

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