

## **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regarding technology and should “provide faculty/staff with the latest equipment”; and that “technology is old and outdated”.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