

## **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.