

summary of

IT at UTEP: Observations and Recommendations

(excerpted from the full report, at <http://wiki.utep.edu/display/fsit/Home>)

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."

This year the committee gathered information to understand the needs and how well they are being met: we interviewed and met with key people in the IT organizations on campus, examined previous data and reports on IT at UTEP, listened to our colleagues, students, and friends, surveyed faculty-and-staff and students, and ran a faculty-and-staff focus group and one for students.

Action Items Recommendations

1. UTEP should provide training for students in the technology they need to use succeed in their studies and after graduation.
 - 30% of undergraduates reported little or no benefit in terms of "Have your knowledge and skills been enhanced in the following areas as a result of your UTEP education: use computers?" (Campus Experience Survey, spring 2007)
 - "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 ... " (student focus group comment)
2. UTEP should ensure that hardware is regularly updated.
3. UTEP should offer training for faculty and staff in the technology they need.
4. Streamline the helpdesk voice menu that students face.
5. Increase IT staffing levels to reduce response time.
6. Investigate the causes of the long time required for students to login to computers in the various labs.
7. Extend helpdesk hours, ideally to 24/7.
8. Improve the expertise of the technology-related staff, including student employees.
9. Investigate ways to improve the printing situation for students.

General Recommendations

1. Monitor customer service.
2. Hire a customer advocate.
(quality assurance, user-experience design, customer needs identification, ombudsman ...)

Faculty Senate Information Technology Committee, 2008-2009

College Representatives: Brian Giza, Education; Mickey Manciu, Science; Paulo Pinheiro da Silva, Engineering; Karl Putnam, Business; Darla Smith, Health Sciences; Bob Wren, Liberal Arts

At Large: Virgilio Gonzalez, *Vice Chair*, Nigel Ward, *Chair*

Ex Officio: Mary Duffy, *Secretary*, Ken Pierce, Miguel Sifuentes

Student Members: J. Alejandro Munoz, Jorge Vargas

Observers: Jose Hernandez, Sunay Palsole

Supporters: Lisa Weber, Melanie Thomas, Roy Mathew, Norma Boeckner