have any ideas how this can be corrected? This is my main concern.

5. Could this survey be done on some other site? I called the helpdesk to verify that this was a legitmate email. Surveymonkey for the University that is professional.

6. For the most part we call IT when we have a problem or installation needs. Would like to call IT regarding the enhancement of operating systems and IT development.

**FSIT Student Survey – Results**  
March 2009

**Three Best**

Staff & Customer Service

- quick service / help available 10
- helpdesk staff friendly / respectful 7
- competent/knowledgeable 3

Services

- easy access (PC labs, wireless) 13
- myspace/webdrive 5
- website 4
- remote access 4
- library services 3
- speed 3
- reliability 3
- new technology 3
- WebCT 3
- classroom technology 2
- free/low-cost services 2
- email 2

**Three worst**

Staff & Customer Service:

- response time 6
- attitude, knowledgeability 4

Services

- printers and printing 6
- slow PCs 6
- email 6
- number of PCs 3
- cleanliness and appearance of labs 3

lack of after-hours services 3  
availability 3  
webpages (old, slow, not functional) 3  
reliability 2  
classroom technology 2  
no one around to ask 2  
WebCT 2

### **To Improve right away**

#### Staff & Customer Service

response time 3

#### Services

speed (mostly of PCs, especially at login) 6  
security / passwords 5  
wireless (faster, better signal, login-free) 4  
rooms (appearance, cleaning ..) 4  
printing 3  
training 3  
WebCT  
email timestamps 2  
web sites 2  
training for IT staff 2

### **Improve over the next few years**

#### Services

availability (more PCs, more wireless) 7  
newer hardware 7  
provide training 5  
faster PCs etc. 3  
offer more courses each semester 2

## Faculty Senate IT Committee: Script for Running Focus Groups

Nigel Ward, January 13, 2009 (with help from Lisa Weber and David Novick)

1. Welcome, thank you for coming. This session will last an hour or so, but no more than 90 minutes.
2. The goal of this focus group is to identify the most important things we can do to improve Information Technology at UTEP. We'll call it "IT".

*[Hand out agenda, including the questions]*

By information technology we mean things like the hardware (the computers, the projectors in the classrooms, the telephones), the network (internet access, wireless network ...), various software (email, Goldmine, etc.), and related services (the websites, the Helpdesk ...).

At UTEP IT is a big operation, with dozens of people, all trying to do the right thing. But we're not sure that they are always working on what's *most important* to students (faculty, staff).

So we're doing this to find out. We were asked by a faculty committee to work on this. I don't work for IT, so if you say complain a lot it won't hurt anyone's feelings. In addition to 2 focus groups, we're also doing a survey and mining Helpdesk calls, to find out what's good and what's bad.

In the end we'll write a report and send it to the higher-ups, who control the budget and set the priorities, and then in a few months, or a few years, all the problems will be solved, or at least some of them.

3. So, this is a focus group, which is basically a way to interview many people at once. It's more efficient than one-on-one interviews, and it lets us dig deeper, since you'll be able to comment on each other's thoughts. It's also more fun.

We'll be recording the whole thing so that we can go over it later, in case the note-taker wasn't sure about something. I hope that's okay with everyone?

The ground rules for a focus group are:

- keep focused (we don't want to go off topic),
- maintain momentum (we don't want to go around in circles),
- focus on the big issues (things that affect your ability to do your job),
- get closure (so that we have something definite to put in the report).

We have 5 questions we'd like to discuss, and in the end we'll ask you to prioritize the issues that come up. Most of the time we'll go around the table, so everyone gets a chance to participate. After we're done with each question the note-taker will summarize the key points, to make sure we got them down right.



4. First, let's have everyone introduce themselves. We won't associate your name with any comments you make; it will all be reported as "someone said".

*[record first name, college/major, and # of years at UTEP; make little name-tents to put on the table]*

5. The questions. *[give these out in written form, to think as they write the answers, to make the discussion reflective rather than off-the-cuff]*

*[for each question, go around the table 2 times; each person mentions an issue and/or comments on other's issues]*

(will uncover dissatisfactions about the services, about missing services, about customer service, etc. also will discover problems with students knowing what's available, or how to use it, or how to get help when things are confusing or broken. Discussion may also turn to problems that are IT-related but relate to other functions, e.g. parking. Also note these down.)

A. Let's think about things again, specifically, thinking about how IT ...

(students) supports (or fails to support) your studies/ your learning experiences? Not just directly (distance learning software) but also things like email for communicating with fellow students ...)

(faculty) ... supports student learning. ... supports your research and scholarly/creative activities

(staff) ... makes it easy or hard for you to develop and provide good services for students.

(will obtain clarification on some issues; also identify some new problems)

D. (students only). How much has your UTEP experience enhanced your knowledge and skills in working with computers and other information technology? (Good and bad; and what needs to be done, if anything.)

Other Topics (allow them to let off steam)

6. Priority-setting. Top 3-5, in the fix-now category. Use 3x5 post-its.
7. Thanks. Please write down your email if you'd like to get a copy of the report. one-on-one address any mysteries about UTEP IT that they want answers to.

### *Aims*

- Identify unmet needs
- Explore likes and dislikes regarding the current offerings
- Explore perceptions of the intangibles (delivery and support)
- Clarify the role of information technology in UTEP's critical activities

*Bring:* 3x5 stickies, blank paper, marker-pen, audio recorder & microphone, lunches

*After each focus group:* debrief the listeners and moderator; sort the comments into issues; grab verbatim quotes to illustrate the issues; write the report

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### *Resource Issues:*

- Compensation: Sodexo coupons? Extra credit in class? money to pay for the lunches;
- money to pay for transcription (if needed);
- room location/reservations;
- moderators (who, training/rehearsal) ... People needed: a recruiter, 2 note-takers (one who also operates the recorder) and 1 moderator (maybe pretend it's a team-building exercise, and use ISG people and/or Martha ...; or do it as part of the research involvement aspect of CS 1401)

*Recruiting subjects:* NB 8 is probably a good size for the groups

- students: who? how?
- faculty-staff: who? how?
- power users/developers: who? how (just send email invites)

Don't worry about getting representative demographics, except w.r.t college and age/experience/years-at-UTEP.

Only run one focus group for each population (developers / power users, faculty/staff, students)

Options: recruit from classes? Ask David Batten to advertise on the website? Take those who volunteer for follow-on from the survey?

*Notes:* the questions will need tuning based on the survey results. Also they will need to be pre-tested.

## **Faculty Senate IT Committee**

### **Faculty/Staff Focus Group on Information Technology at UTEP**

March 9, 2009

#### **Agenda:**

1. Welcome
2. Purpose: determine how to improve IT at UTEP
3. Format: group interview and discussion
4. Introductions
5. Topics ... derived from survey results
  - a. On the surveys, several respondents comments related to the need for more training: for example: “need more efficient and effective training in tech resources; need better training on WebCT; need more training for staff to cut down on IT calls – teach us to help ourselves; learned things about IT at UTEP by hit and miss; find that the technology is so complex”. Would more training in IT help you do your job better? Have you taken advantage of existing training, and if so where, and did it meet your needs? How do you get information about the software/hardware you need to use? What could be improved about the UTEP technology training offerings?
  - b. A few respondents think it important that UTEP “stay current with technology”; stay ahead of the curve regarding technology and should “provide faculty/staff with the latest equipment”; and that “technology is old and outdated”. How important is it that UTEP “be on the cutting-edge” in information technology; and for what sorts of technology is this most important?
  - c. What remote-access needs do you have, and what do you expect to have in the future? Are current services meeting your needs?
  - d. On the surveys, many people praised the responsiveness and professionalism of the information technology staff (helpdesk, technicians, etc.), but others felt that IT takes “a very long time to come and fix any issues; IT has too few workers for the job”. Is this just an irritation or is it affecting productivity? What could be done to address this problem?
  - e. Many respondents like their departmental or college technical person (if there is one), and feel that there should be “on-site assistance one-on-one in faculty offices” and value “face-to-face interaction”; others feel that the fact that technology support is mostly centralized is a good thing. What is your opinion?
  - f. Other Topics
6. Priority-Setting
7. Closing

## **Faculty-Staff Focus Group Report, 2009**

The faculty-staff focus group was held Monday Wednesday, March 9th in the Union. Participants were recruited by email. The initial set of invitations was sent to those participants who expressed willingness to be contacted. Monday lunchtime was bad for many people. Additional emails were sent to people starting at the end of the alphabet. Eventually 7 agreed to attend, but only 4 showed up: two professors from different departments in Liberal Arts and two staff members, one from student services and one from the Athletic department. Service at UTEP ranged from 1 to 20+ years.

### **Have you had training in anything IT-related? Should there be more?**

- I haven't had any training. The biggest thing is not going to training, but learning where to go for help; who to call. There should be a better way online to find out where to go for assistance.
- Time is the issue; I don't have time to attend, so I learn on my own.
- Training is not timely; when a new staff member comes in they may have to wait for weeks before training is offered, specifically Banner and BIS, but they can't do anything until they get it.
- In my department those who have been to training help those who haven't.

### **What's the best way to disseminate information about new technology on campus?**

- Getting it from the department chairman is best. There's too much campus-wide email, which I'm not likely to read.
- We're bombarded with email about all sorts of things, including information about new technology.
- Information about new technology won't be relevant unless it's something the user needs right at that moment.
- Maybe have samples of new technology, e.g. short videos, included in email?

### **How important is it for UTEP to be on the cutting edge of technology?**

- People want the newest "toy" not because of need but because it's new.
- I don't think we're lacking in software or technology
- Need to replace obsolete and old equipment. It doesn't have to be the newest, but newer is good.
- Being ahead of the curve is good. It's hard to know which new things have lasting value. Early adopters should show us what they're doing so we can see if it can help us.
- I feel that I need to learn more and use more, but there's not enough time.

- Maybe should force people to think about emerging technologies and how they're applicable.

**Do you use remote access? Does it meet your needs?**

- I use VPN at home; it's wonderful.
- All I need is remote access to e-journals and I'm happy.
- Do all my work at work.
- All I need is to check email; that works fine.

**How is Customer Service and how can it be improved?**

- never had a problem; always helpful
- lack of an appointment is a problem, want to know when they'll show up (3)
- need faster response times
- sometimes it takes a while to find the correct person to talk to

**Is there a need for face-to-face interaction? Or is centralized service a better model?**

- there's a good balance
- I really like having a local tech person

**Other Comments**

- You should also do a focus group with people who are unhappy with technology at UTEP, not just those of us who don't have big problems.

## **Faculty Senate IT Committee**

### **Student Focus Group on Information Technology at UTEP**

March 11, 2009

#### **Agenda:**

1. Welcome
2. Purpose: determine how to improve IT at UTEP
3. Format: group interview and discussion
4. Introductions
5. Topics ... derived from survey results
  - a. On the surveys, several respondents comments related to the need for more training: for example: “enhance training efforts,” “use of technology is largely not taught to people or left for them to figure out on their own”, and need “student training seminars”. Would more training in information technology help you as a learner, and as a UTEP community member? Have you taken advantage of existing training, and did it meet your needs? How do you get information about the software/hardware you need to use? What could be improved about the UTEP technology training offerings?
  - b. More generally, how much has your UTEP experience enhanced your knowledge and skills in working with computers and other information technology? Should things be better? How?
  - c. Most people liked the helpdesk and other help services, but others pointed out problems, including lack of weekend availability, delays in getting problem fixed, some unhelpful student representatives, and the lack of live help people at all locations. How bad is the help situation: is it just irritating or is it affecting your ability to learn? What aspects are most critical?
  - d. What remote-access needs do you have, and what do you expect to have in the future? Are current services meeting your needs? UTEP will be replacing WebCT with blackboard; what functions are most critical to you?
  - e. A few respondents think it important that UTEP stay ahead of the curve regarding technology. How important is it that UTEP “be on the cutting-edge” in information technology; and for what sorts of technology is this most important?
  - f. Other Topics
6. Priority-Setting
7. Closing

## **Student Focus Group Report, 2009**

The student focus group was held Wednesday, March 11th in the Union. Participants were recruited in two ways. First, the 8 survey participants who expressed a willingness to be contacted were sent emails; 2 agreed to come, but none showed up. Second, people in the Union were approached with fliers and invited to participate in helping "set priorities for IT at UTEP" and get a free lunch. 8 students accepted: 7 undergraduates (mostly freshmen) and 1 graduate, 3 having experience working for UTEP, and majoring in Engineering, Biology, Geology, Business, History, Math, and Computer Science.

### **Have you had training in anything IT-related? Should there be more training?**

- I learned by myself and that was fine.
- taught myself, because I'm good with computers
- training would be good, especially WebCT and Goldmine; maybe at freshman orientation (consensus)
- would be nice to get help with WebCT, e.g. tutorials, quick references, links to help, FAQs
- mspace is tricky; maybe a session at orientation on how to upload, download, share
- want training on multimedia software, e.g. iMovie on the macs

### **What's the best way to disseminate information about new technology on campus?**

- fliers are a waste of paper
- pop-ups/screensavers/wallpaper on computers in the labs are good (2)
- text messaging might be good if it's opt-in

### **Do you feel that you've become more tech-savvy having attended UTEP?**

- there are some professors who really use and teach technology in their classes, but there are also professors who don't seem to know anything about tech issues such as software
- had to do e-research for a class and didn't know how
- instead of the existing Univ 1301, the class should be about all the technology on campus and how to use it, also where to find help (2)
- it should be the professors' job to teach about the technology needed for their specific class.
- some professors ought to know more about the technology that the students use
- more tech should be taught.

**What's been your experience with Helpdesk and other customer service?**

- once you get a person they are very helpful (consensus)
- sometimes the waits are too long on the phone (20 minutes, one hour)
- the phone message is too long (NB: there is a 25 second advertisement about payment options before the voice menu even comes up) (consensus)
- my department had some server issues that have taken years to resolve

**Do you use remote access? Does it meet your needs?**

- can do from home everything that I can do from campus
- have no internet at home
- don't know how to access library databases from off-campus
- can use remote services when traveling, except sometimes the remote ISP blocks VPN
- likes that I can access so much software from home
- no problems working from home
- sometimes has problems opening documents from WebCT

**Should UTEP be on the cutting edge of technology?**

- must be cutting edge so you are ready for the working world, so you're prepared for any job; if you're not up-to-date then you're out of the game; need to be competitive when looking for employment (consensus)
- important but difficult to achieve, in terms of the training etc.
- it makes a difference to be knowing all the software but it's hard to keep up
- new technology should be available so that students can train themselves
- knowing the new stuff is important
- must know all the tools
- often the tools we use on campus are older than what we find out in the working world, and that is bad, since we need to know the tools when we get there.
- IT needs to be more supportive
- will have a head start in the workplace if you already know the new technologies